

DATE: February 25, 2025

To: Primary Care Physicians and Specialists

From: Florida Health Care Plans Central Referral Department

Re: Important Reminder for Medical Services That Require
Prior Authorization

Florida Health Care Plans (FHCP) wants to ensure your patients receive the care they need, and we are asking for your assistance. Please review the guidelines below regarding requests for medical services that require authorization to ensure your patients receive necessary care and avoid financial responsibility or delay in care.

Medical Services Routine Requests

Non-urgent and elective medical services should not be scheduled until approvals are received to avoid financial responsibility for provider offices or patients.

Please submit requests to FHCP's Central Referrals Department, along with documentation supporting requests, as soon as possible as determinations *may* take up to 14 calendar days.

Medical Services Urgent Requests:

Serious jeopardy to life, health, maximum function, or the ability to maintain maximum function are considered urgent requests and physician offices should call FHCP Central Referrals Department at 386.238.3230 to discuss urgent cases with a clinician; this is in addition to sending the required faxed request.

Clinical Documentation:

As a reminder, when submitting requests for prior authorization, clinical documentation including any pertinent studies must be sent along with the request.

For questions or concerns regarding this announcement please contact Florida Health Care Plans' Central Referral Department 386.238.3230.