

# Welcome to the Agency for Health Care Administration Training Presentation for Potential Managed Medical Assistance Providers.

The presentation will begin momentarily.

**Please dial in to hear audio:**

**1-888-670-3525**

**Passcode: 771 963 1696**



# The Statewide Medicaid Managed Care Program & Developmental Disabilities Waiver Services

January 21, 2014

# Today's Presentation



Better Health Care for All Floridians

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## Florida Medicaid



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### Statewide Medicaid Managed Care Program

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](#) ⇨

**Program Updates**

**Report a Complaint**

**Frequently Asked Questions**

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."

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.**



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



Better Health Care for All Floridians  
AHCA.MyFlorida.com

# Today's Presentation, cont.

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

The screenshot shows the AHCA Florida Medicaid website. At the top is the AHCA logo with the tagline "Better Health Care for All Floridians". Below the logo is a navigation bar with links for Home, About Us, Dashboard, Public Records, Procurements, Publications, Find a Facility, Contact Us, and a red "REPORT FRAUD" button. A secondary navigation bar contains links for AHCA Home Page, Florida Medicaid Home Page, Statewide Medicaid Managed Care Program Home Page, and Public Meetings. The main content area features a large blue banner for "Florida Medicaid" with a photo of a doctor and a child. Below the banner is a horizontal menu with "News and Events" selected. Under "News and Events", there is a list of links: "Calendar of Events and Training", "Event and Training Materials" (circled in red), "Previous Events Archive", "Guidance Statements", and "Frequently Asked Questions". To the right of the "News and Events" section are three buttons: "Program Updates" (with an envelope icon), "Report a Complaint" (with a telephone icon), and "Frequently Asked Questions" (with question mark icons). Below these buttons is a "Comments and Questions?" section with contact information for the Statewide Medicaid Managed Care program, including an email address and a physical address in Tallahassee, Florida.

# Today's Presentation, cont.

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

Most Recent Webinar

Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for Recipient Eligibility Verification.

The presentation will begin momentarily.

Please dial in ahead of time to:  
1-888-670-3525  
Passcode: 771-963-1696

[FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)

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

[SMMC Provider Webinar: Recipient Eligibility Verification](#) from Florida Agency for Health Care Administration

October

[Webinar Presentation: Recipient Information Data Upload, October 24, 2013](#)  
[1.28MB PDF] 10/17/2013

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

- Devona Pickle
  - Agency for Health Care Administration

# What is Managed Care?

- Managed care is when health care organizations manage how their enrollees receive health care services.
  - Managed care organizations work with different providers to offer quality health care services.
  - Managed care organizations also work to make sure enrollees have access to all needed doctors and other health care providers for covered services.
  - People enrolled in managed care receive their services from providers that have a contract with the managed care plan.

# Section 1

## Statewide Medicaid Managed Care (SMMC) Program

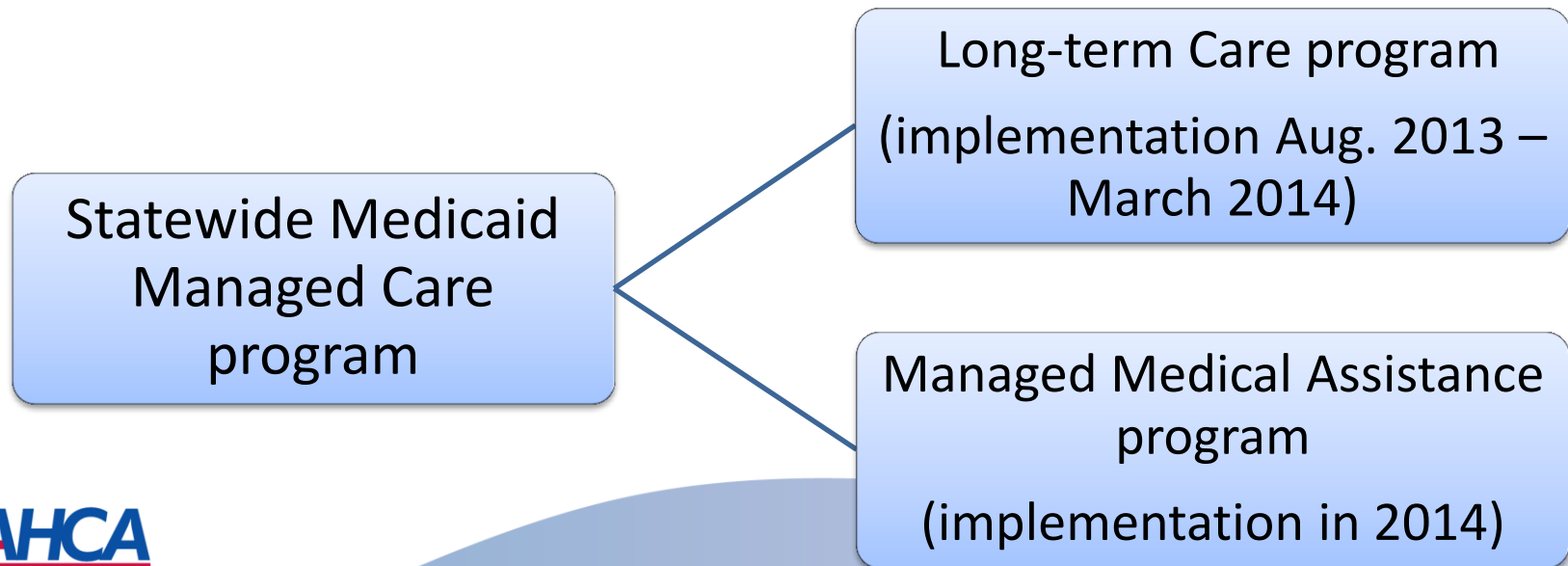


# What is the SMMC Program?

- A program authorized by the 2011 Florida Legislature to establish the Florida Medicaid program as a statewide, integrated managed care program for all covered services, including long-term care services.
- This program is referred to as Statewide Medicaid Managed Care (SMMC).

# Why are changes being made to Florida's Medicaid program?

- Because of the Statewide Medicaid Managed Care (SMMC) program, the Agency is changing how a majority of individuals receive most health care services from Florida Medicaid.



# State Medicaid Managed Care Goals

- The goals of the Statewide Medicaid Managed Care Program are:
  - Improved coordination of care
  - A system that focuses on improving the health of recipients, not just paying claims when people are sick
  - Enhanced accountability
  - Recipient choice of plans and benefit packages
  - Flexibility to offer services not otherwise covered
  - Enhanced fraud and abuse prevention through contract requirements

# The SMMC program does not/is not:

- The program ***does not*** limit medically necessary services.
- The program ***is not*** linked to changes in the Medicare program and does not change Medicare benefits or choices.
- The program ***is not*** linked to National Health Care Reform, or the Affordable Care Act passed by the U.S. Congress.
  - It does not contain mandates for individuals to purchase insurance.
  - It does not contain mandates for employers to purchase insurance.
  - It does not expand Medicaid coverage or cost the state or federal government any additional money.

# Section 2

## A New Long-term Care (LTC) Program

# Long-term Care Program

Medicaid recipients who qualify and become enrolled in the LTC program will receive long-term care services from a managed care plan.

# Participating Populations

**SMMC LTC  
Populations**

- **Mandatory**
- **Voluntary**
- **Excluded**

The Developmental Disabilities (iBudget) Waiver population is a **voluntary** population.

# Who is Required to Participate?

- Individuals who are 65 years of age or older AND need nursing facility level of care
- Individuals who are 18 years of age or older AND are eligible for Medicaid by reason of disability AND need nursing facility level of care
- Individuals participating in the Aged and Disabled Adult (A/DA) Waiver
- Individuals participating in the Assisted Living Waiver
- Individuals participating in the Nursing Home Diversion Waiver
- Individuals participating in the Frail Elder Option
- Individuals participating in the Channeling Services Waiver



# Who is NOT Required to Participate?

- Individuals who are enrolled in the following programs are **NOT** required to enroll, although they may enroll if they meet nursing facility level of care and choose to enroll:
  - Developmental Disabilities Waiver program (iBudget Waiver)
  - Traumatic Brain Injury & Spinal Cord Injury Waiver
  - Project AIDS Care Waiver
  - Adult Cystic Fibrosis Waiver
  - Program of All-inclusive Care for the Elderly (PACE)
  - Familial Dysautonomia Waiver
  - Model Waiver (ages 18-20)

## What Services are Covered?

Adult companion care	Hospice
Adult day health care	Intermittent and skilled nursing
Assisted living services	Medical equipment and supplies
Assistive care services	Medication administration
Attendant care	Medication management
Behavioral management	Nursing facility
Care coordination/Case management	Nutritional assessment/Risk reduction
Caregiver training	Personal care
Home accessibility adaptation	Personal emergency response system (PERS)
Home-delivered meals	Respite care
Homemaker	Therapies, occupational, physical, respiratory, and speech
Transportation, non-emergency	

***Each enrollee will not receive all services listed. LTC program enrollees will work with a case manager to determine the services they need based on their condition.***



# LTC Program & DD Waiver (iBudget) Program

- Medicaid recipients enrolled in the DD Waiver (iBudget) program are not required to enroll in an LTC plan.
- However, DD Waiver (iBudget) recipients who are age 18 or older and meet nursing facility level of care may choose to enroll in an LTC plan.
- For eligible recipients, a LTC plan choice and enrollment may occur only if funding is available to release the recipient from the waitlist for the LTC program.

# LTC Program & Waitlist

- The Department of Elder Affairs is responsible for managing the home and community based services waitlist for the LTC program.
- Recipients on the LTC program waitlist will be screened to determine their level of need for services and will be enrolled into the LTC program in order of priority score, as funding becomes available.
- Priority is determined through a screening conducted by the Department of Elder Affairs in which the frailest individuals are assigned the highest priority.

# LTC Program & DD Waiver (iBudget) Waitlist

- Individuals who are on the DD Waiver (iBudget) waitlist, who are 18 years old or older, eligible for Medicaid, and who meet nursing facility level of care may enroll in an LTC plan, even if they are on DD Waiver (iBudget) waitlist.
- Individuals must disenroll from the DD Waiver (iBudget) program prior to becoming enrolled in the LTC program.
  - Recipients cannot be enrolled in the DD Waiver (iBudget) and an LTC plan at the same time.

# LTC Program & DD Waiver (iBudget) Services

- DD Waiver (iBudget) recipients will not be contacted to enroll in an LTC plan.
- If a DD Waiver (iBudget) recipient is contacted to enroll in an LTC plan, this is an error.
- Please report such contact via our online complaint form at: <http://ahca.myflorida.com/smmc> and this situation will be corrected.
- Individuals may enroll using one of the following methods:
  - Online by going to <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.

# Section 3

## Managed Medical Assistance (MMA) Program

# Managed Medical Assistance Program Implementation

- Florida Medicaid will implement the Managed Medical Assistance (MMA) program beginning in 2014.
- Managed care plans are required to provide services at a level equivalent to the state plan.



# Who WILL NOT participate?

- The following groups are excluded from program enrollment:
  - Individuals eligible for emergency services only due to immigration status;
  - Family planning waiver eligibles;
  - Individuals eligible as women with breast or cervical cancer; and
  - Children receiving services in a prescribed pediatric extended care facility (PPEC).

# Who MAY participate?

- The following individuals may choose (but are not required) to enroll in program:
  - Individuals in an intermediate care facility for individuals with intellectual disabilities (ICF-ID);
  - Individuals with developmental disabilities enrolled in the iBudget waiver or who are on the iBudget wait list;
  - Individuals who have other creditable health care coverage, excluding Medicare; and
  - Individuals age 65 and over residing in a mental health treatment facility meeting the Medicare conditions of participation for a hospital or nursing facility.

# MMA Program & DD Waiver (iBudget) Services

- Medicaid recipients enrolled in the DD Waiver (iBudget) are not required to enroll in an MMA plan.
- MMA will begin to roll out statewide in 2014.
- DD Waiver (iBudget) enrollees can choose to enroll in an MMA plan when the program begins in their region in 2014.
- Enrollment in an MMA plan will not affect the recipient's DD Waiver (iBudget) services.
  - Recipients can be enrolled in the DD Waiver (iBudget) and an MMA plan at the same time.

# MMA Program & DD Waiver (iBudget) Program Enrollment

- If someone enrolled in the DD Waiver (iBudget) program chooses to enroll in the MMA program, he does not have to disenroll from the DD Waiver (iBudget) program.
- Individuals must be eligible for Medicaid to enroll in an MMA plan.
- If someone is on the DD Waiver (iBudget) waitlist and is otherwise eligible for Medicaid, he can choose to enroll in the MMA program.

# Section 4

# Resources

Click Here to download the "Authorized Representative Form"

Home

Information on the LTC plans available in each region and on how to choose an LTC plan are available on the Choice Counseling website at:  
[www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).

## Choose Your Language

### Welcome!

Click here to learn more about the program.

### ¡Bienvenidos!

Haga 'clic' aquí para obtener más información sobre el programa.

### Bienvini!

Klike la pou aprann plis de pwogram la.



Updates about the SMMC program and upcoming events and news can be found on the SMMC website at:

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

# Florida Medicaid



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## Statewide Medicaid Managed Care Program

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Program Updates



Report a Complaint



Frequently Asked Questions



FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION

Better Health Care for All Floridians  
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**Sign up to receive SMMC program updates at:**  
<http://ahca.myflorida.com/SMMC>

# Florida Medicaid



**Would you like to receive email updates about this program?**

Sign up by entering your information below.

\* Email

First Name

Last Name

\* = Required Field



# Frequently Asked Questions

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Review the SMMC  
*Frequently Asked  
Questions* document  
which is posted at:

[http://ahca.myflorida.com/Medicaid/statewide\\_mc/faqs.shtml](http://ahca.myflorida.com/Medicaid/statewide_mc/faqs.shtml)

## Florida Statewide Medicaid Managed Care Program Complaint Reporting

If you have a complaint about Medicaid Managed Care services, please complete the information below.

\* Required fields

For each complaint/issue, please provide:

Your name:

Your email:

Your phone number:

I am a:

Who is this complaint/issue about?

Name (If different from above):

Gold Card, SSN, or Medicaid ID or NPI:

County:

What type of Managed Care Plan is this complaint/issue about?

What is the name of the Managed Care Plan?

Which choice best describes the issue?

(please describe):

Is assistance requested?

Submit

Reset

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact the local Area Office by phone (click on link below) or in writing.

If you need assistance completing this form or wish to verbally report your issue, please contact your local Area Office.

Phone numbers of local [Area Offices](#)

## Report a Complaint



- If you have a complaint about Medicaid Managed Care services, please complete the online form found at: <http://ahca.myflorida.com/smmc>
- If you need assistance completing this form or wish to verbally report your issue, please contact your local Medicaid area office.
- Find contact information for the Medicaid area offices at: <http://www.mymedicaid-florida.com/>

# Stay Informed



- Participate in webinars regarding implementation activities.
- Find the direct link to webinars in the News and Events tab at:  
<http://ahca.myflorida.com/SMMC>

# 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: [www.ahca.myflorida.com/SMMC](http://www.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 “Program Updates” box on the right hand side of the page.

The screenshot shows the AHCA website interface. At the top, the AHCA logo and tagline 'Better Health Care for All Floridians' are visible. Below the navigation bar, the 'Florida Medicaid' section is highlighted. The 'News and Events' tab is circled in red. On the right side, a red 'Program Updates' button with an envelope icon is circled in red. The main content area displays the 'Statewide Medicaid Managed Care Program' with a brief description and links for 'Program Overview and Summary' and 'Achieved Savings Rebate Rule'. A 'Report a Complaint' button and a 'Frequently Asked Questions' section are also visible.

# Stay Connected



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# Questions?

