

FLORIDA MEDICAID

1115 Managed Medical Assistance Waiver

Post Award Forum
Agency for Health Care Administration
October 30, 2019
Public Meeting



1115 Research and Demonstration Waivers

- Section 1115 of the Social Security Act grants the Secretary of Health and Human Services the authority to approve experimental, pilot, or demonstration projects.
- Demonstrations authorized under this authority provide states additional flexibility to design and improve health care delivery systems and programs.
- Policy approaches that may be demonstrated and evaluated include:
 1. Expanding eligibility to individuals who are not otherwise eligible for Florida Medicaid or CHIP
 2. Providing services not typically covered by Florida Medicaid
 3. Using innovative service delivery systems that improve care, increase efficiency, and reduce costs.

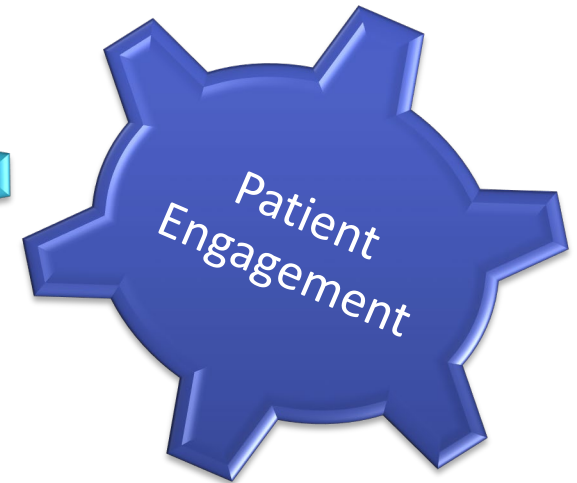


1115 Managed Medical Assistance Waiver

- Waiver Approval Period:
 - July 1, 2017 through June 30, 2022
- Post Award Forum Requirement
 - Annually, the Agency must hold a public forum to solicit comments on the progress of the demonstration project.
 - This post award forum covers the period from **July 1, 2018 through June 30, 2019** (Demonstration Year 13)



MMA Goals and Objectives



SMMC Procurements

- The Agency re-procured contracts with SMMC health plans and issued new contracts with dental plans in 2018.
- The competitive process followed by the Agency to select health plans and dental plans resulted in gains that we have never had before, such as:
 - ✓ financial savings
 - ✓ higher performance standards
 - ✓ higher service level agreements
 - ✓ better expanded benefits
 - ✓ better access to services and providers
- Five year contracting period for both plans.
 - Current Contracts: 2018-2023



Gains for Recipients

	Health Plans	Dental Plans
Access to Care When you Need it: Double the primary care providers in each network	✓	
Access to Care When you Need it: Guaranteed access to after hours care and telemedicine where available	✓	✓
Improved Transportation: New level of accountability with benchmarks to ensure recipients arrive and are picked up from appointments in a timely manner.	✓	



Gains for Recipients

	Health Plans	Dental Plans
Best Benefit Package Ever: Additional benefits at no extra cost to the state. More than 55 benefits offered by health plans and extensive adult dental benefits offered by dental plans.	✓	✓
Model Enrollee Handbook: Information and content has been standardized across all health plans' enrollee handbooks for greater ease of use.	✓	✓



Gains for Providers

	Health Plans	Dental Plans
<p>Better Pay: More pediatric physicians will be eligible to receive Medicare level of reimbursement through the Medicaid Physician Incentive Program</p>	✓	
<p>Less Administrative Burden: High performing providers can bypass prior authorization</p>	✓	✓
<p>Less Administrative Burden: Plans will complete credentialing for network contracts in 60 days</p>	✓	✓



Gains for Recipients & Providers

	Health Plans	Dental Plans
Prompt Authorization of Services: Health plans will provide authorization decisions: <ul style="list-style-type: none">• Within 7 days of receipt of standard request.• Within 2 days of an expedited request.	✓	✓
Smoother Process for Complaints, Grievances, and Appeals: Health plans agreed not to delegate any aspect of the grievance system to subcontractors.	✓	✓



Dental Program

- The Dental program will provide dental services to eligible recipients.
 - **All** recipients who receive MMA services must also choose a dental plan.
 - **All** recipients who receive their medical services through the fee-for-service system must choose a dental plan, with very limited exceptions.
 - **This includes Medically Needy and iBudget enrollees**
- Services include preventive, diagnostic, therapeutic and restorative services, as well as oral and maxillofacial surgery, periodontics, and diabetic testing.



Dental Plan

Expanded Benefits for Adults

Benefit	DentaQuest	Liberty	MCNA
Preventive	✓	✓	✓
Diagnostic	✓	✓	✓
Restorative	✓	✓	✓
Periodontics	✓	✓	✓
Oral and Maxillofacial Surgery	✓	✓	✓
Adjunctive General Services	✓	✓	✓
Diabetic Testing	✓	✓	✓
Practice Acclimation for Individuals with Intellectual Disabilities	✓	✓	✓



MMA Program Improvement – HEDIS Performance Measures

- In 2017, Florida scored above the National Average in 58% of the Statewide Weighted Means.
- 2017's HEDIS scores are a 10-Percentage Point improvement from 2016 HEDIS scores.



MMA Enrollee Satisfaction

CAHPS Adult Survey Results

CAHPS Item	Rate Description	2016	2017	2018	2019*
Rating of Health Plan	% of Respondents rating their Health Plan an 8, 9, or 10 on a scale of 0-10	73%	76%	76%	77%
Getting Needed Care	% of Respondents reporting it is usually or always easy to get needed care	80%	83%	81%	82%
Getting Care Quickly	% of respondents reporting it is usually or always easy to get care quickly	82%	84%	82%	83%
Customer Service	% of respondents reporting they usually or always get the help/info needed from their plan's customer service	88%	88%	88%	88%
Rating of Health Care	% of respondents rating their health care an 8, 9, or 10 on a scale of 0-10	75%	77%	74%	76%



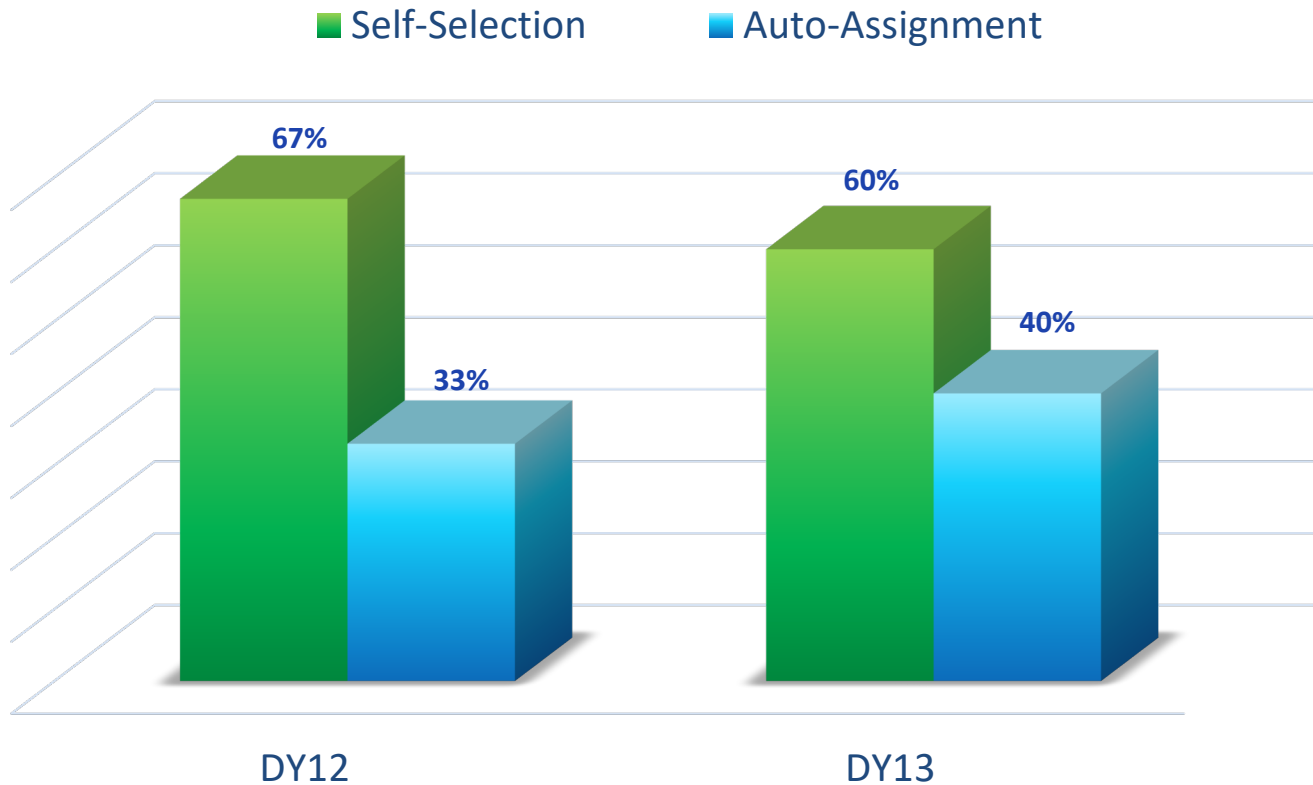
MMA Enrollee Satisfaction

CAHPS Child Survey Results

CAHPS Item	Rate Description	2016	2017	2018	2019*
Rating of Health Plan	% of Respondents rating their Health Plan an 8, 9, or 10 on a scale of 0-10	84%	86%	85%	85%
Getting Needed Care	% of Respondents reporting it is usually or always easy to get needed care	83%	83%	84%	**
Getting Care Quickly	% of respondents reporting it is usually or always easy to get care quickly	89%	89%	89%	89%
Customer Service	% of respondents reporting they usually or always get the help/info needed from their plan's customer service	88%	88%	90%	90%
Rating of Health Care	% of respondents rating their health care an 8, 9, or 10 on a scale of 0-10	86%	89%	87%	88%

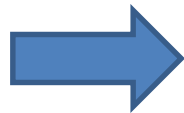


Historical Comparison: Self-Selection and Auto-Assignment Rates



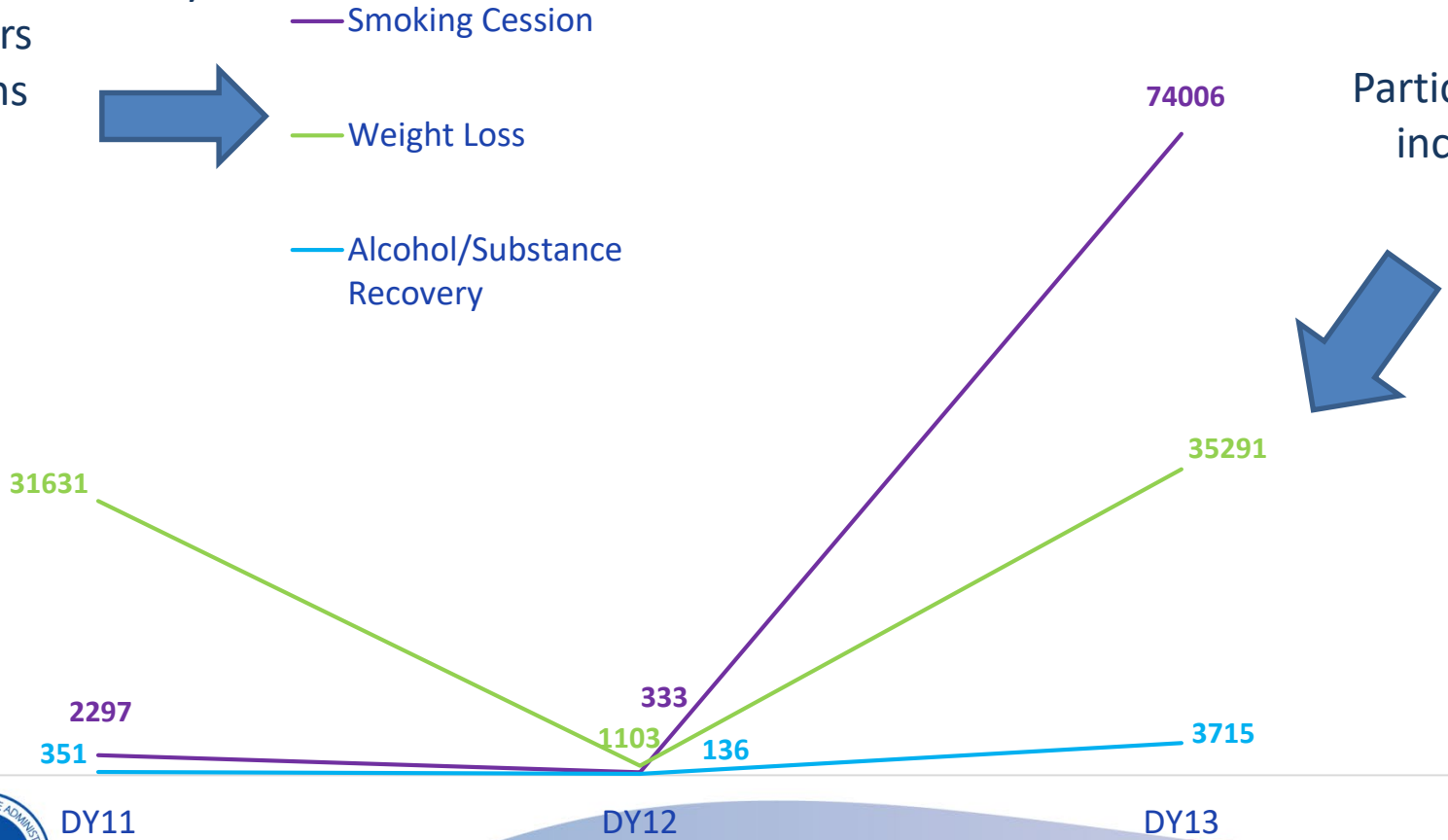
Healthy Behaviors Programs

The MMA plans are required to offer three healthy behaviors programs



- Smoking Cession
- Weight Loss
- Alcohol/Substance Recovery

Participation has increased in DY13



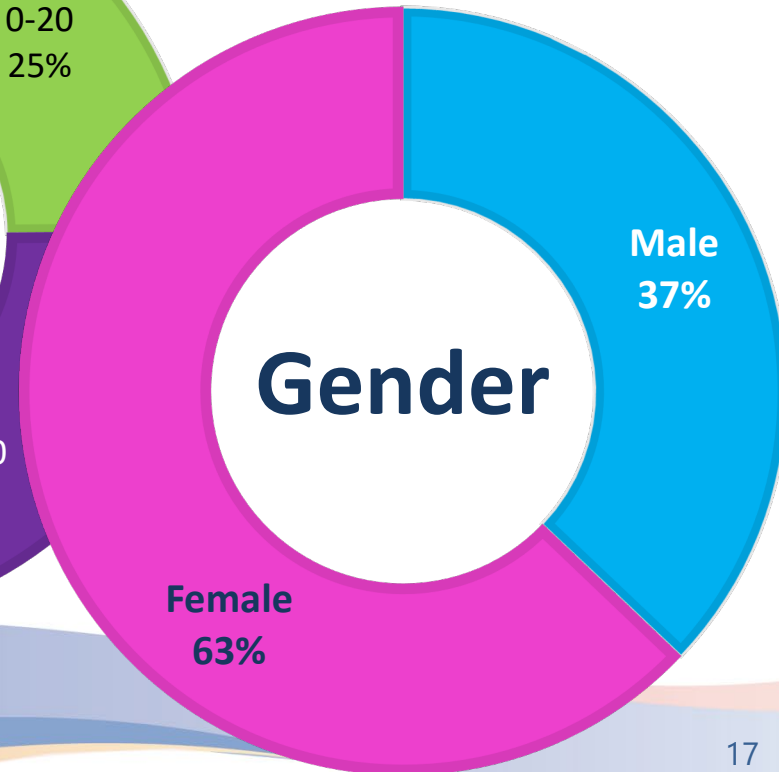
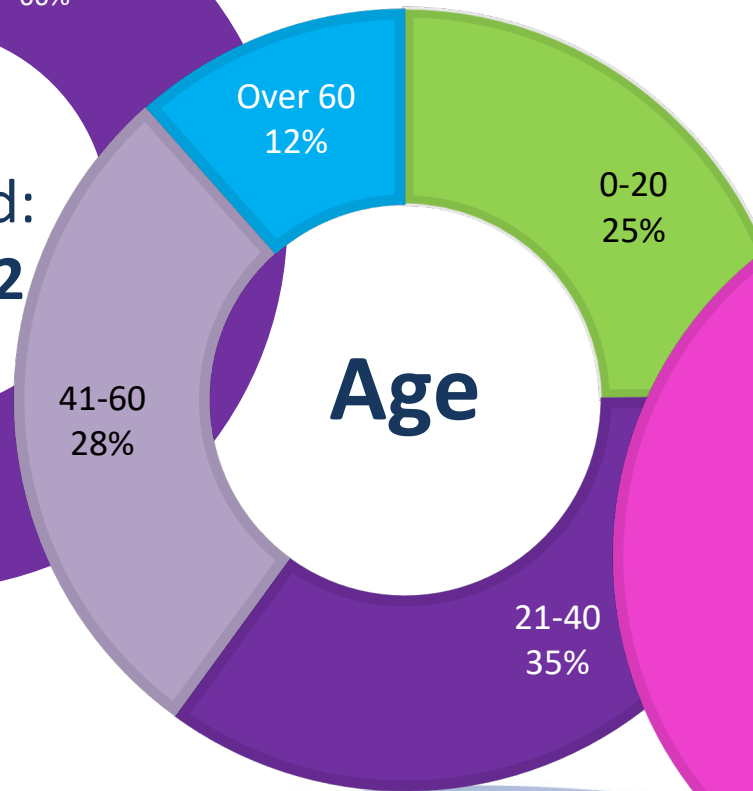
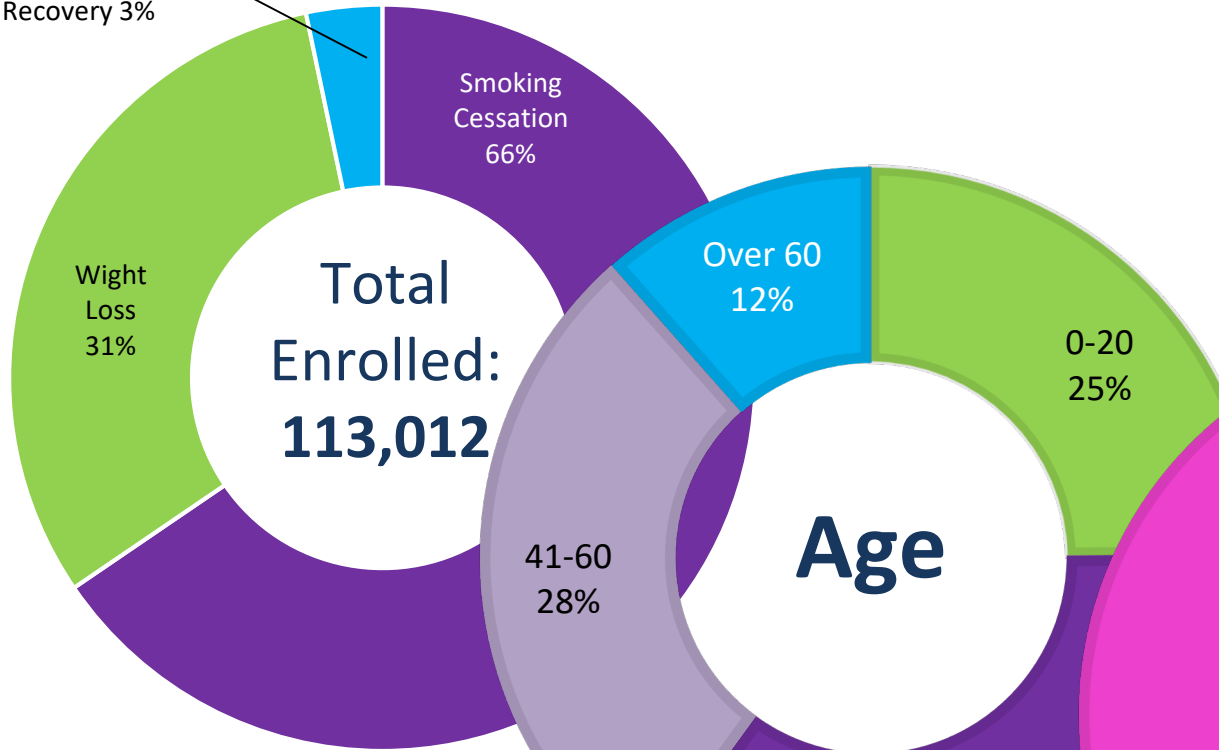
DY11

DY12

DY13

DY13 Healthy Behaviors Program Enrollment

Alcohol or
Substance
Abuse
Recovery 3%



Waiver Amendments

November 2018

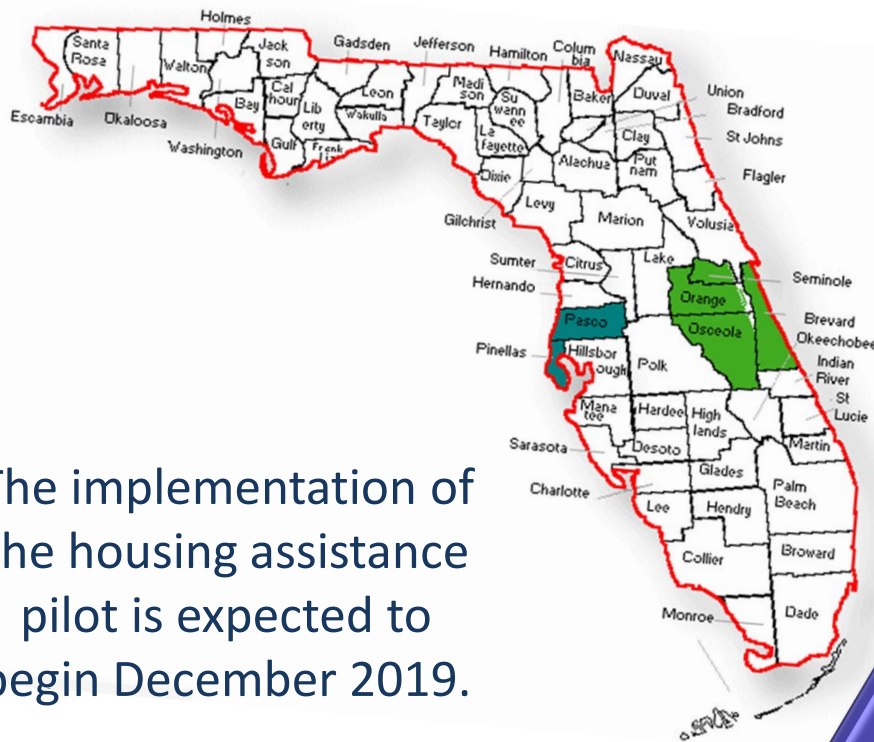
1. Low Income Pool: Add Regional Perinatal Intensive Care Centers as an eligible hospital ownership subgroup for purposes of LIP funding effective State Fiscal Year (SFY) 2017/18. Add certain community behavioral health providers as a participating provider group effective SFY 2018/19
2. Eliminate the three-month Medicaid Retroactive Eligibility period for non-pregnant adults, effective February 1, 2019
3. Implement a Statewide Prepaid Dental Health Program

March 2019

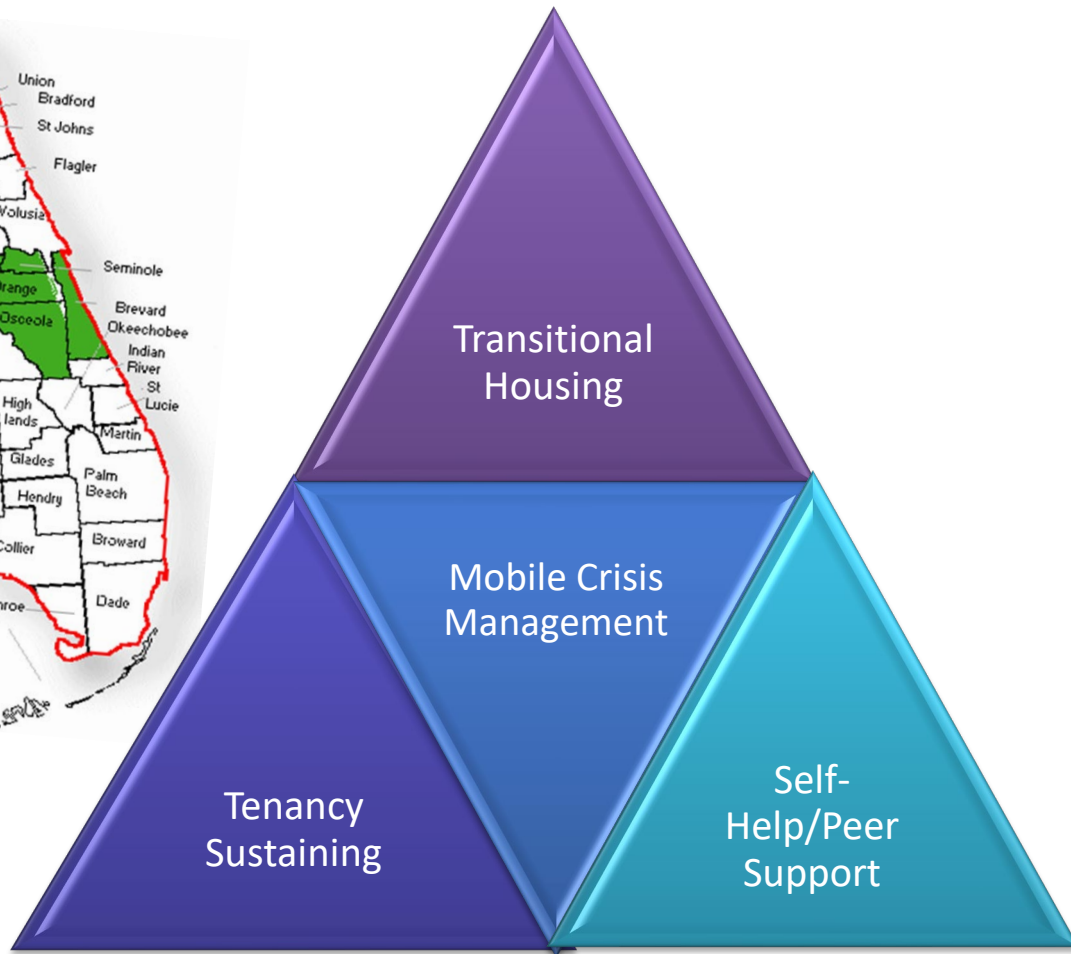
1. Implement a Behavioral Health and Supportive House Assistance Program Pilot, which provides flexible services for persons 21 and older, with severe mental illness (SMI), substance use disorders (SUD), or co-occurring SMI and SUD, who are at risk of homelessness



Behavioral Health and Supportive House Assistance Pilot



The implementation of the housing assistance pilot is expected to begin December 2019.



Budget Neutrality

- The MMA Waiver continued to be Budget Neutral throughout the DY13.
- Federal Medicaid expenditures with the waiver were less than federal spending without the waiver.



Questions or Comments

