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Florida Medicaid Health Care Alert

April 14, 2020

Provider Type(s): All

Update: New FAQs Posted to Agency's COVID-19 Website

This alert is to notify providers that the Agency for Health Care Administration (Agency) has posted an updated Frequently Asked Questions (FAQ) document for Medicaid providers on the Agency's COVID-19 website. The updated FAQ document includes new answers to questions about telemedicine, durable medical equipment, payment for COVID-19 testing, and nursing facility bed hold requirements. The new questions and answers that have been added since the last update to the FAQ document are highlighted in yellow.

As a reminder, the Agency's new COVID-19 alert website ensures providers have all Agency guidance in one centralized location. The website can be accessed through the following link: http://ahca.myflorida.com/covid-19_alerts.shtml

In addition to responses to FAQs, this website also contains alerts and resources for both facilities and Medicaid providers along with guidance released by the Centers for Disease Control and Prevention (CDC), the Federal Centers for Medicare and Medicaid Services (CMS), and the Florida Department of Health (DOH).

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> **CALL** 1-877-254-1055

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(AHCAFlorida\)](#).

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