



RON DESANTIS  
GOVERNOR

MARY C. MAYHEW  
SECRETARY

April 30, 2020

**Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-29**

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

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

**Re: COVID-19 State of Emergency: Reporting Requirements**

The managed care plan and the dental plan must comply with all reporting requirements set forth in this contract. (MMA & LTC: Attachment II, Section XVI.A.1.a.; and Dental Attachment II, Section XVI.A.1.a.) The managed care plan and the dental plan must comply with the SMMC Managed Care Plan Report Guide in submitting required reports. (MMA & LTC: Attachment II, Section XVI.A.1.c.; and Dental Attachment II, Section XVI.A.1.c.) The managed care plan and the dental plan may be required to provide the Agency or its agents information or data relative to this contract. In such instances, and at the direction of the Agency, the managed care plan and the dental 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 and the dental plan must have at least thirty (30) days to fulfill such ad hoc requests, unless the Agency directs the managed care plan and the dental plan to provide data or information in less than thirty (30) days. The managed care plan and the dental plan must certify that data and information it submits to the Agency is accurate, truthful, and complete in accordance with 42 CFR 438.606. (MMA & LTC: Attachment II, Section XVI.A.1.b.; Dental: Attachment II, Section XVI.A.1.b.) The purpose of this policy transmittal is to provide the managed care plan and the dental plan with reporting requirements that have been suspended or delayed due to the COVID-19 state of emergency.

The following reports and submissions are suspended as directed below, as a result of the COVID-19 state of emergency.

Reporting or Submissions Suspended or Discontinued	Direction
Marketing Agent Report	Until further notice from the Agency
Marketing Public Educational Events Report	
Marketing Public Educational Events Report Amendment to a reported event change	
Administrative Subcontractor and Affiliates Report	The April-June 2020 report, due July 1, 2020, is waived. The report will resume with the July-September 2020 report, due October 1, 2020.
Pre-Admission Screening and Resident Review Report	Discontinued effective with the March 2020 report submission.



The frequency of the following reports has changed as directed below, as a result of the COVID-19 state of emergency.

Revised Reporting Frequency	Direction
Appointment Wait Times Report	Quarter 1 (January – March 2020) due May 15th; partial data will be accepted due to the state of emergency. Quarter 2 (April – June 2020) due July 30th is waived.
Denial, Reduction, Termination or Suspension of Services Report	Due every week by Thursday by 5:00 p.m. EST for the previous week (Sunday through Saturday) thereafter until further notice from the Agency
Missed Services Report	
Service Authorization Performance Outcome Report	
Adverse and Critical Incident Summary Report	Instead of individual monthly reports for April, May, and June submitted by the 15th day of the following month, the plan must report on the quarter (April - June) by July 15th. Beginning with the July, the report will resume its regular monthly schedule.
Electronic Visit Verification (EVV) Reports	
Inter-Rater Reliability Report	

The due dates for the following reports and submissions have been delayed as indicated in the table below, as a result of the COVID-19 state of emergency.

Reporting or Submissions Due Date Delayed	Current Due Date	New Due Date
Achieved Savings Rebate (ASR) Dental Financial Report	5/1/2020	6/1/2020
Achieved Savings Rebate (ASR) Health Financial Report	5/1/2020	6/1/2020
Actual Value of Enhanced Payment (AVEP) MMA Physician Incentive Program (MPIP) Report	6/15/2020	8/1/2020
Case Manager and Provider Training Report	6/1/2020	7/1/2020
Enrollee Complaints, Grievances and Appeals Report <i>NOTE: The monthly May report will be due as scheduled on June 15, 2020.</i>	5/15/2020	6/15/2020
NAIC Health Statements	4/1/2020	5/1/2020
Non-Special Needs Plan (Non-SNP) Financial Report	5/1/2020	6/1/2020
Participant Direction Option Roster Report <i>NOTE: The monthly May report will be due as scheduled on June 15, 2020.</i>	5/15/2020	6/15/2020
Provider Complaint/Appeal Report <i>NOTE: The monthly May report will be due as scheduled on June 15, 2020.</i>	5/15/2020	6/15/2020

Reports not explicitly named in the policy transmittal do not have a change in the submission timeline. For a comprehensive list of all reports and these directions, please refer to the attached Excel file of reports and submissions.

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Re: COVID-19 State of Emergency: Reporting Requirements  
April 30, 2020  
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If you have any questions or concerns, please contact your Agency contract manager at (850) 412-4004.

Sincerely,

A handwritten signature in black ink that reads "Shevaun Harris". The signature is written in a cursive, flowing style.

Shevaun Harris  
Assistant Deputy Secretary for  
Medicaid Policy and Quality

SH/sar  
Attachment: Report Summary 4-30-2020