





### **SMMC Rollout Update**

**David Rogers**

David Rogers reported that we are nearing the end of the Managed Medical Assistance (MMA) implementation, as the last three regions are set to go-live August 1, 2014. He noted that in August 2013, the Long-term Care (LTC) implementation began, and the Agency contracted with seven different plans, and a total 90,000 recipients are now in LTC. He added that we are currently entering the second year with LTC; region 7 has already had its open enrollment period, and in regions 8 and 9 open enrollment is currently underway. He further noted that Managed Medical Assistance (MMA) has close to 3 million recipients enrolled with 18 Managed Care plans.

The enrollment snapshot provided to meeting attendees includes regions that have already gone live. There are 2 million recipients currently enrolled in MMA, 900,000 recipients are pending enrollment for August 1, 2014, 50,000 recipients are in the statewide Children's Medical Services Network (CMSN) program going live August 1, 2014, and 30,000 recipients are in CHIP transition and pending enrollment.

The Specialty Plan for persons with serious mental illness will be available to recipients in Regions 4, 5, and 6 on September 1, 2014.

Justin Senior reiterated the Agency's definition of success for the MMA Transition as: Preserving Continuity of Care; Plans having sufficient and adequate networks; Providers getting paid; and Choice Counseling having capability of handling volume of recipients engaged in plan choice.

David Rogers reported that the Managed Care Unit was finalized in the Tampa office this month.

Justin Senior opened the floor for any questions or comments.

### **Complaint Hub Update**

**Dietra Cole**

Dietra Cole defined Complaint as, any expression of dissatisfaction with any of SMMC. Issues are recorded as they are reported. Once an issue is received, a 24 hour window is open for staff to reach out to the plan or policy staff. A complaint remains opened until it is resolved. When a complaint is received via the online form, it comes directly to staff. Complaints are monitored 24/7, and staff is made available after hours for emergency issues that may arise.

Dietra opened the floor for any questions or comments.

### **MMA Marketing Materials Update and Review Process**

**Sue McPhee**

Sue McPhee presented a PowerPoint to the committee on MMA Marketing Materials. She stated that previous feedback provided by the MCAC was received in May, and plans were notified they could resubmit items that had been denied for a second look. Materials were reviewed in July and sent back with comments to plans.

Ms. McPhee informed committee members that the key component in the review process is MCAC reviewing materials. She added that she is currently working to establish a process where materials will flow from the unit to the committee before being sent to the plans. Once approved this marketing review cycle would be implemented.

She then opened the floor for any questions or comments.

Melanie Brown-Woofter informed everyone that the subpopulation team meeting will begin following the MCAC meeting, and recited the call in information to members.



**Agency for Health Care Administration  
Statewide Medicaid Managed Care Implementation  
Meeting Summary**

**Adjourn**

**Justin Senior**

MCAC Meeting adjourned at 2:45 pm.