

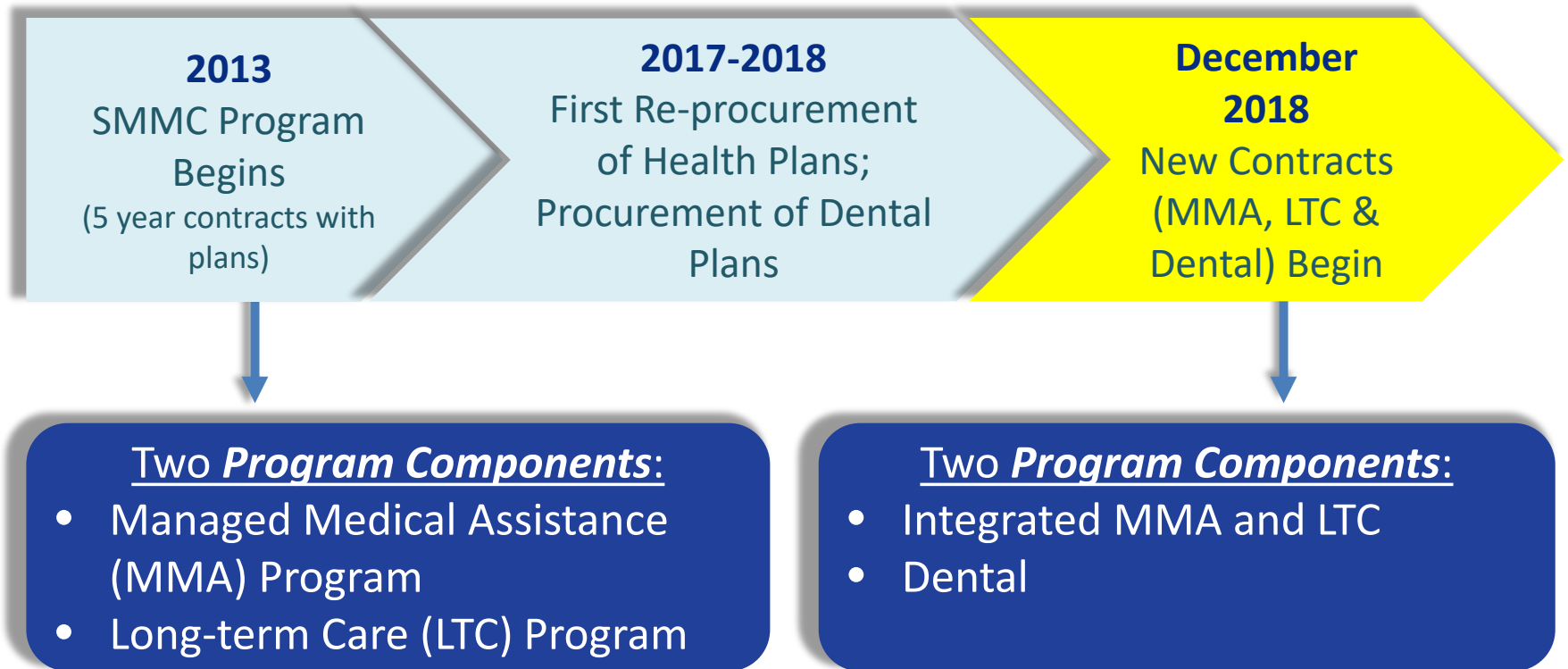
Statewide Medicaid Managed Care: New Contract Implementation Update

Presented to the
Medical Care Advisory Committee
December 11, 2018



Transition

- The Agency is now in the implementation phase of the Statewide Medicaid Managed Care contracts for 2018 – 2023.



Recipient Notification

- Recipient letters are mailed out about 30-45 day prior to each phase transition date.
- Letters for phases 1 and 2 have been mailed letting them know their health and dental plan assignments, and transition date.
- Phase 3 letters are in progress.

Phase	Transition Date	Recipient Letter Date	Regions	Counties
1	12/01/18	Mid-October	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
			10	Broward
			11	Miami-Dade, Monroe
2	01/01/19	Mid-November	5	Pasco, Pinellas
			6	Hardee, Highlands, Hillsborough, Manatee, Polk
			7	Brevard, Orange, Osceola, Seminole
			8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
3	02/01/19	Mid-December	1	Escambia, Okaloosa, Santa Rosa, Walton
			2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, 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



Health Plans by Region

STATEWIDE MEDICAID MANAGED CARE (SMMC) HEALTH PLANS (2018-2023)

REGIONAL ROLLOUT SCHEDULE	REGION	AETNA BETTER HEALTH	COMMUNITY CARE PLAN	FLORIDA COMMUNITY CARE	HUMANA MEDICAL PLAN	LIGHTHOUSE HEALTH PLAN	MIAMI CHILDREN'S	MOLINA HEALTHCARE	PRESTIGE	SIMPLY HEALTHCARE	STAYWELL	SUNSHINE HEALTH	UNITEDHEALTHCARE	VIVIDA HEALTH	
PHASE 3	2/1/2019	1		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP	LIGHTHOUSE HEALTH PLAN MMA					STAYWELL COMP	SUNSHINE HEALTH COMP			
		2		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP	LIGHTHOUSE HEALTH PLAN MMA					STAYWELL COMP	SUNSHINE HEALTH COMP			
		3			FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP						STAYWELL COMP	SUNSHINE HEALTH COMP	UNITEDHEALTHCARE COMP	
		4			FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP						STAYWELL COMP	SUNSHINE HEALTH COMP	UNITEDHEALTHCARE COMP	
PHASE 2	1/1/2019	5		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP					SIMPLY HEALTHCARE COMP	STAYWELL COMP	SUNSHINE HEALTH COMP			
		6	AETNA BETTER HEALTH COMP		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP				SIMPLY HEALTHCARE COMP	STAYWELL COMP	SUNSHINE HEALTH COMP	UNITEDHEALTHCARE COMP		
		7	AETNA BETTER HEALTH COMP		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP					SIMPLY HEALTHCARE COMP	STAYWELL COMP	SUNSHINE HEALTH COMP		
		8			FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP			MOLINA HEALTHCARE COMP			STAYWELL COMP	SUNSHINE HEALTH COMP		VIVIDA HEALTH MMA
PHASE 1	12/1/2018	9		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP		MIAMI CHILDREN'S MMA		PRESTIGE MMA		STAYWELL COMP	SUNSHINE HEALTH COMP			
		10		COMMUNITY CARE PLAN MMA	FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP					SIMPLY HEALTHCARE COMP		SUNSHINE HEALTH COMP		
		11	AETNA BETTER HEALTH COMP		FLORIDA COMMUNITY CARE LTC+	HUMANA MEDICAL PLAN COMP		MIAMI CHILDREN'S MMA	MOLINA HEALTHCARE COMP	PRESTIGE MMA	SIMPLY HEALTHCARE COMP	STAYWELL COMP	SUNSHINE HEALTH COMP	UNITEDHEALTHCARE COMP	

Comp = Comprehensive Plan

MMA = Managed Medical Assistance Plan

LTC+ = Long-Term Care Plus Plan

This chart includes plans that have been awarded a 2018-2023 contract, as of September 28, 2018, who will begin operation 12/1/2018 through 2/1/2019. Positive Healthcare will continue to serve enrollees in regions 10 and 11 until further notice.

As of 9/28/2018



Specialty and Dental Plans by Region

SMMC SPECIALTY PLANS (2018-2023)							SMMC DENTAL PLANS (2018-2023)			
REGIONAL ROLLOUT SCHEDULE	REGION	CHILDREN'S MEDICAL SERVICES PLAN – CHILDREN WITH CHRONIC CONDITIONS	CLEAR HEALTH ALLIANCE – HIV/AIDS	MAGELLAN COMPLETE CARE – SERIOUS MENTAL ILLNESS (SMI)	STAYWELL – SERIOUS MENTAL ILLNESS (SMI)	SUNSHINE HEALTH – CHILD WELFARE	DENTAQUEST	LIBERTY	MCNA DENTAL	
PHASE 3	2/1/2019	1	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		2	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		3	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		4	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC	MAGELLAN COMPLETE CARE SPEC	STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
PHASE 2	1/1/2019	5	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC	MAGELLAN COMPLETE CARE SPEC	STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		6	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		7	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC	MAGELLAN COMPLETE CARE SPEC	STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		8	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
PHASE 1	12/1/2018	9	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		10	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN
		11	CHILDREN'S MEDICAL SERVICES PLAN SPEC	CLEAR HEALTH ALLIANCE SPEC		STAYWELL SPEC	SUNSHINE HEALTH SPEC	DENTAQUEST DEN	LIBERTY DEN	MCNA DENTAL DEN

Spec = Specialty Plan

Den = Dental Plan

This chart includes plans that have been awarded a 2018-2023 contract, as of September 28, 2018, who will begin operation 12/1/2018 through 2/1/2019. Positive Healthcare will continue to serve enrollees in regions 10 and 11 until further notice.

As of 9/28/2018



SMMC Outreach Update

- Webinars: SMMC Overview, Dental, Early Intervention Services (EIS), Medical Foster Care (MFC), and Complaints/Fair Hearings
 - **Over 4, 500 webinar participants**
- Stakeholder Engagement: Face-to-Face Meetings with Sister Agencies and Interest Groups
- Special Populations: Proactive outreach via calls and site visits
- Training: Choice Counseling and AHCA Contact Center
- Publications: Programmatic Highlights and Gains
- Legislative: Letter Campaign for rollout
- AHCA Website updated to reflect current information and more user friendly
- Social Media: Facebook, Twitter and Instagram postings to increase public awareness
- SMMC Choice Counseling Materials: Brochures, Expanded Benefits, Letters



SMMC Plan Readiness Update

- Plan Management Operations is responsible for ensuring these plans are ready to effectively meet contractual requirements and to conduct all operational functions of the SMMC program.
- Readiness is in its final stage:
 - Conducted rigorous paper and on-site reviews for each health and dental plan.
 - Implementation Action Plans



Short-term Nursing Facility Stays

- Health plans will be responsible for paying for nursing facility services, when their enrollee needs such services and is not yet enrolled in the LTC program.
- Health plans will responsible for payment, up to 120 days under the MMA benefit.
- The majority of enrollees for whom health plans will be responsible for this benefit are awaiting enrollment in the LTC program.



Continuity of Care During the Transition

- **Health care providers should not cancel appointments with current patients.** Health plans must honor any ongoing treatment, for up to 60 days after MMA and LTC starts in each region, that was authorized prior to the recipient's enrollment into the plan.
 - MMA: up to 60 days, OR until the enrollee's primary care practitioner or behavioral health provider reviews the enrollee's treatment plan.
 - LTC: up to 60 days, OR until the enrollee receives a comprehensive assessment, a plan of care is developed, and services are authorized and arranged as required to address the LTC needs of the enrollee.



Continuity of Care During the Transition

- **Providers will be paid.**
 - Providers should continue providing any services that were previously authorized, regardless of whether the provider is participating in the plan's network.
 - Plans must pay for previously authorized services for up to 60 days after MMA and LTC starts in each region.
 - Plans must pay providers at the rate previously received for up to 30 days.
- **Providers will be paid promptly.**
 - During the continuity of care period, plans are required to follow all timely claims payment contractual requirements.
- **Prescriptions will be honored.**
 - Plans must allow recipients to continue to receive their prescriptions through their current provider, for up to 60 days after MMA starts in each region, until their prescriptions can be transferred to a provider in the plan's network.



Continuity of Care - Dental

- Dental plans must honor any ongoing course of treatment, for at least 90 days after the dental program starts in each region if it was authorized prior to the recipient's enrollment into the plan. Some have extended this period beyond 90 days.
- Active orthodontic services will extend beyond the 90 day continuity of care period.
 - The dental plan must continue the entire course of treatment with the recipient's current provider.
 - The dental plan must reimburse the orthodontic provider, regardless of whether the provider is in the plan's network.
 - This assumes the recipient continues to have Medicaid eligibility.



SMMC Plan Contacts: Provider Networks

http://ahca.myflorida.com/medicaid/statewide_mc/pdf/mma/SMMC_Provider_Plan_Contacts_External.pdf

SMMC Plan Contact: Provider Networks	
Plan Name	Provider Relations Contact
Aetna Better Health	Susan Waldman Email: FLMedicaidProviderRelations@aetna.com Phone: 1-800-441-5501
Community Care Plan	Natalia Peñalver Email: npenalver@ccpcare.org Phone: 954-622-3308
Florida Community Care	Grace Rodriguez Email: grodriguez@fcchealthplan.com Phone: 1-833-322-7526 ext. 106494
Humana	LTC provider contact: Ann Jamke (all regions) Email: LTCProviderrelations@humana.com Phone: 561-860-8660 MMA Provider contacts: Katrina Knight-Vera Email: FLMedicaidProviderRelations@humana.com Phone: 305-626-5006
Lighthouse	Jennifer Savage Email: providerrelations@lighthousehealthplan.com Phone: 1-844-243-5181 Fax: 1-888-768-7026
Magellan Complete Care	Jessica Alberto Email: JAlberto@magellanhealth.com Phone: 786-575-7175
Miami Children's Health	Email : ProviderServices@MiamiChildrensHealthPlan.com Phone: 1-844-243-5188 Fax: 1-888-843-3938
Molina Healthcare	Lisa Schwendel Email: Lisa.Schwendel@MolinaHealthCare.Com Phone: 1-866-422-2541 ext. 223594
Prestige Health Choice	Michelle Cabrera Email: mbcabrera@ccoff.com Phone: 561-282-4251
Simply Healthcare	LTC provider contact: Renee Thomas Email: renee.thomas@amerigroup.com Phone: 954-308-9410 General LTC inquiry: ltprovrelations@amerigroup.com MMA provider contact: Efrain Duarte Email: EDuarte@simplyhealthcareplans.com Phone: 813-425-8056
Staywell	Barbara Mason Email: Barbara.Mason@wellcare.com Phone: 407-551-3238
Sunshine Health	Mark Barrett Email: sunshinecontracting@centene.com Phone: 1-866-595-8116

Updated 11/13/18

SMMC Plan Contact: Provider Networks	
United Healthcare	Felix Gonzalez Email: felix_m_gonzalez@uhc.com Phone: 407-659-6965
Vivida Health	Stacey Lau Email: providerrelations@vividahealth.com Phone: 1-844-243-5175
DENTAL	
Plan Name	Provider Relations Contact
DentaQuest	Vanessa Guerrero Email: Vanessa.Guerrero@dentaquest.com Phone: 305-894-8755
LIBERTY	Betty Gilbert Email: prinqueries@libertydentalplan.com Phone: 1-888-352-7924 ext. 393
MCNA	Mercedes Linares Email: prdepartment@mcna.net Phone: 1-855-698-6262

Updated 11/13/18



Resources



Information about the SMMC program is posted on the Agency's website.

Public Meetings Public Records Contact Us Site Map

AGENCY FOR HEALTH CARE ADMINISTRATION

Custom Search

HOME ABOUT US MEDICAID LICENSURE & REGULATION FIND A FACILITY REPORT FRAUD

SMMC Home Federal Authorities

Statewide Medicaid Managed Care

RECIPIENTS

- Report a Complaint
- Choose and Enroll in a Health Plan
- Recipient Resources
- Medicaid Covered Services
- Program Information

PROVIDERS

- Report a Complaint
- Plan Contact Information
- Claims Dispute Resolution Program
- Provider Services
- Coverage Policies
- Sign-Up for Program Updates
- MMA Physician Incentive Program

HEALTH PLANS

- Health Plan Resources
- Report Guide
- Performance Measure Data
- 2012-2018 Model Contract
- Health Plan Contract Actions

SMMC PROGRAM CHANGES

- Plan Roll-out Schedule - **New**
- Plans by Region - **New**
- Plan Contacts for Providers - **New**
- Outreach and Presentations - **New**
- SMMC Re-procurement
- 2018-2023 SMMC Plan Model Contract - **New**

The Agency for Health Care Administration is responsible for administering the Statewide Medicaid Managed Care (SMMC) program. Most Florida Medicaid recipients are enrolled in the SMMC Program. The SMMC program has three components, the Long-Term Care (LTC) program, the Managed Medical Assistance (MMA) program, and the Dental Program.

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Important information about changes to the SMMC program is located under the “SMMC Program Changes” section. This includes the model contract, plan roll-out schedule, plan contacts and outreach materials and presentations.

The screenshot shows the Agency for Health Care Administration website. At the top right, there are links for Public Meetings, Public Records, Contact Us, and Site Map, along with social media icons for Facebook, Twitter, YouTube, and a wheelchair accessibility icon. The main header features the agency logo and the text "AGENCY FOR HEALTH CARE ADMINISTRATION". Below this is a navigation bar with links for HOME, ABOUT US, MEDICAID, LICENSURE & REGULATION, FIND A FACILITY, and REPORT FRAUD. A search bar with the text "Custom Search" is located on the right. Below the navigation bar, there are tabs for "SMMC Home" and "Federal Authorities". The main content area is titled "Statewide Medicaid Managed Care" and contains four columns of links. The fourth column, titled "SMMC PROGRAM CHANGES", is circled in red and contains the following links: Plan Roll-out Schedule - **New**, Plans by Region - **New**, Plan Contacts for Providers - **New**, Outreach and Presentations - **New**, SMMC Re-procurement, 2018-2023 SMMC Plan Model Contract - **New**, and **New**. Below the main content area, there is a paragraph of text: "The Agency for Health Care Administration is responsible for administering the Statewide Medicaid Managed Care (SMMC) program. Most Florida Medicaid recipients are enrolled in the SMMC program. The SMMC program has three components, the Long-Term Care (LTC) program, the Managed Medical Assistance (MMA) program, and the Dental Program." At the bottom of the page, there is a footer with links for Privacy Policy, Doing Business with AHCA, Refund Policy, Disclaimer, Contact Webmaster, Find a Facility, Download Adobe Reader, and Notice of Nondiscrimination Policy.



Information related to recipients including how to choose a plan, covered services, helpful resources and reporting a complaint can be accessed under the “Recipients” section on the SMMC website.

The screenshot shows the AHCA website's SMMC section. At the top, there is a navigation bar with links for Public Meetings, Public Records, Contact Us, and Site Map, along with social media icons. The AHCA logo and name are on the left, and a search bar is on the right. Below the navigation bar, there are tabs for HOME, ABOUT US, MEDICAID, LICENSURE & REGULATION, FIND A FACILITY, and REPORT FRAUD. A secondary navigation bar includes SMMC Home and Federal Authorities. The main content area is titled 'Statewide Medicaid Managed Care' and features four columns of links. The 'RECIPIENTS' column is circled in red and includes links for reporting a complaint, choosing a plan, recipient resources, covered services, and program information. The 'SMMC PROGRAM CHANGES' column is also circled in red and lists updates such as the 2018 plan roll-out schedule, regional plans, provider contacts, outreach presentations, and re-procurement. Below the columns, a paragraph explains the SMMC program's components: Long-Term Care (LTC), Managed Medical Assistance (MMA), and the Dental Program. A footer contains various policy and contact links.

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Information for providers including coverage policies, plan contact information, claims dispute resolution program and signing up for provider alerts can be accessed under the “Providers” section on the SMMC website.

The screenshot shows the AHCA website's navigation and content. At the top right, there are links for Public Meetings, Public Records, Contact Us, and Site Map, along with social media icons. The main navigation bar includes Home, About Us, Medicaid, Licensure & Regulation, Find a Facility, and Report Fraud. Below this is a secondary navigation bar with SMMC Home and Federal Authorities. The main content area is titled "Statewide Medicaid Managed Care" and features four columns of links. The "PROVIDERS" column is circled in red and contains links for Report a Complaint, Plan Contact Information, Claims Dispute Resolution Program, Provider Services, Coverage Policies, Sign-Up for Program Updates, and MMA Physician Incentive Program. The "SMMC PROGRAM CHANGES" column is also highlighted with a red border and lists items like Plan Roll-out Schedule, Plans by Region, Plan Contacts for Providers, Outreach and Presentations, SMMC Re-procurement, and 2018-2023 SMMC Plan Model Contract. At the bottom of the page, there is a footer with various policy and contact links.

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