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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

September 4, 2020

Provider Type(s): 67, 70

SMMC Long-Term Care Adult Community Support Services

The Agency for Health Care Administration has been working on implementing strategies during the COVID-19 pandemic for meeting the needs of individuals enrolled in the Statewide Medicaid Managed Care Long-Term Care (LTC) program who are approved for Adult Day Care (ADC) services. The purpose of this alert is to inform LTC program stand-alone ADC providers of the development of a temporary new service, to be delivered in the enrollee's home, "adult community support services." This alert describes the requirements for adult community services delivery.

Service Description: The adult community support service differs from services on the home health services spectrum in that it includes social and health-related therapeutic services and activities, self-care training, nutritional services, and more. Adult community support services encourage enrollee independence and engagement through participation in meaningful activities that include but are not limited to: arts and crafts; stretching or other gentle exercises; music therapy/sing-a-longs; sewing/knitting; physical stimulation activities such as coloring and handwriting exercises; mental stimulation games such as bingo; discussion groups; current events, such as holidays and birthday; educational programs; health and nutrition awareness activities; and pet therapy. The adult community support service does not include delivery of respite services or meals. The mode of delivery of this service is in the enrollee's residence.

Service Requirements: Providers wishing to render this service should first contact the enrollee's LTC plan to discuss service delivery.

All of the following requirements must be met in order for the ADC provider to deliver adult community support services to a LTC plan enrollee:

- The service must be documented on the enrollee's plan of care and authorized in advance by the LTC plan.

- Note: The “plan of care” refers to the document developed between the LTC plan and the enrollee to identify long-term care service needs and long-term care service authorization.
- The provider must furnish the service at the enrollee’s home.
- The provider must furnish enrollees with the materials and supplies necessary to complete activities at no cost to the enrollee, when appropriate.
- The provider must furnish a daily participant activity schedule to the enrollee/caregiver and LTC plan.
- The service must be delivered face-to-face and comply with the Centers for Disease Control and Prevention and Florida Department of Health’s COVID-19 prevention/safety protocols.
- Service delivery must be documented in accordance with current requirements in the Statewide Medicaid Managed Care Long-Term Care Services Coverage Policy and the provider’s contract/agreement with the LTC plan.

Reimbursement: The LTC plan and providers may negotiate mutually agreed upon rates for the delivery of adult community support services.

Billing Code: To bill for adult community support services, the provider must use procedure code S5100 CG.

Authorization: Providers must obtain approval from the enrollee’s LTC plan prior to the delivery of adult community support services.

LTC Plan Contacts: If providers are interested in providing this service, they must contact the LTC plan(s) listed below.

Plan Name	Email Address	Phone Number
Aetna Better Health	FL LTC SAT@aetna.com ; FLMedicaidContracting@aetna.com	1-844-645-7371
Florida Community Care	adc_ahca_cvresponse@fcchealthplan.com	1-866-962-6186
Humana Medical Plan	ltcnetworkrequests@humana.com	1-888-998-7735
Molina Healthcare	MFLProviderNetworkManagement@Molinahealthcare.com	1-866-422-2541 x225002
Simply Healthcare	ltcprovrelations@simplyhealthcareplans.com	1-305-527-5190
Staywell	SunshineProviderRelations@sunshinehealth.com	1-407-551-3200, option 2
Sunshine Health	SunshineProviderRelations@sunshinehealth.com	1-407-551-3200, option 2
UnitedHealthcare	fl_ltc_network@uhc.com	1-407-659-7241

Additional Information: Please visit the AHCA COVID-19 Alerts [web page](#) to stay informed about AHCA’s response to COVID-19. It provides specific information pertaining to facilities, Medicaid providers, and frequently asked questions regarding Florida Medicaid requirements during the state of emergency.

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\(AHCAFlorida\)](#).

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