



Statewide Medicaid Managed Care (SMMC) New Program Highlight: Improvements to the Provider and Recipient Experience in SMMC 3.0

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 is part of a series that highlights the program changes in the new Statewide Medicaid Managed Care (SMMC) health and dental plan contracts. [Under the new SMMC contracts, there will be major program improvements that will greatly benefit the recipient and provider experience.](#)

The Agency will transition to the new contracts in February of 2025. The 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 through a managed care plan.

SMMC 3.0 Program Successes

The following charts illustrate successes for recipients and providers for both health and dental plan components of the SMMC program. Recipients must be enrolled in a health plan to receive these benefits, and the provider must be participating in a health plan network.

Improvements for Providers

	MMA	Dental	LTC
Emphasis on Value-Based Agreements for provider reimbursement.	✓	✓	✓
Improved processing times for provider claims and prior authorization requests.	✓		✓
Increased transparency through public facing dashboards.	✓	✓	✓

Improvements for Recipients

	MMA	Dental	LTC
Connection and coordination with the Hope Florida programs and navigators.	✓	✓	✓
New plan structure designed to keep families on the same plan, with integrated specialty care.	✓	✓	✓
Consolidated regions in North Florida, expanding recipients' access to providers.	✓	✓	✓
More access to after-hours care, emergency care, telemedicine, and teledentistry.	✓	✓	
Improved expanded benefit packages across managed medical assistance (MMA), long-term care (LTC), and dental plans that will provide access to new and additional services.	✓	✓	✓
Expanded chronic disease management programs and chronic disease management requirements/benefits to support recipients and improve outcomes.	✓	✓	✓
Dedicated plan resources for medically fragile children.	✓		✓
Enhanced case management for medically fragile children, recipients on the iBudget waiver or in a pre-enrollment category, and recipients with chronic diseases. Dental plans will provide care coordination for recipients on the iBudget waiver or in a pre-enrollment category, pregnant women, and elderly recipients.	✓	✓	✓
Behavior Analysis services now included in coordinated care provided by MMA plans.	✓		

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

What to Expect:	
Late September 2024	The Agency will mail all voluntary Florida Medicaid recipients a letter explaining that the Statewide Medicaid Managed Care program is transitioning and that they will need to either select a managed care, opt not to enroll in a managed care plan, or be automatically enrolled in a managed care plan.
Mid-November 2024 (Regions F-I)	The Agency will inform all recipients of their managed care plan assignments via letter, which will include additional information on how to disenroll or change plans if desired. Recipients may change their assigned plan by visiting flsmmc.com or calling 1-877-711-3662.
Early December 2024 (Regions A-E)	
February 1, 2025	All recipients, including voluntary recipients who have opted to enroll in a managed care plan will begin receiving their Florida Medicaid services through the Statewide Medicaid Managed Care program.