

From: [Shannon LePage](#)
To: [solicitation.questions](#)
Cc: [Eric Sarmany](#)
Subject: AHCA RFI 014-21/22
Date: Thursday, June 2, 2022 12:26:01 PM
Attachments: [MCNA-AHCA-RFI-014-21-22.zip](#)

Dear Mr. Massa:

Managed Care of North America, Inc. is pleased to provide our response to RFI 014-21/22. Please find attached our zip file which contains our transmittal letter, unredacted response, and our redacted response for public disclosure. We appreciate the opportunity to share our thoughts with the agency and look forward to any discussions that may result.

Regards,
Shannon

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Shannon LePage
Executive Vice President
MCNA Insurance Company
(859)-948-7667

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Response to AHCA RFI # 014-21/22

Re-Procurement of the Statewide Medicaid Managed Care Program

Prepared by Managed Care of North America, Inc.
for the State of Florida Agency for Health Care Administration
on June 3, 2022



REDACTED RESPONSE FOR PUBLIC DISCLOSURE

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Re-Procurement of the Statewide Medicaid Managed Care Program



The Respondent's name; place of business address(s); web site address, if applicable; and contact information, including representative name and alternate, with telephone number(s) and e-mail address(es).

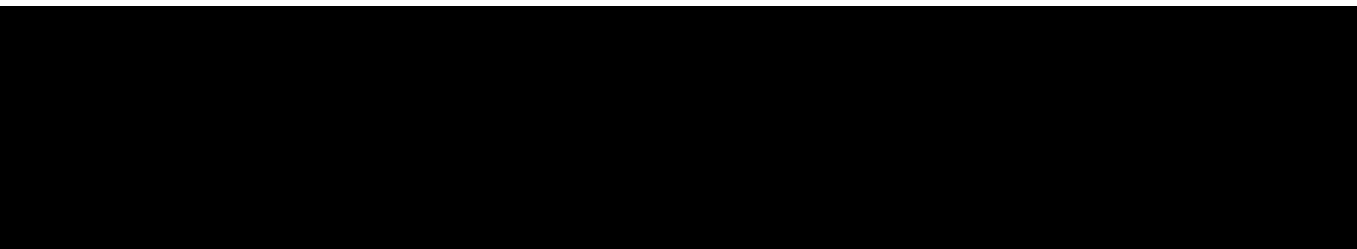
Respondent's Name:	Managed Care of North America, Inc.
Place of Business Address:	200 West Cypress Creek Road, Suite #500 Fort Lauderdale, FL 33309
Web Site Address:	https://www.mcnafl.net
Contact Information – Representative:	
Contact Information – Alternate:	

A description of how the Respondent's approach will offer advantages or improvements over existing processes of the SMMC Program. The description should also identify known or potential concerns with the approach.

Company Background and History

Managed Care of North America, Inc. (MCNA) is a Fort Lauderdale, Florida-based company with deep roots in the communities we serve. We have been licensed as a Florida Prepaid Limited Health Services organization since 1992 (Florida Company Code 66015). Since our founding, MCNA's mission has been delivering value to our state clients and participating dentists by providing access to quality dental care and service excellence that improves the oral health outcomes of our members.

MCNA's mission has been fully aligned with AHCA's goals to improve the quality of care and outcomes for the State's most vulnerable residents. We are focused primarily on Medicaid and CHIP programs, making MCNA the premier dental benefits administrator and partner to the states and managed care organizations we serve.



Leading the Nation in Medicaid and CHIP Dental Managed Care Experience

MCNA is committed to quality. In 2014, we became the first dental plan in the nation to receive full **Dental Plan Accreditation from URAC**, and successfully achieved reaccreditation in 2017 and 2020. We have also been accredited by the **National Committee for Quality Assurance (NCQA) for Credentialing and Recredentialing** since 2011.



ACCREDITED

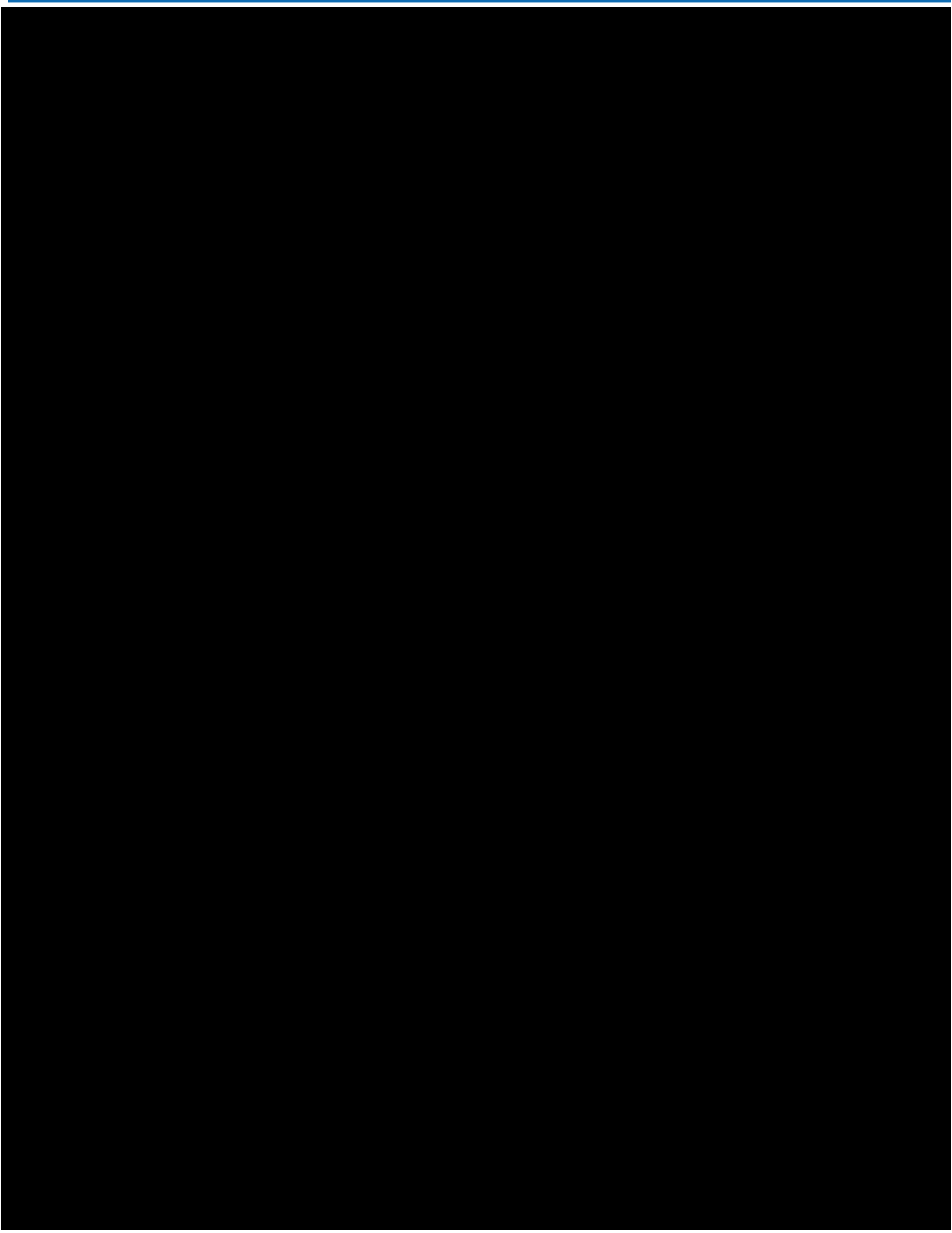
Dental Plan
Expires 12/01/2023



Our commitment to improving oral health outcomes, increasing access to care in urban and rural areas, and ensuring accountability of state funds has led to successful full-risk, dental managed care partnerships with state Medicaid and CHIP agencies in Florida, Texas, Louisiana, Arkansas, Idaho, Iowa, Nebraska, and Utah. Most recently, we were awarded a contract to provide medical necessity determinations for Oklahoma's Medicaid and CHIP program.

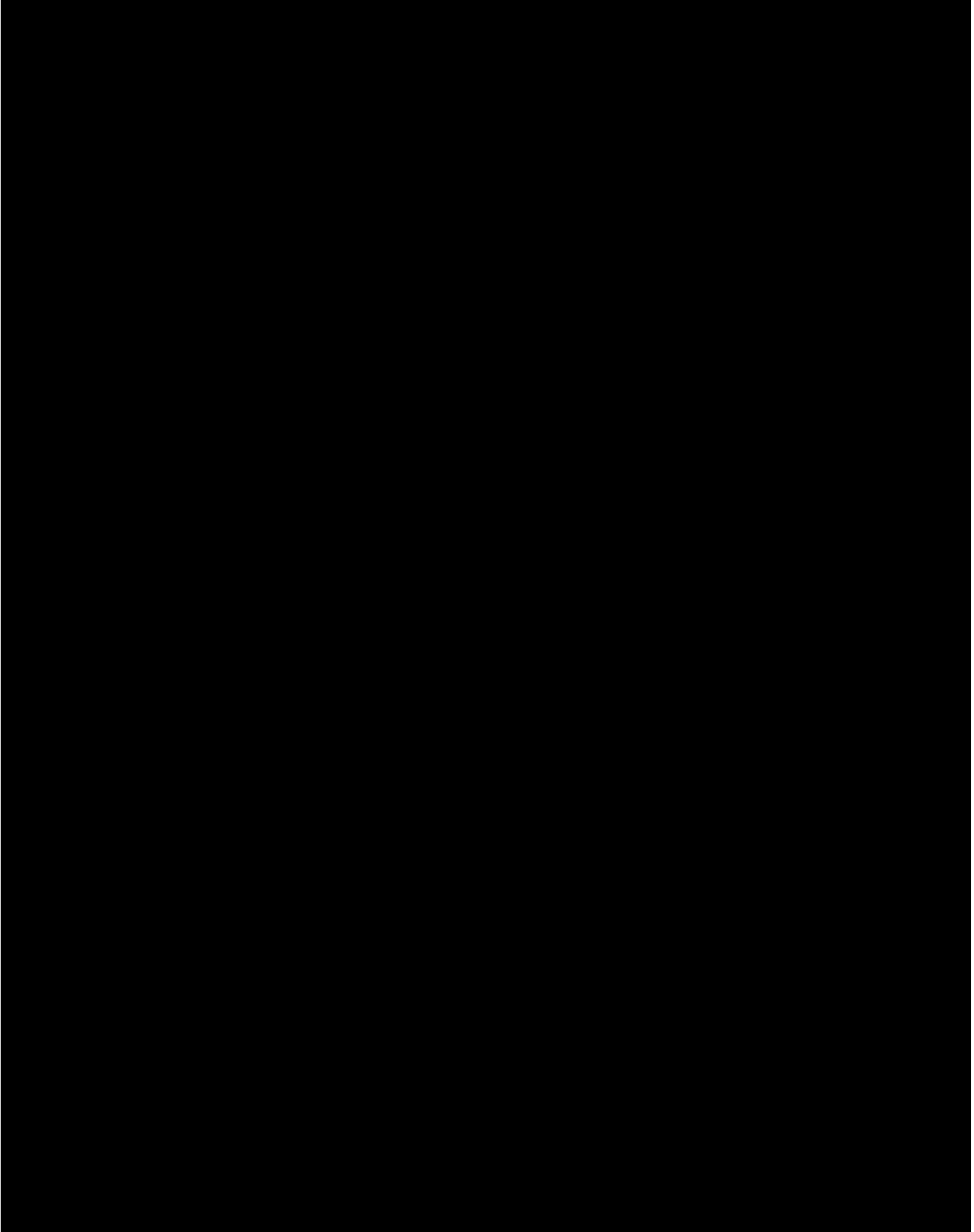
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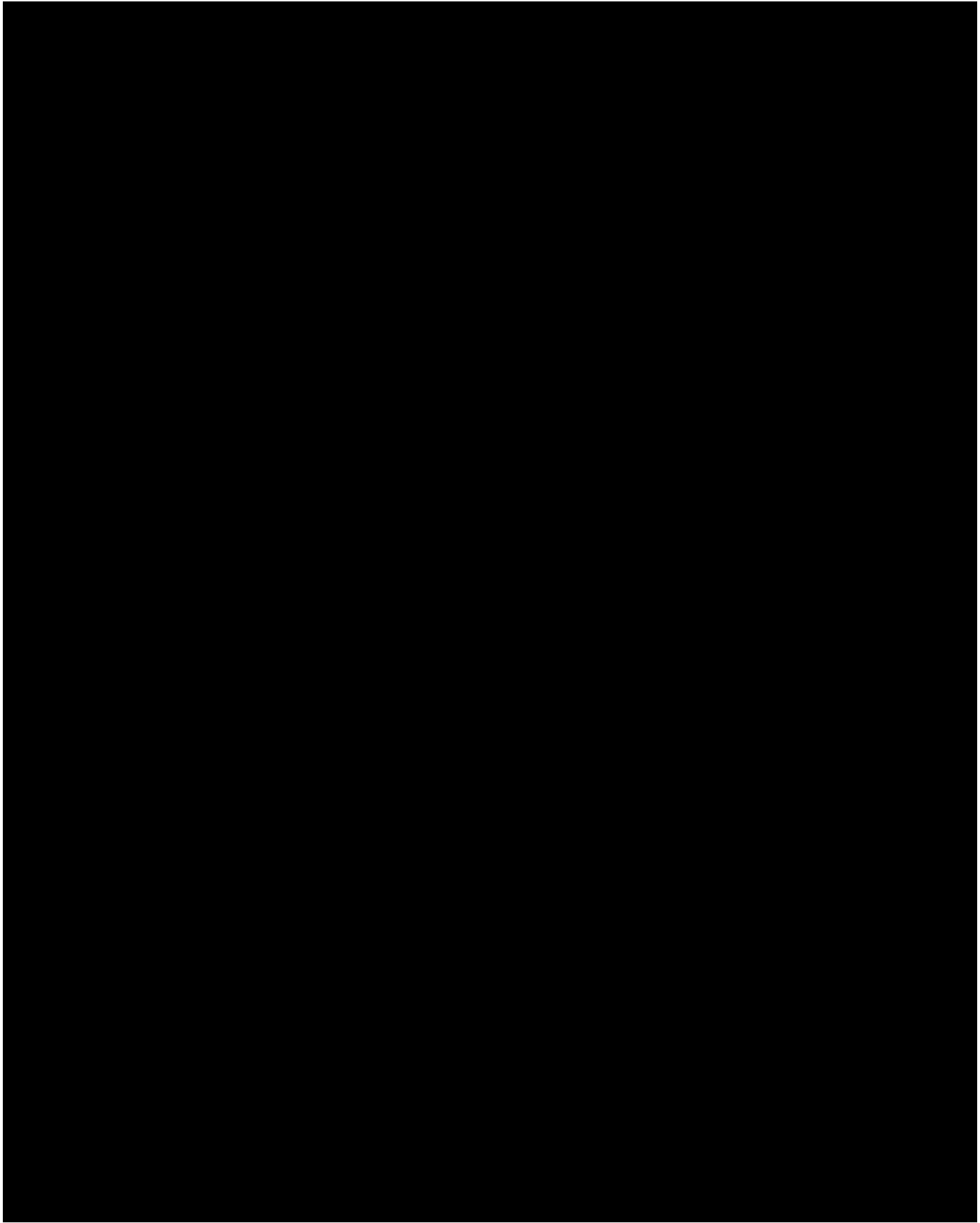
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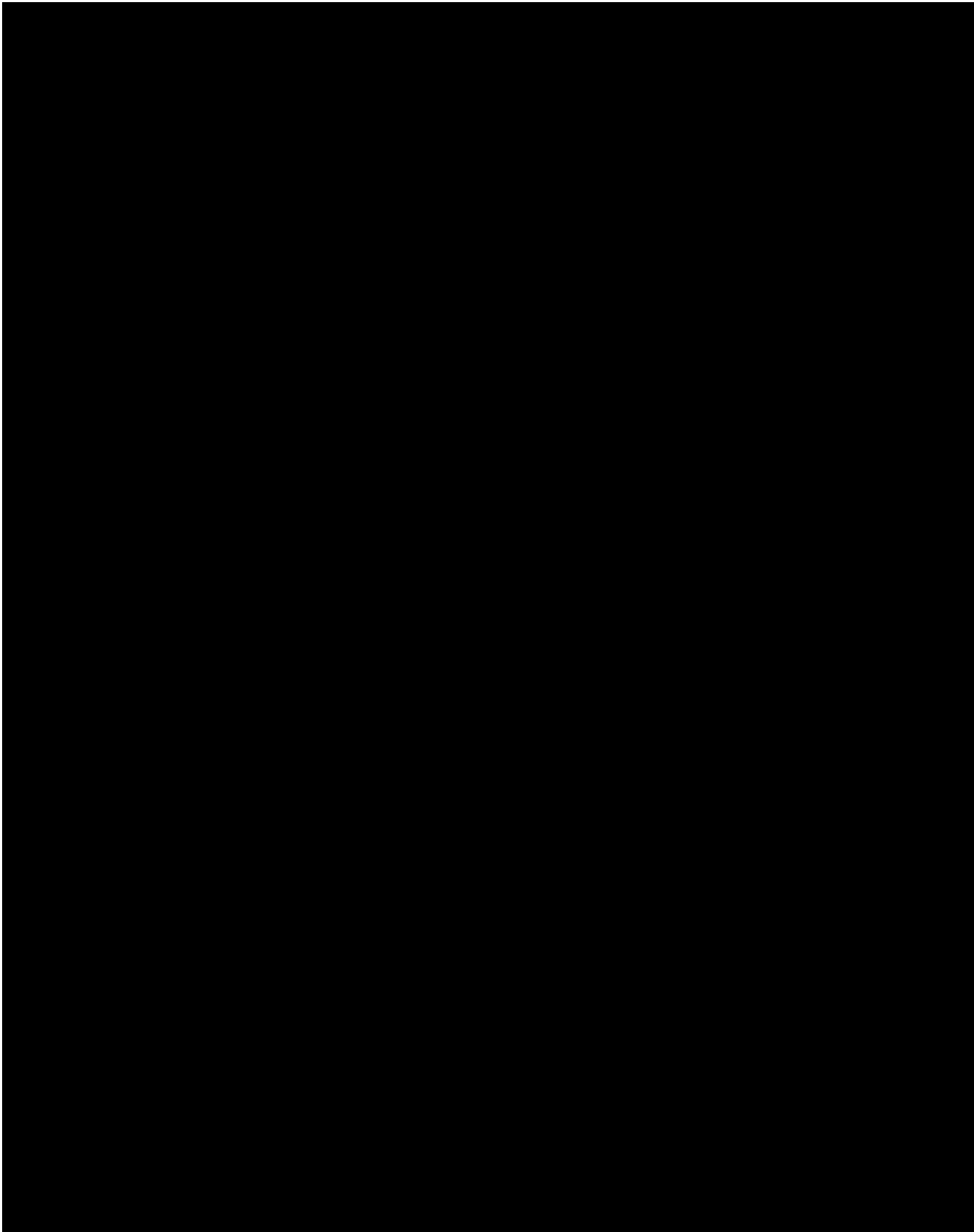
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