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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

April 1, 2020

Provider Type(s): 05, 10, 12, 14, 15, 65, 70, 91

Update: Providers can continue to bill fee-for-service for Medicaid services provided to recipients enrolled in Dual Eligible Special Needs Plans (D-SNP).

The Agency for Health Care Administration (Agency) will continue to allow your provider types to bill Medicaid fee-for-service until January 1, 2021 for Medicaid covered services not previously billed to the DSNPs.

Florida Medicaid recently submitted a Health Care Alert stating "effective January 2020 the Florida Medicaid Management Information System (FMMIS) no longer pays for any services billed to Medicaid for recipients enrolled in Dual Eligible Special Needs Plans (D-SNPs). Providers must bill all services to a recipient's D-SNP."

To give providers more time to complete network contracts, billing setup and training, and service authorization, **the Agency for Health Care Administration (Agency) will continue to allow your provider types to bill Medicaid fee-for-service until January 1, 2021 for Medicaid covered services.**

Recipients enrolled in DSNPs are dual eligible where Medicare is primary. Providers need to bill the DSNP for Medicare covered services. During this time, providers will need to continue to work with the D-SNPs to ensure that the transition from fee-for-service to the D-SNPs occurs seamlessly.

The Agency will continue to communicate with the D-SNPs to ensure their call centers are providing the appropriate information to Medicaid providers.

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

DSNP Name	Phone Number	Email/Website
Aetna Health, Inc.	1-800-624-0756	
CarePlus Health Plans, Inc.	1-866-220-5448	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 \(AHCAFlorida\)](#).