



NICA BENEFIT HANDBOOK  
ADDENDUMS



# Addendums

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## Reflecting Update to the Address for the Department of Administrative Hearings:

The purpose of this addendum is to update the address of the Department of Administrative Hearings. These updates are reflected in the text below.

### **DISAGREEMENTS & REIMBURSEMENT DENIALS**

If a disagreement arises on a claim for benefits, we invite you to discuss the issue with a Nurse Claim Supervisor. They will welcome the opportunity to work with you in hopes of resolving the disagreement. In some instances, NICA may ask for a more clearly written letter of medical necessity or additional documentation.

If a disagreement arises and the Nurse Claim Supervisor cannot resolve it, upon written request, the Executive Director may review the claim and attempt to resolve the disagreement with the parents or legal guardians.

If the Executive Director cannot resolve the disagreement and a benefit is denied, the parents or legal guardians have the right to file a petition with the Division of Administrative Hearings to dispute the amount of actual expenses reimbursed or the denial of benefits. See [DOAH.fl.us](http://DOAH.fl.us) for more details. Parents or legal guardians may contact the Insurance Consumer Advocate at the Florida Department of Financial Services for additional guidance on an informal basis.

The address to submit a letter or petition is:

#### **Division of Administrative Hearings**

2001 Drayton Dr.  
Tallahassee, FL 32311  
Phone: (850) 488-9675  
Fax: (850) 921-6847

The contact information for the Insurance Consumer Advocate is:

#### **Office of the Consumer Advocate Florida Department of Financial Services**

Office: 850.413.5923  
Fax: 850.487.0453

## Addendum Clarifying Time Limits on Claiming

The purpose of this addendum is to clarify that the four-year time limit on requesting reimbursement for a certain expense is not only limited to expenses from medical provider and pharmacies. The text below has been updated.

### **Time Limits on Claiming:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

The time limit applies to all benefit categories unless noted otherwise (i.e. some benefits are not available until entry into the program).

## Addendum Reformatting the Electric Stipend Policy

The purpose of this addendum is to separate the Electric Stipend policy from the Equipment section and restructure the current Electric Stipend policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Electricity Stipend**

(Effective Date: October 15, 2021)

#### **Retroactive Benefits:**

There are no retroactive benefits related to this policy. Benefits are available only after the effective date and can be paid starting on the 1st of the month following the participant's entry into the program. NICA will honor stipend requests going back four years (in accordance Section 95.11(3)(f), Florida Statutes) but not prior to the effective date.

#### **Description:**

Upon request, NICA will pay families a monthly stipend to offset the additional electricity costs associated with the use of medically necessary equipment related to the participant's neurological injury. The monthly stipend amount for 2021 was \$100, indexed to the U.S. Bureau of Labor Statistics cost per Kilowatt hour for the South Atlantic region. The stipend will be adjusted each January 1st to reflect the percentage change in Kilowatt hour from the prior year's November rate . See Additional Information for a history of stipend amounts.

To qualify for the stipend, the participant will need to fall under one of the following two categories:

- Category 1: Participant has additional electricity costs associated with the use of one of the following: an electric bed, oxygen concentrator, or a CPAP/BIPAP.
- Category 2: Participant has additional electricity costs associated with the use of a feeding pump, suction machine, and a third piece of medically necessary equipment.

#### **Medically Necessary Documentation:**

A list of current necessary medical equipment being used in the home.

#### **Prior Authorization Requirement:**

Prior authorization is not necessary for this benefit; however, this benefit is provided only upon request from the participant family.

#### **Documentation Requirements for Reimbursement:**

- Once medical necessity has been established by documentation noted above, no additional documentation is needed for monthly payments.

#### **Additional Information:**

Historic stipend amounts are as follows:

- 2021 \$100
- 2022 \$100
- 2023 \$118
- 2024 \$120

- 2025 \$123

**Exclusions or Limitations:**

Household equipment such as washing machines and dryers are not medically necessary equipment and will not be considered as qualification for this benefit.

## Addendum Reformatting the Fresh Food Stipend Policy

The purpose of this addendum is to separate the Fresh Food Stipend policy from the Specialized Nutritional Products section and restructure the current policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Fresh Food Stipend**

Established: October 1, 2022

#### **Retroactive Benefits:**

There are no retroactive benefits related to this policy. Benefits are available only after the effective date and can be paid starting on the 1st of the month following the participant's entry into the program. NICA will honor stipend requests going back four years (in accordance Section 95.11(3)(f), Florida Statutes).

#### **Description:**

Beginning October 1, 2022, for participants who are unable to eat a typical diet and require modified soft/puréed food due to a digestive system dysfunction related to the neurological injury, NICA will provide a monthly stipend for fresh foods to be prepared into purée at home as an alternative to reimbursement for actual costs for specialized nutritional products (described in a separate policy). The monthly stipend is based on the USDA's Thrifty Food Plan, which estimates the monthly cost for a nutritious diet based on age. The monthly stipend will be based on the [November 2024 USDA Thrifty Food Plan report](#). NICA will update the monthly stipend amount for families each January 1st based on the prior year's November report. Effective 3/1/2024, this benefit is available beginning at age 1.

#### **Medical Necessity Documentation:**

Families will need to provide a letter of medical necessity or pertinent physician notes documenting that the participant is unable to eat a typical diet and requires modified soft/puréed food due to a digestive system dysfunction related to the neurological injury.

#### **Prior Authorization Requirements:**

Prior authorization is not necessary for this benefit; however, this benefit is provided only upon request from the participant family.

#### **Documentation Requirements for Reimbursement:**

Once medical necessity has been established by documentation noted above, no additional documentation is needed for monthly payments.

#### **Additional Information:**

There is no additional information for this benefit.

#### **Exclusions or Limitations:**

If families opt for the monthly Fresh Food Stipend, there will be no reimbursement for specialized nutritional products (see the Specialized Nutritional Products policy for examples). Families receiving

formula through insurance, WIC, or SNAP are not eligible to receive the Fresh Food Stipend. Additionally, families receiving the Fresh Food Stipend will not be able to receive any travel-related meals and incidentals stipend for the participant.

## Addendum Reformatting the Guardianship Policy

The purpose of this addendum is to restructure the current guardianship policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Guardianship**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

When a participant turns 18, states typically require parents to become legal guardians to continue making medical decisions on behalf their children. NICA will cover the costs for families to obtain guardianship of the NICA participant. Families may select their own attorney, or at request from the parent, NICA can provide a list of attorneys who specialize in guardianship.

Covered expenses include:

- Legal and other fees related to:
  - o Establishing the initial guardianship (plenary guardianship or guardian advocacy)
  - o Annual guardianship renewals
- Guardianship classes
- Background checks
- Fingerprints
- Professional guardian fees

Please reach out to your case manager with any questions regarding coverage of guardianship.

#### **Medically Necessary Documentation:**

There are no requirements for documenting medical necessity in relation to this benefit.

#### **Prior Authorization Requirement:**

There are no prior authorization requirements for reimbursement. Based on previously reimbursed expenses, the range of legal fees related to obtaining guardianship is \$3,000 - \$7,500. If costs exceed this range, additional documentation / explanation will be required.

#### **Documentation Requirements for Reimbursement:**

- Itemized invoices
- Proof of payment (if NICA is to reimburse the parent/guardian)
- Copy of the official order approving guardianship

#### **Additional Information:**

The court will appoint an attorney for the participant separate from the attorney representing the parent/guardian. The cost of the participant's attorney should be covered by the court system. Prior to 8/25/2022, NICA reimbursement was limited to \$2,500 for guardianship expenses.

**Exclusions or Limitations:**

Retainer costs paid by the family to the attorney are reimbursable only as they are exhausted by actual documented services provided by the attorney. NICA can pay the retainer directly to the attorney at the parent's request.

Travel costs associated with the process of obtaining guardianship are non-reimbursable.

## Addendum Clarifying Maintenance Documentation Requirements

The purpose of this addendum is to clarify that maintenance therapy must be provided in accordance with current policy but that Brain Plasticity maintenance therapy may be provided through at-home exercises proscribed by the facility. The text below reflects this clarification.

### **Benefit: Intensive Therapy**

*(Effective Date January 1, 2024)*

#### **Retroactive Benefits:**

There are no retroactive benefits related to this policy. Benefits are available only after the effective date.

#### **Description:**

Intensive therapy typically involves 1 to 5 weeks of one or more therapies (e.g., physical, occupational, speech therapy), provided for several hours each day, five days a week, by a licensed therapist. In some cases, summer camps that also include therapy provided by licensed therapists can be considered intensive therapy sessions.

NICA will authorize one intensive session per quarter for each category of therapy. A quarter is defined as the 13-week period beginning with the date of the first attended intensive therapy. For example, a participant may attend a physical therapy intensive and a feeding intensive within the same 13-week period. However, for intensives of the same category that are 4 or 5 weeks in length, there must also be a 9-week gap between the end date of one intensive and the start of the next. This is to ensure that appropriate adherence to maintenance therapy is achieved.

Here are some examples:

- A participant attends a 5-week physical therapy intensive from February 10, 2025, to March 14, 2025. The next time that participant would be eligible to attend another PT intensive would be May 16, 2025, which is 9 weeks from March 14th.
- A participant attends a 2-week physical therapy intensive from February 10, 2025, to February 21, 2025. The next time that participant would be eligible to attend another PT intensive would be at the beginning of the next 13-week period, which would be May 12, 2025, because more than 9 weeks had passed since the end of the initial intensive.
- In the above examples, a participant could also attend Brain Plasticity or Feeding Therapy or some other intensive that is not a physical therapy intensive during the same 13 -week period (February 10, 2025, through May 12, 2025).

Maintenance therapy must follow best practices for a given therapy modality and be in accordance with the intensive provider's recommendations. When NICA authorizes an intensive therapy session, they will request that the provider document those recommendations when they submit their billing and therapy notes after each intensive.

Insurance denials may be requested for some intensives.

Examples of intensives previously authorized:

Category	Specialty (if applicable)*	Providers Used (more may be added in the future)
Physical Therapy	Physical Therapy Intensive	Ability Plus Therapy, Believe Pediatric Physical Therapy, First Step Therapy, John Hopkins Medicine, Kenny Rogers Children's Center, Kid's PT By the Sea / Sarasota Pediatric Physical Therapy, NAPA Center, Neuroworks, Pediatric Therapy Associates, Starlight Intensive, Therapies4Kids
Physical Therapy	Therasuit	Ability Plus Therapy, Believe Pediatric Physical Therapy, John Hopkins Medicine, Kenny Rogers Children's Center, Lampert's Home Therapy, Inc., NAPA Center, Neuroworks, Therapies4Kids
Physical Therapy	Dynamic Movement Intervention	Family First Therapy, Kids PT By the Sea / Sarasota Pediatric Physical Therapy, Starlight Intensive
Physical Therapy	Universal Exercise Unit (Cage)	Believe Pediatric Physical Therapy, John Hopkins Medicine
Physical Therapy	Constraint-Induced Movement Therapy	Intensive Therapeutics
Occupational Therapy		Ability Plus Therapy, John Hopkins Medicine, Intensive Therapeutics, NAPA Center
Speech Therapy		Ability Plus Therapy, Brave Bunch Summer Camp, Kenny Rogers Children's Center, Logo's Therapy Group, NAPA Center
Feeding Therapy		NAPA Center, NJ Pediatric Feeding Associates
Brain Plasticity		Brainwave, Neurotru PLLC, Plasticity Center of Orlando
Vision		The Children's Home of Pittsburgh

\* Specialty Intensives are all considered Physical Therapy intensives so only one type of Specialty Intensive can be attended every 3 months

### Medically Necessary Documentation:

- **First Intensive Session:** A letter of medical necessity from the primary care physician, physiatrist, or neurologist is required.
  - For all physical therapy, occupational therapy, speech therapy, and feeding therapy, a letter of medical necessity is also required from the participant's therapist. In many cases, the therapist will prepare the initial letter of medical necessity, and the physician will indicate their concurrence with the recommendation.
  - Brain Plasticity intensives require a letter of medical necessity from a neurologist.
  - Separate letters of medical necessity are required for each category and specialty of therapy.
- **Subsequent Intensive Sessions:** No letter of medical necessity is required, but documentation must show consistent attendance of any recommended maintenance therapy since the last intensive. Maintenance therapy must conform to the current policy (e.g. be provided by a licensed therapist following a plan of care approved by a physician, etc.) except as follows:
  - For Brain Plasticity, if recommended maintenance therapy is for at-home exercises only (as opposed to therapy), the parent will be asked to confirm that the prescribed maintenance exercises were completed for this type of intensive.

### Prior Authorization Requirement:

Prior authorization is required for all intensives. Note that if a parent elects to *schedule* an intensive prior to authorization, reimbursement cannot be guaranteed until the intensive is authorized.

### Documentation Requirements for Reimbursement:

- Therapy notes
- Invoice
- In addition to above, if reimbursement is to be made to parent, proof of payment to provider (e.g., cancelled check, bank statement, credit card statement or sales slip, receipt from vendor, etc.)

### Additional Information:

There is no additional information for this policy.

### Exclusions or Limitations:

Conferences that are not exclusively providing direct care to the participant are excluded.

## Addendum Reformatting the Specialized Nutritional Products Policy

The purpose of this addendum is to restructure the current Specialized Nutritional Products policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations. This addendum also clarifies that items purchased with SNAP or WIC EBT cards are not eligible for reimbursement.

### **Benefit: Specialized Nutritional Products**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

For participants who are unable to eat a typical diet and require modified soft/puréed food due to a digestive system dysfunction related to the neurological injury, NICA will reimburse the cost of pre-packaged specialized nutritional products (Puréed baby foods, enteral formulas, distilled water for formula, etc.). Effective 3/1/2024, this benefit is available beginning at age 1. Families may alternatively opt to receive the Fresh Food Stipend which is described in a separate policy.

#### **Medical Necessity Documentation:**

Families will need to provide a letter of medical necessity or pertinent physician notes documenting that the participant is unable to eat a typical diet and requires modified soft/puréed food due to a digestive system dysfunction related to the neurological injury. For distilled water coverage, a letter of medical necessity is required specifying that distilled water must be used.

#### **Prior Authorization Requirements:**

Prior authorization is not necessary for this benefit; however, this benefit is provided only upon request from the participant's family.

#### **Documentation Requirements for Reimbursement:**

- Documentation of medical necessity discussed above
- Proof of purchase (i.e. receipt, paid invoice, etc.) OR invoice from vendor if NICA is paying the vendor directly

#### **Additional Information:**

##### **Blender**

In addition to the benefits noted above, NICA will reimburse families whose participant requires a modified soft/puréed food diet up to \$500 for a blender every three years. Families must submit a receipt with any reimbursement request for a blender and documentation of medical necessity may be required.

The age requirement associated with the reimbursement of specialized nutritional products, or the monthly Fresh Food Stipend does not apply to the purchase of a blender. This benefit is available for families regardless of whether they select the Fresh Food Stipend benefit.

**Exclusions or Limitations:**

If families opt for reimbursement for specialized nutritional products, they will not be eligible for the monthly Fresh Food Stipend. Families whose child is unable to eat a typical diet will not be able to receive any travel-related meals and incidentals stipend for the participant.

Items purchased using WIC or SNAP EBT cards (or other public assistance funds) are not eligible for reimbursement under this benefit.

## Addendum Adding the Disaster Lodging Policy under Board Approved Benefits

The purpose of this addendum is to add the Disaster Lodging policy to the list of Board Approved Benefits in the 'Claims Request for Reimbursement or Benefits' section of the handbook. The text below reflects this update.

### **CLAIMS REQUEST FOR REIMBURSEMENT OR BENEFITS**

This section contains detailed information about NICA's statutory requirements related to covered benefits and the resulting documentation required to ensure that NICA operates within its statutory authority. It also contains a clear framework to ensure that benefit decisions are made consistently and equitably for all participants. Note that while the NICA program covers a broad range of medically necessary and other benefits, it is not intended to provide reimbursement for all expenses that may arise because of the birth injury. Examples of items not covered include the cost of boarding pets while traveling for medical appointments, increased costs for household cleaning products, and legal costs of setting up a special needs trust.

Each section of the Benefit Handbook contains specific requirements related to that type of benefit. Because each participant has different needs, not every participant will require or be eligible for every benefit listed in this Handbook. Similarly, there are many benefits that may be covered that are not specifically listed. Your NICA Case Manager is the best source for questions about benefits that may not be specifically referenced in this Handbook.

The NICA program provides the following broad categories of benefits:

- Medically necessary benefits outlined in Florida Statutes
- Other benefits specifically defined in Florida Statutes
- Other Board approved benefits implemented to promote the administration of the plan in the best interest of participants

Medically necessary benefits outlined in Florida Statutes include the following:

- Nursing / Custodial Care
- Hospital, Medical, and some Dental Treatment
- Medication
- Equipment
- Supplies
- Therapy
- Related travel

Other benefits specifically defined in Florida Statutes include the following:

- Initial Parent Award
- Death Benefit
- Mental Health Services for family members
- Reliable Transportation
- Housing Assistance

Board approved benefits include the following:

- Legal and other fees related to guardianship
- Health insurance premiums

- Annual Special Benefit
- Electricity stipend
- Disaster lodging

Florida Statutes include some other limitations that NICA must adhere to reimburse for services. Specifically:

- Reimbursement for medically necessary items must be related to the birth injury,
- Reimbursement for medically necessary items must also be reasonable,
- Reimbursement is limited to reasonable charges prevailing in the same community for similar services (i.e. charges are usual and customary),
- Reimbursement is prohibited for items that participants are entitled to receive under other state or Federal programs, and
- Reimbursement is prohibited for items that are covered under insurance plans

Finally, NICA is subject to oversight by a variety of entities including audits by the Florida Office of Auditor General. In order for NICA to appropriately document reimbursed expenses for these purposes, NICA must collect documentation that the goods or services were provided, and, if reimbursement was made to the parent, proof that payment was made for the goods or services.

The rest of this section describes how NICA complies with each of the above requirements. As previously noted, each of the sections on this Handbook contain specific details on documentation requirements for that benefit.

## Addendum Reformatting the Housing Policy

The purpose of this addendum is to restructure the current Housing policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Housing Assistance**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

Participants are entitled to a housing assistance benefit of up to \$100,000 during their lifetime. This benefit has been utilized by families in a variety of ways, including (but not limited to):

- Accessibility renovations
- New home construction
- Mortgage or monthly rent payments
- Moving expenses to a more accessible dwelling
- Whole house generators
- Down payment on a new home

Please contact your case manager with any questions and for information on the documentation requirements as they vary significantly depending on the type of expense.

#### **Medically Necessary Documentation:**

There are no requirements for documenting medical necessity in relation to this benefit. However, NICA may require a statement from the parent describing how the expense will benefit the participant if it is not clear from the initial request.

#### **Prior Authorization Requirement:**

Prior authorization is not required, however, it is strongly recommended to ensure that the expense is reimbursable.

#### **Documentation Requirements for Reimbursement:**

General documentation requirements are below, however, additional items may be necessary depending on the type of reimbursement requested. Please reach out to your case manager for additional information.

- Itemized invoices
- Proof of payment (if NICA is to reimburse the parent/guardian)
- As noted above, other documentation may be needed depending on the type of expense

If a wire is needed, the following documents are required:

- Title company contact information

- Wire instructions
- Written direction by parent(s)/guardian(s) on the amount to be used from Housing Assistance
- Date of closing

If a wire payment is needed, 72 hours advanced notice is required.

**Additional Information:**

Prior to June 21, 2021, NICA reimbursed up to \$30,000 for housing expenses.

**Exclusions or Limitations:**

Propane refills are not reimbursable under the Housing Assistance benefit.

Security deposits are not reimbursable under the Housing Assistance benefit.

## Addendum Reformatting the Transportation Policy

The purpose of this addendum is to separate the Transportation & Travel sections into individual sections and restructure the current policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Reliable Transportation**

#### **Retroactive Benefits:**

The Reliable Transportation Benefit was created in Florida Statute effective June 21, 2021. Prior to this date, NICA had a policy for accessible vans only. For families who do not have a NICA vehicle, NICA may be able to “convert” an existing vehicle to a NICA vehicle on or after June 21, 2021, but not for expenses incurred more than four years ago. Speak to your case manager if you have questions on this option.

#### **Description:**

When a participant needs a reliable mode of transportation, NICA coordinates the purchase of a reliable vehicle or an accessible van upon the parent’s request.

NICA is listed as a lienholder on the vehicle’s title. However, the vehicle itself is titled in the name of the parents or legal guardians as custodians for the participant under the Florida Uniform Transfer to Minors Act (or whatever is appropriate under other state law).

As a lienholder, NICA pays and/or reimburses the following expenses:

- Vehicle purchase price and associated acquisition costs
- License tag/registration and renewals
- Maintenance costs
- Insurance coverage at the minimum limits described in the Vehicle Agreement. NICA must be listed as lienholder on the policy.

#### Rental Vehicles:

NICA will coordinate a rental vehicle when the participant’s reliable transportation vehicle is being repaired.

#### **Medical Necessity Documentation:**

There is no medical necessity documentation associated with this benefit.

#### **Prior Authorization Requirements:**

##### Maintenance:

Prior authorization is required for any maintenance expenses over \$500.00. If a parent elects to pay for a vehicle related expense over \$500.00 prior to authorization, reimbursement cannot be guaranteed.

##### Rental Vehicles:

Prior authorization is required for obtaining a rental vehicle and should go through NICA’s Transportation Coordinator. If a parent elects to pay for a rental vehicle prior to authorization, reimbursement cannot be guaranteed.

**Documentation Requirements for Reimbursement:**

To begin the process to obtain a reliable vehicle or accessible van, the following must be provided:

- Current proof of vehicle insurance and a valid driver's license

Vehicle-related expenses (such as repairs and maintenance):

- Invoice
- Proof of payment (i.e. receipt, paid invoice, etc.) if NICA is reimbursing parent

**Additional Information:**

NICA replaces the vehicle every seven years or 150,000 miles, whichever comes first.

Families no longer needing a vehicle should return it to NICA in good working order within 60 days of the last use.

Refer to the Travel section of the Benefit Handbook regarding reimbursement of other vehicle-related expenses (i.e. tolls, parking fees, and mileage reimbursement).

The Vehicle Agreement contains additional details about the terms of use of the NICA vehicle and other limitations of coverage.

**Exclusions or Limitations:**

NICA will issue only one vehicle per participant.

NICA will only reimburse insurance coverage for the parent's operation of the vehicle. NICA will not reimburse for increases in automobile insurance premiums attributable to a poor driving record of the parent or for any additional driver. Failure to maintain insurance as required may result in loss of the vehicle or the vehicle not being replaced.

Tickets or fines incurred by the parent while using the NICA vehicle are the responsibility of the parent and will not be reimbursed by NICA.

## Addendum Reformatting the Insurance Policies & Premiums Policy

The purpose of this addendum is to restructure the current Insurance Policies & Premiums policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations. This addendum also serves to reflect the addition of dental premium coverage beginning 7/1/25.

### **Benefit: Insurance Policies & Premiums**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. For families entering the program on or after January 1, 2022, if the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

NICA reimburses families for the cost of the participant's health insurance. In addition to coverage of healthcare insurance, beginning 7/1/25, NICA will reimburse families for the cost of the participant's dental insurance premium.

For participants who qualify for Florida Medicaid, NICA reimburses the Agency for Health Care Administration for the cost of those premiums.

If you need assistance in obtaining health insurance, please inquire about this benefit with your Nurse Case Manager. NICA can reimburse the insurance carrier directly at the parent's request.

#### **Medical Necessity Documentation:**

Medical necessity documentation is not necessary for this benefit.

#### **Prior Authorization Requirements:**

Prior authorization is not required for this benefit.

#### **Documentation Requirements for Reimbursement:**

Copy of the coverage document and premium that identifies the participant's portion of the premium. If documentation does not specifically identify the participant's portion, the total premium will be divided by the number of individuals on the plan to determine the participant's portion.

- If NICA is paying the insurance carrier directly, no additional documentation is needed.

If the parent is requesting reimbursement, proof of payment must be provided.

If reimbursement is for an employer plan that is funded by payroll deduction, documentation of the deduction amount must be provided by the employer (usually in a letter from the company's payroll department) or by the parent via a paystub. This documentation is required when the benefit is established and then any time the amount changes. Families must inform NICA if there is a change in employment.

**Additional Information:**

In some instances, NICA may reimburse the premiums for secondary insurance plans. Please contact your case manager for more information.

**Exclusions or Limitations:**

If there is a lapse in insurance coverage and expenses are incurred that would have been covered by insurance, NICA will not reimburse for those items.

## Addendum Reformatting the Travel Policy

The purpose of this addendum is to separate the Transportation & Travel sections into individual sections, split the Travel section into Local and Overnight Travel, and restructure the current policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations. This addendum also serves to add a historical list of mileage rates for reference purposes.

### **Benefit: Local Travel**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

Local travel refers to travel that is less than 50 miles one-way and that does not require an overnight stay. See Overnight Travel policy.

NICA will reimburse travel expenses (described below) that are incurred when a NICA participant travels to and from medically necessary appointments such as physician visits and therapy.

#### Mileage, Parking Fees, and Tolls:

Mileage for medically necessary appointments is reimbursed as follows:

- When using a NICA vehicle:
  - o Mileage for medical appointments or pre-approved travel will be reimbursed at twice the GSA rate for a government-furnished vehicle.
  - o Mileage rates:
    - Beginning 1/1/2025: \$0.42/mile
    - Beginning 1/1/2024: \$0.42/mile
    - Beginning 1/1/2023: \$0.44/mile
    - Beginning 7/1/2022: \$0.44/mile
    - Beginning 4/1/2022: \$0.36/mile
    - Before 4/1/2022: \$0.23/mile
- When using a personal vehicle:
  - o Mileage for medical appointments or pre-approved travel will be reimbursed at the GSA rate for a privately owned vehicle.
  - o Mileage rates:
    - Beginning 1/1/2025: \$0.70/mile
    - Beginning 1/1/2024: \$0.67/mile
    - Beginning 1/1/2023: \$0.655/mile
    - Beginning 7/1/2022: \$0.625/mile
    - Beginning 4/1/2022: \$0.585/mile
    - Before 4/1/2022: \$0.445/mile

In addition to medically necessary appointments, NICA will reimburse mileage only (no parking fees or tolls) for the following purposes

- Trips to the pharmacy for prescriptions related to the participant's birth injury (see the Prescription Drugs & Pharmacy Mileage section for documentation requirements),
- Non-routine supply/equipment-related travel. For example, if a piece of equipment is broken and needs to be repaired, mileage may be reimbursed for the travel to and from the repair location.
- Effective 4/1/2024, NICA will reimburse mileage to PPEC and to special needs school programs where the participant receives medically necessary services such as therapy (please reach out to your case manager to find out if your participant's school qualifies for mileage reimbursement). Attendance records are required for reimbursement.

#### Meals & Incidentals:

When a participant's one-way travel for a medically necessary appointment is either more than 30 miles or in excess of 45 minutes from home, NICA will provide a stipend for meals and incidentals at the GSA day-of-travel rate (75% of the GSA per diem) for up to two caregivers. NICA will also provide the same stipend for the NICA participant if the participant can consume food orally, does not have a digestive system dysfunction that impedes the ability to consume food, and is not receiving reimbursement for pre-packaged specialized nutritional products or the monthly Fresh Food Stipend.

#### Travel Reimbursement when a Participant is Hospitalized:

Effective 9/1/23, when a participant is hospitalized, NICA will reimburse the following:

- Mileage at the rates noted above for one round trip per day on days that a parent or guardian does not stay overnight at the hospital.
- Meals & Incidentals stipend for up to two caregivers as follows:
  - On days when a caregiver travels to and from the hospital, the stipend will be provided at the GSA day-of-travel rate (75% per diem)
  - On days when a caregiver does not leave the hospital, the stipend will be provided at the full GSA per diem rate.

Please contact your Nursing Case Manager if you have questions about reimbursement of other travel-related expenses.

#### **Medical Necessity Documentation:**

NICA must have documentation of the reimbursable appointment or hospitalization, such as appointment notes or hospital notes/discharge summary.

#### **Prior Authorization Requirements:**

Prior authorization is not required for local travel reimbursement.

#### **Documentation Requirements for Reimbursement:**

##### For Mileage and Meals & Incidentals:

- Documentation of medical necessity discussed above

##### For Parking and Tolls:

- Documentation of medical necessity discussed above
- Receipt or paid invoice.

- For tolls, a Sunpass (or similar) statement can be provided as proof of payment

**Additional Information:**

Mileage reimbursement will be calculated by the participant's Nurse Case Manager using the addresses for the locations provided by the parent or legal guardian. If the parent or legal guardian wants a specific map route used for the reimbursement, they can reach out to their case manager to provide these details.

In some instances, a non-parent/non-guardian caregiver may be reimbursed for mileage for taking the participant to medically necessary appointments.

**Exclusions or Limitations:**

If a family has a NICA vehicle and chooses to use their personal vehicle to transport the participant, to medically necessary appointments, mileage will be reimbursed at the GSA rate for government-furnished vehicles (i.e. at the NICA vehicle rate, not at the personal vehicle rate).

## Addendum Reformatting the Travel Policy

The purpose of this addendum is to separate the Transportation & Travel sections into individual sections, split the Travel section into Local Travel and Overnight Travel, and restructure the current policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Overnight Travel**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

When the participant and up to two caregivers travel at least 50 miles from home and must stay overnight for a medically necessary appointment, NICA will reimburse for the following:

- Mileage at the rates noted in the Local Travel policy if travel is by personal or NICA vehicle, or actual Airfare (see below for more details)
- Lodging (see below for more details)
- Parking and Tolls
- Rental Car (see below for more details)
- Meals & Incidentals (see below for more details)

#### Airfare:

Beginning January 1, 2022, if the participant travels by commercial air, NICA will reimburse the actual cost of coach fares for the participant and up to two caregivers. Luggage fees are also reimbursable. Reimbursement is available after the medically necessary trip is completed. Prior to January 1, 2022, reimbursement was available for the participant and only 1 caregiver.

#### Lodging:

Actual expenses incurred for lodging are reimbursed at a rate of up to 1.3 times GSA lodging rate for the destination city. The GSA rate maximum reimburses for all travelers (i.e. the amount that is reimbursed remains the same regardless of the number of travelers).

When calculating maximum reimbursement, all fees that are not taxes are considered part of the lodging expense. If the actual expense exceeds 1.3 times the GSA rate, reimbursement will be the maximum GSA amount plus the proportional amount of taxes. When calculating the maximum reimbursement, the cost of the entire stay is totaled and compared to what the total reimbursement would be at the GSA rate for the same number of nights. In other words, if some nights exceed the GSA rate and some nights are less than the GSA rate, but the total is still equal to or less than the GSA total, full reimbursement will be made.

Lodging will only be reimbursed up to one day before and one day after the medically necessary appointment except when driving will take multiple days. In those instances, lodging can be reimbursed for actual travel days assuming an average travel time of 8 hours per day.

NICA staff are available to assist with lodging reservations at the parent's request.

#### Parking and Tolls:

Actual costs of parking are reimbursed with a receipt. For parking at hotels, the cost of self-parking is reimbursed. Valet parking is reimbursed only if self-parking is not available.

Tolls are reimbursed with proof of payment. A Sunpass (or similar) statement can be provided as proof of payment.

#### Rental Car:

A rental car may be needed if the participant flies to an appointment or if the participant does not have a NICA vehicle and would prefer to travel by rental car. Rental car reservations should be made by NICA staff so that state rates can be accessed, and so that NICA can be directly billed. Tolls incurred when driving the rental car will be billed directly to NICA. Mileage at the reliable transportation rate (see Local Travel policy) will be reimbursed to cover fuel costs. However, the fueling option offered by the rental car company is not reimbursable.

Rental car reservations will only be made up to one day before and one day after the medically necessary appointment except when driving will take multiple days. In those instances, reservations can be made to include additional travel days, assuming average travel time of 8 hours per day.

#### Meals & Incidentals:

NICA will provide a stipend for meals and incidentals at the GSA rate (either day-of-travel rate of 75% or full travel day rate of 100% of the GSA per diem) for up to two caregivers. NICA will also provide the same stipend for the NICA participant if the participant can consume food orally, does not have a digestive system dysfunction which impedes the ability to consume food, and is not receiving reimbursement for pre-packaged specialized nutritional products or the monthly Fresh Food Stipend.

Meals & Incidentals will only be reimbursed up to one day before and one day after the medically necessary appointment except when driving will take multiple days. In those instances, the per diem can be provided for actual travel days, assuming the average travel time of 8 hours per day.

Please contact your Nursing Case Manager if you have questions about reimbursement of other travel-related expenses.

#### **Medical Necessity Documentation:**

While requirements may differ based on the specific situation, in general, NICA must have documentation of the reimbursable appointment, such as a letter of medical necessity or appointment notes.

#### **Prior Authorization Requirements:**

Prior authorization is required for all medically necessary overnight travel requiring lodging, airfare, and / or a rental car. Note that if a parent elects to incur charges prior to authorization, reimbursement cannot be guaranteed.

**Documentation Requirements for Reimbursement:**

For Mileage and Meals & Incidentals:

- Documentation of medical necessity as discussed above.

For Airfare, Lodging, Parking and Tolls:

- Documentation of medical necessity as discussed above.
- Receipt or paid invoice
  - o For tolls, a Sunpass (or similar) statement can be provided as proof of payment

**Additional Information:**

Mileage reimbursement will be calculated by the participant's Nurse Case Manager using the addresses for the locations provided by the parent or legal guardian. If the parent or legal guardian wants a specific map route used for the reimbursement, they can reach out to their case manager to provide these details.

**Exclusions or Limitations:**

Costs associated with travel outside of the country are generally not reimbursable. Please reach out to your case manager if you have a question regarding travel outside of the country.

Costs related to travel outside of the participant's state of residence may be reimbursable in some instances but require pre-authorization. Please reach out to your case manager if you have questions on out-of-state travel.

Travel insurance is not reimbursable.

Costs for valet parking are not reimbursable unless there are no self-parking options.

Costs for room service are not reimbursable.

Cancellation fees for lodging are not reimbursable unless unavoidable due to the participant's illness.

Fueling options offered by the rental car company are not reimbursable.

Tolls incurred that are not related to the medically necessary travel will not be reimbursed. Any non-reimbursable tolls incurred while using the rental car will be deducted from the travel reimbursement.

## Addendum Reformatting the Annual Special Benefit Policy

The purpose of this addendum is to restructure the current Annual Special Benefit policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Annual Special Benefit**

#### **Retroactive Benefits:**

There are no retroactive benefits related to this policy. Benefits are available only after the participant's entry into the program. NICA will honor stipend requests going back four years (in accordance Section 95.11(3)(f), Florida Statutes) but not prior to entry into the program.

#### **Description:**

NICA will reimburse families up to \$500 per calendar year for any items or experiences that are related to the participant's best interest.

Examples include:

- Adaptive toys
- Recreational pool equipment
- Games
- Non-therapeutic electronics
- Participant's portion of a theme park trip

#### **Medical Necessity Documentation:**

NICA does not require documentation of medical necessity for this benefit.

#### **Prior Authorization Requirements:**

Prior authorization is not required for this benefit. If unsure if an item would qualify for reimbursement under this benefit, the parents/guardians may choose to consult with their case manager.

#### **Documentation Requirements for Reimbursement:**

- A written explanation from the parent or guardian as to how the item or experience is in the best interest of the participant
- Invoice
- Proof of purchase (i.e. receipt, paid invoice, etc.) if reimbursing parent directly

#### **Additional Information:**

Beginning with the 2021 benefit, any unused amounts of annual special benefit can be rolled over indefinitely.

#### **Exclusions or Limitations:**

Annual special benefit funds are not able to be borrowed from the upcoming year to cover a current purchase.

## Addendum Reformatting the Bereavement Support Fund Policy

The purpose of this addendum is to restructure the current Bereavement Support Fund policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Bereavement Support Fund**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation.

#### **Description:**

In the event that NICA is notified of the death of a participant, families will receive \$50,000 in an effort to unburden them of the cost of services. The parent(s)/guardian is entitled to these funds upon the death of the participant; no documentation of payment is needed. Upon request, NICA can utilize these funds to pay for services directly. A time of loss can be emotional and confusing, NICA desires to be a resource for healing for its families during these difficult times. Please see the *Mental Health Services* section for more information.

#### **Medically Necessary Documentation:**

There is no medical necessity documentation required for this benefit.

#### **Prior Authorization Requirement:**

There is no prior authorization required for this benefit.

#### **Documentation Requirements for Reimbursement:**

- Itemized invoice (if NICA is paying the vendor directly)
- A copy of the death certificate (your case manager can work with the funeral home directly to acquire this documentation)

#### **Additional Information:**

There is no additional information regarding this benefit.

#### **Exclusions or Limitations:**

There are no exclusions or limitations related to this benefit.

## Addendum Reformatting the Dental Treatment Policy

The purpose of this addendum is to restructure the current Dental Treatment policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Dental Treatment**

(Effective Date: 1/1/2022)

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

NICA will reimburse or pay for dental treatment services that are medically necessary and related to the birth injury, such as:

- Sedation and anesthesia
- Hospital charges (if applicable)
- Descaling
- Dental extractions
- Cleanings that are in excess of two-yearly routine cleanings

#### **Example:**

- A participant has their first routine cleaning of the year and requires sedation. The bill includes the cost of the cleaning, x-rays, and sedation. NICA can only reimburse the parent or pay the facility directly for the cost of sedation.

See the Exclusions and Limitations section for services that are not reimbursable under this benefit.

#### **Medically Necessary Documentation:**

NICA must have documentation of the dental appointment. If there is uncertainty about how certain dental services relate to the birth injury, additional documentation may be necessary

#### **Prior Authorization Requirement:**

Prior authorization is required for medically necessary dental treatment services. If a parent elects to incur charges prior to authorization, reimbursement cannot be guaranteed.

#### **Documentation Requirements for Reimbursement:**

- Documentation of medical necessity discussed above
- Itemized invoices
- Proof of payment (if NICA is to reimburse the parent/guardian)

#### **Additional Information:**

For those appointments where dental treatment services are medically necessary and related to the birth injury, mileage reimbursement is available. 31

**Exclusions or Limitations:**

NICA does not reimburse for the following dental treatment services:

- Twice yearly routine cleanings
- Twice yearly X-ray imaging

## Addendum Reformatting the Experimental Programs or Equipment Policy

The purpose of this addendum is to restructure the current Experimental Programs or Equipment policy to provide more clarity. Additionally, this addendum adds cryoneurolysis to the list of non-reimbursable services.

### **Benefit: Experimental Programs or Equipment**

#### **Description:**

NICA reimburses services and equipment needed that are medically necessary and related to the birth injury. We meticulously evaluate safety, efficacy, and best practices before approving any recommended services or items. Consequently, while NICA considers all provider recommendations, not every service or item will be approved. NICA does not reimburse for experimental programs or reimburse the cost to obtain experimental equipment.

To ensure clarity and transparency, the following practices are not considered the standard of care for the corresponding indication and are therefore non-reimbursable, including but not limited to:

- Bioness L300 device for the management of neuromuscular weakness related to traumatic brain injury or cerebral palsy.
- Cryoneurolysis for the treatment of spasticity.
- Enbrel (intrathecal injection) for the treatment of spasticity related to hypoxic-ischemic encephalopathy and cerebral palsy.
- Human Growth Hormone therapy for the treatment of cerebral palsy.
- Hyperbaric oxygen therapy for the treatment of cerebral palsy.
- Stem cell therapy for cerebral palsy management.

## Addendum Reformatting the Medical Treatment Policy

The purpose of this addendum is to restructure the current Medical Treatment policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations. The policy has also been renamed.

### **Benefit: Physician and Hospital Care**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

NICA will reimburse for physician visits related to care and treatment associated with the neurological birth injury, including co-pays and deductibles where applicable.

NICA will also reimburse hospital inpatient and outpatient care, including emergency care related to treatment associated with neurological birth injury.

Mental health services provided to the participant by licensed professionals are reimbursable under this benefit.

#### **Medically Necessary Documentation:**

NICA must have documentation of the reimbursable appointment or hospitalization such as an Explanation of Benefits (EOB), appointment notes, and/or hospital notes/discharge summary.

#### **Prior Authorization Requirement:**

Prior authorization is not required for medically necessary appointments or hospital services where insurance is being utilized.

For services outside of insurance coverage, please reach out to your case manager to discuss the need to utilize out-of-network providers. Note that if a parent elects to incur charges prior to authorization, reimbursement cannot be guaranteed.

#### **Documentation Requirements for Reimbursement:**

- Documentation of medical necessity discussed above
- Itemized invoices
- Proof of payment (if NICA is to reimburse the parent/guardian)

#### **Additional Information:**

In some cases, NICA can reimburse the cost of a second opinion. Please contact your case manager prior to determine coverage.

Mental health services for immediate family members (or legal guardians who reside with the participant) are reimbursable under the *Mental Health Services* policy, please see this section for more information.

**Exclusions or Limitations:**

NICA does not reimburse for treatment that is not medically necessary or that is unrelated to the birth injury.

Please see the *Experimental Programs or Equipment* section for more information.

## Addendum Reformatting the Mental Health Services Policy

The purpose of this addendum is to restructure the current Mental Health Services policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Mental Health Services**

Effective Date: 6/21/21

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

NICA believes in promoting the well-being of our participants and their families. Beginning June 21, 2021, NICA will provide immediate family members (or legal guardians who reside with the participant) with a total annual benefit of up to \$10,000 to obtain mental health services from providers licensed under Chapter 490 and Chapter 491 Florida Statute (or similar statutes in other states).

Providers licensed under Chapter 490 & Chapter 491 include:

- Psychologists
- Marriage and Family Therapists
- Mental Health Counselors
- Social Workers

Mental health services provided by psychiatrists licensed under Chapter 458 Florida Statute (or similar statutes in other states) will also qualify for reimbursement. NICA will also pay for any co-payments or deductibles associated with acquiring mental health services.

#### **Medically Necessary Documentation:**

There is no medical necessity documentation required for this benefit.

#### **Prior Authorization Requirement:**

There is no prior authorization required for this benefit, but families are encouraged to verify their provider meets the licensing qualifications mentioned above prior to incurring costs.

#### **Documentation Requirements for Reimbursement:**

- A copy of the qualifying provider licensure (your case manager will obtain this)
- Invoice documenting service received
- Proof of payment or receipt

#### **Additional Information:**

In the event a participant passes away, families can receive the remainder of that calendar year's funds for mental health services (up to \$10,000), plus an additional two years of funds (up to \$20,000) for mental health services until the amount is exhausted.

**Exclusions or Limitations:**

Medication management services are not reimbursable under this benefit.

Recommendations outside of the therapy made to family members by mental health providers (e.g., prescription medication, massage therapy, yoga, etc.) are not reimbursable under this benefit.

## Addendum Reformatting the Initial Parental Award Policy

The purpose of this addendum is to restructure the current Initial Parental Award policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations.

### **Benefit: Initial Parental Award**

#### **Retroactive Benefits:**

This benefit is only available after entry into the NICA program.

#### **Description:**

Parents or legal guardians of a NICA participant are entitled to receive an award upon program entry. The award amounts are listed below and increase by 3% annually for new families joining the program.

#### Parental Award by year:

- 2021 and prior years: \$250,000.00
- 2022: \$257,500.00
- 2023: \$265,225.00
- 2024: \$273,181.75
- 2025: \$281,377.20

#### **Medically Necessary Documentation:**

There is no medical necessity documentation required for this benefit.

#### **Prior Authorization Requirement:**

There is no prior authorization required for this benefit.

#### **Documentation Requirements for Reimbursement:**

- A request in writing from both parents (if applicable)

#### **Additional Information:**

The parental award can be requested in full or in incremental amounts.

#### **Exclusions or Limitations:**

There are no exclusions or limitations for this benefit.

## Addendum Reformatting the Prescription Drugs & Pharmacy Mileage Policy

The purpose of this addendum is to restructure the current Prescription Drugs & Pharmacy Mileage policy to provide clearer guidance on medical necessity documentation, prior authorization requirements, reimbursement documentation, additional information, and applicable exclusions and limitations. This addendum also serves to clarify what documentation requirements are for medical marijuana purchases.

### **Benefit: Prescription Drugs & Pharmacy Mileage**

#### **Retroactive Benefits:**

NICA will honor reimbursement requests submitted within four years (in accordance with Section 95.11(3)(f), Florida Statutes) of the date the expense was incurred if the request is accompanied by appropriate documentation. If the expense was incurred before the participant's acceptance into the NICA program, this time limit does not apply as long as requests for reimbursement are submitted within four years of acceptance into the program.

#### **Description:**

NICA will reimburse prescription drug costs. Pharmacy mileage for medications that are related to the birth injury will also be reimbursed.

#### **Medically Necessary Documentation:**

A prescription will serve as medical necessity documentation; however, medical notes or a letter of medical necessity may be required if it is unclear how a medication is related to the birth injury.

Refer to the *Local Travel* section of the Benefit Handbook regarding reimbursement rates for mileage.

#### **Prior Authorization Requirement:**

Prior authorization is not required for reimbursement.

#### **Documentation Requirements for Reimbursement:**

##### For Prescription Medications

- A copy of the medication label or other documentation showing Rx number, name on prescription, and the name of the medication
- Documentation of medical necessity discussed above (if applicable)
- Insurance denial (if applicable)

##### For Medical Marijuana

- A copy of the participant and parent's medical marijuana card
- Receipt or paid invoice
- A copy of the 'Open Orders' page from the Florida Medical Marijuana Use Registry
- Documentation of medical necessity discussed above (if applicable)

##### For Pharmacy Mileage

- Receipt or other documentation showing date of pick-up

#### **Additional Information:**

Effective 1/1/24, in lieu of the above documentation for prescription medications and pharmacy mileage, a copy of the participant's pharmacy history can be utilized as documentation for reimbursement. In this

case, mileage will only be reimbursed multiple times each month if each fill date is at least 10 days from the previous fill date in the pharmacy history.

Here is an example:

- A parent submits pharmacy history for mileage reimbursement purposes because they did not retain their pharmacy receipts. The history reflects fill dates of 7/1/25, 7/2/25, 7/7/25, and 7/21/25. With these fill dates as documentation, only two round trips of mileage can be reimbursed to the parent (7/1/25 and 7/21/25).

**Exclusions or Limitations:**

Regardless of distance, tolls and per diem meals and incidentals stipend are not provided for trips to the pharmacy.

## Addendum to Clarify Policy on Processing Time

The purpose of this addendum is to clarify NICA's policy on turnaround time for submitted requests. The text below reflects this addition. This is a new section of the Benefit Handbook.

### **Processing Time**

NICA is committed to providing timely and efficient services in support of our participants and their needs. To ensure clarity and consistency, we have established the following policy for processing requests.

NICA's standard turnaround time for processing reimbursement requests is 10 business days once all necessary documentation has been received (except for timesheets discussed in the next section). If any further documentation is needed once the initial request has been made, your case manager will contact you as soon as possible. Larger reimbursement requests (e.g. requests that cover several months/years, equipment repairs, etc.) will require more time than the standard processing period. If your request is not clearly a covered benefit, it will require review by the Executive Director and may require consultation with NICA's Medical Advisor. This process may result in additional processing time.

Reimbursement requests are processed in the order they are received. You will receive confirmation that your request was received.

### Timesheets

Timesheets are processed every 2 weeks on Mondays for the period that ends on the previous Saturday (i.e. after care has been provided). Timesheets are processed throughout the day on Monday and submitted for payment as they are completed. Once payment is processed, your bank will reflect the funds as available to you based on their policy – some may reflect availability as early as Tuesday, some may not be reflected for several more days. In order for your timesheet to be processed on Monday, it must be received by noon on Monday. Timesheets received after this time may be processed on Tuesday.

If there is a nursing agency or PPEC involved in the care of a participant, NICA requires a copy of the nursing hours from the agency or attendance from PPEC to confirm hours before processing any timesheets. Your case manager can request this documentation directly from the provider, but processing time may be dependent on the responsiveness of the provider.

If there are multiple caregivers and providers, your case manager will need timesheet/nursing hours/attendance from all parties before they can begin processing timesheets for payment. This is to ensure that there are no instances of overlapping care.

If there is a holiday on a Monday, parents will be given the opportunity to turn in time sheets early so that we can process payments on the Friday before the holiday so that funds are still available the same day that they would have been if we had processed them on Monday. However, those with nursing agency hours or PPEC attendance cannot submit timesheets for early processing.

When a case manager has planned vacation, they may request that parents submit their timesheets early to ensure they are processed timely. If a parent is unable to submit their timesheet early but still submits by noon on Monday, it will still be processed timely. 41

Please note that, outside of those instances above where Monday is a holiday and payments are initiated on a Friday, payments for care are not processed prior to the care being provided.