



RON DESANTIS
GOVERNOR

[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

December 14, 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 will continue to allow the following provider types to bill Fee-for-Service for Medicaid covered services, not previously billed to the DSNPs, until a new implementation date has been determined:

Assistive Care Services, Case Management Agency, Behavioral Health Services, Home Health Services, Hospice, Private ICF/DD Faculty, and Skilled Nursing Facility.

On April 1, 2020 Florida Medicaid published a Health Care Alert stating “The Agency for Health Care Administration (Agency) will continue to allow your provider types to bill Fee-for-Service until January 1, 2021 for Medicaid covered services not previously billed to the DSNPs.”

In order to ensure these Medicaid services are properly transitioned to the DSNPs, the Agency will continue to allow the above-listed provider types to bill fee-for-service for Medicaid covered services not previously billed to the DSNPs until further notice.

The Agency will continue to communicate with the DSNPs to ensure that the transition from Medicaid fee-for-service to the DSNPs occurs seamlessly.

Providers can contact the DSNPs with inquires at the following:

DSNP Name	Phone Number	Email/Website
Aetna Health, Inc.	Customer Service:	https://www.aetna.com/health-care-professionals.html

	1-866-409-1221 Provider Service: 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	www.doctorshcp.com
Devoted Health Plan of Florida, Inc. Effective January 1, 2021	1-877-762-3515	https://www.devoted.com/providers-fl/
Florida Blue Medicare, Inc.	1-800-727-2227	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
HealthSun Health Plans, Inc. Effective January 1, 2021	305-448-8100 ext 822	providerservices@healthsun.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	MFLProviderNetworkManagement@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/become-a-provider.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	https://www.wellcare.com/en/Florida/Become-a-Provider

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\(/AHCAFlorida\)](#).

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.myflorida.com>