

Provider Bulletin

Attention:	Participating Providers		
Subject:	COVID-19 Prior Authorization Waiver Extension		
Program:	District Cares (Option 1)	Bulletin Date:	May 1, 2020
Bulletin Number:	20-002	Effective Date:	May 1, 2020

Notice:

Important information for Participating Providers regarding COVID-19 Prior Authorization Waiver:

- Health Care District operations remain limited during this state of emergency.
- Prior authorization waiver for District Cares has been extended for services rendered through 6/15/2020.
- Covered service benefit limitations remain in place, please refer to Provider Bulletin 19-008 available at www.hcdpbc.org.
- PlanLink Provider Portal is available to verify patient eligibility and obtain claim status. Please visit our website at www.hcdpbc.org for more information.
- Customer Services Representatives are available at (866) 930-0035.

If you have any medical questions about COVID-19, please contact the Florida Department of Health's COVID-19 Hotline (open 24/7) by phone at 866-779-6121 or by email COVID-19@flhealth.gov.

For more resources about COVID-19, please visit:
Florida Department of Health: www.floridahealth.gov/covid-19
CDC: <https://www.cdc.gov/coronavirus/index.html>

Additional Questions:

Please contact the Provider Services Department at (866) 930-1002.

Please insert the bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures in the handbook.