

# **Florida Medicaid**

# **SMMC Compliance Actions**

## **Q2 FY16/17**



## 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

**PLEASE NOTE:** The following information relates to compliance actions issued for Q2 FY 16/17. Only actions that have been finalized are contained in the following information. Pending actions were also issued in Q2 FY 16/17, but have yet to be finalized. Charts for pending actions can be found on pages 11-14.

- Evidentiary Materials
- Submit evidence packet timely
- 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/EPSTD
  - 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

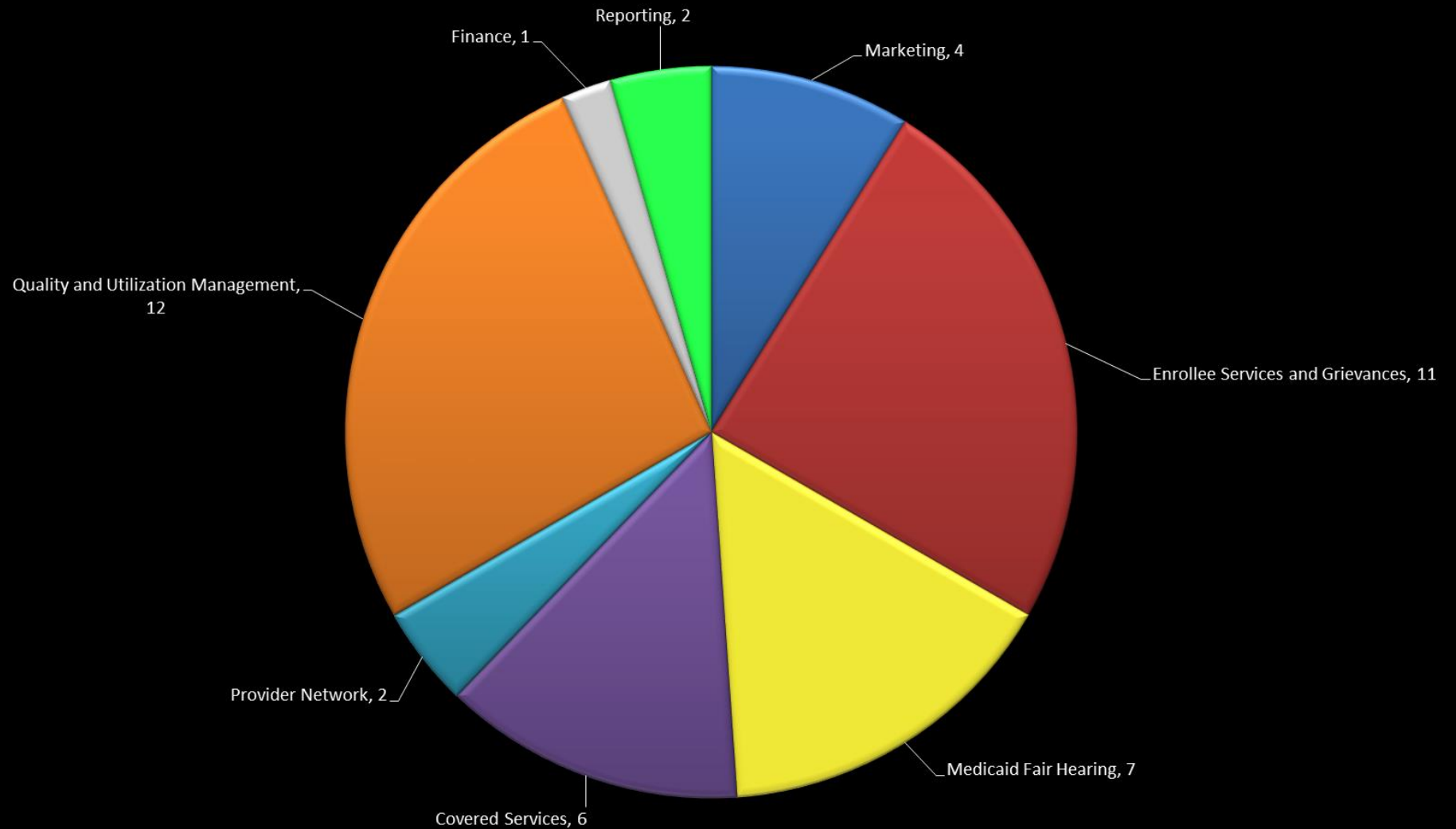
❖ **Reporting** - Actions within this category stem from violations of Attachment II, Section II of the SMMC contract and may include violations related to the following:

- Ad hoc requests
- HIPPA reporting

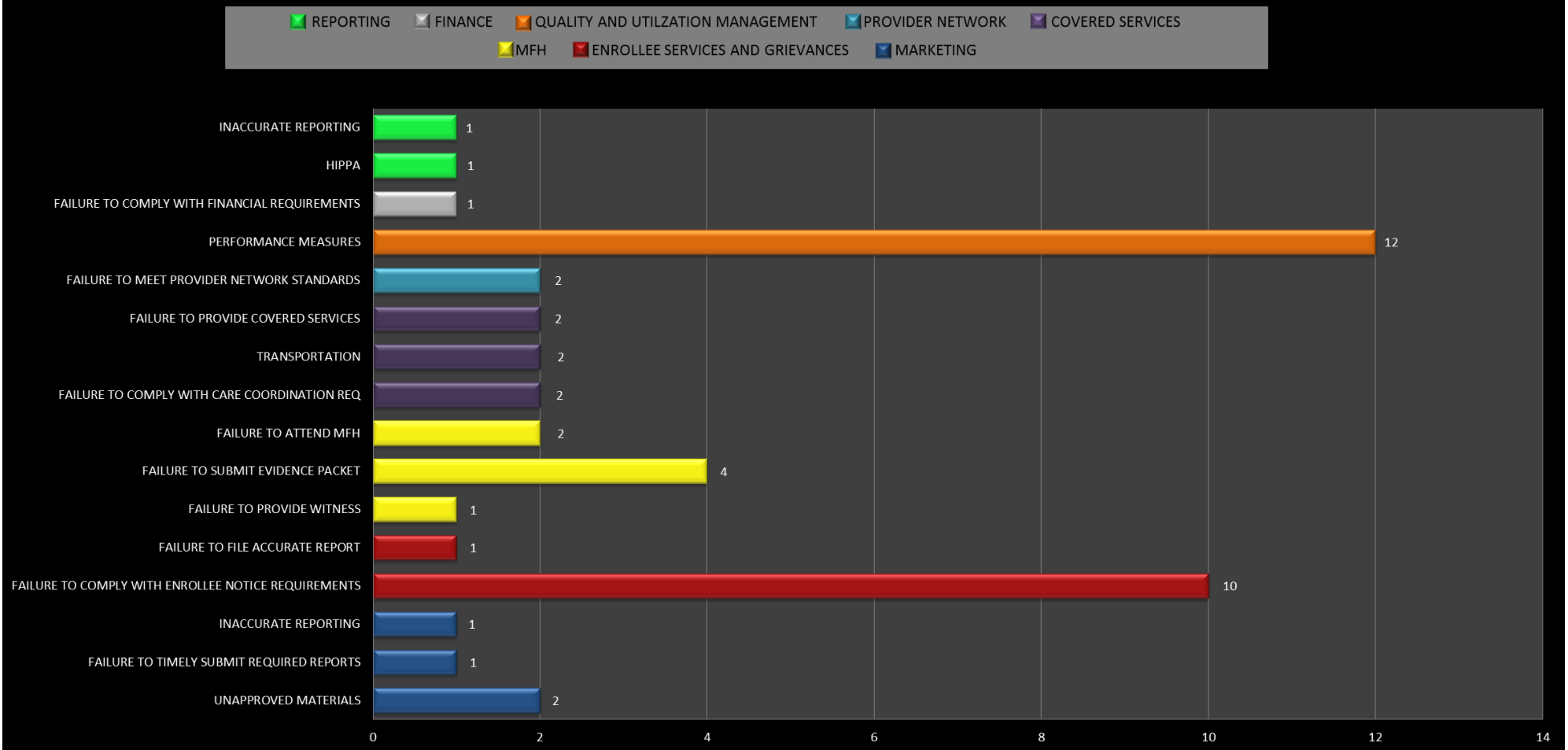
**SMMC FINAL ACTIONS BY ISSUE TYPE**  
**Q2 FY16/17**

	AHF/Positive	AEC	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	2	0	0	1	0	1	4
UNAPPROVED MATERIALS											2						2
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS																1	1
INACCURATE REPORTING														1			1
<b>Enrollee Services and Grievances</b>	0	0	0	2	0	2	0	0	0	0	0	1	2	1	0	3	11
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS				2		2						1	2	1		2	10
<b>Medicaid Fair Hearing</b>	0	0	3	1	0	0	0	0	0	0	0	2	0	0	0	1	7
FAILURE TO PROVIDE WITNESS												1					1
FAILURE TO SUBMIT EVIDENCE PACKET			3									1					4
FAILURE TO ATTEND MFH				1												1	2
<b>Covered Services</b>	0	0	1	0	0	0	0	1	0	0	2	0	0	0	0	2	6
FAILURE TO COMPLY WITH CARE COORDINATION REQ								1								1	2
TRANSPORTATION			1													1	2
FAILURE TO PROVIDE COVERED SERVICES											2						2
<b>Provider Network</b>	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	2
FAILURE TO MEET PROVIDER NETWORK STANDARDS										1		1					2
<b>Quality and Utilization Management</b>	1	0	2	1	0	0	0	1	1	0	2	1	1	1	0	1	12
PERFORMANCE MEASURES	1		2	1				1	1		2	1	1	1		1	12
<b>Administation and Management</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Finance</b>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
FAILURE TO COMPLY WITH FINANCIAL REQUIREMENTS									1								1
<b>Reporting</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
HIPPA																1	1
INACCURATE REPORTING														1			1
<b>TOTAL NUMBER OF ACTIONS:</b>	1	0	6	4	0	2	0	2	2	1	6	5	3	4	0	9	45
<b>TOTAL LD DOLLAR AMOUNT:</b>	\$1,200		\$510,800	\$527,100		\$20,000		\$111,200	\$647,500	\$250	\$984,600	\$2,073,750	\$384,700	\$2,582,000		\$149,900	\$7,993,000
<b>TOTAL SANCTION DOLLAR AMOUNT:</b>											\$7,500						\$7,500
<b>GRAND TOTAL - NUMBER OF ACTIONS:</b>	45																
<b>GRAND TOTAL - DOLLAR AMOUNT:</b>	\$8,000,500																

## SMMC ACTIONS BY CATEGORY Q2 FY 16/17

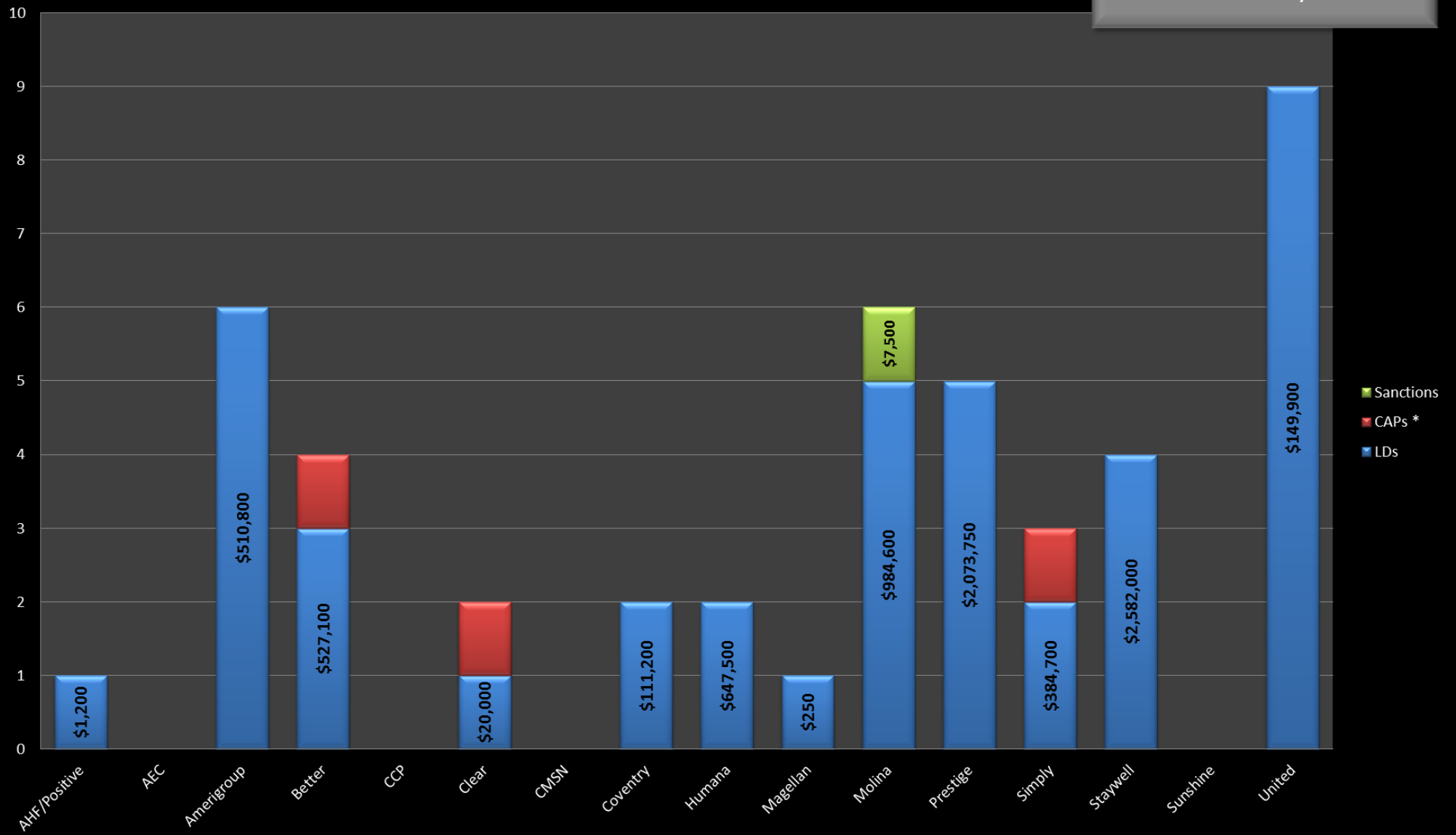


## SMMC ACTIONS BY SUB-CATEGORY Q2 FY16/17



## SMMC FINAL ACTION TYPE BY PLAN Q2 FY 16/17

\* CAPs are non-monetary in nature.

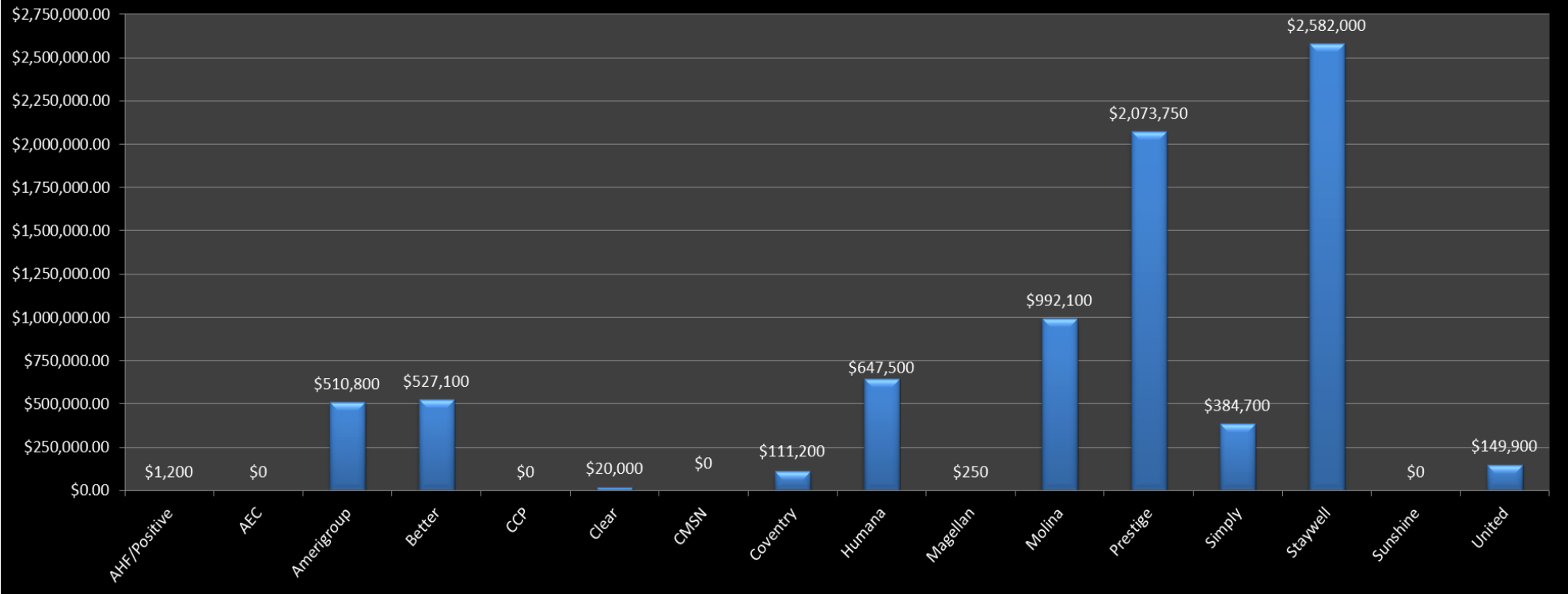




## TOTAL DOLLAR AMOUNT OF FINAL ACTIONS

Q2 FY 16/17

\$8,000,500

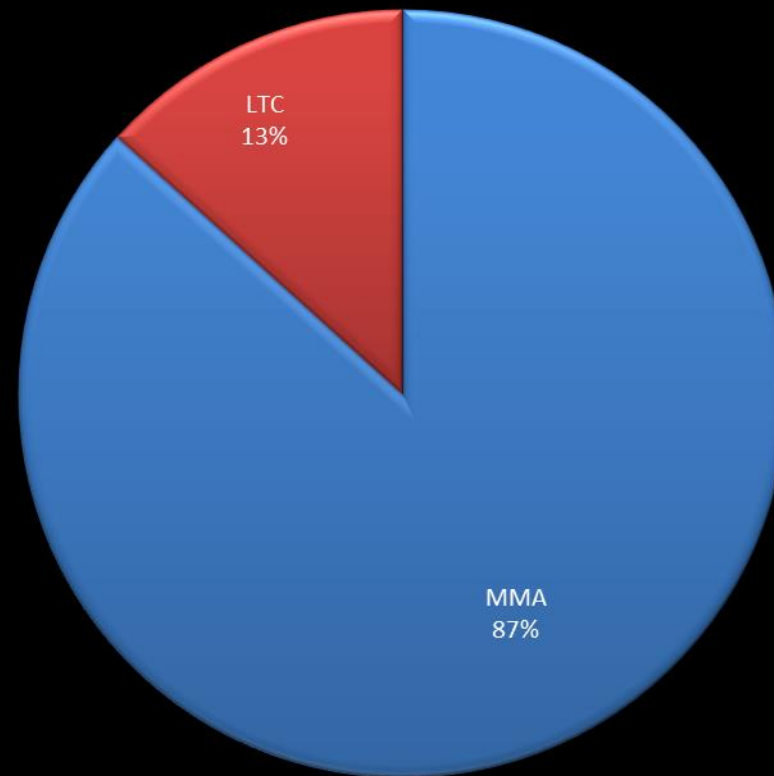


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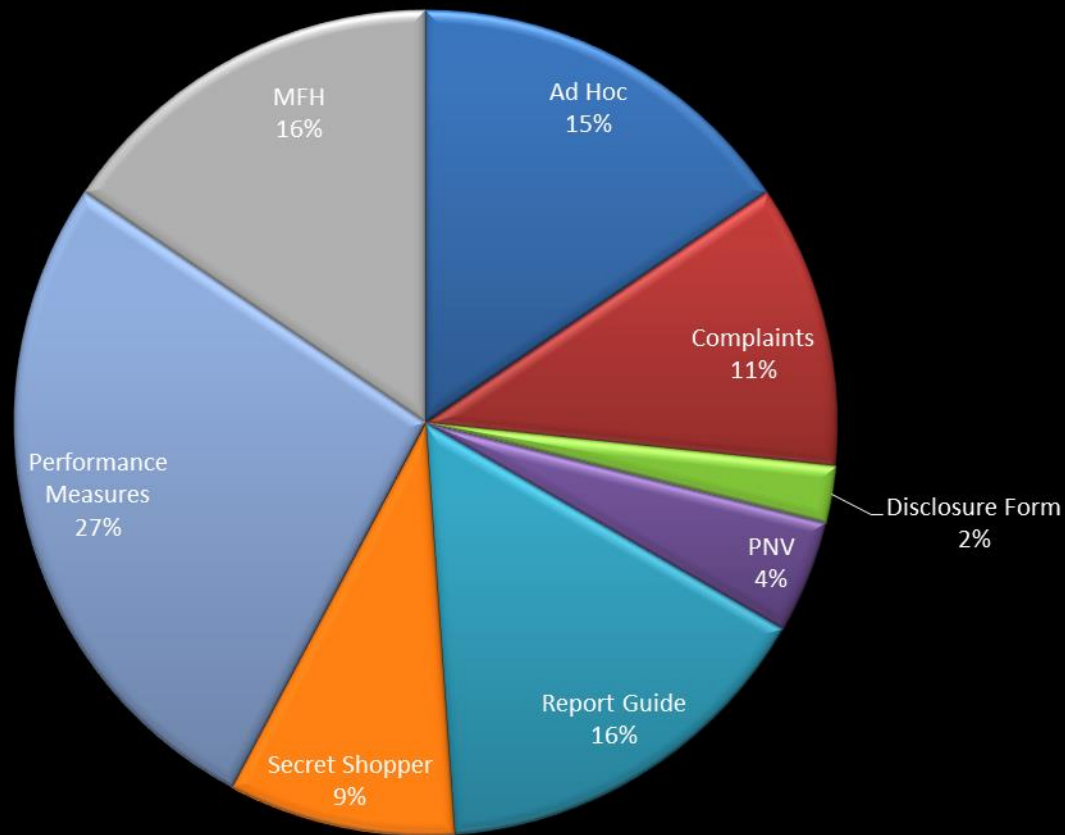
# SMMC FINAL ACTIONS BY PROGRAM

Q2 FY 16/17



## SMMC FINAL ACTIONS BY DATA SOURCE

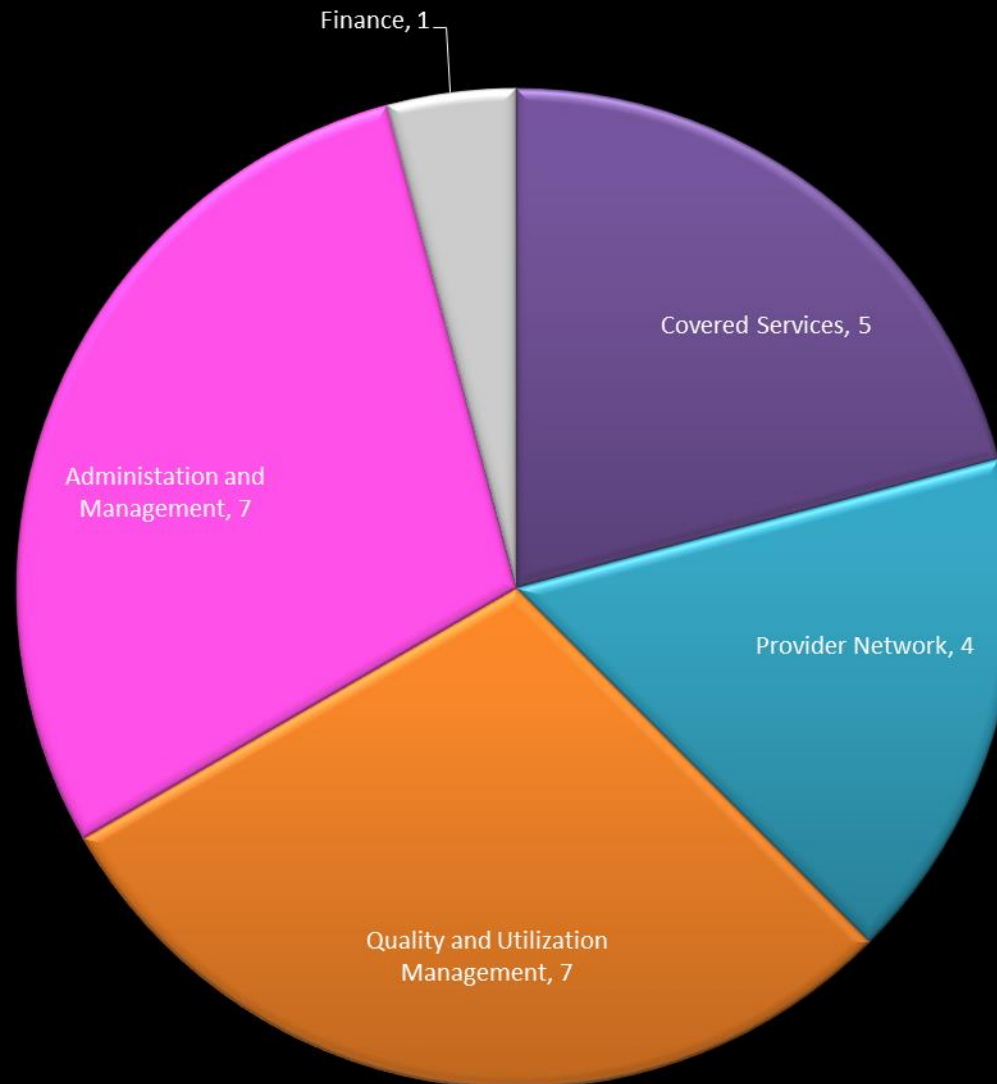
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**SMMC PENDING ACTIONS BY ISSUE TYPE**  
**Q2 FY16/17**

	AHF/Positive	AEC	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	0	0	0	0	0
<b>Enrollee Services and Grievances</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Medicaid Fair Hearing</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Covered Services</b>	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	1	5
TRANSPORTATION																1	1
FAILURE TO PROVIDE COVERED SERVICES											1			3			4
<b>Provider Network</b>	0	0	0	0	0	0	0	0	1	0	1	1	0	0	1	0	4
FAILURE TO UPDATE ONLINE DIRECTORIES									1		1	1			1		4
<b>Quality and Utilization Management</b>	0	1	0	0	1	1	0	1	0	1	0	0	0	0	1	1	7
PERFORMANCE MEASURES		1			1	1		1		1					1	1	7
<b>Administration and Management</b>	0	0	1	1	1	1	0	0	0	0	0	1	1	1	0	0	7
CLAIMS PROCESSING														1			1
FAILURE TO COMPLY WITH ENCOUNTER REQUIREMENTS			1	1	1	1						1	1				6
<b>Finance</b>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
FAILURE TO COMPLY WITH FINANCIAL REQUIREMENTS									1								1
<b>Reporting</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL NUMBER OF ACTIONS:	0	1	1	1	2	2	0	1	2	1	2	2	1	4	2	2	24
TOTAL LD DOLLAR AMOUNT:		##	\$ 2,000	\$ 1,000	##	\$723,500		\$112,200	\$ 1,000	\$2,554,700	\$ 1,000	\$ 2,000	\$ 1,000	\$ 169,600	###	\$1,097,600	\$9,229,600
TOTAL SANCTION DOLLAR AMOUNT:																	\$ -
GRAND TOTAL - NUMBER OF ACTIONS:	24																
GRAND TOTAL - DOLLAR AMOUNT:	\$9,229,600																

## SMMC PENDING ACTIONS BY CATEGORY Q2 FY 16/17

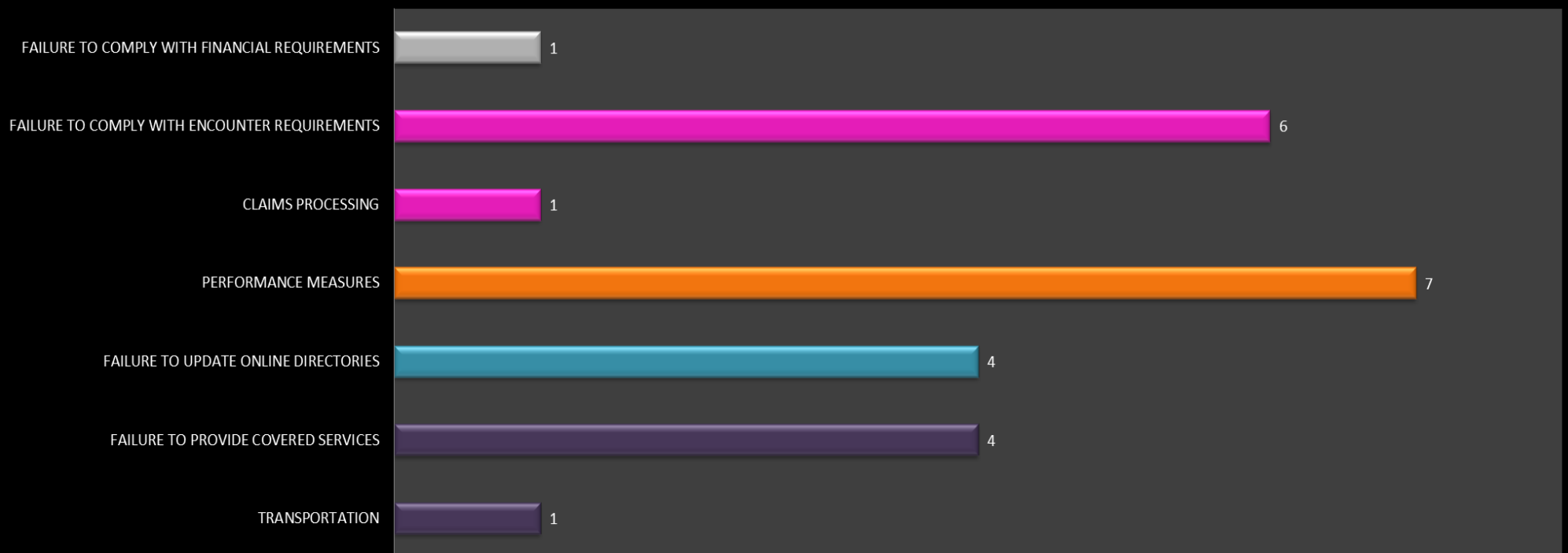


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## SMMC PENDING ACTIONS BY SUB-CATEGORY

Q2 FY 16/17

COVERED SERVICES
PROVIDER NETWORK
QUALITY AND UTILIZATION MANAGEMENT
ADMINISTRATION AND MANAGEMENT
FINANCE



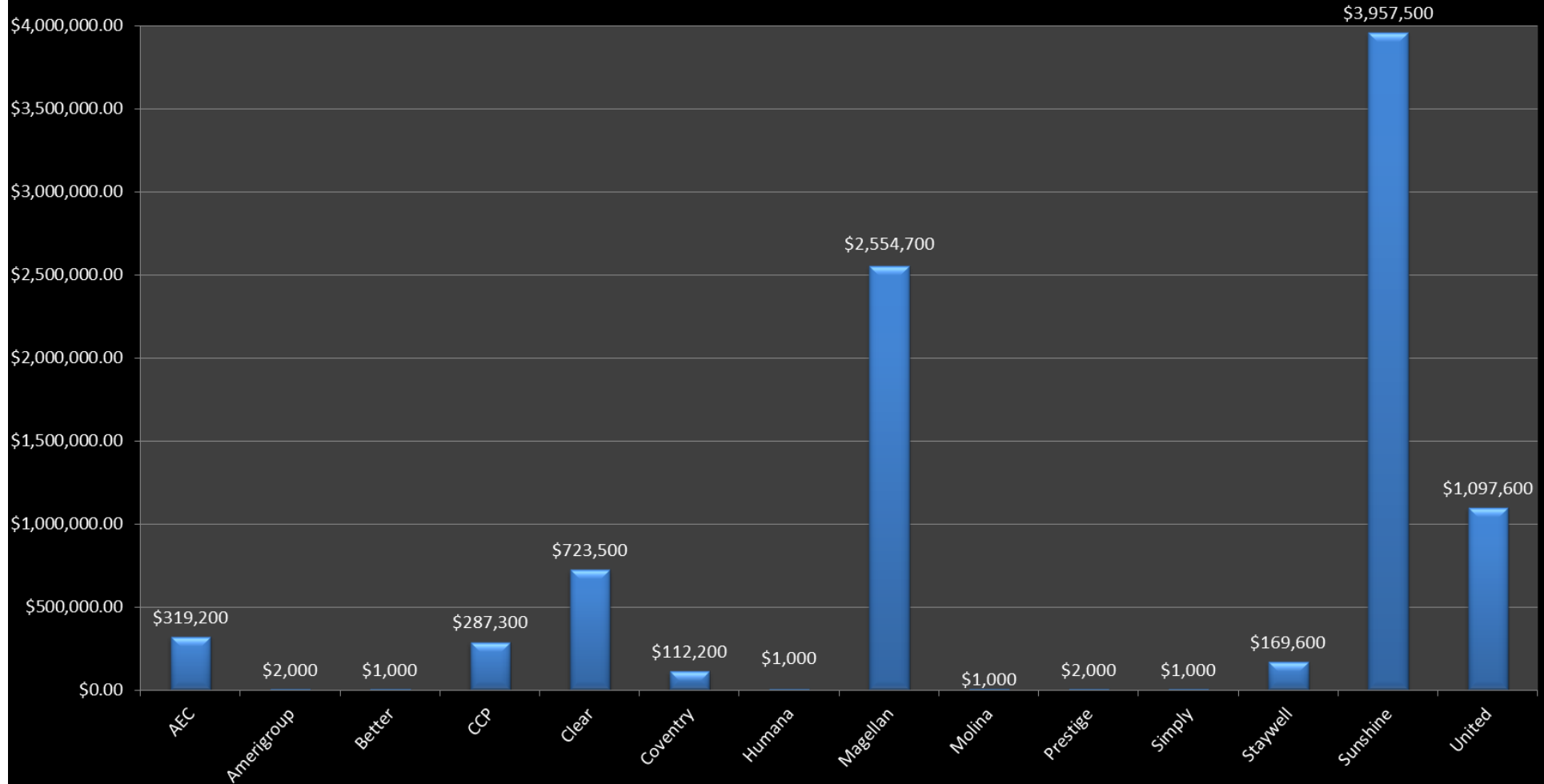
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## SMMC TOTAL DOLLAR AMOUNT OF PENDING ACTIONS

Q2 FY 16/17

\$9,229,600



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