



## An important message regarding CarePlus' response to Hurricane Milton: ADMINISTRATIVE UPDATE (Oct. 8, 2024)

CarePlus is here to help support our members and providers impacted by Hurricane Milton.

In response to the potential of devastation from Hurricane Milton throughout the state of Florida, CarePlus is suspending authorization requirements (and referrals where applicable) for acute inpatient hospitalization, outpatient procedures, skilled nursing facilities (SNFs), home health, long-term acute care (LTAC) and inpatient rehabilitation facilities (IRFs) for participating and nonparticipating providers for CarePlus members through Oct. 14, 2024.

**CarePlus' vendors** Beacon/Carelon (Behavioral Health), Evolent/New Century, Health Network One, Integrated Home Care Services, One HomeCare Solutions, LLC, and Premier Eye Care are the current vendors that will be asked to follow the above-listed waivers for all covered services.

### **Important details:**

- Authorization suspension, as outlined herein, will be in effect for dates of services from Oct. 7 through Oct. 14, 2024.
- No other services requiring prior authorization are included in this suspension.
- CarePlus retains the right for post-pay claim review and audit rights for services where authorizations are temporarily suspended.

We are here to support you as you care for your CarePlus-covered patients, particularly during this difficult time. CarePlus leaders will continue to monitor service volumes during the recovery. We will update you on policies and processes that affect your practices and organizations as this crisis evolves.