

**Florida Medicaid  
Statewide Medicaid Managed  
Care (SMMC)  
Compliance Actions  
Quarter 2 Fiscal Year 17/18**



## 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 Q2 FY 17/18. 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**

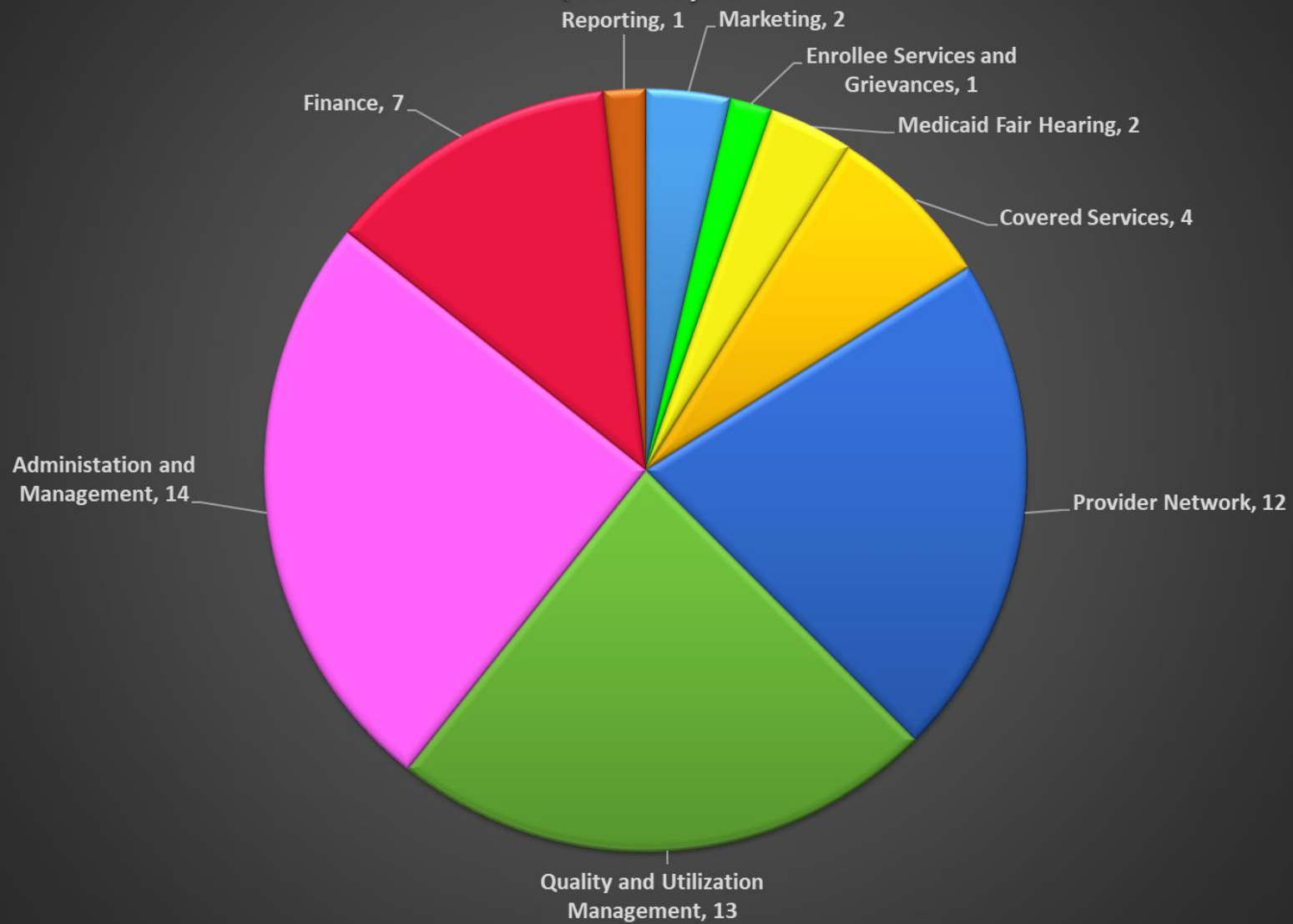
**Q2 FY 17/18**

	Aflac/Positive	Aetna	Amerigroup	Better	CCP	Cleer	CMSV	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	2	2
FAILURE TO COMPLY WITH MARKETING REQUIREMENTS															2	2
<b>Enrollee Services and Grievances</b>	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS										1						1
<b>Medicaid Fair Hearing</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
FAILURE TO PROVIDE WITNESS															1	1
FAILURE TO SUBMIT EVIDENCE PACKET															1	1
<b>Covered Services</b>	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	4
TRANSPORTATION													1		1	2
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS															1	1
FAILURE TO PROVIDE COVERED SERVICES													1			1
<b>Provider Network</b>	2	1	1	0	0	0	0	0	0	0	0	1	3	2	2	12
FAILURE TO MEET PROVIDER NETWORK STANDARDS		1	1										1		1	4
FAILURE TO UPDATE ONLINE DIRECTORIES	2											1	2	2	1	8
<b>Quality and Utilization Management</b>	0	1	2	1	1	0	0	1	2	3	1	1	0	0	0	13
PERFORMANCE MEASURES		1	2	1	1			1	2	3	1	1				13
<b>Administration and Management</b>	0	0	5	1	1	1	0	0	0	0	0	0	1	2	3	14
CLAIMS PROCESSING			2										1	1	2	6
FAILURE TO COMPLY WITH ENCOUNTER REQUIREMENTS			3	1	1	1								1	1	8
<b>Finance</b>	0	0	1	1	1	0	0	0	1	0	0	1	0	1	1	7
FAILURE TO COMPLY WITH FINANCIAL REQUIREMENTS			1													1
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS				1	1				1			1		1	1	6
<b>Reporting</b>	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
HIPPA			1													1
<b>TOTAL NUMBER OF ACTIONS:</b>	2	2	10	3	3	1	0	1	3	4	1	3	6	5	12	56
<b>TOTAL LD DOLLAR AMOUNT:</b>	\$3,000	\$20,650	\$803,650	\$532,300	\$254,200	\$ 1,000		\$13,000	\$ 2,412,775	\$3,338,300	\$2,726,500	\$174,300	\$106,000	\$14,500	\$50,500	\$ 10,450,675
<b>TOTAL SANCTION DOLLAR AMOUNT:</b>																\$0
<b>GRAND TOTAL - NUMBER OF ACTIONS:</b>	56															
<b>GRAND TOTAL - DOLLAR AMOUNT:</b>	\$10,450,675															

Q2 FY 17/18

## SMMC FINAL ACTIONS BY CATEGORY

Q2 FY 17/18



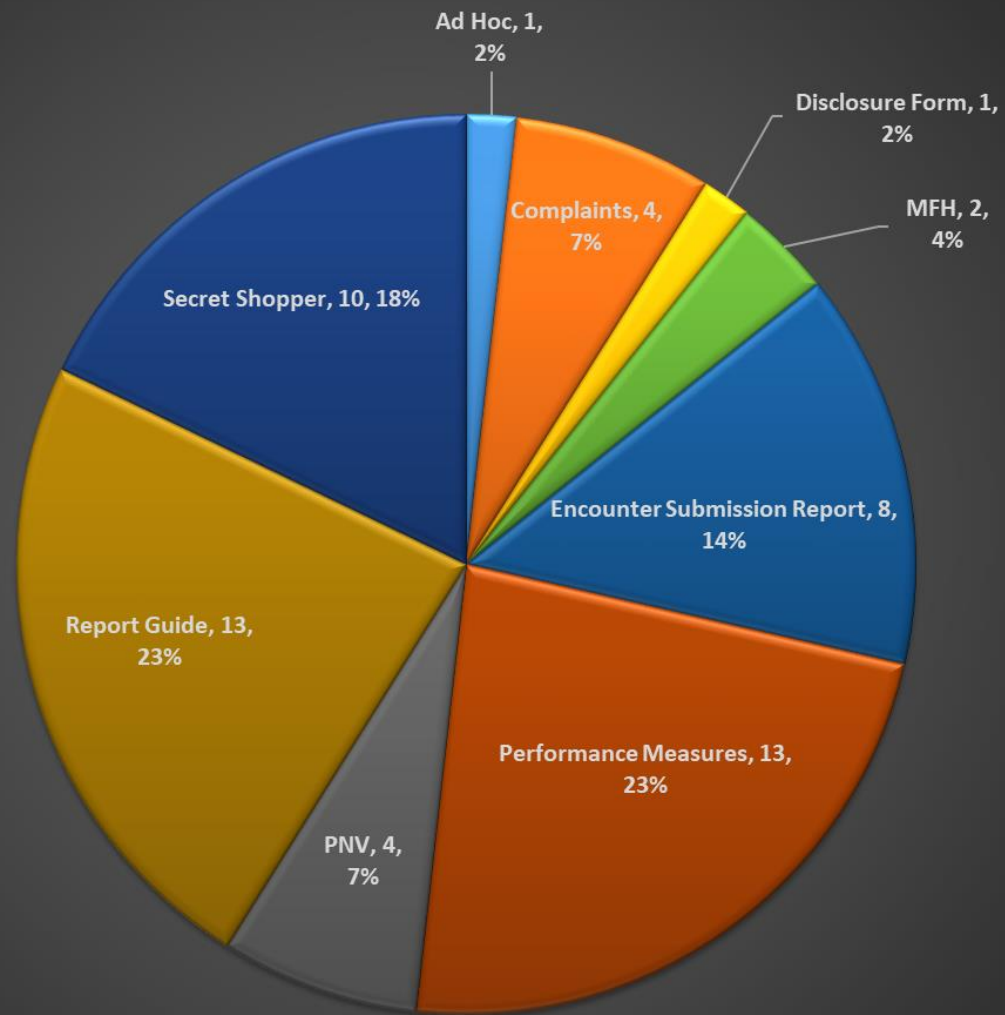
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# SMMC FINAL ACTIONS BY SUB-CATEGORY Q2 FY 17/18



Q2 FY 17/18

# SMMC FINAL ACTIONS BY DATA SOURCE Q2 FY 17/18

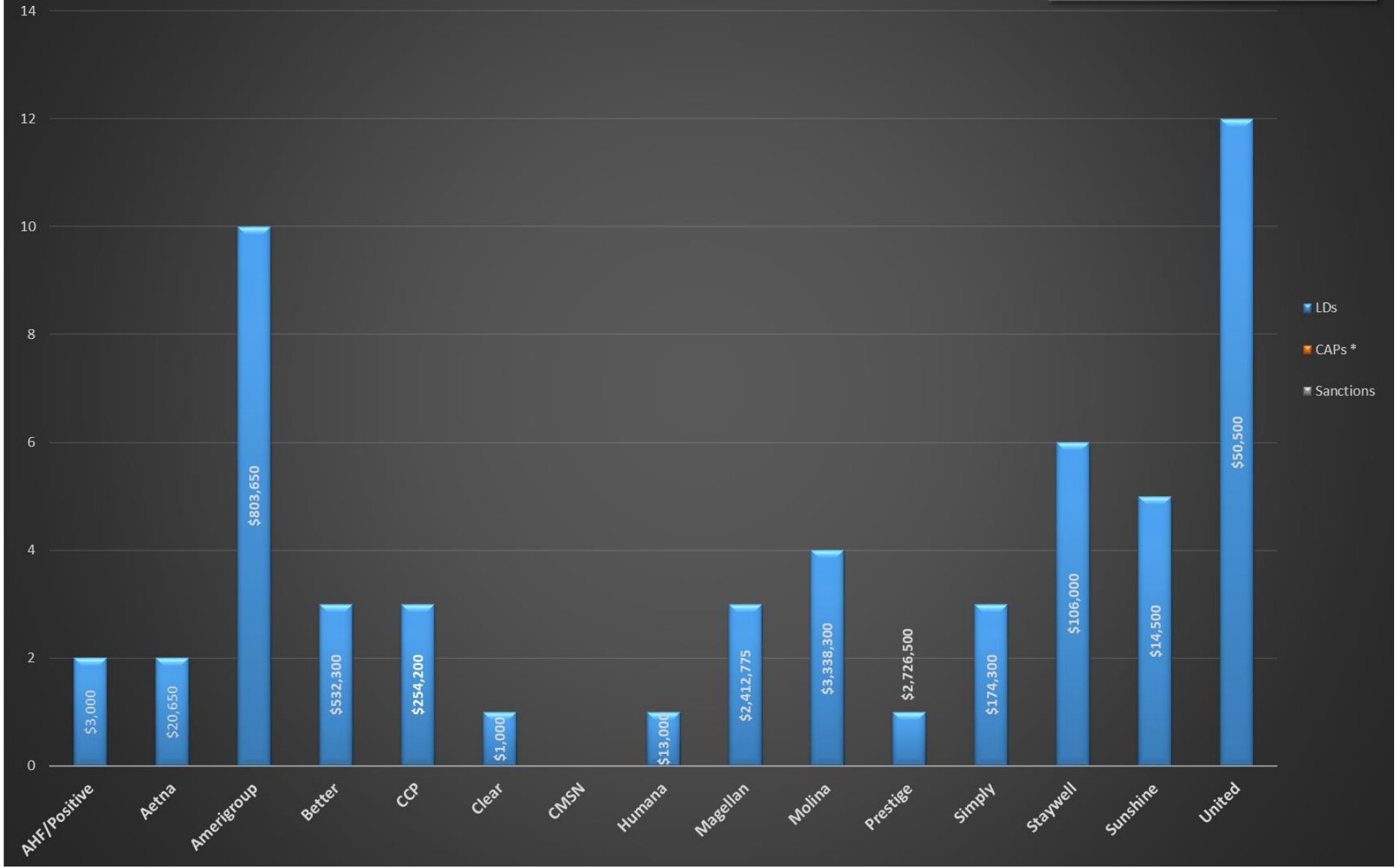


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SMMC FINAL ACTION TYPE BY PLAN  
Q2 FY 17/18

\* CAPs are non-monetary in nature.

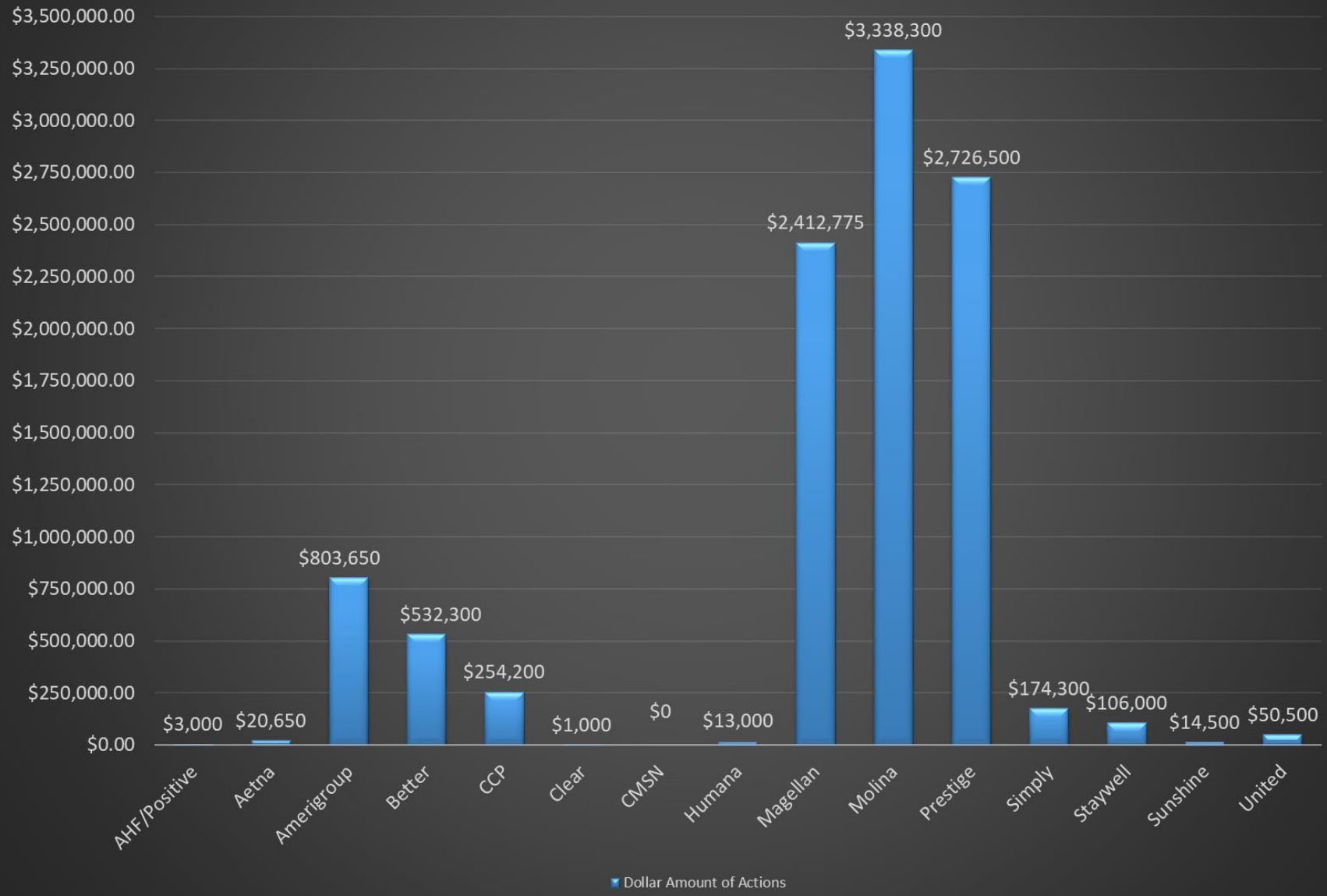


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# SMMC TOTAL DOLLAR AMOUNT OF FINAL ACTIONS

## Q2 FY 17/18

### \$10,450,675



Q2 FY 17/18