

RON DESANTIS
GOVERNORMARY C. MAYHEW
SECRETARY[Home](#) | [About Us](#) | [Medicaid](#) | [Licensure & Regulation](#) | [Report Fraud](#) | [Report Medicaid Issue/Complaint](#)

FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

February 28, 2020

Provider Type(s): All

Effective January 1: Providers Must Bill Dual Eligible Special Needs Plans (D-SNP) for All Services—FMMIS Will Deny Any Claims Not Billed to the D-SNP for Recipients Enrolled in Those Plans.

Effective January 2020 the Florida Medicaid Management Information System (FMMIS) no longer pays for any services billed to Medicaid for recipients enrolled in a Dual Eligible Special Needs Plan (D-SNP). Providers must bill all services to a recipient's D-SNP. The D-SNP is responsible for providing and/or arranging for Medicare and Medicaid benefits that a dually eligible individual is entitled to receive. Please note, a recipient can also be enrolled in a Medicaid Long Term Care Plan, which is responsible for Medicaid long-term care services. Providers will need to verify this eligibility separately.

Previously, D-SNPs were only listed in the "TPL" section in FMMIS. However, with certain services, FMMIS was set to bypass this "TPL" edit and allow providers to straight bill Medicaid. As of January, the system change eliminated that bypass. FMMIS now lists the D-SNP under the "Managed Care" section in the Florida Health Plan Portal. Providers must now bill the D-SNP for all services.

Background: D-SNPs are a type of Medicare Advantage Special Needs Plan. Most D-SNPs are health maintenance organization plans, though some are preferred provider organization plans. The Centers for Medicare and Medicaid Services requires the D-SNP to enter into a contract with Florida Medicaid. Recipients enrolled in a D-SNP are exempt from enrollment into a Statewide Medicaid Managed Care plan, which also includes enrollment in a dental plan.

The D-SNP Medicaid eligibility categories are:

- Full Medicaid (only);
- Qualified Medicare Beneficiary without other Medicaid (QMB Only);
- QMB Plus (Full Medicaid and QMB);
- Specified Low-Income Medicare Beneficiary without other Medicaid (SLMB Only);

- SLMB Plus (Full Medicaid and SLMB);
- Qualifying Individual (QI); and
- Qualified Disabled and Working Individual (QDWI).

The D-SNPs are responsible for and cover the costs for the provision of Medicaid covered services found in [Medicare Advantage Dual Eligible Special Needs Plan \(D-SNP\) Medicaid Covered Services \[61KB PDF\]](#) which are incurred by enrolled dual eligibles who meet the eligibility criteria for full Medicaid benefits.

D-SNPs must track and pay all eligible providers the cost-sharing obligations incurred on behalf of enrolled dually eligible recipients with applicable Full Dual or QMB Medicaid eligibility categories. D-SNPs must ensure that claims are processed and comply with the federal and state requirements set forth in 42 CFR 447.45 and 447.46 and Chapter 641, F.S.

Providers can contact the D-SNPs with inquiries at the following:

D-SNP Name	Phone Number	Email/Website
Aetna Health, Inc.	1-800-624-0756	
CarePlus Health Plans, Inc.	1-800-794-5907	CPHP_SNPInfo@CarePlus-HP.com
Doctors HealthCare Plans, Inc	1-305-422-9300	
Florida Blue Medicare, Inc.	1-866-780-4240	DSNP@bcbsfl.com
Freedom Health, Inc.	1-888-796-0947	ProviderGrievances@freedomh.com
HealthSpring of Florida, Inc.	Customer Service: 1-800-668-3813 Claims Questions: 1-800-230-6138 Provider Relations: 1-888-501-1115	www.cignahealthspring.com
Humana Health Insurance Company of Florida, Inc.	1-800-457-4708	
Humana Medical Plan Inc.	1-800-457-4708	
Medica HealthCare Plans, Inc.	1-800-348-5548	https://www.uhcprovider.com/

MMM of Florida	1-888-722-7559	providers@mmm-fl.com
Molina Healthcare of Florida, Inc.	1-855-322-4076	MFLProviderServices@MolinaHealthcare.com
Optimum Healthcare, Inc.	1-866-409-0888	ProviderGrievances@freedomh.com
Preferred Care Partners, Inc.	1-866-725-9334	https://www.uhcprovider.com/
Preferred Care Partners, Inc. DBA United LP	1-866-842-4968	https://www.uhcprovider.com/
Simply Healthcare Plans, Inc.	1-844-405-4296	https://provider.simplyhealthcareplans.com/florida-provider/home
Solis Health Plans	1-833-615-9259	https://www.solishealthplans.com/contact
Sunshine State Health Plan, Inc.	1-844-477-8313	https://www.sunshinehealth.com/providers/contact-us.html
United Healthcare Insurance Company	1-866-842-4968	https://www.uhcprovider.com/
UnitedHealthcare of Florida, Inc	1-866-842-4968	https://www.uhcprovider.com/
WellCare of Florida, Inc.	1-866-334-7927	FloridaProviderRelations@wellcare.com

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 .

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(AHCAFlorida\)](#).