



RICK DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

February 3, 2020

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-06

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

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

Re: Non-Emergency Transportation Timeliness Report

The managed care plan may be required to provide to the Agency or its agents any other information, documentation, or data relative to this contract in accordance with 42 CFR 438.604(b). In such instances, and at the direction of the Agency, the managed care plan must fully cooperate with such requests and furnish all data or information in a timely manner, in the format in which it is requested. The managed care plan must have at least thirty (30) days to fulfill such ad hoc requests, unless the Agency directs the managed care plan to provide data or information in less than thirty (30) days. The managed care plan must certify that data and information it submits to the Agency is accurate, truthful, and complete in accordance with 42 CFR 438.606. (Attachment II, Section XVI.A.1.b.) The purpose of this policy transmittal is to provide the managed care plan with revised reporting requirements for reporting non-emergency transportation timeliness.

In order for the managed care plan to collect and report data related to the transportation timeliness standards required in Attachment II, Section VIII.A.4.c. of the contract, the Non-Emergency Missed Trips Report has been revised and repurposed as the Non-Emergency Transportation Timeliness Report. The revised report will be due for the first time by March 30, 2020 for the month February 2020, and monthly thereafter. The managed care plan must follow the instructions in the revised Chapter 35: Non-Emergency Transportation Timeliness Report, included with this policy transmittal, to complete and submit the revised report on its transportation monitoring.

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

Sincerely,

Shevaun Harris
Assistant Deputy Secretary for
Medicaid Policy and Quality

SH/dp

Attachment: Non-Emergency Transportation Timeliness Report
Revised Chapter 35: Non-Emergency Transportation Timeliness Report

