

**SMMC Managed Care Plan Report Guide
Missed Services Report Summary**

02/20/2025

BENEFIT TYPE(S)

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

- IDD
- LTC

REPORT PURPOSE:

The purpose of this report is to monitor all missed facility and non-facility services covered by the Managed Care Plan for enrollees receiving LTC services for the previous month in accordance with the Long-term Care Contract/Exhibit.

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 thirty (30) calendar days after the end of the reporting month.

REPORT CODE & SUBMISSION:

Report Code	0131
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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:

- Missed Services Report using the template provided.
- A report attestation as described in Chapter 2.

INSTRUCTIONS:

1. The Managed Care Plan must submit the Missed Services Report in the format and layout specified in the report template.
2. For months without missed services, the Managed Care Plan shall submit a report explaining that no authorized covered services were missed during the reported month.

Missed Services tab:

- Enrollee's Last Name
- Enrollee's First Name
- Enrollee's Medicaid ID number (10 digits)
- Region: select the region from the drop-down menu
- Enter Provider Name
- Select authorized service type
- Number of authorized service units per day
- Number of Missed service units per day
- Percent of Authorized service Units per day missed
- Date of Missed service (MM/DD/YYYY)
- Date MCP was notified of Missed service (MM/DD/YYYY)
- Service authorization renewal date (MM/DD/YYYY)

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- Date services resumed (MM/DD/YYYY)
- In-home services resumed within 3 hours? Y/N
- Reason for Missed service: Select a reason for Missed Service code found in table below from the drop-down menu. If "Other" has been selected for "Reason for Missed Service" code, insert an explanation as to why the service was missed in the "Comments" section.
- Resolution of Missed service: Select a resolution from missed service code found in the table below from the drop-down menu. If "Other" has been selected for "Resolution of Missed Service" code, insert an explanation as to how it was resolved in the "Comments" section. If "Service Authorization Renewed and Services Resumed" has been selected for "Resolution of Missed Service" code, enter the date renewed and the date services resumed. Include additional comments, as necessary.
- Note: Enrollee hospitalizations and suspended services should not be included as a missed service.

VARIATIONS BY MANAGED CARE PLAN TYPE:

No variations.

REPORT TEMPLATE:

The Agency templates can be found using the directions in Chapter 1. There are no additional report template instructions unique to this report chapter.

AMENDMENT HISTORY:

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

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