Statewide Medicaid Managed Care (SMMC) Program Snapshot: Medicaid Eligibility Verification Systems (MEVS)

The Agency for Health Care Administration (Agency) contracts with health and dental plans to provide Medicaid services to health plan enrollees. The Agency recently entered into new contracts with health and dental plans that will greatly benefit enrollees and providers. This document will introduce Medicaid eligible providers to the use of Medicaid Eligibility Verification Systems (MEVS) to confirm the Medicaid eligibility of their patients. In particular, this document highlights how Medicaid enrolled providers can use the Secure Provider Web Portal, the Florida Medicaid Member Portal, the Florida Medicaid Automated Voice Response System (AVRS), or the Safe Harbor System to identify the eligibility and plan assignments of their patients.

IMPORTANT NOTE: these systems can be used to verify the current status of Medicaid eligibility (eligibility on current date), as well as previous eligibility. However, the systems cannot be used to confirm future eligibility (eligibility beyond the current date). **If a provider would like to know a potential future plan assignment before the effective date,** the provider should ask the recipient for a copy of the letter, mailed by the Agency, informing the recipient of their scheduled plan assignment or to provide a screen capture of the (approved) Future Plan Member Details from the Florida Medicaid Member Portal.

The Agency will transition to the new SMMC contracts in February 2025. The SMMC plans will operate in 9 Regions throughout the state.

Region	Counties
A	Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton, and Washington
B	Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Nassau, Putnam, St. Johns, Sumter, Suwannee, Union, and Volusia
C	Pasco and Pinellas
D	Hardee, Highlands, Hillsborough, Manatee, and Polk
E	Brevard, Orange, Osceola, and Seminole
F	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
G	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
H	Broward
I	Miami-Dade and Monroe

Florida Medicaid has programs called the Managed Medical Assistance (MMA), Long-Term Care (LTC) and Dental programs. These programs provide Medicaid state plan services, such as physician care, outpatient hospital care, and dental services to enrollees through a managed care plan. The eligibility verification systems can aid providers in determining a patient's eligibility status and MMA or LTC health/dental plan assignment for these services.

Please note that a provider must be enrolled as a Medicaid provider to access these systems.

Utilize the Eligibility Panel on the Secure Provider Portal

The most frequently utilized method for reviewing eligibility and health and dental plan assignments is the through the Secure Provider Web Portal. The portal can be accessed at https://home.flmmis.com/public/contact/.

Please review the 'Secure Web Portal User Guide' on the left-hand side of the link above for a full description of the process. Listed below are several significant sections for consideration:

- Section 2.1: Activating your account
  - This is the first step – preparing to access the Secure Web Portal
  - Please note that a valid Medicaid Provider ID is necessary to access the Portal.
- Section 2.2: How to Sign In to the Secure Web Portal
- Section 6.20: Using the Eligibility Panel
  - This panel uses a recipient's first and last name, recipient ID, date of birth, gender, and/or Social Security Number to locate their eligibility information.
  - The system will provide the extent of Medicaid benefits, the beginning and end date of their managed care eligibility, and the complete name of the Health Plan and Dental Plan (if applicable)

Utilize the Florida Medicaid Member Portal

Another method for obtaining eligibility information is to ask the patient to send a screen capture of the information from their Florida Medicaid Member Portal:
- https://members.flmedicaidmanagedcare.com/login

The patient could also provide a copy of the letter provided by the Agency with their scheduled plan assignment.

Utilize the Florida Medicaid Automated Voice Response System (AVRS)

A Medicaid provider may also verify recipient eligibility by calling the Florida Medicaid Automated Voice Response System (AVRS).

The steps to utilizing the AVRS system are as follows:
1. Dial the AVRS at 1-800-239-7560.
2. Press "1" for English or "2" for Spanish prompts.
3. Enter the (9) digit Medicaid Provider ID and press pound (#).
4. Press "1" for recipient eligibility.
5. Use the following recipient identification options to check eligibility:
   - Press "1" to use the 10-digit Florida Medicaid recipient ID.
   - Press "2" to use the combination of the recipient's Social Security Number (SSN) and Date of Birth (DOB) in the MM/DD/CCYY format.
   - Press "3" to use the recipient's Florida Medicaid 8-digit plastic card control number.
6. Enter Date of Service (DOS) in a MM/DD/CCYY format or press pound (#) to use today's date.
7. Press "2" to hear the recipient's eligibility information for the date entered.

The AVRS will confirm if the recipient is eligible for Florida Medicaid. For additional information, follow the prompts below:
- Options To Press To hear the Recipient's First and Last Name.
  - Press "1" For Managed Care Information.
  - Press "2" For Medicare Information.
  - Press "3" For Nursing Home Information.
  - Press "4" For Third Party Liability (TPL)
  - Press "5" For Service Limitations.

Utilize the Safe Harbor System

The Safe Harbor system is another option for Medicaid providers to determine the eligibility of their patients. This system requires the use a third-party software to submit to the URL using either a Simple Object Access Protocol (SOAP) or a Multipurpose Internet Mail Extensions (MIME).

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A provider can use this system to submit batch eligibility requests of up to 50 requests. **However, this process will take longer than the previous systems discussed.**

- URLs for the Safe Harbor site can be found in the URLs found in section 4.1 and 4.2 of the Safe Harbor companion guide, found at the bottom of the webpage here: https://portal.flmmis.com/FLPublic/Provider_EDI/Provider_EDI_CompanionGuides/tabId/62/Default.aspx

- Safe Harbor access is arranged through the Electronic Data Interchange (EDI) Help Desk: 1-866-586-0961 or email inquiries to flediteam@gainwelltechnologies.com.

- More information about SOAP can be found here:
  - Production SOAP Batch: https://ediservices.flmmis.com/PROD/CoreSoapServices/CoreBatch.svc
  - Test SOAP Batch: https://ediservices.flmmis.com/UAT/CoreSoapServices/CoreBatch.svc

- More information about MIME can be found here:
  - Production MIME Batch: https://ediservices.flmmis.com/PROD/CoreMimeServices/CoreTransactions.aspx.
  - Test MIME Batch: https://ediservices.flmmis.com/UAT/CoreMimeServices/CoreTransactions.aspx

For Assistance

- *For more information on the SMMC program, visit:* ahca.myflorida.com/medicaid/statewide-medicaid-managed-care.