

Statewide Medicaid Managed Care Update

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Statewide Medicaid Managed Care Program

- The Agency is in the process of implementing the Statewide Medicaid Managed Care (SMMC) program
 - Part IV of Chapter 409, F.S., created in part by HB 7107 and HB 7109 during the 2011 Legislative Session.
- The SMMC program has two key components:
 - the Long-term Care (LTC) Managed Care program
 - the Managed Medical Assistance (MMA) program

Statewide Medicaid Managed Care Goals

The goals of the Statewide Medicaid Managed Care Program are:

- improve coordination of care
- a system that focuses on improving the health of recipients, not just paying claims when people are sick
- enhanced accountability
- recipient choice of plans and benefit packages
- flexibility to offer services not otherwise covered
- enhanced fraud and abuse prevention through contract requirements.

Long-term Care Program



LTC Implementation

- On February 1, 2013, the Agency received federal approval of the waiver it needed to implement the LTC component of the SMMC program.
- The Agency completed its competitive procurement in early 2013 and has already navigated the bid protest process. The Agency selected seven plans to participate in the LTC program – six HMOs and one PSN.
- LTC program began on August 1, 2013, in the Orlando area and is being rolled out on a regional basis.

Goals of the Rollout

- No services missed
- No recipients required to move

Who Must Enroll in LTC?

- Individuals must enroll in LTC managed care if they are 18 and older and **in a nursing facility** or enrolled in
 - Aged and Disabled Adult Waiver
 - Consumer-Directed Care Plus for individuals in the A/DA waiver
 - Assisted Living Waiver
 - Channeling Services for Frail Elders Waiver
 - Nursing Home Diversion Waiver
 - Frail Elder Option.
- Waivers listed above will end with implementation of the SMMC program

Who is Not Required to Enroll in LTC?

- Individuals who are enrolled in the following programs are NOT required to enroll, although they may enroll if they choose to:
 - Developmental Disabilities Waiver program
 - Traumatic Brain & Spinal Cord Injury (TBI) Waiver
 - Project AIDS Care (PAC) Waiver
 - Adult Cystic Fibrosis Waiver
 - Program of All-Inclusive Care for the Elderly (PACE)
 - Familial Dysautonomia Waiver
 - Model Waiver

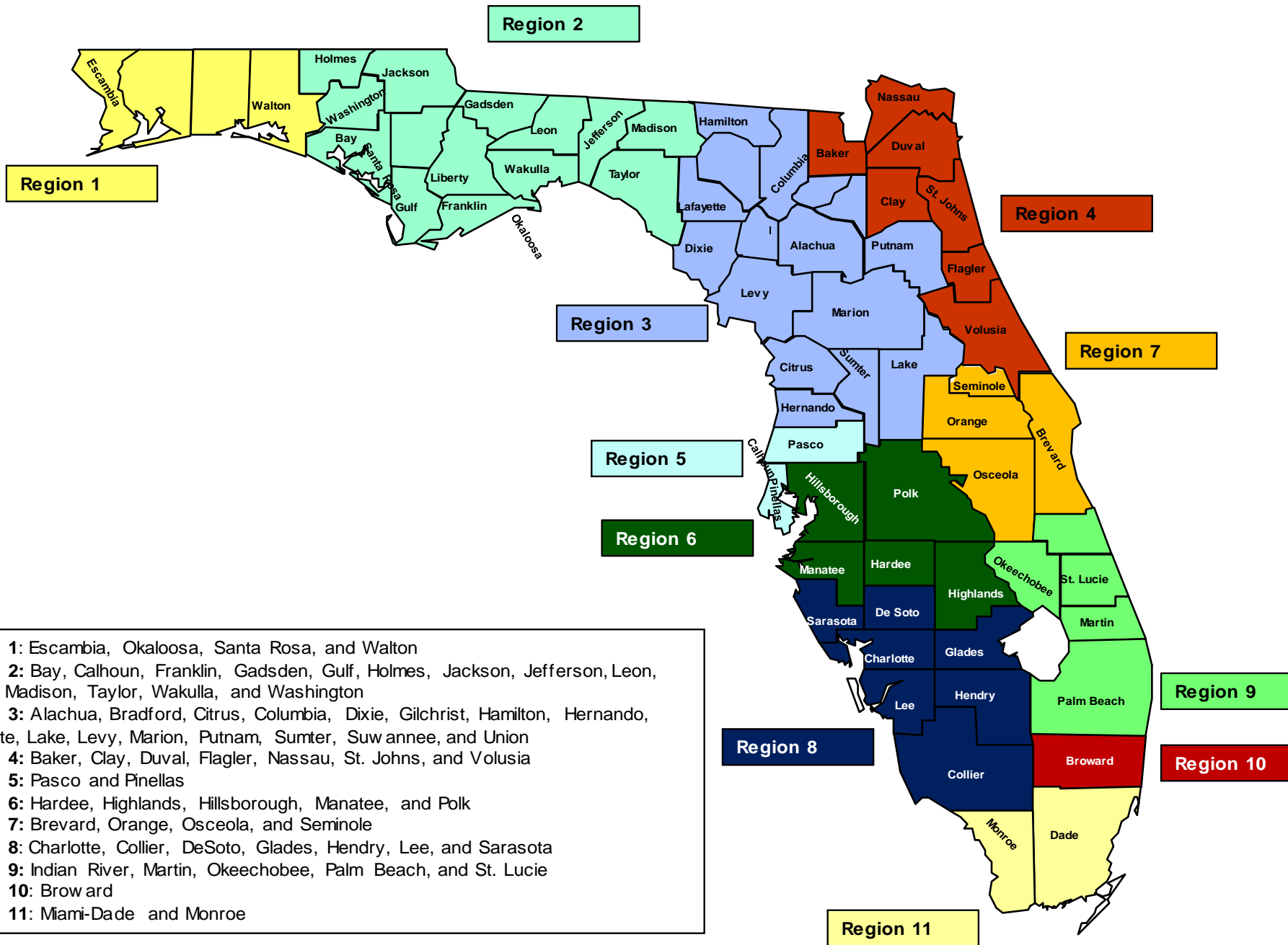
Recipient Choice/Plan Selection

- Prior to roll-out in each Region, recipients will receive plan selection materials from the choice counselor by mail.
- All Medicaid recipients receiving services in a nursing facility, or through the waivers previously mentioned, will have the opportunity to receive choice counseling prior to enrollment.
- Choice Counselors will assist recipients in selecting plans in their region that best meets their needs via telephone, online, or recipients can request an in person visit from a choice counselor.

Recipient Choice/Plan Selection

- The Agency continues to use certified choice counseling services to assist recipients.
- We have a call center, located in Tallahassee, available to recipients, as well as 22 contracted field staff, and an additional 167 field office staff who will be certified choice counselors to assist in person.
- If a recipient is currently receiving services from a LTC plan that will also be a LTC plan in the region where the recipient resides, the recipient can choose to remain with the original plan, or the recipient can choose to enroll with a different plan.

Statewide Medicaid Managed Care Region Map



Region 1: Escambia, Okaloosa, Santa Rosa, and Walton
Region 2: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
Region 3: Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
Region 4: Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
Region 5: Pasco and Pinellas
Region 6: Hardee, Highlands, Hillsborough, Manatee, and Polk
Region 7: Brevard, Orange, Osceola, and Seminole
Region 8: Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
Region 9: Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
Region 10: Broward
Region 11: Miami-Dade and Monroe

Roll Out Schedule

Region	Date Enrolled in LTC Plans
1	March 1, 2014
2	November 1, 2013
3	March 1, 2014
4	March 1, 2014
5	February 1, 2014
6	February 1, 2014
*7	August 1, 2013
*8	September 1, 2013
*9	September 1, 2013
10	November 1, 2013
11	December 1, 2013

****LTC recipients in Regions 7, 8, and 9 are now enrolled in LTC managed care plans.***



What Long-term Care Plans have been selected for participation?

Region	LTC Plans						
	American Eldercare, Inc.	Amerigroup Florida, Inc.	Coventry Health Plan	Humana Medical Plan, Inc.	Molina Healthcare of Florida, Inc.	Sunshine State Health Plan	United Healthcare of Florida, Inc.
1	X					X	
2	X						X
3	X					X	X
4	X			X		X	X
5	X				X	X	X
6	X		X		X	X	X
7	X		X			X	X
8	X					X	X
9	X		X			X	X
10	X	X		X		X	
11	X	X	X	X	X	X	X



Current LTC Enrollment by Plan

August 1, 2013 and September 1, 2013		
	August 1, 2013	September 1, 2013
American Eldercare, Inc.	2,974	5,942
United Healthcare of Florida, Inc.	2,227	5,331
Coventry Health Plan	1,040	2,243
Sunshine State Health Plan	2,524	7,023
Total	8,765	20,539

LTC Outreach

- Created an interested parties list allowing individuals to sign up and receive email alerts when new information is available.
- Holding webinars for potential long-term care providers on various subjects including eligibility and enrollee and provider protection.
- Posted a FAQ document created from various stakeholder questions to the SMMC website.
- Created an online complaint form allowing providers, recipients and others to quickly submit complaints allowing quick triage and handling.
- Weekly Calls with LTC providers beginning 2 weeks prior to go-live in a region to provide a forum for specific provider types to ask questions relating to the program and to notify the Agency of any issues occurring during the transition period.
- DOEA and Field office staff placing outbound calls to recipients to ensure services are being provided.

LTC Outreach

- SMMC interested parties list currently has 4,290 individuals signed up to receive program updates
- There have been 29 Webinars
 - 6,500 Live Webinar attendees
 - Webinar Plays via YouTube: 2,281
 - Slideshare Views: 64,367
- More than 600 Providers have participated in weekly calls
- More than 350 Questions responded to in the FAQ document
- More than 4,000 Outbound calls

LTC Outreach

- Choice Counseling:
 - 112,860 letters mailed as of September 6, 2013.
 - Face to Face Meetings:
 - 125,359 Total Miles logged by Choice Counselors
 - 2,905 Recipients
 - 332 Home Visits
 - 932 Partner staff
 - 752 Partner Site Visits
 - 539 Live Community/Provider Outreach Events

Managed Medical Assistance Program



Managed Medical Assistance Program (MMA)

- Florida Medicaid will implement the Managed Medical Assistance program second beginning in 2014.
- The Managed Medical Assistance program is comprised of several types of health plans:
 - Health Maintenance Organizations (HMOs)
 - Provider Service Networks (PSNs)
 - Children’s Medical Services Network
- **Due to the competitive procurement, we are in a statutorily imposed “Blackout Period” until 72 hours after the award and cannot provide interpretation or additional information not included in the LTC or MMA ITN documents.**

Federal Authority

- In order to implement the MMA component of the SMMC program, the Agency amended the 1115 Medicaid Reform Demonstration Waiver that currently operates in Baker, Broward, Clay, Duval, and Nassau counties:
 - To mandatorily enroll certain previously voluntary populations in the Statewide Medicaid Managed Care MMA plans.
 - To geographically expand the program statewide.
 - To update programmatic operations and safeguards.
 - To change the name of the demonstration to the Managed Medical Assistance program.
- On June 14, 2013, the Agency received a letter from federal CMS approving our request to amend the 1115 Medicaid Reform Demonstration Waiver to allow the statewide rollout of this program.

Plan Selection

- The MMA ITN was released on December 28, 2012, and the final bids were due from potential plans on March 29, 2013.
- The Agency received 182 submissions from 27 health plans responding to the 11 Regional Statewide Medicaid Managed Care Managed Medical Assistance Invitations to Negotiate.
- The anticipated posting of notice of intent of award is September 23, 2013.

Resources

- Questions can be emailed to:
FLMedicaidManagedCare@ahca.myflorida.com
- Updates about the Statewide Medicaid Managed Care program are posted at: <http://ahca.myflorida.com/SMMC>
- Upcoming events and news can be found on the “News and Events” tab on the SMMC website.
 - Keep up to date on information by signing up to receive program updates through our interested parties list by clicking the red “Sign Up for Program Updates” box on the right hand side of the page.
- For information about the enrollment process and enhanced benefits of each plan, recipients and enrollees may visit <http://wwwFLMedicaidManagedCare.com>.

You can find more information on the SMMC program at:



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



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Questions?

