

## Hurricane Ian

*This communication applies for Member's enrolled with HealthSun Health Plans, Inc.*

**Summary/Background:** Due to Hurricane Ian, the Governor of Florida has issued a state of emergency for all counties under [Executive Order 22-219](#). At this time, HealthSun Health Plans will be operating during normal business hours and our call centers will remain open.

We are here to work closely with you to ensure our members continue to receive the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Hurricane Ian.

**Prior authorizations – HealthSun Health Plans will be lifting Prior Authorizations for the below scenarios.**

Effective 9/27/22 until 10/03/2022

- For critical services (DME, Home Health, & Hospital) when the service or item requested is deemed critical or life sustaining.
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any postdischarge services, including transportation or transfers to services outside of the affected parishes.
- We will not deny an inpatient facility for late submission of clinical information and we will accept verbal concurrent reviews.
- We are waiving prior Auth requirements for covered critical life sustaining services/items.

**Prior authorizations – Medicare Advantage**

- We have waived prior authorization requirements for covered critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, DME, hospital services, nursing facility services and chemotherapy until such time that we communicate a change back to normal processes. For further details, please contact our Provider Services lines 877-999-7776 ( you can still submit the request for tracking purposes and it will be automatically approved).
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any post-discharge services, including transportation or transfers.

We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.

**<https://healthsun.com/for-providers/forms-documents/>**

HealthSun Health Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract.

HealthSun Health Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in HealthSun Health Plans, Inc. depends on contract renewal.

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**Contact us:**

**Member Services**

From April 1st through September 30th we are open Monday through Friday 8am to 8pm (our office will be closed on federal holidays). During October 1st through March 31st we are available seven days a week from 8am to 8pm (we are closed on Thanksgiving and Christmas Day).

- 1-877-336-2069
- TTY 877-206-0500
- 24-hour Behavioral Health Crisis Line: 1-877-696-7793

**Provider Services:**

- Monday- Friday 8:00am-5:30pm 877-999-7776
- IngenioRx Pharmacy Help Desk: 833-235-2030

**Additional information/resources**

Office of the Governor	<a href="https://www.flgov.com">https://www.flgov.com</a>
Department of Health	<a href="http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html">http://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/prepare-yourself/current-hazards/hurricane-info.html</a>
American Red Cross	<a href="https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html">https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html</a>
Agency for Health Care Administration	<a href="https://ahca.myflorida.com/prepare">https://ahca.myflorida.com/prepare</a>
Florida Division of Emergency Management	<a href="https://www.floridadisaster.org">https://www.floridadisaster.org</a>
Florida Division of Emergency Management — shelters	<a href="https://www.floridadisaster.org/shelter-status">https://www.floridadisaster.org/shelter-status</a>