



RON DESANTIS
GOVERNOR

SIMONE MARSTILLER
SECRETARY

August 27, 2021

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2021-27

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

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

Re: Provider Complaint Notice of Status Requirements

For provider complaints concerning non-claims and claims issues, within fifteen (15) days of receipt of a complaint, the managed care plan and the dental plan must provide written notice of the status of the complaint to the Agency and provider within the contractually provided timeframes. (MMA and LTC: Attachment II, Section VIII.D.5.d.(3); Attachment II, Section VIII.D.5.e.(3); Dental: Attachment II, Section VIII.D.5.d.(3); Attachment II, Section VIII.D.5.e.(3); Attachment II, Section VIII.D.5.e.(4)) The purpose of this policy transmittal is to notify the managed care plan and the dental plan of a change in the notification timeframe and written requirements for provider complaints concerning non-claims and claims issues.

Effective November 29, 2021, for provider complaints concerning non-claims and claims issues, the managed care plan and the dental plan must provide written notice of the status to the provider when a complaint is unresolved after **thirty (30)** days of receipt and every **thirty (30)** days thereafter until resolved. The Agency is changing these requirements in the contract from fifteen (15) days to thirty (30) days with this policy transmittal.

Effective November 29, 2021, the managed care plan and the dental plan must use the **Notice of Status Letter Template** attached to this policy transmittal to provide written notice of the status to the provider every thirty (30) days, to document why any non-claims or claims issues complaints are unresolved. The Agency is establishing this template with this policy transmittal.

If you have questions or concerns, please contact your Agency contract manager.

Sincerely,

A handwritten signature in blue ink that reads "Tom Wallace".

Tom Wallace
Deputy Secretary for Medicaid

TW/sar

Attachment: Notice of Status Letter Template 08.27.2021

