

Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for the Recipient Information Data Upload.

The presentation will begin momentarily.

Please dial in ahead of time to:

1-888-670-3525

Passcode: 771-963-1696



Statewide Medicaid Managed Care Long-Term Care Program (SMMC LTC)

Recipient Information Data Upload Training

October 24, 2013



Today's Presentation

Follow the link below to the SMMC Website and select the "News and Events" tab under the header image.

Note: You can use the red button to sign up for SMMC Program updates via e-mail.

The screenshot shows the AHCA Florida Medicaid website. At the top, the AHCA logo is displayed with the tagline "Better Health Care for All Floridians". Below the logo is a navigation bar with links for Home, About Us, Dashboard, Public Records, Procurements, Publications, Find a Facility, Contact Us, and a red "REPORT FRAUD" button. A secondary navigation bar contains links for AHCA Home Page, Florida Medicaid Home Page, Statewide Medicaid Managed Care Program Home Page, and Public Meetings. The main content area features a large blue banner with the text "Florida Medicaid" and a circular image of a woman and a child. Below the banner is a navigation menu with tabs for Home, News and Events (highlighted with a red circle), Long-term Care, Managed Medical Assistance, and Federal Authorities. The "Statewide Medicaid Managed Care Program" section is visible, including a "SIGN UP For Program Updates" button and a text box with legal notices.



<http://ahca.myflorida.com/smmc>

Today's Presentation, cont.

Select "Event and Training Materials" to download today's presentation.

AHCA
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

Better Health Care for All Floridians

Home About Us Dashboard Public Records Procurements Publications Find a Facility Contact Us **REPORT FRAUD**

[AHCA Home Page](#) | [Florida Medicaid Home Page](#) | [Statewide Medicaid Managed Care Program Home Page](#) | [Public Meetings](#)

Florida Medicaid

Home News and Events Long-term Care Managed Medical Assistance Federal Authorities

News and Events

Choose an **arrow below** for information and upcoming events related to the Statewide Medicaid Managed Care program.

- ◆ [Calendar of Events and Training](#) ◆
- ◆ [Event and Training Materials](#) ◆
- ◆ [Frequently Asked Questions](#) ◆
- ◆ [Previous Events Archive](#) ◆
- ◆ [Guidance Statements](#) ◆

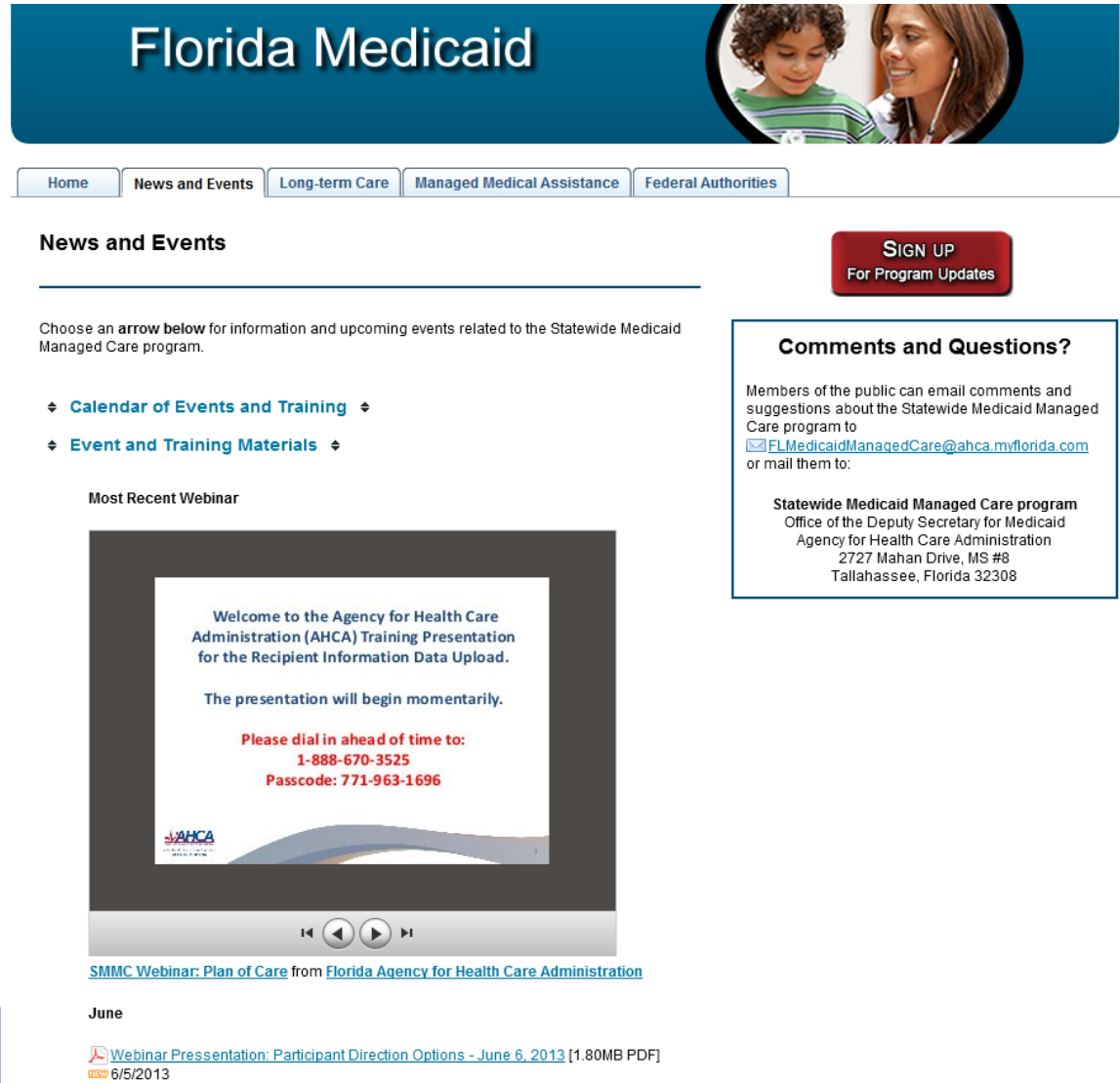
SIGN UP
For Program Updates

Comments and Questions?

Members of the public can email comments and suggestions about the Statewide Medicaid Managed Care program to FLMedicaidManagedCare@ahca.myflorida.com or mail them to:

Statewide Medicaid Managed Care program
Office of the Deputy Secretary for Medicaid
Agency for Health Care Administration
2727 Mahan Drive, MS #8
Tallahassee, Florida 32308

Today's Presentation, cont.



The screenshot shows the Florida Medicaid website. At the top, there is a blue header with the text "Florida Medicaid" and a circular image of a doctor and a child. Below the header is a navigation menu with buttons for "Home", "News and Events", "Long-term Care", "Managed Medical Assistance", and "Federal Authorities". The "News and Events" section is active, displaying a "SIGN UP For Program Updates" button. Below this, there is a "Comments and Questions?" section with contact information for the Statewide Medicaid Managed Care program. The main content area is titled "News and Events" and contains a link to "Calendar of Events and Training" and "Event and Training Materials". A "Most Recent Webinar" section features a video player with a slide that reads: "Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for the Recipient Information Data Upload. The presentation will begin momentarily. Please dial in ahead of time to: 1-888-670-3525 Passcode: 771-963-1696". Below the video player is a link to "SMCC Webinar: Plan of Care from Florida Agency for Health Care Administration". A "June" section contains a link to "Webinar Presentation: Participant Direction Options - June 6, 2013 [1.80MB PDF]".

Choose the file(s) you would like to save.

Note: You may also view files from past events and AHCA guidance statements or submit questions to be answered in future presentations.



Today's Presenter

- Eunice Medina
 - Department of Elder Affairs

Overview

- To discuss:
 - Purpose for file upload,
 - File upload contents,
 - Receiving FTP access,
 - Step-by-step file upload instructions, and
 - Recipient information transfer.

Background

- Recipients in the following programs must transition from their existing waiver or Frail Elder program into the Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) Program:
 - Aged and Disabled Adult (ADA) Waiver,
 - Assisted Living (AL) Waiver,
 - Channeling (CHL) Waiver,
 - Frail Elder Program, and
 - Nursing Home Diversion (NHD) Waiver.

Purpose and Goals

- In order to ensure there is no disruption in services for existing waiver recipients transitioning into SMMC LTC, the following actions are contractually required for existing Nursing Home Diversion MCOs and waiver case management agencies:
 - Existing providers (case managers and related staff) must upload current care plans and service authorizations for all existing waiver and Frail Elder Program recipients to the State.
 - Each SMMC LTC MCP must retrieve the information and act to ensure and guarantee the continuation of each recipients' current services for up to 60 days OR until the recipient receives a new assessment and a new plan of care is developed and agreed upon with the enrollee.

Current Provider Assistance

- In order for the SMMC LTC MCPs to ensure the continuation of waiver services for existing waiver recipients, all Diversion and Frail Elder Managed Care Organizations (MCOs) and ADA and AL Case Management Agencies (CMAs) currently authorized to provide waiver services must assist by uploading specific client information to be shared by AHCA with the SMMC LTC MCPs.
- This requirement outlined in their respective sub-contracts or agreements to provide waiver services and will be explained in today's presentation.

Recipient Data Upload

- Active recipients currently receiving services through the following waivers will be included in the data upload:
 - Aged and Disabled Adult (ADA) Waiver,
 - Assisted Living (AL) Waiver,
 - Channeling (CHL) Waiver,
 - Frail Elder Program, and
 - Nursing Home Diversion (NHD) Waiver.

File Upload Instructions: Recipient Information

- Prior to uploading the requested recipient information, each MCO/CMA will receive a list of the following information from your State contract manager for all current recipients:
 - SSN
 - Date of Birth
 - First Name
 - Last Name
 - Provider Service Area (PSA)

File Upload Instructions: Recipient Information

- MCO/CMAs will need to check this list against their recipient records and report any missing recipients and/or discrepancies in recipient information to your State contract manager or ADRC .
 - Missing recipients should be added to the original document and indicated in **blue font**.
 - Recipient discrepancies should be indicated by a **~~red strikethrough~~**.

Recipient Information Upload

- The following recipient file information must be combined into one PDF document for each recipient and uploaded to a joint AHCA/DOEA File Transfer Protocol (FTP) website:
 - Current Care Plan,
 - Current Service Authorizations (for fee-for-service providers), and
 - 701B assessment (optional).
- For example, if your MCO/CMA has 50 recipients, you will have 50 PDF submissions; one for each recipient.

Naming Convention

- The PDF document submitted for each recipient must have the following naming convention:
 - SOCIALSECURITYNUMBER_DATEOFBIRTH (MMDDYYYY)
 - For example, If waiver recipient John Doe's SSN is 123-45-6789 and his birth date is January 21, 1931, then his file would be named "123456789_01211931".

Receiving Access to the FTP site

- Each MCO/CMA was required to submit the name and email address of one designated staff person to serve as the single point of contact for the file upload to the DOEA email address: medwaiver@elderaffairs.org
- DOEA will send the list of contacts to AHCA, so that AHCA can generate the Username and Password for each designated contact person.
- Before the file upload start date for each PSA/Region, each MCO/CMA's designated staff person will receive a Username and Password from AHCA in order to access the FTP site for their MCO/CMA.

Receiving Access to the FTP site

- The password will be received via secure email.
 - sftp@ahca.myflorida.com
 - Subject line: *AHCA SecureFTP Server - New User Account: [user account id here]*
- If you are the designated point of contact, but have not received your username/password a week prior to your upload period, check your junk/spam filters and have your Information Technology (IT) personnel check your company firewalls to see if the messages were blocked at the mail server and not delivered to the user.
- The point of contact is the only individual authorized to receive a username/password. In the event that your point of contact has changed, you will need to notify your State contract manager or ADRC contact, who will alert DOEA of any changes.

FTP Upload Schedule

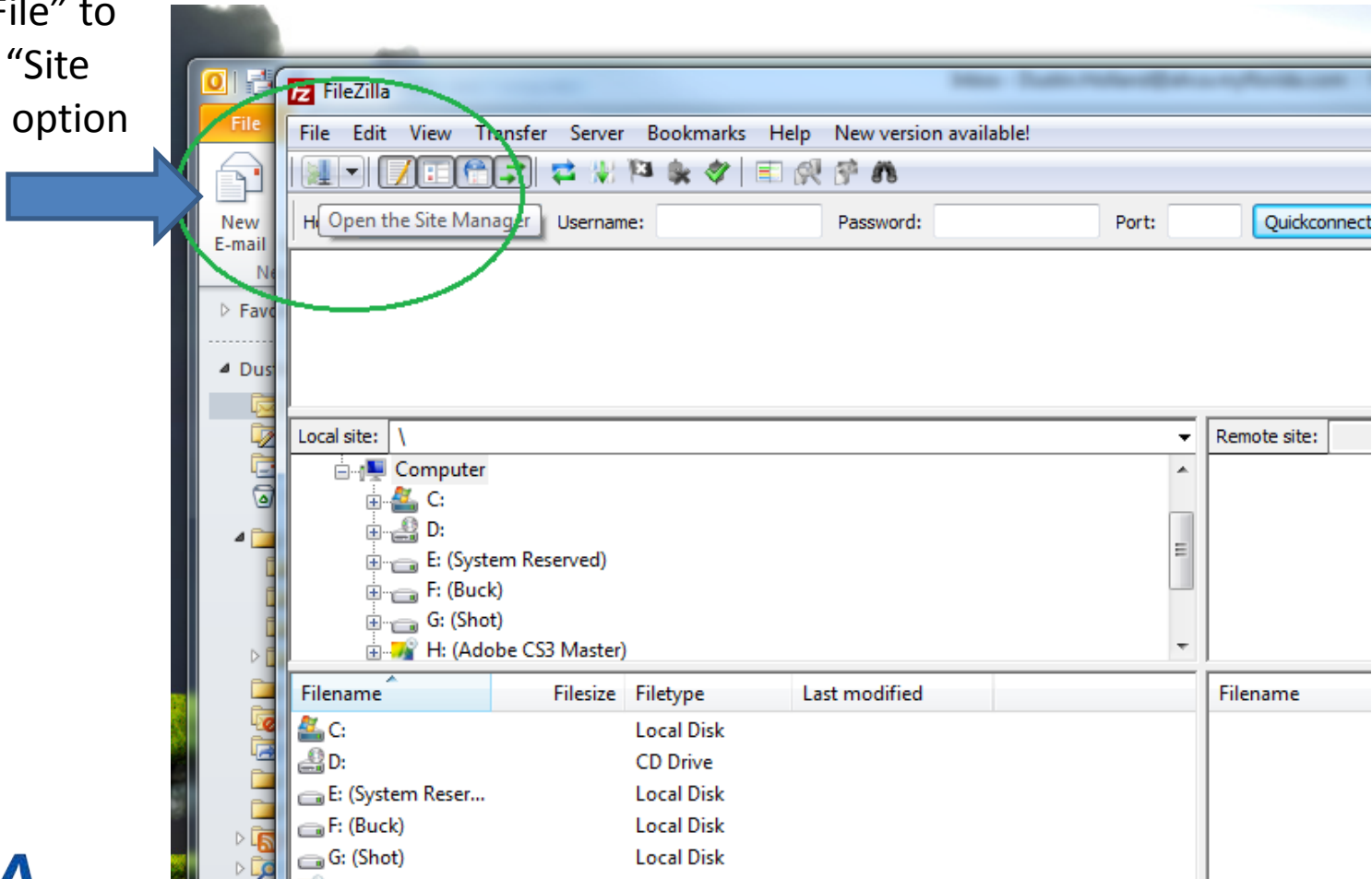
FTP Upload Schedule		
PSA/Region	Upload Begins	Upload Deadline
7	April 1, 2013	June 1, 2013
8 and 9	May 1, 2013	July 1, 2013
2 and 10	July 1, 2013	September 1, 2013
11	August 1, 2013	October 1, 2013
5 and 6	October 1, 2013	December 1, 2013
1, 3, and 4	November 1, 2013	January 1, 2014

Steps for FTP Access

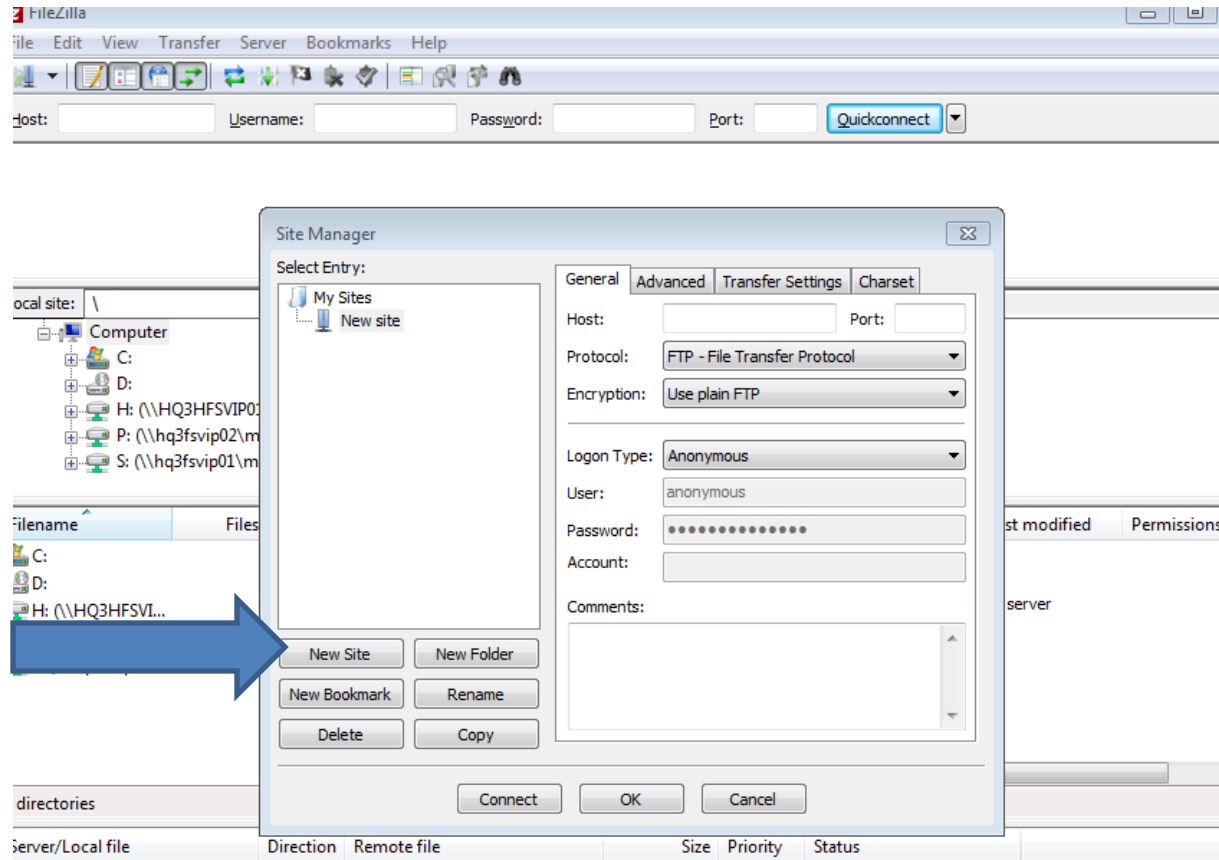
- Once the MCO/CMA designated contact person has received an assigned Username and Password, please take the following steps to successfully upload your recipient data files:
- **Step 1:** Go to <http://sourceforge.net/projects/filezilla/files/>
- **Step 2:** Save the compressed FileZilla FTP client folder by choosing “save” not “open”, and save the file to your hard drive.
- **Step 3:** Once downloaded, double click the FileZilla icon to open the site manager.

Steps for FTP Access: Step 4

Click on “File” to select the “Site Manager” option



Steps for FTP Access: Step 5



Click the
"New Site" Button

Steps for FTP Access: Step 6

The screenshot shows the 'Site Manager' dialog box with the 'Advanced' tab selected. The 'Host' field is set to 'sftp.ahca.myflorida.com' and the 'Port' is '2247'. The 'Protocol' is set to 'SFTP - SSH File Transfer Protocol'. The 'Logon Type' is 'Normal', the 'User' is 'USERNAME HERE', and the 'Password' is masked with dots. The 'Account' field is empty. The 'Comments' field is also empty. The 'Connect' button is highlighted in blue.

Select Entry:

- My Sites
 - AHCA1
 - 1234
 - New AHCA
 - New site

General | **Advanced** | Transfer Settings | Charset

Host: Port:

Protocol:

Logon Type:

User:

Password:

Account:

Comments:

New Site | New Folder

New Bookmark | **Rename**

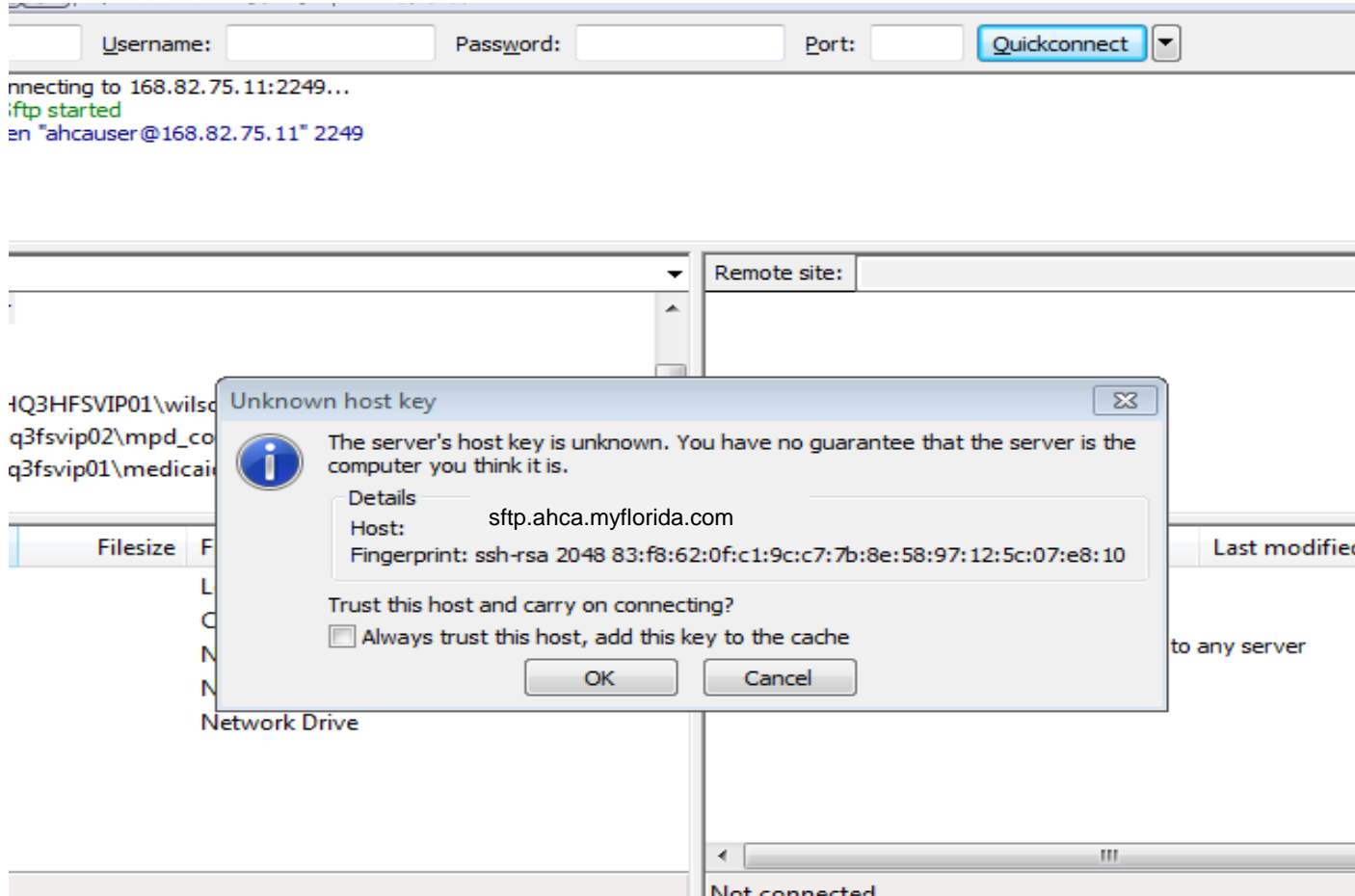
Delete | Copy

Connect | OK | Cancel



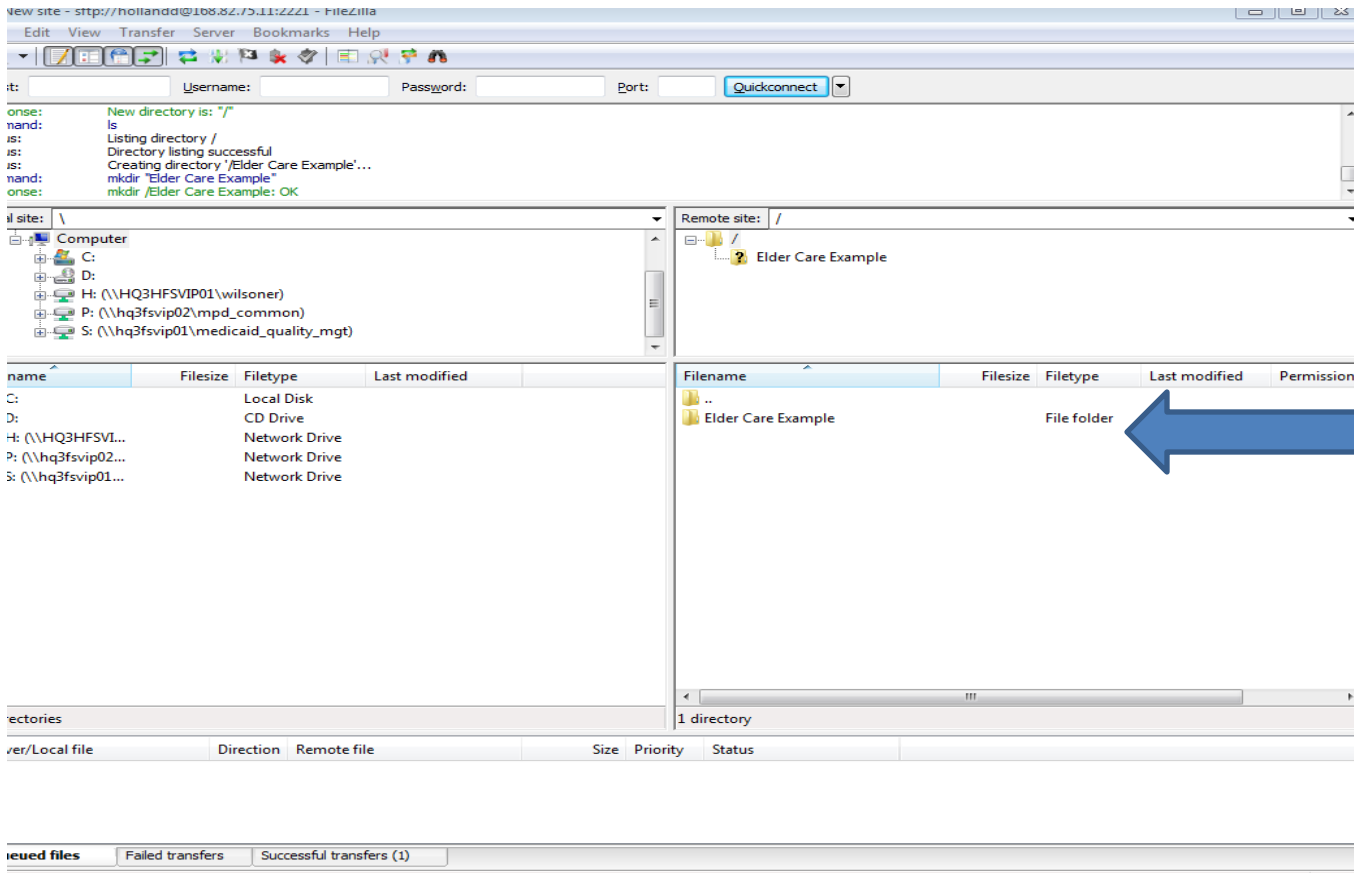
Change the settings to match this screenshot and type in your User Name and Password that was provided.

Steps for FTP Access: Step 7



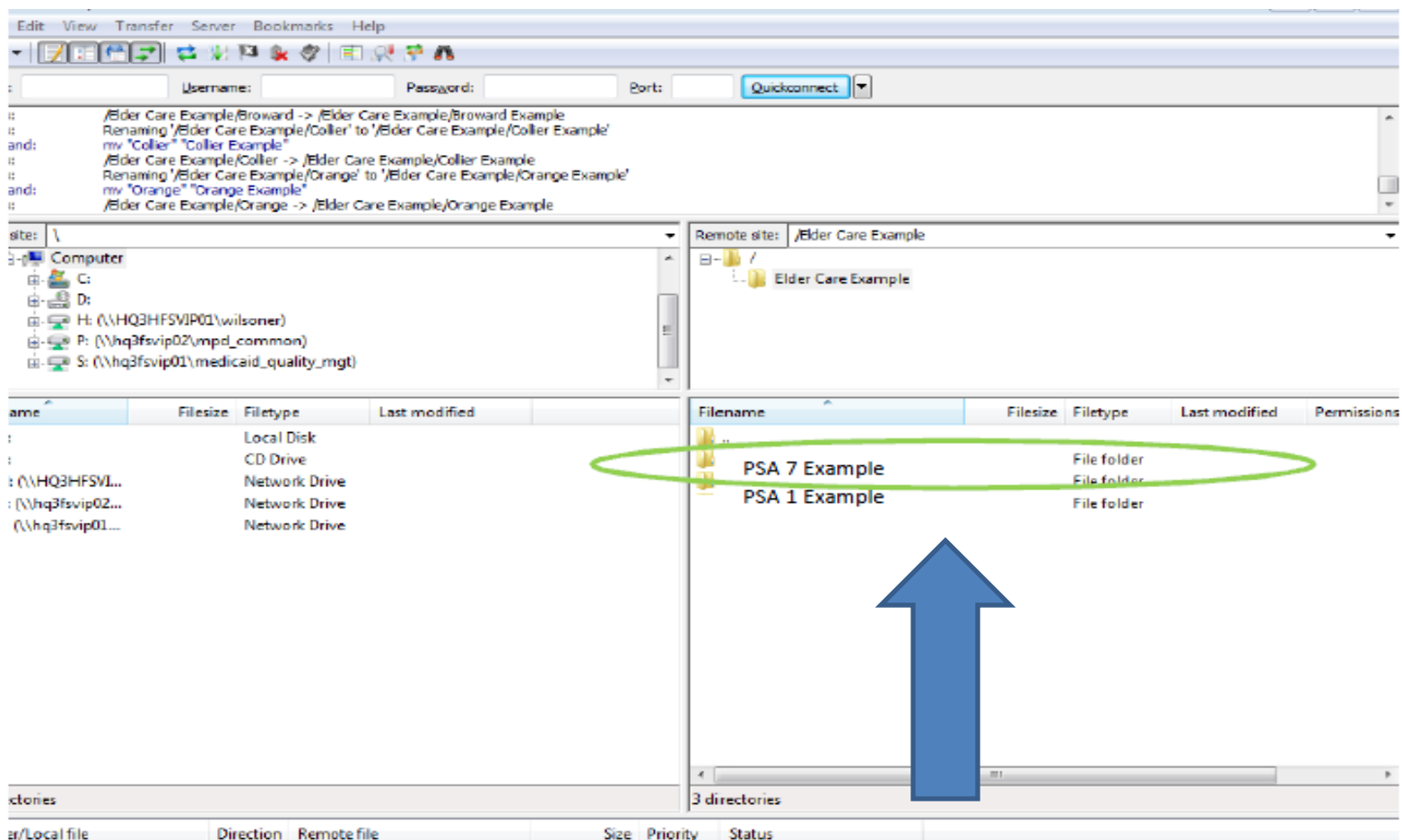
Click "Connect" to connect to the FTP site. If the message below opens in a window after you click "Connect," click the "OK" button.

Steps for FTP Access: Step 8



You will see a file with your User Name. Click on this folder to open.

Steps for FTP Access: Step 9



Once in your folder, click on the PSA folder to where you want to upload the recipient's file.

Steps for FTP Access: Step 10

Once in the correct PSA folder, drag and drop the recipient's file from your computer onto the workspace to transfer.

The screenshot shows the FileZilla interface with the following details:

- Host:** sftp://hollandd@168.82.75.11:2221
- Local site:** \
- Remote site:** /Elder Care Example/Broward Example
- Command Log:**

```
!command: put "C:\Users\wilsoner\Desktop\12345678_2012_03_21SAMPLE.pdf" "12345678_2012_03_21SAMPLE.pdf"
!status: local:C:\Users\wilsoner\Desktop\12345678_2012_03_21SAMPLE.pdf => remote:/Elder Care Example/Broward Example/12345678_2012_03_21SAMPLE.pdf
!status: File transfer successful, transferred 4,096 bytes in 1 second
!status: Retrieving directory listing...
!command: ls
!status: Listing directory /Elder Care Example/Broward Example
!status: Directory listing successful
```
- Local File List:**

Filename	Filesize	Filetype	Last modified
C:		Local Disk	
D:		CD Drive	
H: (\Hq3HFSVIP01\wilsoner)		Network Drive	
P: (\Hq3fsvip02\mpd_common)		Network Drive	
S: (\Hq3fsvip01\medicaid_quality_mgt)		Network Drive	
- Remote File List:**

Filename	Filesize	Filetype	Last modified	Permissions
..				
12345678_2012_03_21SAMPLE.pdf	79,744	Adobe Acr...	3/21/2013 3:05:...	-rw-rw-rw-
- Transfer Queue:** Queued files: 0, Failed transfers: 0, Successful transfers: (3)



Drag file from your computer to this window.

FileZilla Helpful Hints

- Do not use the 'Quickconnect' feature as it does not support the encrypted protocols.
- Use the 'site manager' (located in the "File" menu) to create the login account. In the 'site manager' do not alter any settings under the "advanced", "transfer settings", or "charset" tabs unless instructed by your IT Department
- After setting up an account, if there is some trouble logging in, you may need to clear out temporary files and cookies from your computer, then reboot the computer. There may be an old setting within your computer's memory that is blocking the login.
- Clearing temporary files and cookies, then rebooting the computer, should clear out the memory and allow the correct settings to fully load.

Data Upload Activities by the State

- After the data upload has been submitted by each MCO/CMA, AHCA/DOEA staff will review the updated data to ensure that the required documents have been included for all current waiver recipients.
- Once file uploads are confirmed, AHCA will provide each recipient's data file to the new MCP for that recipient.

Resources

- Questions can be emailed to: FLMedicaidManagedCare@ahca.myflorida.com
- Updates about the Statewide Medicaid Managed Care program are posted at: www.ahca.myflorida.com/SMMC
- Upcoming events and news can be found on the “News and Events” tab.
 - You may sign up for our mailing list by clicking the red “Sign Up for Program Updates” box on the right hand side of the page.

The screenshot shows the AHCA website interface. At the top left is the AHCA logo (Florida Agency for Health Care Administration) with the tagline "Better Health Care for All Floridians". A navigation bar includes links for Home, About Us, Dashboard, Public Records, Procurements, Publications, Find a Facility, Contact Us, and a red "REPORT FRAUD" button. Below the navigation bar is a breadcrumb trail: AHCA Home Page | Florida Medicaid Home Page | Statewide Medicaid Managed Care Program Home Page | Public Meetings. A large banner for "Florida Medicaid" features a photo of a woman and a child. Below the banner is a horizontal menu with tabs: Home, News and Events (circled in red), Federal Correspondence and Authorities, Long-term Care Managed Care, and Managed Medical Assistance. The main content area is titled "Statewide Medicaid Managed Care Program". On the right side of this area, a red button labeled "SIGN UP For Program Updates" is circled in red. The text below the title provides information about the program's creation in 2011 and a sign-up link. A sidebar on the right contains a notice about a "Blackout Period" for procurement and a quote from Florida Statute s.287.057(23).

Additional Information



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



[Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)



[Twitter.com/AHCA_FL](https://www.twitter.com/AHCA_FL)

Questions?



Better Health Care for All Floridians
AHCA.MyFlorida.com