



FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

May 3, 2021

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

Effective July 1: Providers Must Bill Dual Eligible Special Needs Plans (D-SNP) for All Services

Effective July 1, 2021, the Florida Medicaid Management Information System (FMMIS) will no longer pay for services billed to Medicaid for recipients enrolled in a Dual Eligible Special Needs Plan (D-SNP) for the following provider types:

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

These 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.

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 \[80KB PDF\]](#), which are incurred by enrolled dual eligibles who meet the eligibility criteria for full Medicaid benefits. Please review the list to verify that your provider type is a covered Medicaid service under the D-SNP contract, and contact the D-SNP plan about a network contract.

Florida Medicaid has been coordinating with the D-SNPs to ensure a smooth transition of services and to ensure impacted D-SNP members are provided with a 60-day advance notice. The notice includes instructions on how to find a D-SNP network provider and will be delivered to D-SNP members this week.

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 Managed Medical Assistance plan and 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).

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:

DSNP Name	Phone Number	Email/Website
Aetna Health, Inc.	Customer Service: 1-866-409-1221 Provider Service: 1-800-624-0756	https://www.aetna.com/health-care-professionals.html
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.	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.	1-305-448-8100 ext 10822	providerservices@healthsun.com

Humana Health Insurance Company of Florida, Inc.	1-800-457-4708	https://www.humana.com/provider/contact
Humana Medical Plan Inc.	1-800-457-4708	https://www.humana.com/provider/contact
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

This Health Care Alert replaces the following previous alerts posted on:

- March 2, 2020 Titled: *Effective January 1: Providers Must Bill Dual Eligible Special Needs Plans (D-SNP) for All Services*
- April 1, 2020 Titled: *Providers can continue to bill FFS for Medicaid services provided to recipients enrolled in D-SNP; and*
- December 14, 2020. Titled: *Providers can continue to bill fee-for-service for Medicaid services provided to D-SNP recipients*

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 \(AHCAFlorida\)](#).

