



RON DESANTIS
GOVERNOR

SIMONE MARSTILLER
SECRETARY

April 15, 2021

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2021-11

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

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

Re: Integrated Behavioral Health Care Survey

The managed care plan must work in coordination with Department of Children and Families behavioral health managing entity to establish specific organizational supports and protocols that enhance the integration and coordination of primary care and behavioral health services for enrollees, in accordance with s. 409.973(6), F.S. (Attachment II, Exhibit II-A, Section VI.E.9.g.) Progress in this initiative must be measured using the integration framework and core measures (https://aims.uw.edu/sites/default/files/CollaborativeCarePrinciplesAndComponents_2014-12-23.pdf.) developed by the Agency for Healthcare Research and Quality (AHRQ). The purpose of this policy transmittal is to notify the managed care plan of requirements related to the administration of the 2014 updated version of the AHRQ's Behavioral Health Integration Checklist (Core Measure C2.) to a subset of their health care providers.

On March 24, 2021, the Agency's contract manager emailed the managed care plan a list of health care providers. The managed care plan must administer the 2014 updated version of AHRQ's Behavioral Health Integration Checklist (2014 updated version, Core Measure C2.) to these Agency-identified list of providers by May 14, 2021.

The managed care plan must use their Agency-approved letter to request provider participation and must state that the results are due back to the managed care plan within sixty (60) days of receiving the letter. After the initial transmission of the survey tool, the managed care plan must make at least three attempts to contact and request that providers complete and return the survey. The managed care plan is encouraged to administer the AHRQ's Behavioral Health Integration Checklist via email, phone, online, or mail.

The managed care plan must record the health care provider responses in the Integrated Behavioral Health Care Survey Results Template attached to this policy transmittal, in accordance with the template's instructions and submit the completed template to the Agency by September 15, 2021. The managed care plan must submit the completed report to the Agency's SMMC_CY18-23 secure file transfer protocol site, Port 4443, to the file path: Submissions/Quality Submissions/IBH Survey. The managed care plan must use the file naming convention "ABC-IBHCSR-2021.xls", where ABC is the plan's three-digit identifier.

If you have questions or concerns, please contact Ashleye Jenkins at Ashleye.Jenkins@ahca.myflorida.com and copy the Agency contract manager.



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Sincerely,

A handwritten signature in black ink, appearing to read "Beth Kidder". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Beth Kidder

Deputy Secretary for Medicaid

BK/sar

Attachment: Integrated Behavioral Health Care Survey Results Template 04.15.2021