



# **Statewide Medicaid Managed Care Update**

## **Presented to the Medicaid Medical Care Advisory Committee**

**July 10, 2018**



# FL Medicaid Managed Care Today – A Snapshot

<b><i>Current SMMC Enrollment</i></b>	<ul style="list-style-type: none"><li>• 3.1 million enrollees receive services through 16 Medicaid health plans</li></ul>
<b><i>How Services Are Delivered Today</i></b>	<ul style="list-style-type: none"><li>• Managed Medical Assistance – 3 million in MMA health plans<ul style="list-style-type: none"><li>• Dental services included</li><li>• Includes specialty plans</li></ul></li><li>• Long-term Care – 100,000 in LTC or Comprehensive health plans<ul style="list-style-type: none"><li>• Comprehensive plans offer both long-term care and managed medical services</li></ul></li></ul>



# SMMC: The First Five Years

- The SMMC program started operation in 2013-2014.
- The first 5 years of the program have been very successful.

- Robust Expanded Benefits, Enhanced Provider Networks, and Care Management have led to:
  - Improved health quality outcomes
  - High patient satisfaction
  - Increased opportunity for individuals needing long-term care to transition from a nursing facility to their own home or other community living





# The New SMMC Contracts: Building on Success



# What is Changing?



## Two *Program Components*:

- Managed Medical Assistance (MMA) Program
- Long-term Care (LTC) Program

## Two *Program Components*:

- Integrated MMA and LTC
- Dental



# SMMC Negotiation Successes

## Major Program Improvements!

- Gains for Recipients
- Gains for Providers
- Improved Quality
- More & Richer Expanded Benefits



# Gains for Recipients

	Health Plans	Dental Plans
<b>Access to Care When you Need it:</b> Double the primary care providers in each network	✓	
<b>Access to Care When you Need it:</b> Guaranteed access to after hours care and telemedicine	✓	✓
<b>Improved Transportation:</b> New level of accountability with benchmarks to ensure recipients arrive and are picked up from appointments in a timely manner.	✓	
<b>Best Benefit Package Ever:</b> Additional benefits at no extra cost to the state. More than 55 benefits offered by health plans and extensive adult dental benefits offered by dental plans.	✓	✓

# Gains for Providers

	Health Plans	Dental Plans
<b>Better Pay:</b> More pediatric physicians will be eligible to receive Medicare level of reimbursement through the Medicaid Physician Incentive Program	✓	
<b>Less Administrative Burden:</b> High performing providers can bypass prior authorization	✓	✓
<b>Less Administrative Burden:</b> Plans will complete credentialing for network contracts in 60 days	✓	✓





# New SMMC Program Goals

The Agency has established goals to build on the success of the SMMC program and to ensure continued quality improvement:



Reduce potentially preventable hospital events (PPEs):

Admissions

Readmissions

Emergency department visits



Improve birth outcomes:  
Reduce Primary C-Section Rate

Pre-term Birth Rate

Rate of Neonatal Abstinence Syndrome



Increase the percentage of enrollees receiving long-term care services in their own home or the community instead of a nursing facility



# Health Plans Commit to Higher Performance:

## Potentially Preventable Hospital Events

- 22% average reduction in potentially preventable Admissions
- 21% average reduction in potentially preventable Readmissions
- 14% average reduction in potentially preventable Emergency Dept. Visits

## Birth Outcomes

- 12% average reduction in Primary C-Section Rate
- 10% average reduction in Pre-Term Deliveries
- 15% average reduction in babies born with neonatal abstinence syndrome



# Dental Plans Commit to Higher Performance:

## Potentially Preventable Dental Related Events

- 5% average reduction in Potentially Preventable Dental Related Emergency Department Visits (Year 1)
  - 9% average reduction (Year 5)



# Dental Plans Commit to Higher Performance:

## Improve Child Access to Dental Care

- **Annual Dental Visit**: An average 3% increase year-over-year above the annual target in the ITN
- **Preventive Dental**: An average 1% increase year-over-year above the annual target in the ITN



# Expanded Benefits

The enhanced benefit package is the most abundant ever available to Florida Medicaid recipients and includes, for the first time, a variety of extra benefits focused on:

Health plans: Substance abuse & mental health treatment  
Alternative pain management services, Doula services,  
Vaccines for adults . . . And so much more!

Dental plans: The most comprehensive adult dental benefit package ever offered in Florida, including preventive, diagnostic, restorative, periodontics . . . And special additional services for pregnant women . . . And more!



# Health Plan Expanded Benefits

Expanded Benefits	Humana	Staywell	Aetna	Prestige (MMA Only)	United	Simply	Sunshine	Molina	CMSN (EB Pending)	Community Care Plan (MMA Only)	Best Care (MMA Only)	FCC (LTC Plus)	Lighthouse (MMA Only)	Miami Childrens (MMA Only)
Over-the-Counter Benefit	X	X	X	X	X	X	X	X			X	X	X	X
Occupational Therapy	X	X	X	X	X	X	X	X		X	X	X	X	X
Physical Therapy	X	X	X	X	X	X	X	X		X	X	X	X	X
Hearing Services	X	X	X	X	X	X	X	X		X	X	X	X	X
Vision Services	X	X	X	X	X	X	X	X		X	X	X	X	X
Prenatal Services	X	X	X	X	X	X	X	X		X	X	X	X	X
Respiratory Therapy	X	X	X	X	X	X	X	X		X	X	X	X	X
Speech Therapy	X	X	X	X	X	X	X	X		X	X	X	X	X
Primary Care Services	X	X	X	X	X	X	X	X		X	X	X	X	X
Newborn Circumcision	X	X	X	X	X	X	X	X		X	X		X	X
Cellular Services	X	X		X	X	X	X					X		
CVS Discount Program	X	X	X				X	X		X		X		
Doula Services	X	X	X	X	X	X	X			X				
Durable Medical Equipment/Supplies	X	X	X	X		X	X	X				X		
Medically Related Home Care Services/Homemaker	X	X	X	X	X					X				
Home Delivered Meals (General)	X	X	X	X										
Home Delivered Meals - Post-Facility Discharge (Hospital or Nursing Facility)	X	X	X	X	X	X	X	X		X			X	X
Home Delivered Meals - Disaster Preparedness/Relief	X	X	X		X			X		X		X		
Home Health Nursing/Aide Services	X	X	X	X	X	X		X						
Home Visit by a Clinical Social Worker	X	X	X	X			X			X				
Housing Assistance	X	X	X			X		X				X		
Meals - Non-emergency Transportation Day-Trips	X	X	X	X	X	X	X	X		X			X	X
Non-emergency Transportation - Non-Medical Purposes	X	X	X		X	X	X	X						
Nutritional Counseling	X	X	X	X	X	X	X	X		X				
Outpatient Hospital Services	X	X	X	X	X	X	X							
Swimming Lessons (Drowning Prevention)	X	X		X										
Therapy - Art	X	X	X	X		X	X	X						
Therapy - Equine	X	X	X	X										
Therapy - Pet	X	X	X	X				X						
Vaccine - TDaP	X	X	X	X	X	X	X	X		X				
Vaccine - Influenza	X	X	X	X	X	X	X	X		X	X	X	X	X
Vaccine - Shingles	X	X	X	X	X	X	X	X		X	X	X	X	X
Vaccine - Pneumonia	X	X	X	X	X	X	X	X		X	X	X	X	X
Waived Copayments	X	X	X	X	X	X	X	X						

# Health Plan Expanded Benefits (con't.)

Expanded Benefits	Humana	Staywell	Aetna	Prestige (MMA Only)	United	Simply	Sunshine	Molina	CMSN (EB Pending)	Community Care Plan (MMA Only)	Best Care (MMA Only)	FCC (LTC Plus)	Lighthouse HP (MMA Only)	Miami Childrens (MMA Only)
<b>Behavioral Health Services</b>														
Assessment/Evaluation Services	X	X	X	X	X		X				X			
Intensive Outpatient Treatment	X		X	X		X	X	X		X	X			
Behavioral Health Day Services/Day Treatment	X	X	X	X	X	X								
Behavioral Health Screening Services	X	X	X	X	X	X								
Behavioral Health Medical Services (Verbal Interaction)	X	X	X	X	X	X								
Behavioral Health Medical Services (Medication Management)	X	X	X	X	X	X								
Behavioral Health Medical Services (Drug Screening)	X	X	X	X	X	X								
Computerized Cognitive Behavioral Analysis	X	X	X	X		X		X			X			R
Medication Assisted Treatment Services	X	X	X	X	X									
Psychosocial Rehabilitation	X	X	X	X	X									
Substance Abuse Treatment or Detoxification Services (Outpatient)	X		X	X	X									
Therapy/Psychotherapy (Individual/Family)	X	X	X	X	X		X	X						
Therapy/Psychotherapy (Group)	X	X	X	X	X		X	X						
Therapeutic Behavioral On-Site Services	X	X	X	X	X								X	
Targeted Case Management	X	X	X	X	X		X							
<b>Pain Management Services</b>														
Acupuncture	X	X	X	X	X	X	X	X		X	X	X		
Chiropractic Services	X	X	X	X	X	X	X	X		X	X	X	X	X
Massage Therapy	X	X	X	X	X	X	X	X		X				
<b>Long-term Care Services</b>														
Assisted Living Facility/Adult Family Care Home - Bed Hold Days	X	X	X		X	X	X	X				X		
Transition Assistance - Nursing Facility to Community Setting	X	X	X		X	X	X	X				X		
Individual Therapy Sessions for Caregivers	X	X			X	X	X				X	X		
<b>Total</b>	<b>56</b>	<b>54</b>	<b>53</b>	<b>49</b>	<b>45</b>	<b>40</b>	<b>38</b>	<b>36</b>		<b>25</b>	<b>20</b>	<b>23</b>	<b>18</b>	<b>18</b>



# Dental Plan

## Expanded Benefits for Adults

Benefit	DentaQuest	Liberty	MCNA
Preventive	✓	✓	✓
Diagnostic	✓	✓	✓
Restorative	✓	✓	✓
Periodontics	✓	✓	✓
Oral and Maxillofacial Surgery	✓	✓	✓
Adjunctive General Services	✓	✓	✓
Diabetic Testing	✓	✓	✓
Practice Acclimation for Individuals with Intellectual Disabilities	✓	✓	✓





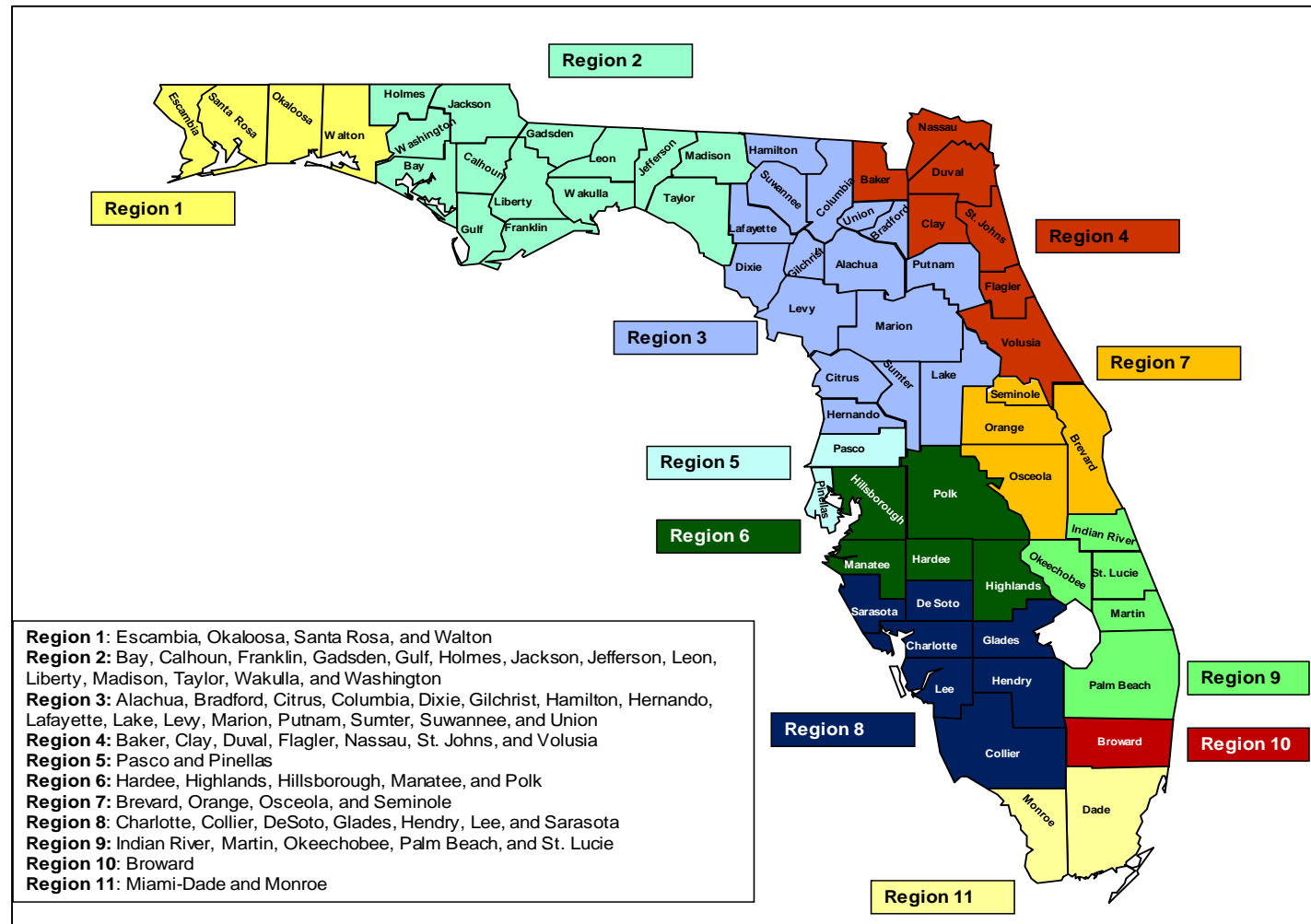
# New Elements and Plans



# SMMC Operates Statewide

Health plans operate on a regional basis. For example, a plan may be selected to operate statewide, or a plan may be selected to operate in 1 or more of 11 regions.

Dental plans will operate on a statewide basis. Each dental plan will operate in all regions of the state.



# SMMC Health and Dental Plans

## SMMC Participating Health and Dental Plans

Known as:	Full Business Name:
Aetna	Coventry Health Care of Florida D/B/A/ Aetna Better Health of Florida
Humana	Humana Medical Plan
Molina	Molina Health Care of Florida
Simply	Simply Healthcare Plan ( <b>Formerly Amerigroup and Better Health</b> )
Staywell	Wellcare of Florida D/B/A Staywell Health Plan of Florida
Sunshine	Sunshine State Health Plan
United	United Health Care of Florida
FCC	Florida Community Care
Vivida	Best Care Assurance D/B/A Vivida Health
Prestige	Florida True Health D/B/A/ Prestige Health Choice
CCP	SFCCN D/B/A Community Care Plan
Lighthouse	Lighthouse Health Plan
Miami Children's	Miami Children's Health Plan
Sunshine - Child Welfare Specialty Plan	Sunshine - Child Welfare Specialty Plan
Children's Medical Services Network	Children's Medical Services Network
Clear Health Alliance- HIV/AIDS Specialty Plan	Clear Health Alliance- HIV/AIDS Specialty Plan
Staywell- Serious Mental Illness Specialty Plan	Staywell- Serious Mental Illness Specialty Plan
MCNA	Managed Care of North America
DentaQuest	DentaQuest of Florida
Liberty	Liberty Dental Plan of Florida

### Plan Types

- Comprehensive Plans
- Long-Term Care Plus Plans
- Managed Medical Assistance Plans
- Specialty Plans
- Dental Plans

# SMMC Health and Dental Plans

## Awards included in intents to award posted through 6/28/18

*Awards Included in Intents to Award Posted through 6/28/18*

Regions	Aetna	Humana	Molina	Simply	Staywell	Sunshine	United	FCC	Vivida	Prestige	CCP	Lighthouse	Miami Children's	Sunshine - Child Welfar	CMSP	Clear Health Alliance- HIV/AIDs	Staywell- Serious Mental Illness	MCNA	Denta Quest	Liberty
Region 1		Comp			Comp	Comp		LTC +				MMA		Spec	Spec	Spec	Spec	Den	Den	Den
Region 2		Comp			Comp	Comp		LTC +				MMA		Spec	Spec	Spec	Spec	Den	Den	Den
Region 3		Comp			Comp	Comp	Comp*	LTC +						Spec	Spec	Spec	Spec	Den	Den	Den
Region 4		Comp			Comp	Comp	Comp*	LTC +						Spec	Spec	Spec	Spec	Den	Den	Den
Region 5		Comp		Comp*	Comp	Comp		LTC +						Spec	Spec	Spec	Spec	Den	Den	Den
Region 6	Comp*	Comp		Comp	Comp	Comp	Comp	LTC +						Spec	Spec	Spec	Spec	Den	Den	Den
Region 7	Comp*	Comp		Comp	Comp	Comp		LTC +						Spec	Spec	Spec	Spec	Den	Den	Den
Region 8		Comp	Comp*		Comp	Comp		LTC +	MMA					Spec	Spec	Spec	Spec	Den	Den	Den
Region 9		Comp			Comp	Comp		LTC +		MMA			MMA	Spec	Spec	Spec	Spec	Den	Den	Den
Region 10		Comp		Comp*		Comp		LTC +			MMA			Spec	Spec	Spec	Spec	Den	Den	Den
Region 11	Comp	Comp	Comp*	Comp	Comp	Comp	Comp	LTC +		MMA			MMA	Spec	Spec	Spec	Spec	Den	Den	Den

- Comprehensive Plans
- Long-Term Care Plus Plans
- Managed Medical Assistance Plans
- Specialty Plans
- Dental Plans

\* Plans awarded an MMA contract through settlement; however will operate as comprehensive plans pursuant to the terms of the settlement.



# Who is Required to Enroll in SMMC?

## Managed Medical Assistance (this is NOT changing):

Most Medicaid recipients must enroll in an MMA plan, except:

- Individuals eligible for emergency services only due to immigration status
- Medically Needy (share of cost) individuals
- Family planning waiver eligibles
- Women eligible through the breast and cervical cancer program
- Dual eligible recipients whose Medicaid benefits are limited (partial duals)
- Individuals with intellectual disabilities who are on the iBudget waiver or on the waiting list (voluntary to enroll)



# Who is Required to Enroll in SMMC?

## Long-Term Care (this is NOT changing):

Recipients are mandatory for enrollment if they are:

- 65 years of age or older, or age 18 or older and eligible for Medicaid by reason of a disability.
- Determined by the Comprehensive Assessment Review and Evaluation for Long-Term Care Services (CARES) preadmission screening program to require:
  - Nursing facility care as defined in s. [409.985\(3\)](#); or
  - Hospital level of care, for individuals diagnosed with cystic fibrosis.



# Who is Required to Enroll in SMMC?

## Dental (this is NEW):

**All** Medicaid recipients are required to enroll in a dental plan whether they are enrolled in an MMA or LTC plan or are receiving their services through the fee-for-service system **(including Medically Needy and iBudget enrollees)** except:

- Individuals eligible for emergency services only due to immigration status
- Women enrolled through the family planning waiver
- Presumptively eligible pregnant women
- Partial duals
- Recipients residing in an ICF/IID or State Mental Hospital
- Recipients enrolled in Program of All-Inclusive Care for the Elderly (PACE)



# How to Determine Recipient Plan Enrollment

- SMMC Health Plans: Who can enroll?
  - The type of health plan a recipient can choose depends on whether they are eligible for:
    - Just MMA services
    - Just LTC services
    - Both MMA & LTC services
    - Whether they have certain conditions





# How to Determine Recipient Plan Enrollment

- Dental Plans: Who must enroll?
  - All recipients who receive MMA services must also choose a dental plan.
  - All recipients who receive their medical services through the fee-for-service system must choose a dental plan, with very limited exceptions.



# SMMC Plan Types



## Managed Medical Assistance Plan

Provides Managed Medical Assistance services to eligible recipients.

This plan type cannot provide services to recipients who are eligible for Long-term Care services.



## Long-Term Care Plus Plan

Provides Managed Medical Assistance (MMA) services and Long-Term Care services to recipients enrolled in the Long-Term Care program.

This plan type cannot provide services to recipients who are only eligible for MMA services.



## Comprehensive Plan

Provides Managed Medical Assistance services and Long-Term Care services to eligible recipients.



## Specialty Plan

Provides Managed Medical Assistance services to eligible recipients who are defined as a specialty population.






## Dental Plan


Provides preventive and therapeutic dental services to all recipients in managed care and all and fully eligible fee-for-service individuals.

# HEALTH PLAN & RECIPIENT TYPES

## WITHIN THE SMMC PROGRAM, RECIPIENTS CAN BE:

1. Eligible for MMA Services:  Medicaid covered preventative, acute and behavioral health services
2. Eligible for LTC Services:  Provides all Medicaid covered long-term care services including nursing facility care and home and community based services
3. Eligible for both MMA and LTC Services: 
4. Eligible for Specialty Services:  Recipients are eligible for MMA services who also meet specified criteria based on age, medical condition or diagnosis

## WHAT TYPE OF STATEWIDE MEDICAID MANAGED CARE PLAN CAN I CHOOSE?

 → If I am a recipient with only MMA?

 → If I am a recipient with only LTC?

 → If I am a recipient with both MMA & LTC?

 → If I am a recipient with only MMA with a Specialty Condition?

CHOOSE ONE HEALTH PLAN

CHOOSE ONE DENTAL PLAN



MMA



LTC



MMA  
& LTC



MMA  
W/ SPECIALTY



MMA  
W/ SPECIALTY  
MUST BE ENROLLED IN LTC



MMA



LTC



MMA  
& LTC



MMA  
W/ SPECIALTY



MMA



LTC



MMA  
& LTC



MMA  
W/ SPECIALTY



MMA



LTC



MMA  
& LTC



MMA  
W/ SPECIALTY



# Dental Plan or Health Plan: Who covers what?

- All full benefit Florida Medicaid recipients will be required to enroll in a dental plan to receive dental services, with very limited exceptions.
- This means that all recipients receiving health care through an MMA plan will also be enrolled in a dental plan.
- How will care be coordinated?



# Dental Plan or Health Plan: Who covers what?

Type of Dental Service(s)	Dental Plan Covers	Health Plan Covers
Emergency dental services in a facility	---	All emergency dental services and reimbursement to the facility
Non-emergency (scheduled) dental services in a facility	Dental services by a dental provider	Reimbursement to the facility, anesthesiologist and ancillary services
Dental services with sedation in an office setting	Dental services by a dental provider with a required sedation permit  D-codes when rendered by the dental provider	Anesthesiologist (MD or ARNP) when required for sedation
Dental services (general or specialty) without sedation in an office setting, County Health Department, or Federally Qualified Health Center	Dental services by a dental provider	Dental services provided by a non-dental provider
Pharmacy	---	Drugs prescribed by a health care provider or a dental provider within scope of practice
Transportation	---	Transportation to all dental services provided by the dental or health plan, including expanded dental benefits

# SMMC Plan Roll Out Schedule

## SMMC Health and Dental Plan Roll-out Schedule

	<i>Transition Date</i>	<i>Regions Included</i>	<i>Counties</i>
Phase 1	December 1, 2018	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
		10	Broward
		11	Miami-Dade, Monroe
Phase 2	January 1, 2019	5	Pasco, Pinellas
		6	Hardee, Highlands, Hillsborough, Manatee, Polk
		7	Brevard, Orange, Osceola, Seminole
		8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
Phase 3	February 1, 2019	1	Escambia, Okaloosa, Santa Rosa, Walton
		2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Tayler, Wakulla, Washington
		3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
		4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

# How to Keep Informed

- Information about the coming changes will be made available through:
  - Agency website:  
[http://ahca.myflorida.com/medicaid/statewide\\_mc/index.shtml](http://ahca.myflorida.com/medicaid/statewide_mc/index.shtml)
  - Provider alerts: Sign up through  
[http://ahca.myflorida.com/medicaid/statewide\\_mc/signupform.html](http://ahca.myflorida.com/medicaid/statewide_mc/signupform.html)
  - Webinars
  - One on one outreach with stakeholders



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