



RON DESANTIS
GOVERNOR

SHEVAUN L. HARRIS
ACTING SECRETARY

January 15, 2021

Statewide Medicaid Managed Care (SMMC) Report Change Notice: 2021-04

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

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

RE: Enrollee Complaints, Grievances, and Appeals Report

The managed care plan must comply with the Managed Care Plan Report Guide in submitting required reports, including the report formats, templates, instructions, data specifications, submission timetables and locations, and other materials contained in the guide. The Managed Care Plan Report Guide is posted on the Agency's website. (MMA & LTC: Attachment II, Section XVI.A.1.c.; Dental: Attachment II, Section XVI.A.1.c.) The purpose of this report change notice is to notify the managed care plan of the following change(s) to the Enrollee Complaints, Grievances, and Appeals Report; the revised Enrollee Complaints, Grievances, and Appeals Report template will be effective with reporting submission due February 15, 2021.

REPORT SUMMARY

REPORT TEMPLATE

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

Sincerely,

A handwritten signature in black ink that reads "Erica Floyd Thomas".

Erica Floyd Thomas
Bureau Chief, Medicaid Policy

EFT/sar

Attachment 1: Enrollee Complaints, Grievances and Appeals Report Summary

Attachment 2: Enrollee Complaints Grievances Appeals Report Template 1.15.2021-redline

