



March 20, 2020

Dear Valued Provider:

As you are aware, Governor Ron DeSantis has declared a State of Emergency in Florida under Executive Order 20-52, due to the Corona Virus (COVID-19) outbreak. According to the March 10th memorandum from the Centers for Medicare & Medicaid Services (CMS), under such circumstances, Medicare Advantage Health Plans are required to do the following:

Part C Requirements:

- **Out of Network Services:** Cover Medicare Parts A and B services and supplemental Part C plan benefits furnished at non-contracted facilities subject to § 422.204(b)(3), which requires that facilities that furnish covered A/B benefits have participation agreements with Medicare.
- **Primary Care Provider Approval:** Waive, in full, requirements for gatekeeper referrals where applicable.
- **Cost Sharing Change:** Provide the same cost-sharing for the enrollee as if the service or benefit had been furnished at a plan-contracted facility.
- **Benefit Change:** Make changes that benefit the enrollee effective immediately without the 30-day notification requirement at § 422.111(d)(3). (Such changes could include reductions in cost-sharing and waiving prior authorizations as described below.)

Part D Requirements:

- **Refill-Too-Soon:** Relax the “refill-too-soon” edits if circumstances are reasonably expected to result in a disruption in access to drugs at the point-of-sale. Health Plans may also allow an affected enrollee to obtain the maximum extended day supply available under their plan, if requested and available.
- **Out of Network:** Consistent with §423.124(a) of the Part D regulations, Health Plans are required to ensure enrollees have adequate access to covered Part D drugs dispensed at out-of-network pharmacies when those enrollees cannot reasonably obtain covered Part D drugs at a network pharmacy. Enrollees remain responsible for any cost sharing under their plan and additional charges (i.e., the out-of-network pharmacy’s usual and customary charge), if any, that exceed the plan allowance.



- **Mail or Home Delivery:** In situations when a disaster or emergency makes it difficult for enrollees to get to a retail pharmacy, or enrollees are actually prohibited from going to a retail pharmacy (e.g., in a quarantine situation), Health Plans will relax any plan-imposed policies that may discourage certain methods of delivery, such as mail or home delivery, for retail pharmacies that choose to offer these delivery services in these instances.
- **Prior Authorization for Part D Drugs:** Health Plans may choose to waive prior authorization requirements at any time that they otherwise would apply to Part D drugs used to treat or prevent COVID-19, if or when such drugs are identified. Any such waiver must be uniformly provided to similarly situated enrollees who are affected by the disaster or emergency.
- **Drug Shortage:** Health Plans will follow the existing drug shortage guidance in Section 50.13 of Chapter 5 of the Part D manual in response to any shortages that result from this emergency.
- **Coverage of Vaccine:** Under current law, if a vaccine becomes available for COVID-19, Medicare will cover the vaccine. Health Plans will be required to cover the vaccine if it is a Part D drug.

Additionally, Ultimate Health Plans has decided to:

- Waive enrollee cost-sharing for COVID-19 laboratory tests, telehealth benefits or other services to address the outbreak.
- Provide enrollees access to Medicare Part B services via telehealth in any geographic area and from a variety of places, including beneficiaries' homes.
- Waive Plan's prior authorization requirements that otherwise would apply to tests or services related to COVID-19 at any time.

These special requirements are in effect until the end date identified in the State declaration or for 30 days, if no end date is identified in the declaration.

If you require assistance, please contact our Provider Services Line at 1- 888- 657-4171. During this time, we ask that you only reach out to our Provider Services Line if it is an urgent issue. For questions regarding services already rendered, claims, contracts, etc., please send an email to: provider_relations@ulthp.com.

Thank you,

Provider Relations