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GOVERNOR

JASON WEIDA
SECRETARY

October 29, 2024

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2024-17

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

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

Re: “Train-the-Trainer” – Care Coordinator Training Program

The Agency’s goal is to promote high-quality training and education as a key foundational activity in our efforts to strengthen the system of care in Florida for children with complex medical needs. To further this goal, the Agency, in conjunction with Health Management Associates, launched a train-the-trainer event for care coordinators. This policy transmittal addresses the implementation of this train-the-trainer program.

The program is comprised of three modules, each of which is accompanied by a facilitation guide and assessment tools. These materials, along with training slides, training recordings, and a sample transition plan, have been posted on the [Agency-Approved Contract Materials](#) website. This instructor-led training is required for all care coordinators who serve children residing in a nursing facility or receiving private duty nursing services in a home or community-based setting. Note that the Order of Injunction (Document 1171) entered in United States v. Florida, 12-60460-CV (S.D. Fla.), issued July 14, 2023, defines Nursing Facility Children as “individuals who live in Nursing Facilities, have Complex Medical Needs, and either (1) are under 30 years of age and began living in a Nursing Facility before reaching 21 years of age, or (2) are under 21 years of age.” Course evaluations will not be required.

Roll-Out of Care Coordinator Train-the-Trainer

Plans shall roll out the training program and ensure all existing care coordinators described above have completed the training successfully by December 31, 2024. Plans shall submit an attestation and roster of all care coordinators trained. The roster shall contain the following data elements:

- First and Last Name
- Date of Training

These documents shall be submitted to the Agency’s secure file transfer protocol (FTP) site in the AdHoc/Middlebrooks-Hunt/Care Coordinator Training Report V(A)(2) subfolder located within the managed care plan’s designated folder path. The managed care plan must use the file naming convention “XXX2024CCTraining”, where “XXX” is the managed care plan’s character identifier, “2024” corresponds to the four-digit year, and the ten-character identifier for this report: “CCTraining”.

New Hire Expectation

Plans shall ensure all new care coordinators are trained successfully within 30 days of hire. A report template is forthcoming.



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Annual Requirement

Plans shall ensure all care coordinators are re-trained by December 31 each year. A report template is forthcoming.

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

Sincerely,

A handwritten signature in blue ink that reads "Brian Meyer".

Brian Meyer
Deputy Secretary for Medicaid

BM/jp