

Notice to Providers Regarding Relaxations for Hurricane Milton Ending

Due to the impact of Hurricane Milton on affected Florida counties, we temporarily relaxed prior authorizations (excluding pharmacy) and referral requirements. We also allowed access to out-of-network benefits at the in-network benefit level for Medicare Advantage members impacted by the storm.

Florida Counties/Areas Included: Brevard, Charlotte, Citrus, Clay, Collier, DeSoto, Duval, Flagler, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lake, Lee, Levy, Manatee, Marion, Martin, Miccosukee Indian Reservation, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, and Volusia

To support providers and Florida Blue members during Hurricane Milton, several changes were put in place with an October 7, 2024 effective date, applicable to members residing in affected counties/areas. The purpose of this communication is to share important information about our **return to standard business requirements and processes effective October 31, 2024.**

- **Commercial Plans Including Truli for Health**
 - All waivers and relaxations for prior authorizations and referrals will **end effective October 31, 2024.**
- **Medicare Advantage Plans**
 - All waivers and relaxations for prior authorizations and referrals will have a 30-day transition period from October 31, thus **ending on November 30, 2024.**

All claims are subject to medical necessity review and benefit limitations. Additionally, out-of-network claims will no longer be paid at in-network benefit levels in alignment with the ending dates noted above.

For more information, please reference the [previous communication](#) related to Hurricane Milton.

We appreciate your understanding and cooperation as we transition back to standard processes and requirements following this storm.