

## Provider Bulletin

<b>Attention:</b>	<b>Participating Providers</b>		
<b>Subject:</b>	COVID-19 Prior Authorization Waiver Extension		
<b>Program:</b>	District Cares (Option 1)	<b>Bulletin Date:</b>	June 17, 2020
<b>Bulletin Number:</b>	20-004	<b>Effective Date:</b>	June 15, 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 requirements are waived for District Cares covered services rendered through 6/30/2020.
- Covered service limitations remain in place, please refer to Provider Bulletin 19-008 available at [www.hcdpbc.org](http://www.hcdpbc.org).
- PlanLink Provider Portal is available to verify patient eligibility and obtain claim status. Please visit our website at [www.hcdpbc.org](http://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](mailto:COVID-19@flhealth.gov).

For more resources about COVID-19, please visit:  
Florida Department of Health: [www.floridahealth.gov/covid-19](http://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.

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