

**SMMC Managed Care Plan Report Guide
Enrollee Help Line Statistics Report Summary**

02/01/2025

BENEFIT TYPE(S):

The Managed Care Plan providing the following benefit type(s) must submit this report:

- LTC
- MMA & MMA Specialty
- Dental

REPORT PURPOSE:

The purpose of this report is to provide the Agency (or its designee) with up-to-date Plan enrollee help line statistics.

FREQUENCY & DUE DATES:

Report Year Type	Report Year Period
C = Calendar	01/01 – 12/31

Report Frequency	Reporting Data Period
M = Monthly	Two-digit month of data being reported

This report is due within fifteen (15) calendar days after the end of the reporting month.

REPORT CODE & SUBMISSION:

Report Code	0219
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Using the file naming convention described in Chapter 2, the Managed Care Plan must submit the required documentation to the applicable SFTP site, as specified in Chapter 2:

- Enrollee Help Line Statistics Report using the template provided. The completed enrollee template including MMA, LTC, and Dental data, as applicable on the labeled tab for the appropriate month, must be submitted as an XLSX file and named using the file naming convention as described in Chapter 2 of this guide.
- A report attestation as described in Chapter 2.

INSTRUCTIONS:

1. The Managed Care Plan must complete the Enrollee Help Line Statistics Report as specified on the instructions tab of the report template provided on the Agency website.

VARIATIONS BY MANAGED CARE PLAN TYPE:

No variations.

REPORT TEMPLATE:

The Agency's template consists of the following:

- A workbook with 2 tabs which include the following:
 - o Instructions – explains how to complete the template.
 - o Enrollee Help Line Statistics Report – A separate worksheet for reporting Enrollee Help Line Statistics received by the Managed Care Plan during the reporting timeframe.

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AMENDMENT HISTORY:

PLAN COMMUNICATION	DATE	RECAP OF CHANGE(S)
None	None	None

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