



RON DESANTIS  
GOVERNOR

MARY C. MAYHEW  
SECRETARY

February 21, 2020

## Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-09

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

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

### Re: Case Management File Audit Report and Operational Guidelines

The managed care plan must submit the Case Management File Audit Report in accordance with the requirements in the SMMC Managed Care Plan Report Guide. (Attachment II, Exhibit II-B, Section XVI.A.1.) The purpose of this policy transmittal is to provide the managed care plan with a revised report template and its updated operational guidelines.

The Agency requests that upon receipt of this policy transmittal, the managed care plan begin to transition to the revised Case Management File Audit Report Template and the updated Case Management File Audit Report Operational Guidelines attached to this policy transmittal. The managed care plan must use the revised Case Management File Audit Report Template and the updated Case Management File Audit Report Operational Guidelines beginning with the submission of the quarterly report due to the Agency on July 31, 2020, covering the time-period of April 1, 2020 through June 30, 2020.

If you have any 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/sr

Attachment 1: Case Management File Audit Report Template

Attachment 2: Case Management File Audit Report Operational Guidelines

