



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

June 18, 2020

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020-36

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

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

Re: **Critical Incident Reporting and Adverse and Critical Incident Summary Reporting**

The managed care plan must comply with all the reporting requirements set forth in the Managed Care Plan Report Guide. (MMA: Attachment II, Exhibit II-A, Section XVI.A.; LTC: Attachment II, Exhibit II-B, Section XVI.A.; Dental: Attachment II, Section XVI.A.1.c.) The purpose of this policy transmittal is to provide the managed care plan with revised reporting requirements.

The managed care plan that serves Long-Term Care enrollees must submit a **Critical Incident Report** immediately upon occurrence and no later than twenty-four (24) hours after detection or notification, and in compliance with the requirements in the instructions in the Critical Incident Report - Individual Template and in Chapter 15: Critical Incident Report – Individual, Managed Care Plan Report Guide. **Effective July 1, 2020**, to report individual critical incidents to the Agency, the managed care plan will:

- Utilize the Critical Incident Report module in the AHCA Incident Reporting System (AIRS), replacing submission of the Managed Care Plan Report Guide, Critical Incident Individual Report Template; and
- Follow the revised instructions in the relined version Managed Care Plan Report Guide, Chapter 15: Critical Incident Report – Individual, that is attached to this policy transmittal.

The managed care plan and the dental plan must submit the **Adverse and Critical Incident Summary Report** to the Agency on a monthly basis, in compliance with the requirements in the instructions in the Adverse and Critical Incident Summary Report Template and in Chapter 7: Adverse and Critical Incident Summary Report, Managed Care Plan Report Guide. **Effective August 1, 2020**, to report the monthly Adverse and Critical Incident Summaries to the Agency, the managed care plan must:

- Follow the instructions in the relined version of Chapter 7: Adverse and Critical Incident Summary Report, Managed Care Plan Report Guide, that is attached to this policy transmittal; and
- Utilize the Adverse and Critical Incident Summary Report template found in the AHCA Incident Reporting System (AIRS).



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The existing critical incident report templates will be maintained in the SMMC report guide. However, following full implementation of the AIRS system, the report guide templates will primarily be informational and are available to be utilized in the event that the AIRS system is down when reports are due to the Agency.

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 1: SMMC Managed Care Plan Report Guide, Chapter 15: Critical Incident Report – Individual

Attachment 2: SMMC Managed Care Plan Report Guide, Chapter 7: Adverse and Critical Incident Summary Report