



RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

July 07, 2023

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2023-06

Applicable to the following benefits in the **2018-2024 SMMC contract**:

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

Re: Ad Hoc Request for Cultural Competency Plan Submissions

The managed care plan and the dental plan are required to provide the Agency or its agents any other information or data relative to this contract in accordance with 42 CFR 438.604(b). In such instances, and at the direction of the Agency, the managed care plan and the dental plan must fully cooperate with such requests and furnish all data or information in a timely manner, in the format in which it is requested. The managed care plan and the dental plan must have at least thirty (30) days to fulfill such ad hoc requests unless the Agency directs the managed care plan and the dental plan to provide data or information in less than thirty (30) days. The managed care plan and the dental plan must certify that data and information it submits to the Agency is accurate, truthful, and complete in accordance with 42 CFR 438.606. (MMA & LTC: Attachment II, Section XVI.A.1.b.; Dental: Attachment II, Section XVI.A.1.b.) The purpose of this policy transmittal is to notify the managed care plan and the dental plan of an ad hoc request for submission of a Cultural Competency Plan to the Agency.

As required by 42 CFR 438.206(c)(2), each managed care plan and dental plan must participate in the State's efforts to promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of sex. (MMA and LTC: Attachment II, Section V.C.4.; Dental: Attachment II, Section V.C.4.)

Each managed care plan and each dental plan must submit all its policies, procedures, program materials, and evaluations, collectively referred to as "documents", that have been developed in conjunction with its Cultural Competency Plan to the Agency's secure file transfer protocol (SFTP) site, within the plan's designated folder path: SMMC_CY18-23\Plan\Submissions\Quality Submissions\Cultural Competency. The plan must submit its Cultural Competency Plan documents no later than close of business, September 08, 2023.

If you have any questions, please contact Rachel Lacroix at Rachel.Lacroix@ahca.myflorida.com or Marvin Cerne at Marvin.Cerne@ahca.myflorida.com and copy your Agency contract manager.



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Sincerely,

A handwritten signature in blue ink, appearing to be 'AN', written in a cursive style.

for Austin Noll
Deputy Secretary
Medicaid Policy, Quality, and Operations

AN/jp