



RON DESANTIS  
GOVERNOR

MARY C. MAYHEW  
SECRETARY

December 5, 2019

## Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2019-24

Applicable to the **2018-2023 SMMC contract benefits** for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

### Re: Appointment Wait Times Report

The managed care plan and the dental plan must submit the Appointment Wait Times Report in accordance with Section XVI. Reporting Requirements, and the SMMC Managed Care Plan Report Guide. (MMA: Attachment II, Exhibit II-A, Section VIII.A.8.b.; Dental: Attachment II, Section VIII.A.7.d.) The purpose of this policy transmittal is to provide the managed care plan and the dental plan with updated report instructions and a revised template.

The managed care plan is currently required to submit the quarterly Appointment Wait Times Report within fifteen (15) days after the reporting period. Effective with the quarterly reporting period beginning January 2020, the managed care plan must submit this report within thirty (30) calendar days after the reporting period. The revised quarterly reporting period beginning January 2020 will be due April 30, 2020.

The managed care plan must use the revised Appointment Wait Times Report template attached to this policy transmittal for the quarterly reporting period that begins January 2020. In addition, the managed care plan must use the updated instructions for Chapter 9: Appointment Wait Times Report that are attached to this policy transmittal.

If you have any questions, please contact your Agency contract manager at (850) 412-4004.

Sincerely,

Shevaun Harris  
Assistant Deputy Secretary for  
Medicaid Policy and Quality

SH/sr

Attachment 1: Chapter 9: Appointment Wait Times Report

Attachment 2: Appointment Wait Times Report Template

