



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

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

In response to the potential devastation from Hurricane Milton throughout the state of Florida, Humana 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 Medicare Advantage, Group Medicare, commercial fully insured and level funded premium (LFP) members residing in Florida through Oct. 14, 2024.

Humana's vendors Access 2 Healthcare, LLC, Beacon/Carelon (behavioral health), Cohere Health, Evolent/New Century Health, Health Network One, One HomeCare Solutions LLC, Premier Eye Care, Tivity Health, and CenterWell/Conviva 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, 2024 through Oct. 14, 2024.
- No other services requiring prior authorization are included in this suspension.
- Humana 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 Humana-covered patients, particularly during this difficult time. Humana 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.