

Florida Medicaid Update

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Re-Procurement and MMA 1115 Waiver Update



Re-procurement of SMMC Contracts

- SMMC contracts are for a five-year period and must be re-procured after each five-year period.
- This will be the first re-procurement since the program began in 2013.
- Agency anticipates release of an Invitation to Negotiate in Summer 2017.



Re-procurement of SMMC Contracts: Request for Information and Letter of Intent to Bid

- Agency issued a Request for Information (RFI) in November 2016 to inform development of the Invitation to Negotiate.
- Agency requested non-binding Letters of Intent to Bid from interested parties in February 2017.
 - Submission was completely voluntary and will assist the Agency with planning efforts related to the ITN.



Re-procurement of SMMC Contracts: Letters of Intent to Bid

Statewide Medicaid Managed Care (SMMC) Program Non-Binding Letters of Intent Received by 2/13/2017, in response to Intent to Bid Posted 2/3/2017

Name of Respondent Company Name	Plan Type Indicated			Population Indicated			Regions of Interest Indicated																
	PSN	HMO	Other	LTC	MMA	SPEC	Specialty Type	1	2	3	4	5	6	7	8	9	10	11					
A Better Solution	X			X									X		X								
A Better Solution of Palm Beach	X			X													X						
Adventist Health System d/b/a Florida Hospital	X			X	X	X							X	X	X	X							
AHF MCO of Florida, Inc. d/b/a PHC, Inc.		X				X							X	X	X								
American Eldercare, Inc.	X			X	X								X	X	X	X	X	X					
Amerigroup Florida, Inc.		X		X	X	X							X	X	X	X	X	X					
BayCare Health System, Inc.	X				X								X	X									
Better Health, Inc.		X			X								X	X	X	X	X	X					
CaremarkPCS Health, LLC ("CVS Health")			Pharmacy Benefit Mgmt.			X							X	X	X	X	X	X					
Children First Specialty Plan, LLC	X					X							X	X	X	X	X	X					
Community Care Plan	X				X													X					
Coventry Health Care of Florida, Inc. d/b/a Aetna Better Health of Florida		X		X	X								X	X	X	X	X	X					
Delta Dental Insurance Company (DDIC)		X	PPO	X	X	X							X	X	X	X	X	X					
Evolent Health, LLC	X			X	X								X	X	X	X	X	X					
Florida Community Care, LLC	X			X									X	X	X	X	X	X					
Florida Health Solution HMO Company		X			X	X												X					
Florida MHS, Inc. d/b/a Magellan Complete Care *		X				X							X	X	X	X	X	X					
Florida Premier Health Plan, Inc.	X				X	X							X	X	X	X	X	X					
Florida True Health, Inc. d/b/a Prestige Health Choice		X			X								X	X	X	X	X	X					
Freedom Health, Inc.		X			X	X							X	X	X	X	X	X					
Gateway Health Plan		X		X	X	X							X	X	X	X	X	X					
Hampton Health Care Services, Inc.	X			X	X	X												X					
Health First Health Plans, Inc.		X			X													X					
Humana Medical Plan, Inc		X		X	X								X	X	X	X	X	X					
Johns Hopkins All Children's Hospital	X			X	X								X	X	X	X	X	X					
Lee Memorial Health	X			X	X	X												X					
Molina Healthcare of Florida		X		X	X								X	X	X	X	X	X					
Orlando Health, Inc.	X				X													X					
PremierMD IPA **			IPA Network of Physicians																				
Simply Healthcare Plans, Inc		X			X	X							X	X	X	X	X	X					
Simply Healthcare Plans, Inc d/b/a Clear Health Alliance		X				X							X	X	X	X	X	X					
Sunshine State Health Plan, Inc.		X		X	X	X							X	X	X	X	X	X					
Trinity Health Care Services, LLC	X			X	X	X												X					
Trusted Health Plan (District of Columbia), Inc.		X		X	X								X	X	X	X	X	X					
United States Medical Supply, LLC			DME Provider		X	X							X	X	X	X	X	X					
UnitedHealthcare of Florida, Inc. d/b/a UnitedHealthcare of Florida Community Plan		X		X	X								X	X	X	X	X	X					
US Med, LLC			DME Provider		X	X							X	X	X	X	X	X					
Variety Children's Hospital d/b/a Nicklaus Children's Hospital	X					X												X					
WellCare of Florida, Inc. d/b/a Staywell Health Plan of Florida, Inc.		X		X	X								X	X	X	X	X	X					
Wellmerica		X			X								X	X				X					
Wellmerica		X			X								X	X				X					
Total Responses: 41	18	19		5	19	31	20						25	25	27	27	29	29	30	29	30	30	31

PSN - Provider Service Network, HMO - Health Maintenance Organization
LTC - Long-term Care, MMA - Managed Medical Assistance, SPEC - Specialty

* Florida MHS dba Magellan reviewing the opportunity and benefit to members of managing LTC services for persons in the Specialty plan with SMI
** PremierMD - Populations and Regions not specified



Re-procurement of SMMC Contracts: Data Book

- The Agency posted a data book consisting of a comprehensive set of Medicaid utilization and spending data on March 30, 2017:
http://ahca.myflorida.com/medicaid/statewide_mc/Re-Procure_databook.shtml
- The data book provides background information prospective plans can use to develop their response to the SMMC Invitation to Negotiate.
- The Agency held a public meeting on April 12, 2017, to present the data book.
- Responses to questions received related to the data book will be posted to the SMMC data book website.



Re-procurement of SMMC Contracts: Resources

- The Agency's goal is to be as transparent as possible by making information publicly available and engaging with stakeholders.
- Information about the re-procurement will be distributed through multiple platforms
 - SMMC Re-Procurement Website:
http://ahca.myflorida.com/medicaid/statewide_mc/SMMC_Re-Procure.shtml
 - Receive SMMC Re-Procurement Updates:
http://ahca.myflorida.com/medicaid/statewide_mc/signupform.html



Re-procurement of SMMC Contracts: “Black Out” Period

- When the ITN is released, it will be subject to the “black out” provisions in section 287.057(23), F.S.:

*“Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. **Violation of this provision may be grounds for rejecting a response.**”*



Status of Managed Medical Assistance Waiver Changes

MMA Waiver Amendment: Supportive Housing Pilot Program

Amendment Submitted to Federal CMS	October 26, 2016
Federal Public Notice Period	November 15 – December 15, 2016

MMA Waiver Extension Request: Five Year Extension (July 1, 2017 – June 30, 2022)

Extension Request Submitted to Federal CMS	December 30, 2016
Federal Public Notice Period	January 13 – February 12, 2017



Managed Medical Assistance Waiver Update

- Currently negotiating special terms and conditions for the housing amendment and the extension request.
- Federal CMS has indicated the housing amendment will be approved with the extension request.



Complaints, Complaint Dispute Resolution Program, and Enforcing Compliance

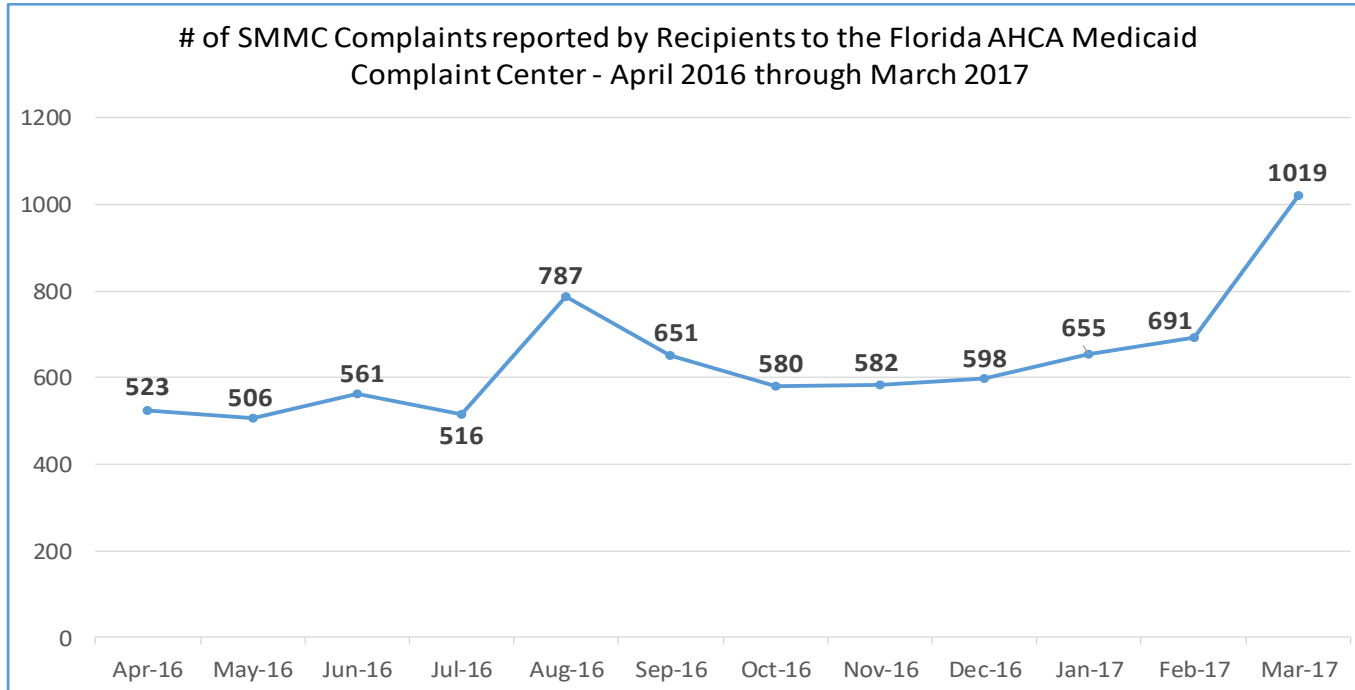


Medicaid Complaint Operations Center

- Streamline and better track and respond to all complaints and issues received.
- Identify trends related to specific issues or specific plans.
- Report issues online or by toll-free phone.
- Monthly reports online at:
http://ahca.myflorida.com/medicaid/statewide_mc/program_issues.shtml
- The following numbers represent ALL issues reported, regardless of whether they were substantiated.



Statewide Medicaid Managed Care *Recipient* Complaints, Since April 1, 2016 (Includes both MMA and LTC Programs)

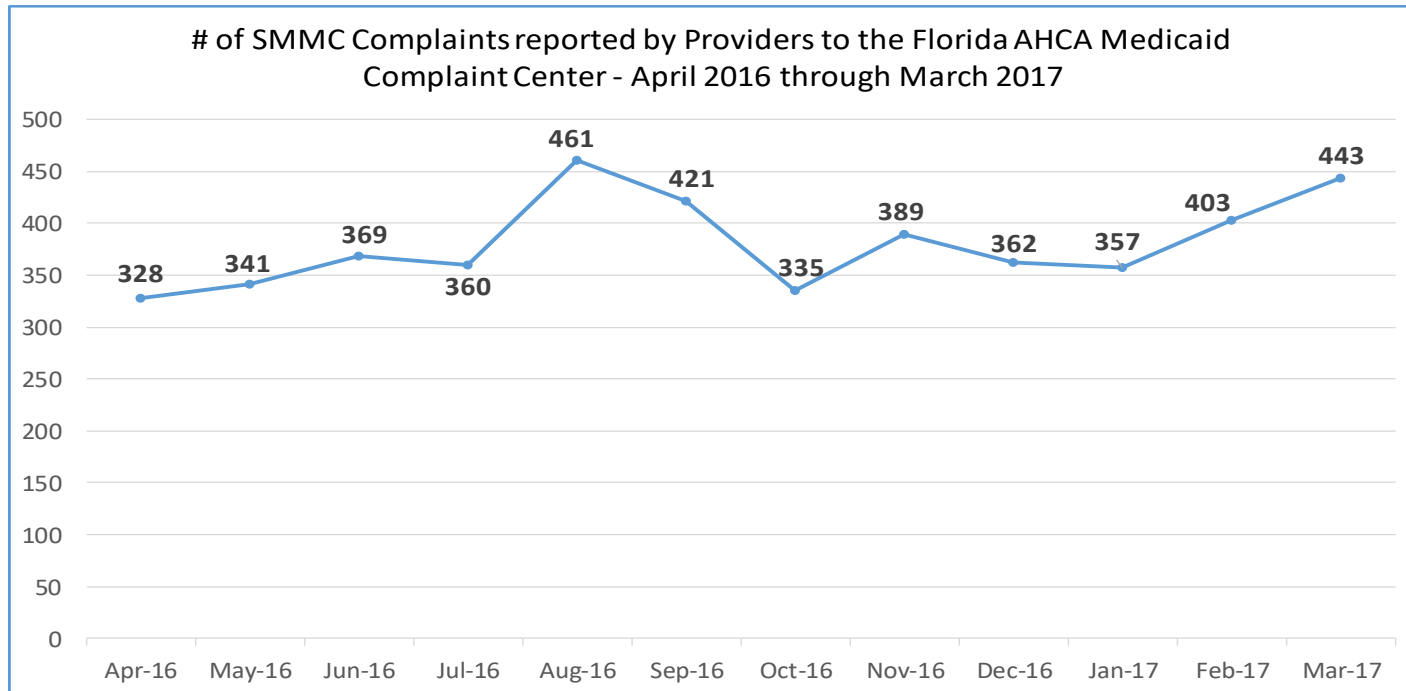


SMMC Enrollment:	3,267,611	3,281,932	3,286,307	3,370,195	3,324,051	3,312,464	3,308,176	3,328,931	3,384,390	3,329,457	3,325,787	3,340,443
# Issues per 1,000 Enrollees:	0.16	0.15	0.17	0.15	0.24	0.20	0.18	0.17	0.18	0.20	0.21	0.31

Note - The Agency has actively encouraged all stakeholders to surface any potential issue, concern, or complaint regarding the SMMC Program to the SMMC Complaint Operations Center. All allegations and issues have been recorded, regardless of whether they were found to be accurate or substantiated.



Statewide Medicaid Managed Care *Provider* Complaints, since April 1, 2016 (Includes both MMA and LTC Programs)



SMMC Enrollment:	3,267,611	3,281,932	3,286,307	3,370,195	3,324,051	3,312,464	3,308,176	3,328,931	3,384,390	3,329,457	3,325,787	3,340,443
# Issues per 1,000 Enrollees:	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1

Note - The Agency has actively encouraged all stakeholders to surface any potential issue, concern, or complaint regarding the SMMC Program to the SMMC Complaint Operations Center. All allegations and issues have been recorded, regardless of whether they were found to be accurate or substantiated.



Claim Dispute Resolution Program

- Assists health care providers and health insurance plans resolve health care claims disputes.
- MAXIMUS is the Agency's contracted independent dispute resolution organization.
 - Provides a lower cost dispute resolution option to formal litigation.
- Available to Medicaid managed care providers and health plans.



Claim Dispute Resolution Program

- The Agency is launching an outreach campaign to raise awareness about the program.
- Information about the program is currently available via:
 - AHCA web at http://ahca.myflorida.com/medicaid/statewide_mc/index.shtml
 - Florida Medicaid Complaint Helpline - (877) 254-1055
 - Application forms and instructions on how to file claims can be obtained directly from MAXIMUS by calling **1-866-763-6395 (select 1 for English or 2 for Spanish), and then select Option 2 - Ask for Florida Provider Appeals Process.**



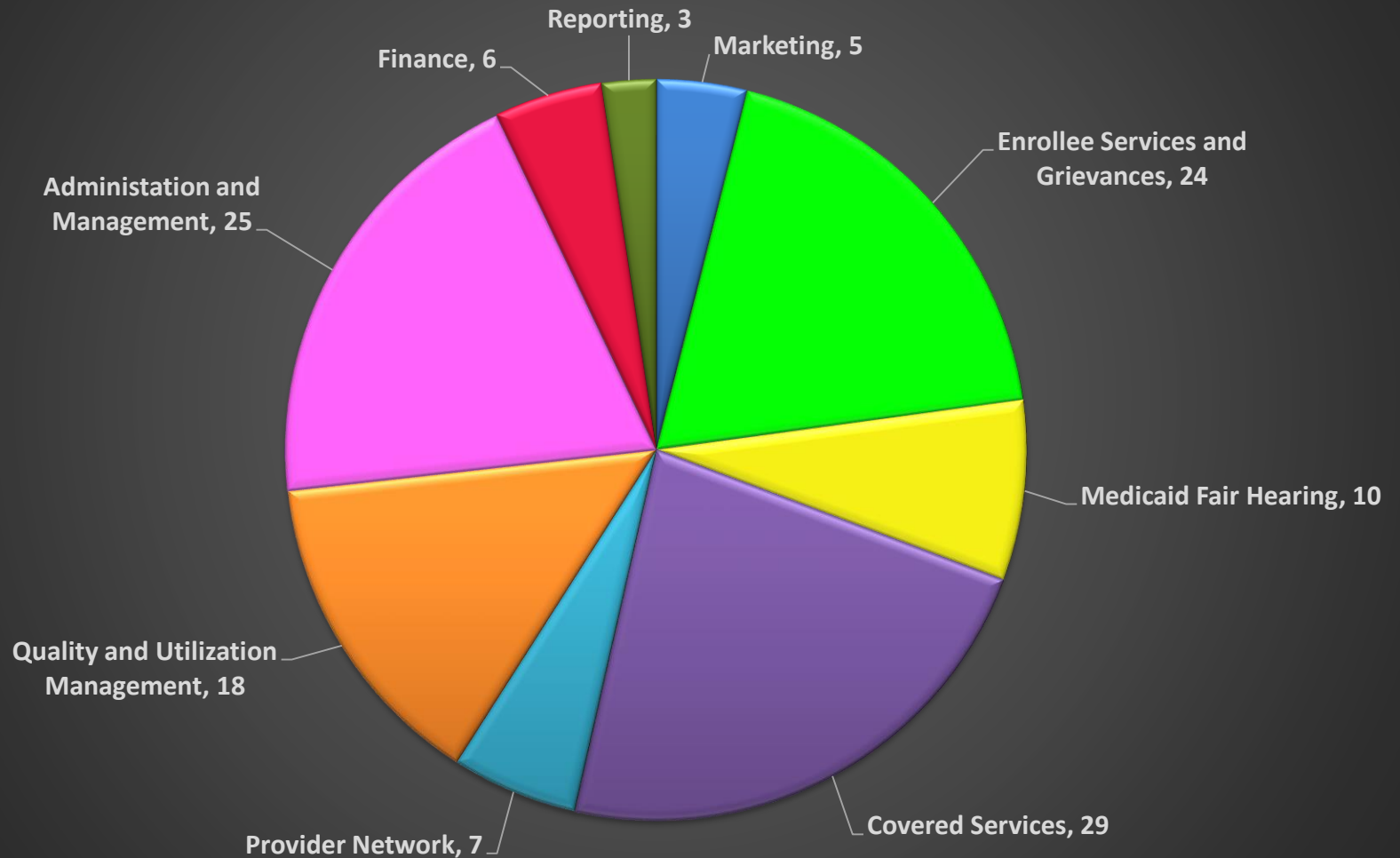
Enforcing Compliance

- The Agency monitors health plans to ensure they comply with their contract, e.g.:
 - Weekly reviews of recipient and provider complaints
 - Analysis of dozens of regular reports from plans
 - “Secret Shopper” calls and visits related to marketing and verifying the plans’ provider networks
- If plans are out of compliance with their contract the Agency can impose:
 - Corrective action plans
 - Monetary liquidated damages, and/or
 - Sanctions (monetary or non-monetary)



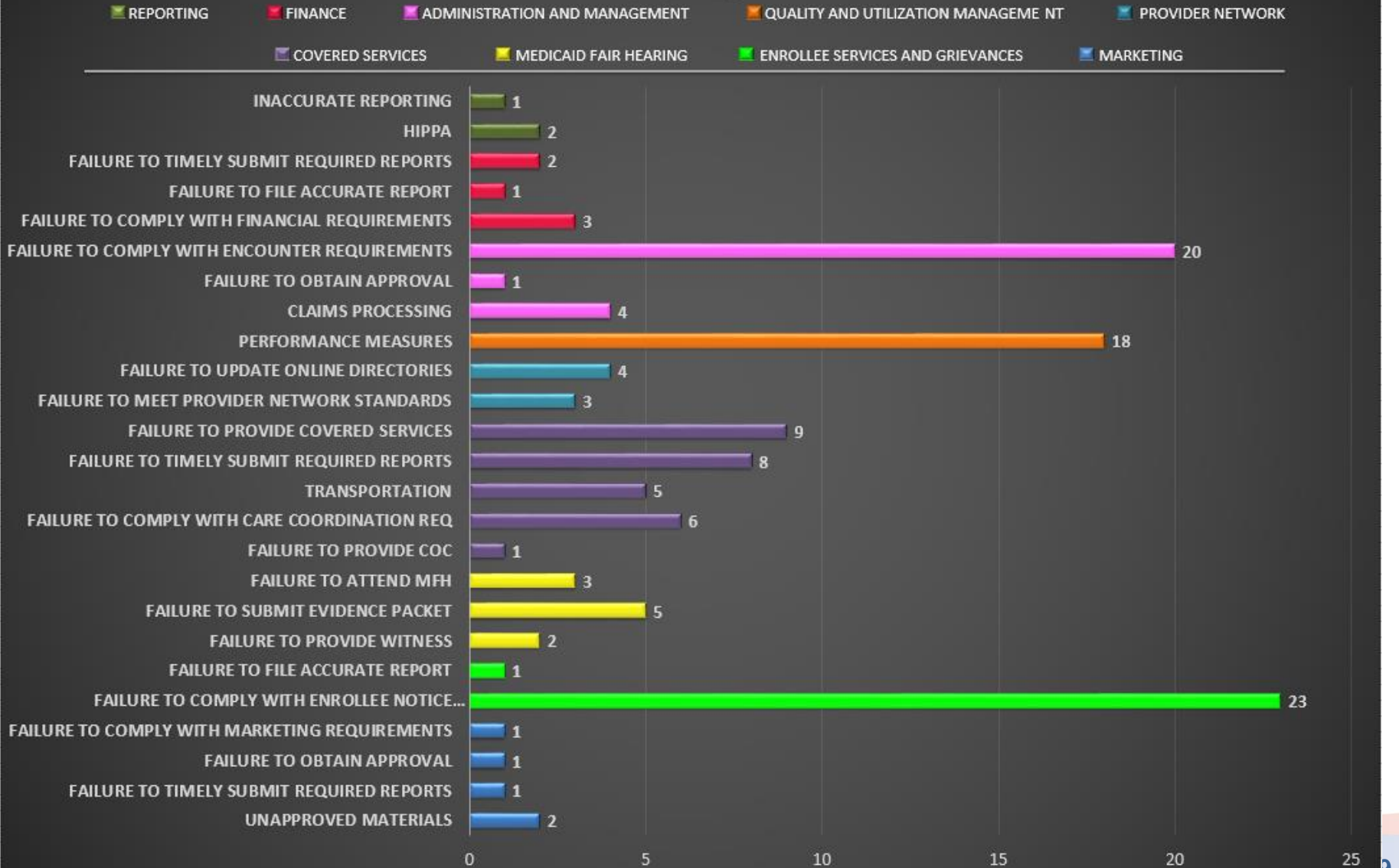
Enforcing Compliance

SMMC FINAL ACTIONS BY CATEGORY
Q1-Q3 FY 16/17



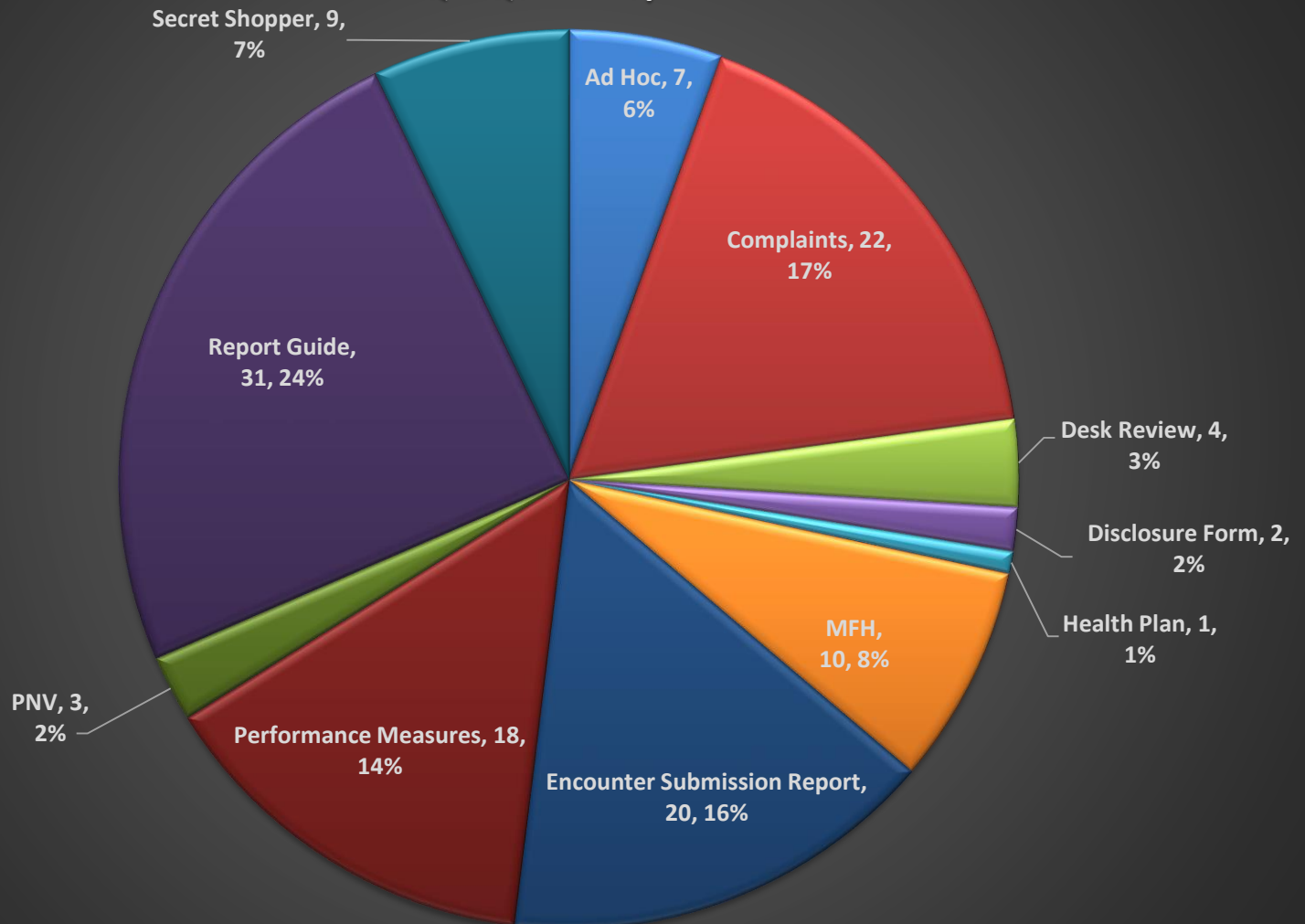
Enforcing Compliance

SMMC FINAL ACTIONS BY SUB-CATEGORY
Q1-Q3 FY 16/17



Enforcing Compliance

SMMC FINAL ACTIONS BY DATA SOURCE
Q1-Q3 FY 16/17



Questions?

