



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

**Minutes of the
Medical Care Advisory Committee Meeting
Tuesday, April 22, 2014
1:00 PM – 4:00 PM
AHCA Conference Room A**

Participants/Invitees

Members Present

Justin Senior
Secretary Chuck Corley
Courtney Smith for Jennifer Lange
Amy Guinan
Robert Payne, DDS
Stan Whittaker
Richard R. Thacker, DO
Catherine Moffitt, MD
Iris Wimbush
Michael Lockwood
Tracie Inman (via phone)
Sarah Sequenzia (via phone)

Not Present

Ellen Anderson
Martha Pierce

Welcoming Remarks/Introductions

The Medical Care Advisory Committee (MCAC) meeting began with welcoming remarks by Deputy Secretary for Medicaid, Justin Senior, followed by introductions of meeting attendees. Meeting participants were also advised that the meeting was being audio taped and that translation services were being provided by a sign language interpreter.

A motion was made and seconded for approval of the minutes for the January 28, 2014, MCAC meeting. It was noted that meeting minutes, as well as the audio tape of the meeting and all handout materials from the meeting would be available on the MCAC webpage located at: <http://ahca.myflorida.com/medicaid/mcac/index.shtml>.

Subpopulation Committee Introductions

The following members of the **Managed Long-term Care Subcommittee** were introduced by MCAC member, Dr. Cathy Moffitt:

Bobby Bernal – Leading Age Florida
Holly Hohmeister – Florida Developmental Disabilities Council
Dana McHugh – FAHA Health and Services Corporation
Anne Swerlick – Florida Legal Services
Cheryl Young – Department of Elder Affairs
Dr. Richard R. Thacker – MCAC Member – FOMA
Martha Pierce – MCAC Beneficiary Representative

The following members of the **Behavioral Health/Substance Use Disorder Services Subcommittee** were introduced by MCAC member, Amy Guinan:

Ute Gazioch – Department of Children and Families
Karen Koch – Florida Council for Community Mental Health
Celeste Putnam – Florida Alcohol and Drug Abuse Association
Albert Meeren – Advocate
Tracie Inman – MCAC Beneficiary Representative

The following members of the **HIV/AIDS Subcommittee** were introduced by MCAC Beneficiary Representative, Michael Lockwood:

Jesse Fry – Florida HIV/AIDS Advocacy Network
Michael Ruppel – The AIDS Institute
Jeff Beal – Department of Health
Sean McIntosh – USF
Cynthia Alceus – ARNP

The following members of the **Children, Including Safeguards and Performance Measures Related to Foster Children Subcommittee** were introduced by Medicaid Services Bureau Chief, Shevaun Harris, representing MCAC members Ellen Anderson and Jennifer Lange:

Veree Jenkins – Florida Federation of Families
Sherry Castleberry-Rowe – ARNP
Iris Wimbush – MCAC Beneficiary Representative

The following members of the **Dental Care for Children Subcommittee** were introduced by MCAC member, Dr. Robert Payne:

Dr. Frank Catalanotto – Department of Community Dentistry (University of Florida)
Dr. Edward Zapert – Department of Health
Dr. Terry Buckenheimer – Florida Dental Association
Tami Miller – Florida Dental Hygiene Association
Sarah Sequenzia – MCAC Beneficiary Representative

Overview of the Current Family Planning Waiver Program

Michele Logan with the Bureau of Medicaid Services provided an overview of the current Family Planning Waiver Program.

She explained that authorization for the Family Planning Waiver was provided as follows:

- Initial 5-Year Period (1998-2003)
- Three-Year Extension Period (2003-2006)
- Three-Year Extension Period (2006-2009)
- Current Extension Period - July 1, 2011 through December 31, 2014

Ms. Logan also noted that the Family Planning Waiver is an 1115 Research and Demonstration Waiver. Such waivers are Experimental, Pilot or Demonstration Projects requiring states to commit to a Policy Experiment that must be Formally Evaluated.

If granted, the initial approval period is 5 years and the State may request two 3 year extensions of the program.

Three-year Family Planning Waiver Extension Request

Referring to the handout materials provided to participants, Ms. Logan explained that there are waiver extension requirements that must be adhered to, and that Florida is required to publish a “Public Notice” document for public input 30 days prior to submitting the waiver extension request. She added that the public notice document is available at the following link for review and comment from April 1, 2014 through April 30, 2014:

http://ahca.myflorida.com/Medicaid/Family_Planning/extension.shtml.

Additionally, written comments may be emailed to FamilyPlanningWaiver@ahca.myflorida.com or mailed to:

Michele Logan
Agency for Health Care Administration
2727 Mahan Drive, Mail Stop 20
Tallahassee, Florida 32308

Ms. Logan discussed the objectives of the Waiver Extension Request, and the services covered. She also advised that the extension will allow the Agency to continue providing family planning services to the eligible population, and will not impact any other eligibility or service provisions of the Medicaid or SCHIP programs.

Public Comment Period:

- April 1, 2014 – April 30, 2014

Public Meeting Locations:

- April 22, 2014: Agency for Health Care Administration, Tallahassee, Florida
- April 24, 2014: Medicaid Area Office Six, Tampa, Florida

Meeting details can be viewed at:

http://ahca.myflorida.com/Medicaid/Family_Planning/extension.shtml

Medicaid Managed Care Complaint/Issues Resolution Center

Kristin Sokoloski with the Medicaid Director's office provided an overview of the Statewide Medicaid Managed Care Complaint/Issues Resolution Center (Complaint Hub).

Ms. Sokoloski explained that as the Agency is moving to full implementation of the Statewide Medicaid Managed Care (SMMC) program, new centralized functional units are being created to increase efficiency and enhance expertise of staff:

She noted that a Statewide Medicaid Managed Care Complaint/Issues Resolution Center (Complaint Hub) has been created in Medicaid Area Office 8 to intake and manage resolution tracking of all complaints related to the Statewide Medicaid Managed Care program.

Ms. Sokoloski shared that complaints are received from Medicaid recipients, healthcare providers, family members or authorized representatives, state agencies (such as: DOEA, AHCA, DCF), Advocacy groups, legislative members/staff, etc.

Types of complaints received primarily include complaints about: Medicaid Managed Care Services, service providers, and system issues.

In order to refer a complaint to the complaint hub, the online complaint form must be completed. Referring to the handouts provided, Ms. Sokoloski walked participants through the complaint submission process.

She added that questions should be emailed to FLMedicaidManagedCare@ahca.myflorida.com. In addition, updates about the Statewide Medicaid Managed Care program are posted at: www.ahca.myflorida.com/SMMC.

Managed Medical Assistance (MMA) Marketing

Sue McPhee, Medicaid Area 5 Field Office Manager, provided a presentation on Managed Medical Assistance (MMA) Marketing.

Ms. McPhee advised that during the 2011 Florida Legislative Session, the House and Senate passed HB 7107 and HB 7109, which require the state Medicaid program to implement a Statewide Medicaid Managed Care (SMMC) Program.

Long-term care (LTC) managed care contracts, implemented in 2013, contained limitations on marketing activities. Prohibited activities included “discussing, explaining or speaking to a potential member about Managed Care Plan-specific information other than to refer all Managed Care Plan inquiries to the enrollee services section of the Managed Care Plan or the Agency’s enrollment broker.” However, under the Managed Medical Assistance (MMA) program, Managed Care Plans will be able to market to potential enrollees.

Ms. McPhee explained that the Agency for Health Care Administration contracted with Mercer to develop a process for the review of managed care plan marketing materials, including the development of review tools for branding and written materials.

Branding reviews were completed and plans were notified of results on April 14, 2014. Results were then compiled in a marketing review tracking log. Managed care plans will have the opportunity to resubmit denied items for re-review. Branding resubmissions are due to the Agency no later than May 15, 2014.

Review of written materials, broadcast scripts and marketing scripts began after the initial branding review was completed. The review team is on track to complete this phase of the review of marketing materials and notify managed care plans of approvals by May 9, 2014.

However, prior to approving other types of materials the Agency is requesting review by MCAC members to determine if such material raises any concerns with representatives of health professions who are familiar with the needs of low-income population groups and with members of consumers' groups, including Medicaid recipients. The Agency will provide further guidance to MCAC members on the marketing material review process.

Subcommittee Breakout Sessions

Participants then broke into their respective subpopulation groups for further discussions.

Next Meeting

Tentatively scheduled for July 29, 2014

Adjourn

At 4:00 the MCAC subcommittee meetings adjourned.