



RON DESANTIS
GOVERNOR

JASON C. WEIDA
INTERIM SECRETARY

January 5, 2023

Statewide Medicaid Managed Care (SMMC) Contract Interpretation: 2023-01

Applicable to the **2018-2024 SMMC contract** benefits for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

Re: Update to Contract Interpretation 2019-08: Transportation Network Companies (TNC)

The managed care plan must provide non-emergency transportation services as detailed in the Florida Non-Emergency Transportation Services Coverage Policy, incorporated by reference in Rule 59G-4.330, Florida Administrative Code (F.A.C.). (Attachment II, Exhibit II-A, Section VI.A.1.a. and Attachment II, Exhibit II-B, Section VI.A.2.a.) The purpose of this contract interpretation is to provide plans with an update on allowable TNC services.

[Contract Interpretation 2019-08: Transportation Network Companies \(TNC\)](#), stated that enrollees utilizing services provided by a TNC must not require boarding assistance, car seats, special accommodations or door-to-door-assistance and must be able to utilize curbside pick-up and drop-off. After further review, the Agency has determined that the aforementioned services may be offered at the plan's discretion. As determined by medical necessity, a specific Vehicle Type must be accommodated by the TNC. All other conditions of Contract Interpretation 2019-18 remain in effect, as well as all other applicable federal, state and contract requirements.

The managed care plan or its subcontracted transportation broker must ensure the appropriate use of TNC services. Specifically, the plan must identify the conditions under which the use of TNC services are appropriate. The plan must also specify factors to consider when determining whether an enrollee's required level of service may be met by the TNC.

If the managed care plan wishes to make changes to its transportation policies and procedures based on this Contract Interpretation, the managed care plan must submit its revised transportation policies and procedures under the subject line "### TNC Request" to SMMCPolicy@ahca.myflorida.com, where "###" is the three-digit plan identifier. Please copy your Agency contract manager on any submission requests.

Pursuant to Attachment II, Section XV.I.1. Disputes, the managed care plan must submit, within twenty-one (21) days after the interpretation of the contract, a written dispute of the contract interpretation directly to the Deputy Secretary. This submission shall include all arguments, materials, data, and information necessary to resolve the dispute (to include all evidence, documentation, and exhibits). All other provisions in this section apply. Please submit such written requests to the following address:



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Attn: Mr. Tom Wallace
Deputy Secretary for Medicaid
Agency for Health Care Administration
Attn: Managed Care Appeals/Disputes, MS #70
2727 Mahan Drive
Tallahassee, FL 32308

If you have any questions, please contact your Agency contract manager.

Sincerely,



Tom Wallace
Deputy Secretary for Medicaid

TW/vb