

# Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for Choice Counseling.

The presentation will begin momentarily.

**Please dial in ahead of time to:**

**1-888-670-3525**

**Passcode: 771-963-1696**



# Statewide Medicaid Managed Care Long-Term Care Program (SMMC LTC)

## Choice Counseling

October 8, 2013

# Today's Presentation

Follow the link below to the SMMC Website and select the "News and Events" tab under the header image.

**Note: You can use the red button to sign up for SMMC Program updates via e-mail.**

Home About Us Dashboard Public Records Procurements Publications Find a Facility Contact Us **REPORT FRAUD**

[AHCA Home Page](#) | [Florida Medicaid Home Page](#) | [Statewide Medicaid Managed Care Program Home Page](#) | [Public Meetings](#)

## Florida Medicaid

Home **News and Events** Long-term Care Managed Medical Assistance Federal Authorities

### Statewide Medicaid Managed Care Program

**SIGN UP**  
For Program Updates

In 2011, the Florida Legislature created Part IV of Chapter 409, Florida Statutes, directing the Agency to create the Statewide Medicaid Managed Care (SMMC) program. The SMMC program has two key components: the Managed Medical Assistance program and the Long-term Care program.

Choose a **tab above** to view guidance statements and specific information regarding the Long-term Care and Managed Medical Assistance programs.

Choose an **arrow below** to view general information about the program.

- ◆ [Program Overview and Summary](#) ◆
- ◆ [Achieved Savings Rebate Rule](#) ◆

Due to the competitive procurement, we are in a statutorily imposed "Blackout Period" until 72 hours after the award and cannot provide interpretation or additional information not included in the LTC or MMA ITN documents.

As stated in s.287.057(23), F.S., "Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response."



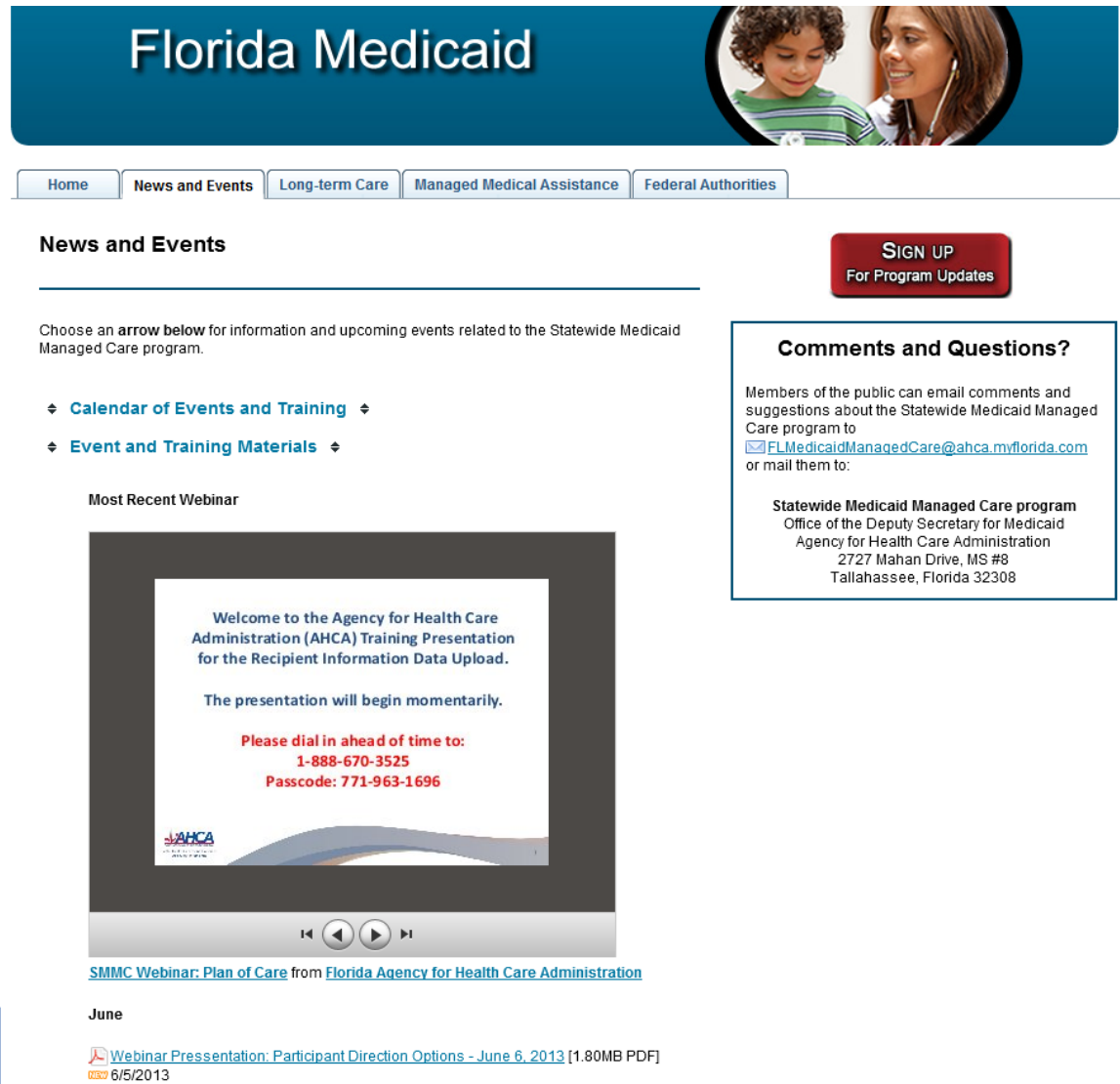
<http://ahca.myflorida.com/smmc>

# Today's Presentation, cont.

Select "Event and Training Materials" to download today's presentation.

The screenshot shows the AHCA website header with the logo and tagline "Better Health Care for All Floridians". The navigation menu includes "Home", "About Us", "Dashboard", "Public Records", "Procurements", "Publications", "Find a Facility", "Contact Us", and a "REPORT FRAUD" button. Below the navigation is a "Florida Medicaid" banner with a photo of a woman and a child. A secondary navigation bar includes "Home", "News and Events", "Long-term Care", "Managed Medical Assistance", and "Federal Authorities". The "News and Events" section contains a "SIGN UP For Program Updates" button and a list of links: "Calendar of Events and Training", "Event and Training Materials" (circled in red), "Frequently Asked Questions", "Previous Events Archive", and "Guidance Statements". A "Comments and Questions?" box provides contact information for the Statewide Medicaid Managed Care program.

# Today's Presentation, cont.



The screenshot shows the Florida Medicaid website. At the top, there is a blue header with the text "Florida Medicaid" and a circular image of a doctor and a child. Below the header is a navigation menu with buttons for "Home", "News and Events", "Long-term Care", "Managed Medical Assistance", and "Federal Authorities". The "News and Events" section is active, displaying a "SIGN UP For Program Updates" button. Below this, there is a section for "Comments and Questions?" with contact information for the Statewide Medicaid Managed Care program. The main content area features a "Most Recent Webinar" section with a video player. The video player shows a slide with the following text: "Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for the Recipient Information Data Upload. The presentation will begin momentarily. Please dial in ahead of time to: 1-888-670-3525 Passcode: 771-963-1696". Below the video player, there is a link to "SMCC Webinar: Plan of Care from Florida Agency for Health Care Administration". At the bottom, there is a "June" section with a link to "Webinar Presentation: Participant Direction Options - June 6, 2013 [1.80MB PDF]" dated 6/5/2013.

Choose the file(s) you would like to save.

**Note: You may also view files from past events and AHCA guidance statements or submit questions to be answered in future presentations.**



# Today's Presenter

- Ivis Suarez
  - Choice Counseling Unit, Agency for Health Care Administration

# Objectives

- Defining Choice Counseling
- Choice Counseling Process Overview
- Choice Counseling Process Details

# Choice Counseling Defined

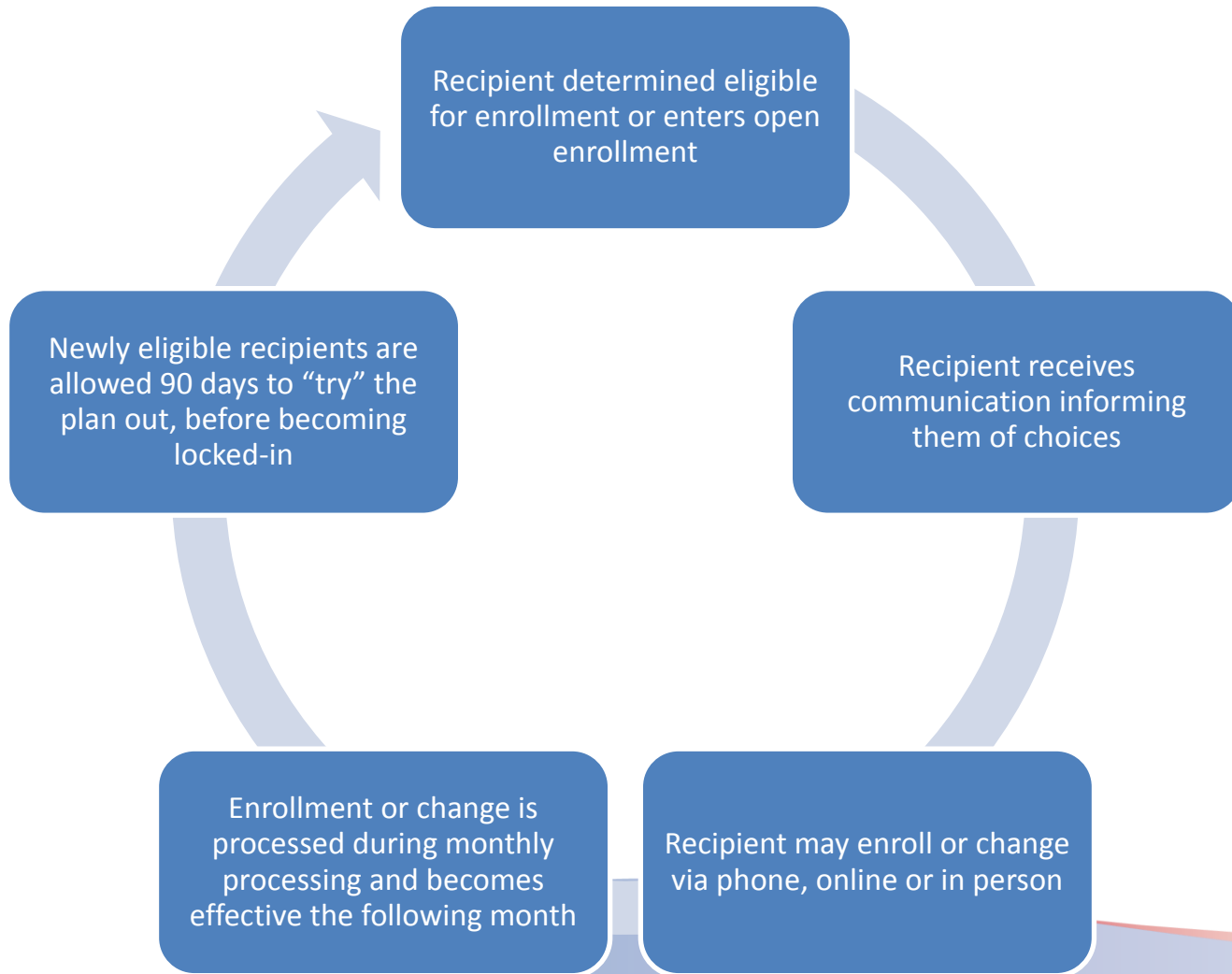
- Choice counseling is a service offered by the Agency for Health Care Administration (AHCA), through a contracted enrollment broker, to assist recipients in understanding:
  - managed care
  - available plan choices and plan differences
  - the enrollment and plan change process.
- Counseling is unbiased and objective.



# The Choice Counseling Process

- The Choice Counseling process can be triggered by one of many factors:
  - A recipient is determined to be newly eligible for managed care and is mandatorily required to or may voluntarily choose a managed care plan
  - A current plan enrollee desires to change from one plan to another plan.

# The Choice Counseling Cycle



# A Closer Look at the Cycle: Eligibility

Under the Long-term Care (LTC) program, recipients fall into one of a few general eligibility categories:

- **Mandatory:** Fully eligible for Medicaid in an aid category that is required to enroll in a managed care plan
- **Voluntary:** Fully eligible for Medicaid in an aid category that does not require a recipient to enroll in a managed care plan
- **Medicaid Pending (MedPending):** Determined medically eligible and awaiting financial eligibility (Medicaid approval)
- **Temporary Loss:** Determined medically eligible, but has had an interruption in financial eligibility.

# A Closer Look at the Cycle: Communication

- **Newly Eligible Letters:**
  - Fully Eligible: Packet Includes:
    - Letter
    - Brochure that provides plan information specific to the individual's region
    - Information on how to make an enrollment
    - The plan to which they'll be assigned if they don't make a choice.
  - Medicaid Pending: Packet Includes:
    - Letter
    - Brochure that provides plan information specific to the individual's region and explains how to make an enrollment;
    - Information on Medicaid Pending.

# A Closer Look at the Cycle: Communication

- **Reminder Letter:** Reminds fully eligible recipients of their need to make an enrollment choice by a specific cut-off date, which was also included in the original letter.
- **Confirmation Letter:** Mailed after a voluntary plan choice or change to confirm the recipient's selection and to inform them of next steps and rights.
- **Open Enrollment:** Mailed 60 days prior to the recipient's plan enrollment anniversary date to remind them of their right to change plans.

# Recipient Notification and Enrollment

Region	First Notification letter	Welcome Letter	Final Notification Letter	Date Enrolled in LTC Plans
7	4/1/2013	5/20/2013	6/24/2013	8/1/2013
8	5/1/2013	6/24/2013	7/22/2013	9/1/2013
9	5/1/2013	6/24/2013	7/22/2013	9/1/2013
10	7/1/2013	8/26/2013	9/16/2013	11/1/2013
2	7/1/2013	8/26/2013	9/16/2013	11/1/2013
11	8/1/2013	9/23/2013	10/21/2013	12/1/2013
5	10/1/2013	11/25/2013	12/16/2013	2/1/2014
6	10/1/2013	11/25/2013	12/16/2013	2/1/2014
3	11/1/2013	12/23/2013	1/20/2014	3/1/2014
1	11/1/2013	12/23/2013	1/20/2013	3/1/2014
4	11/1/2013	12/23/2013	1/20/2014	3/1/2014

# A Closer Look at the Cycle: Enrollment Rules

- Recipients who are newly eligible and required to enroll have at least 30 days to enroll before their auto-assignment takes effect, then they have 90 days from the effective date to change plans without cause.
- After 90 days in the same plan, mandatory recipients are locked-in and can only change during their open enrollment period or with a State-approved good cause reason.
- MedPending recipients may not change plans until after they are approved for Medicaid, but they may disenroll prior to being approved or convert their selection to a pending choice.
- Recipients who temporarily lose their Medicaid coverage cannot change plans while they do not have coverage.

# A Closer Look at the Cycle: Enrollment

- Individuals may enroll or change their plans using one of the following methods:
  - Online by going to [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com) and click on the 'Enroll Online' button at the top of the page
  - By contacting the call center at **1-877-711-3662** and speaking with a counselor to complete enrollment or to request a face-to-face meeting.



# Choice Counseling Available in English, Spanish and Creole

The screenshot shows a web browser window displaying the AHCA website. The address bar shows the URL <http://www.flmedicaidmanagedcare.com/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and search. The main content area has a blue header with the AHCA logo and the text "FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION" and "Better Health Care for All Floridians". To the right of the logo is a red button that says "Click Here to ENROLL ONLINE". Below the logo is the text "Statewide Medicaid Managed Care". A navigation bar below the header contains a "Home" link. The main content area is titled "Choose Your Language" and features three red buttons: "Welcome! Click here to learn more about the program.", "¡Bienvenidos! Haga 'clic' aquí para obtener más información sobre el programa.", and "Bienvini! Klike la pou aprann plis de pwogram la.". To the right of these buttons is a photograph of a healthcare professional in a white coat and stethoscope smiling at a female patient who is having her blood pressure taken. At the bottom of the page, there is a footer with navigation links: "Home | Program Information | Outreach | Glossary | FAQ | References | Contact Us" and contact information: "Florida Medicaid • P.O. Box 5197 • Tallahassee, FL 32314".



# Program and Available Plan Information

http://www.flmedicaidmanagedcare.com/Glossary.aspx#SMMC

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Convert Select

Statewide Medicaid Mana... Suggested Sites Web Slice Gallery AOL for Broadband Free Hotmail Home - Statewide Medica... Internet Start

Select a text size that is comfortable for you. A A A

Google Custom Search Search

## Statewide Medicaid Managed Care

[Click Here to ENROLL ONLINE](#)

Home Program Information 1. How to Choose a Plan 2. Plan Information 3. Enroll **Glossary** FAQ References

### Glossary

- 90 Calendar Day Change Period** - After being enrolled in a managed care plan, members who (1) are newly eligible for Medicaid, or (2), change during the initial 90 days, or (3) change plans during the no change period will have 90 calendar days to "try out" their plan and change to a new plan, if they wish to do so. [Top](#)
- Agency for Health Care Administration (AHCA)** - Florida department responsible for administering health care programs; DCF determines eligibility for the Agency. [Top](#)
- Ageing and Disability Resource Center (ADRC)** - An agency designed by the Department of Elder Affairs (DOEA) to develop and administer a set of wide-ranging and coordinated services for elderly and or disabled persons. [Top](#)
- Appeal** - A formal request from a recipient to seek a review for an action taken by the Managed Care Plan. [Top](#)
- Benefit** - This is a list and schedule of health care services to be delivered to recipients covered under the Managed Care program. [Top](#)
- Cause** - Also known as "For Cause" or "Good Cause", these are State approved reasons to change care plans during the lock-in period. [Top](#)
- Centers for Medicare & Medicaid Services (CMS)** - The Agency within the United States Department of Health & Human Services that provides administration and funding for Medicare, Medicaid and the Children's Health Insurance Program under the Social Security Act. [Top](#)
- Choice Counseling** - This is a free service to help Medicaid recipients pick the managed care plan that is best for them. [Top](#)
- Choice Counselor** - Choice Counseling is a free service to help Medicaid recipients pick the care plan that is best for them. Picking a plan can be hard. For someone with special care needs or circumstances, the choice can be even more difficult. A Choice Counselor is the person that helps recipients understand their care plan choices and enrolls them into a Medicaid care plan. [Top](#)
- Community Outreach** - This includes the delivery of information for the benefit, education, or assistance to a community in regards to health-related matters or public awareness. Community outreach includes the delivery of information about health care services, and other information related to social services or social assistance programs [Top](#)

# Information about making a plan selection

The screenshot shows a web browser window displaying the AHCA website. The address bar shows the URL <http://www.flmedicaidmanagedcare.com/ThinkAbout.aspx>. The page features the AHCA logo (Florida Agency for Health Care Administration) and the text "Statewide Medicaid Managed Care". A red button labeled "Click Here to ENROLL ONLINE" is visible. The navigation menu includes: Home, Program Information, 1. How to Choose a Plan, 2. Plan Information, 3. Enroll, Glossary, FAQ, and References. The main content area is titled "Recipients should consider the following when choosing a long-term care plan:" and lists three bullet points. Below this is a section "Steps to help you pick your plan" with three numbered steps. A note at the bottom provides contact information for the local Aging and Disability Resource Center (ADRC).

Select a text size that is comfortable for you. A A A

Statewide Medicaid Managed Care

Click Here to ENROLL ONLINE

Home | Program Information | 1. How to Choose a Plan | 2. Plan Information | 3. Enroll | Glossary | FAQ | References

**Recipients should consider the following when choosing a long-term care plan:**

- What services do I think I need? Assisted Living? Home Health? (Note: These are also known as direct service providers and must be in the plans network.)
- Which plan has the providers I currently use or think I will need?
- Are the providers I need a part of the plan?

**Steps to help you pick your plan**

1. Each plan offers the same core benefits. For the listing of the basic Florida long-term care Medicaid benefits you may refer to the Program Information tab.
2. Look at the Plan Information tab to see what extra services are offered by each plan.
3. Call or visit with a Choice Counselor for help.

**NOTE: If you need additional information about the program please contact your local Aging and Disability Resource Center (ADRC) at 1-800-96-ELDER (1-800-963-5337).**

Home | Program Information | Outreach | Glossary | FAQ | References | Contact Us  
Florida Medicaid • P.O. Box 5197 • Tallahassee, FL 32314

# Step by Step On-Line Enrollment

The screenshot shows a web browser window with the URL <https://www.flmedicaidmanagedcare.com/enroll>. The page features the AHCA logo (Florida Agency for Health Care Administration) and a navigation bar with links for "Return to FLMedicaidManagedCare.com", "Kreyòl ayisyen", and "Español". A "REPORT MEDICAID FRAUD" button is visible in the top right corner.

**Step 1: Member Information**  
To login; please enter at least 3 of the 5 below for the person you wish to enroll. First Name and Last Name count as one field.

1. Recipient #
2. Medicaid ID Card #
3. Social Security #
4. First Name
- Last Name
5. Date of Birth

**Step 2: Relationship To Member**  
Please select your relationship to the member whose information you entered on the left.

Relationship

**Step 3: Login**  
Once you have completed steps 1 and 2, press the 'Login' button below.

# Resources

- Questions can be emailed to: [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)
- Updates about the Statewide Medicaid Managed Care program are posted at: <http://ahca.myflorida.com/smmc>
  - Upcoming events and news can be found on the “News and Events” tab.
  - You may sign up for our mailing list by clicking the red “Sign Up for Program Updates” box on the right hand side of the page.

**AHCA**  
FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

Better Health Care for All Floridians

Home About Us Dashboard Public Records Procurements Publications Find a Facility Contact Us **REPORT FRAUD**

[AHCA Home Page](#) | [Florida Medicaid Home Page](#) | [Statewide Medicaid Managed Care Program Home Page](#) | [Public Meetings](#)

## Florida Medicaid

Home **News and Events** Long-term Care Managed Medical Assistance Federal Authorities

### News and Events

Choose an **arrow below** for information and upcoming events related to the Statewide Medicaid Managed Care program.

- ↕ [Calendar of Events and Training](#) ↕
- ↕ [Event and Training Materials](#) ↕
- ↕ [Frequently Asked Questions](#) ↕
- ↕ [Previous Events Archive](#) ↕
- ↕ [Guidance Statements](#) ↕

**SIGN UP**  
For Program Updates

#### Comments and Questions?

Members of the public can email comments and suggestions about the Statewide Medicaid Managed Care program to [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com) or mail them to:

Statewide Medicaid Managed Care program  
Office of the Deputy Secretary for Medicaid  
Agency for Health Care Administration  
2727 Mahan Drive, MS #8  
Tallahassee, Florida 32308

# Questions?

