

**Florida Medicaid  
Statewide Medicaid Managed  
Care (SMMC)  
Compliance Actions  
Quarter 1 Fiscal Year 18/19**



## DEFINITIONS

- ❖ **Corrective Action Plan** - In certain instances of non-compliance with the contract, the Agency may require a managed care plan to submit a corrective action plan (CAP), which is a plan to be put in place outlining how the managed care plan will remedy the non-compliance
- ❖ **Liquidated Damage** - In some cases, the Agency will impose liquidated damages in writing against the Managed Care Plan for a breach of contract. The liquidated damages are not intended to be in the nature of a penalty, but are intended to be reasonable estimates of the Agency's projected financial loss and damage resulting from the Managed Care Plan's nonperformance, including financial loss as a result of project delays.
- ❖ **Sanction** - In the event the Agency identifies a violation of or other non-compliance with the contract by a managed care plan, the Agency may sanction the Managed Care Plan. Sanctions can be monetary or non-monetary, including, but not limited to enrollment freezes or temporary management of the managed care plan.
- ❖ **Marketing** - Actions within this category stem from noncompliance with Attachment II, Section III of the SMMC contract, and may include violations related to the following:
  - Use of unapproved marketing materials
  - Use of unlicensed marketing agents
  - Marketing at unapproved events
  - Untimely and/or Inaccurate reporting
- ❖ **Enrollee Grievances and Appeals** - Actions within this category stem from violations of Attachment II, Section IV of the SMMC contract and may include violations related to the following:
  - Enrollee materials
  - Grievance process
  - Untimely and/or Inaccurate reporting
- ❖ **Medicaid Fair Hearing** - Actions within this category stem from violations of Attachment II, Section IV of the SMMC contract and may include violations related to the following:
  - Failure of the health plan to provide a witness
  - Failure to attend
  - Evidentiary Materials
  - Submit evidence packet timely

**PLEASE NOTE:** The following information relates to compliance actions issued for Q1 FY 18/19. Only actions that have been finalized are contained in the following information.

- Continuation of benefits
- Final order noncompliance
- ❖ **Covered Services** - Actions within this category stem from violations of Attachment II, Section V of the SMMC contract and may include violations related to the following:
  - Service specific requirements
  - Care coordination/case management
  - Medical Necessity/EPSDT
  - Untimely and/or Inaccurate reporting
- ❖ **Provider Network** - Actions within this category stem from violations of Attachment II, Section VI of the SMMC contract and may include violations related to the following:
  - Network adequacy standards
  - Network development and management plan
  - Provider credentialing and contracting
  - Provider complaint system
- ❖ **Quality and Utilization Management** - Actions within this category stem from violations of Attachment II, Section VII of the SMMC contract and may include violations related to the following:
  - Performance measures
  - Performance improvement projects
  - Satisfaction and experience surveys
  - Utilization management
  - Untimely and/or Inaccurate reporting
- ❖ **Administration and Management** - Actions within this category stem from violations of Attachment II, Section VIII of the SMMC contract and may include violations related to the following:
  - Organizational governance and staffing
  - Subcontract content requirements
  - System and data integration requirements
  - Claims and provider payment
  - Encounter requirements
  - Fraud and abuse
- ❖ **Finance** - Actions within this category stem from violations of Attachment II, Section IX and X of the SMMC contract and may include violations related to the following:
  - Financial reporting
  - Insolvency requirements

- Surplus requirements
  - Third party resources
  - Financial audits
  - Untimely and/or Inaccurate reporting
- ❖ **Reporting** - Actions within this category stem from violations of Attachment II, Section II of the SMMC contract and may include violations related to the following:
- Ad hoc requests
  - HIPPA reporting

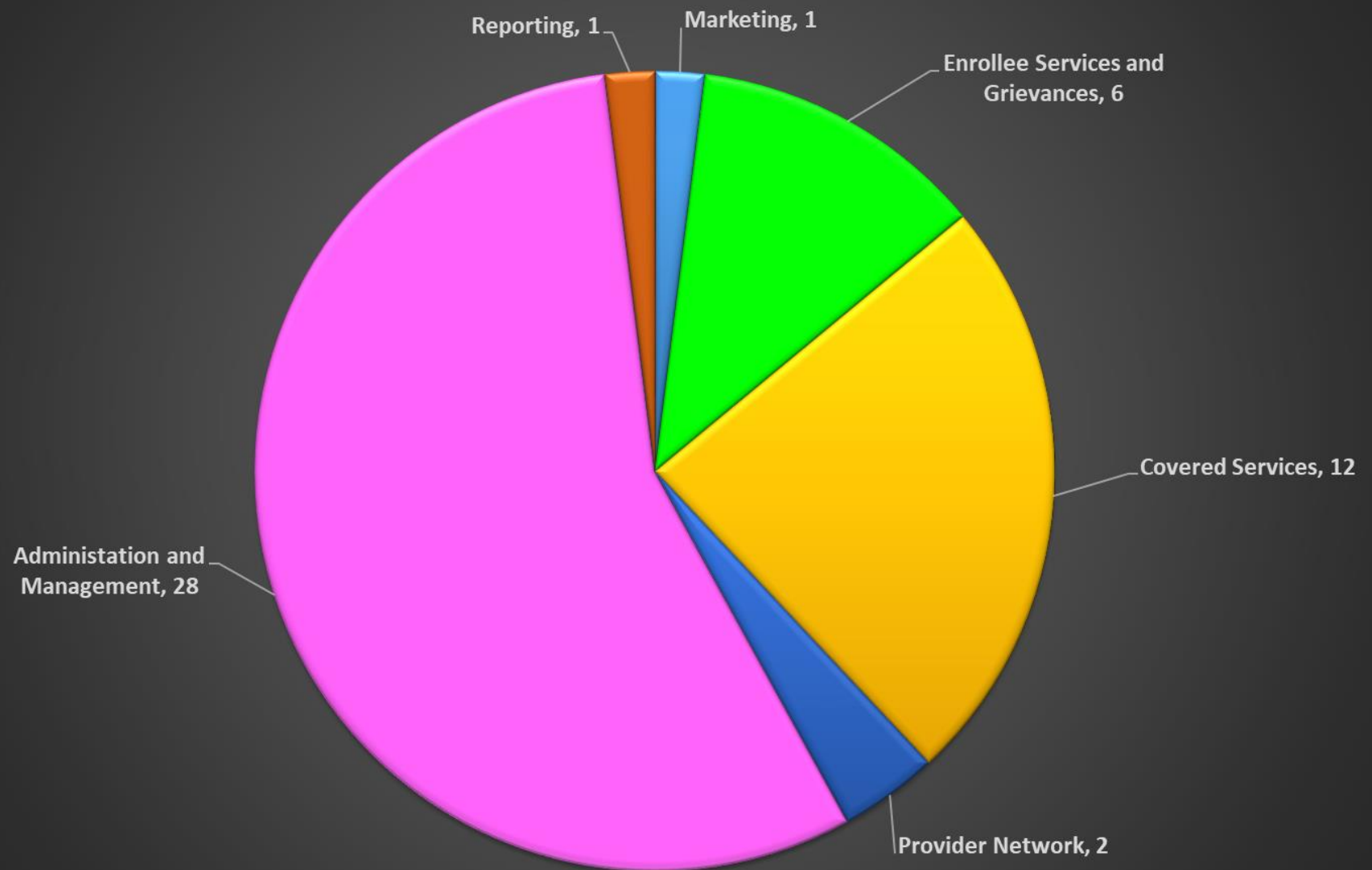
# SMMC FINAL ACTIONS BY ISSUE TYPE

Q1 FY 18/19

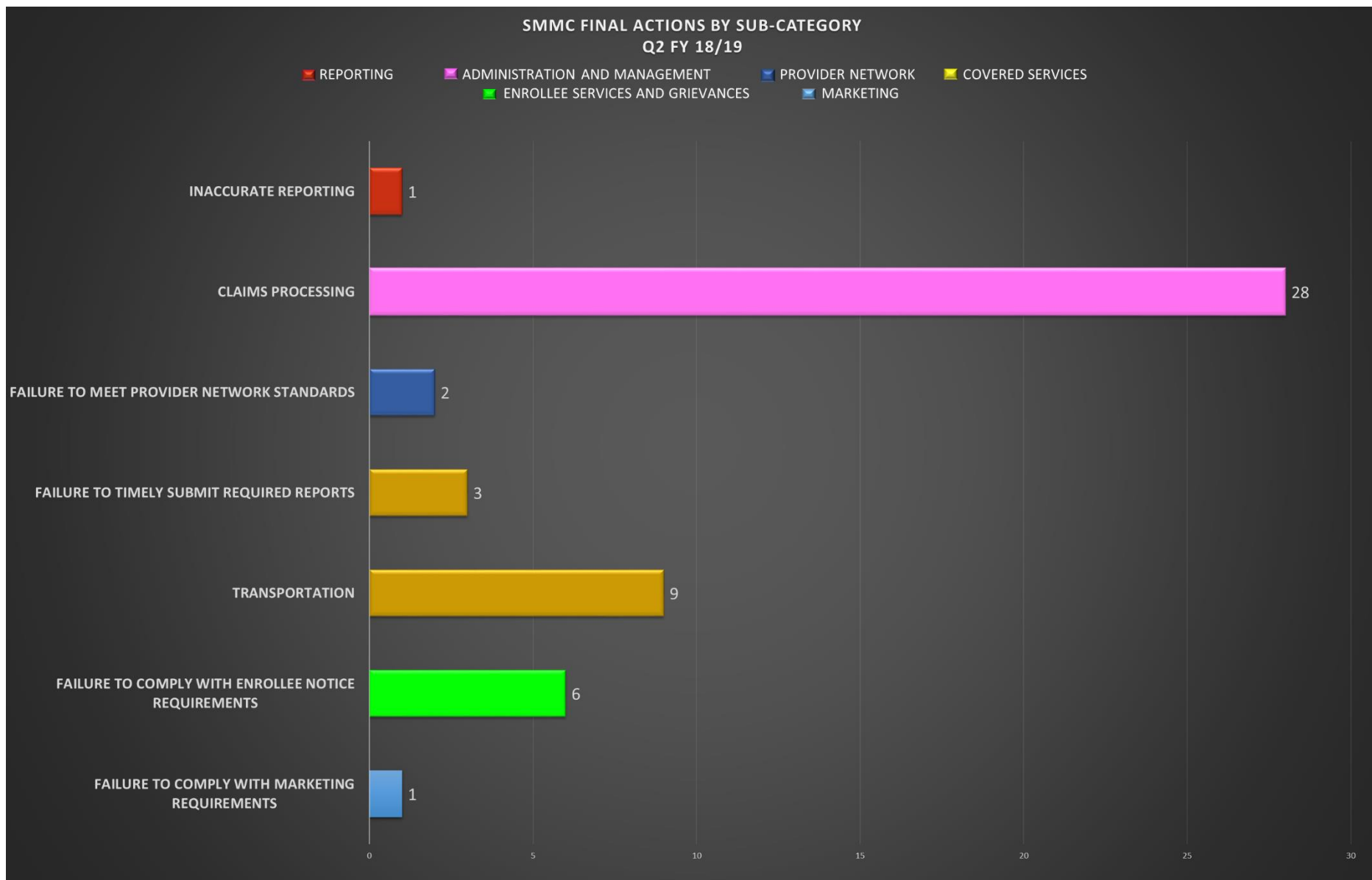
	AHF/Positive	Amerigroup	Better	CCP	Clear	CMSN	Coventry	Humana	Magellan	Molina	Prestige	Simply	Staywell	Sunshine	United	Total
<b>Marketing</b>	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
FAILURE TO COMPLY WITH MARKETING REQUIREMENTS													1			1
<b>Enrollee Services and Grievances</b>	0	1	0	0	0	0	0	1	0	0	1	1	1	0	1	6
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS		1						1			1	1	1		1	6
<b>Medicaid Fair Hearing</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Covered Services</b>	0	1	0	0	1	0	0	1	1	4	1	0	1	1	1	12
TRANSPORTATION		1			1			1	1	1	1		1	1	1	9
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS										3						3
<b>Provider Network</b>	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2
FAILURE TO MEET PROVIDER NETWORK STANDARDS								1		1						2
<b>Quality and Utilization Management</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Administration and Management</b>	0	2	0	2	0	0	0	3	2	4	2	2	3	3	5	28
CLAIMS PROCESSING		2		2				3	2	4	2	2	3	3	5	28
<b>Finance</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Reporting</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
INACCURATE REPORTING	1															1
TOTAL NUMBER OF ACTIONS:	1	4	0	2	1	0	0	6	3	9	4	3	6	4	7	50
TOTAL LD DOLLAR AMOUNT:	\$56,000	\$ 88,000		\$ 10,000	\$ 9,500			\$ 91,000	\$ 85,500	\$ 193,750	\$ 46,250	\$ 30,250	\$ 196,250	\$ 256,500	\$ 111,000	\$ 1,174,000
TOTAL SANCTION DOLLAR AMOUNT:																\$0
GRAND TOTAL - NUMBER OF ACTIONS:	50															
GRAND TOTAL - DOLLAR AMOUNT:	\$1,174,000															

Q1 FY 18/19

## SMMC FINAL ACTIONS BY CATEGORY Q1 FY 18/19

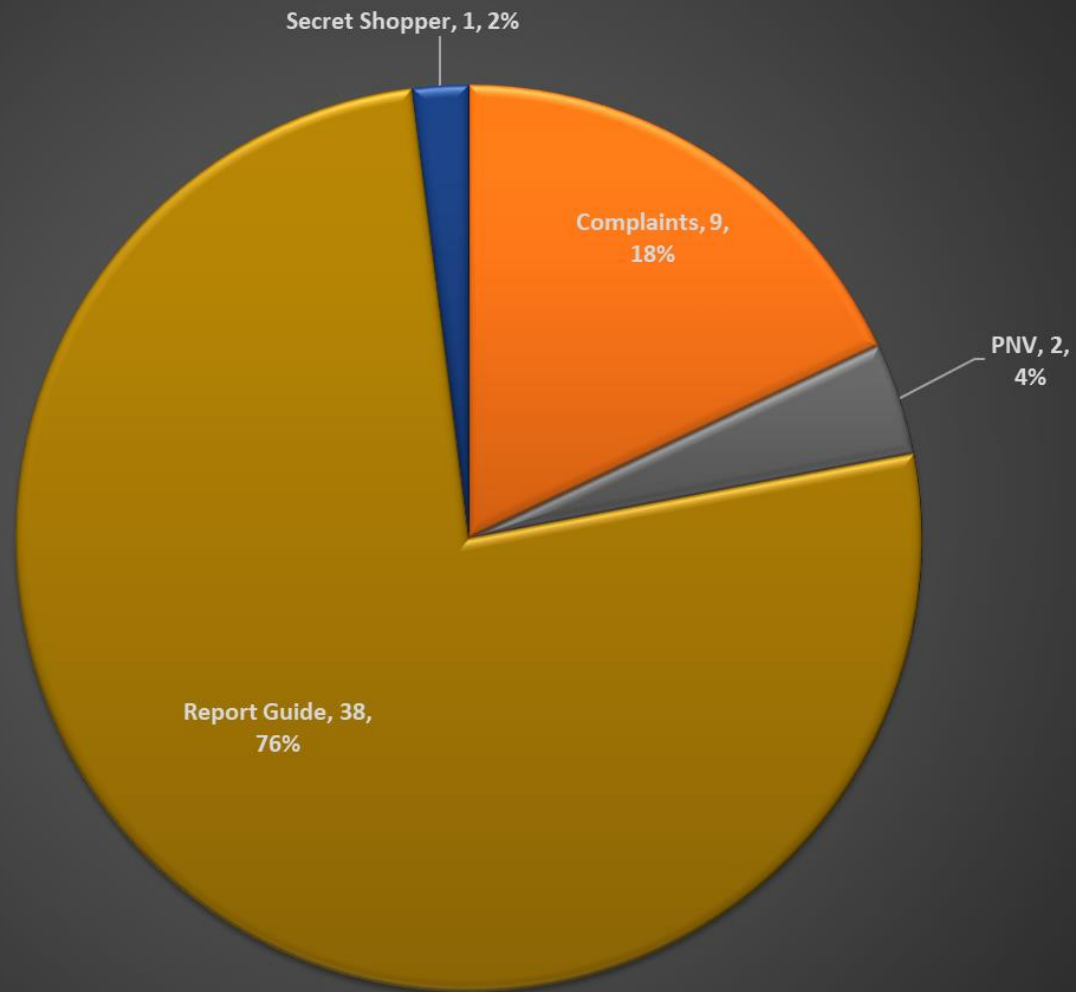


Q1 FY 18/19



Q1 FY 18/19

## SMMC FINAL ACTIONS BY DATA SOURCE Q1 FY 18/19

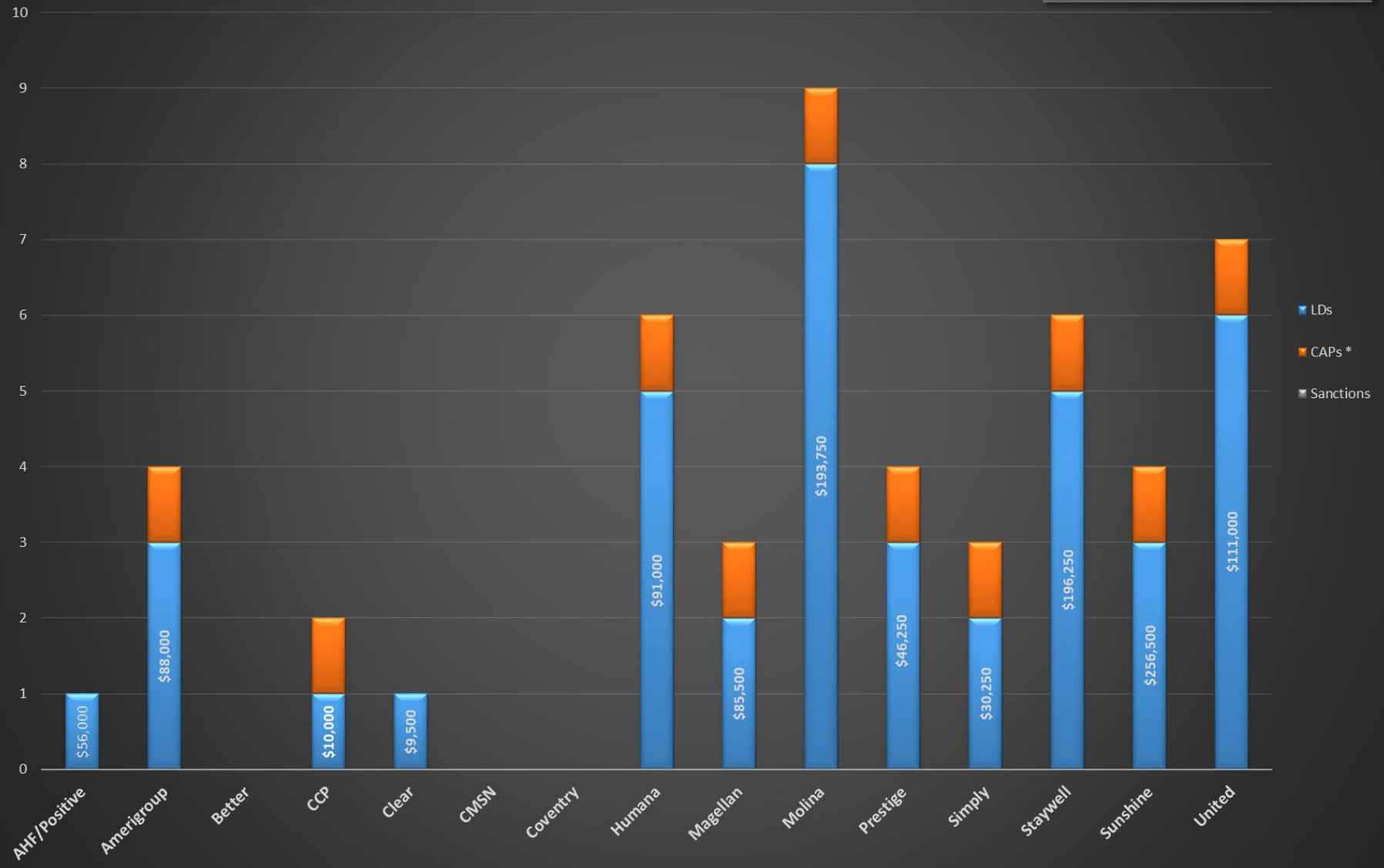


Q1 FY 18/19



# SMMC FINAL ACTION TYPE BY PLAN Q1 FY 18/19

\* CAPs are non-monetary in nature.

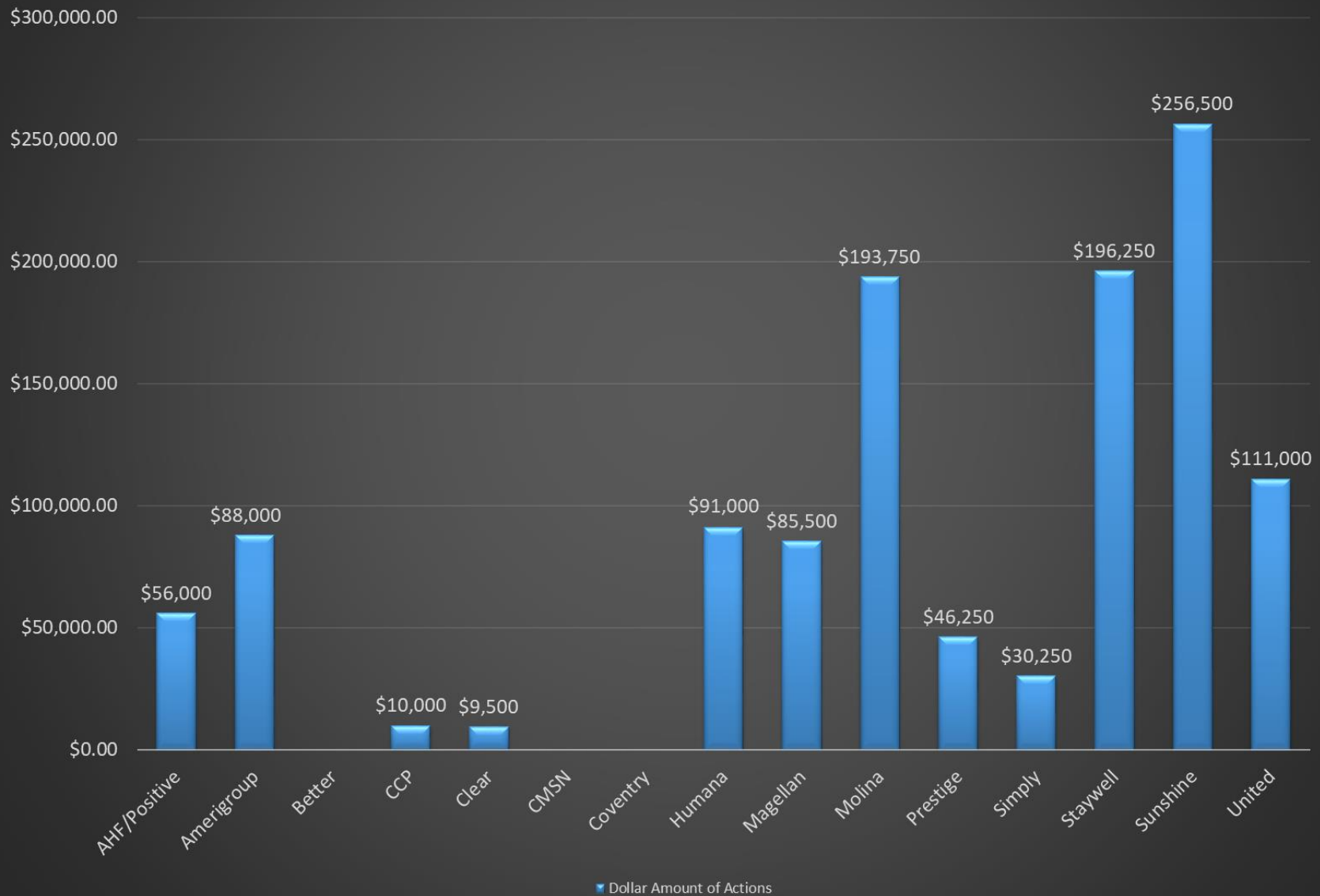


Q1 FY 18/19

## SMMC TOTAL DOLLAR AMOUNT OF FINAL ACTIONS

Q1 FY 18/19

\$1,174,000



Q1 FY 18/19