



Children's Medical Services Network Specialty Plan

Managed Medical Assistance (MMA) Title 19 Provider Manual

November 24, 2014

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I. CONTACT INFORMATION

WHEN YOU NEED:

CONTACT:

To verify member eligibility	Use the FLMMIS provider portal online: https://sso.flmmis.com/adfs/ls/?wa=wsignin1.0&wreply=https%3a%2f%2fhome.flmmis.com%2fhome%2f&wct=2014-07-22T18%3a16%3a00Z&wctx=618047b6-b997-44b2-9c53-7402eb4429d2
To have a claims question answered	Use eINFOsource online (https://cms.einfosource.MED3000.com) or call: MED3000 Customer Service Phone: (800) 664-0146 Fax: (866) 246-2094 Hours: Monday – Friday, 8:30 a.m. – 5:30 p.m. (EST)
Utilization management issues: Authorization of services, requests for UM policies and procedures	For Ped-I-Care: MED3000 Medical Department Phone: (800) 492-9634 Fax: (866) 256-2015 Hours: 24 hours a day, 7 days a week For SFCCN: SFCCN Medical Mgmt. Dpt. Phone: (866) 209-5022 Fax: (954) 767-5649 Hours: 24 hours a day, 7 days a week
To sign up for eINFOsource	MED3000 Help Desk Phone: (800) 664-0146
To access eINFOsource	https://cms.einfosource.MED3000.com
To get information on the benefits package and reimbursement	http://mymedicaid-florida.com/
To submit your paper claims for services	CMSN Plan MMA Specialty Plan Title XIX PO Box 981648 El Paso, TX 79998-1648
To appeal claims that have been denied or underpaid	For Ped-I-Care: Ped-I-Care Claims Appeals 1701 SW 16th Avenue Building A, Third Floor Gainesville, FL 32608 Phone: (352) 334-1705 or (866) 376-2456 Fax: (352) 294-8092 For SFCCN: SFCCN 1643 Harrison Parkway Building H, Suite 200 Sunrise, FL 33323 Phone: (866) 209-5022
To make arrangements for members or have questions answered regarding pharmacy services	The CMS Nurse Care Coordinator for the member; located in Children’s Medical Services Offices, found on page 7

<p>To notify the ICS of provider/practice changes, address, telephone number, tax ID, etc.</p> <p style="text-align: center;">OR</p> <p>To resolve contracting or procedural questions, or to request staff orientation or education</p>	<p>For Ped-I-Care: Ped-I-Care Provider Relations Department 1701 SW 16th Avenue, Building A Gainesville, FL 32608</p> <p>Or call/fax: Phone: (352) 334-1705 or (866) 376-2456; ask for Provider Relations Fax: (352) 294-8083</p>	<p>For SFCCN: SFCCN Provider Relations Department 1643 Harrison Pkwy, Building H, Suite 200 Sunrise, FL 33323</p> <p>Or call: Phone: (855) 819-9506</p>
<p>To apply for CMS provider credentialing</p>	<p>https://www.cmskidsproviders.com</p>	
<p>To arrange for non-emergency transportation for a member</p>	<p>For Ped-I-Care: TMS of Florida (866) 411-8920</p>	<p>For SFCCN: LogistiCare (866) 250-7455</p>
<p>To provide notifications of behavioral health services</p>	<p>For Ped-I-Care, emergency service providers must make a reasonable attempt to notify MED3000 (800) 492-9634 within 24 hours of the enrollee’s presenting for emergency behavioral health services.</p> <p>For SFCCN, emergency service providers must make a reasonable attempt to notify Concordia at (800) 294-8642 within 24 hours of the enrollee’s presenting for emergency behavioral health services.</p>	

Ped-I-Care Office

G.L. Schiebler CMS Center
1701 SW 16th Avenue
Building A, Third Floor
Gainesville, FL 32608

Phone: (352) 334-1705
Toll-Free: (866) 376-2456
Fax: (352) 334-1589

SFCCN Office

1643 Harrison Parkway
Building H, Suite 200
Sunrise, FL 33323

Phone: (855) 819-9506

CMS Area Offices

Children's Medical Services Statewide Offices:

http://www.floridahealth.gov/AlternateSites/CMS-Kids/home/contact/area_offices.html

CMS - Gainesville

Toll-free: (800) 523-7545

CMS - Ocala

Phone: (352) 369-2100
Toll-free: (888) 326-7485

CMS - Daytona Beach

Phone: (386) 238-4980
Toll-free: (866) 827-5197

CMS - Jacksonville

Phone: (904) 360-7070
Toll-free: (800) 340-8354

CMS - Pensacola

Phone: (850) 484-5040
Toll-free: (800) 381-3685

CMS - Panama City

Phone: (850) 872-4700
Toll-free: (800) 299-4700

CMS - Tallahassee

Phone: (850) 487-2604
Toll-free: (800) 226-2604
Fax: (850) 488-8852

CMS - Tampa

Phone: (813) 396-9743
Toll-free: (866) 300-6878

CMS - St. Petersburg

Phone: (727) 217-7800
Toll-free: (800) 336-1612

CMS - Lakeland

Phone: (863) 413-3580
Toll-free: (800) 741-2250

CMS - Orlando

Phone: (407) 858-5555
Toll-free: (800) 226-6530

CMS - Viera

Phone: (321) 639-5888
Toll-free: (800) 226-6530 (Orlando office)

CMS - Miami-Dade County

(866) 831-9017

CMS - Monroe County

(800) 342-1898

CMS - Broward County

(800) 204-2182

CMS WPB - Palm Beach County

(877) 822-5203

CMS Naples - Collier County

(239) 552-7400

CMS Ft. Myers - Glades, Hendry & Lee Counties

(800) 226-3290

CMS Sarasota - Charlotte, Desoto, Manatee Counties

(800) 235-9717

CMS Ft. Pierce - Indian River, Martin, Okeechobee, St. Lucie

(800) 226-1354

Medicaid Area Offices

Area 1 Medicaid Program Office

Serving Escambia, Santa Rosa, Okaloosa and Walton Counties

Phone (800) 303-2422

Area 2 Medicaid Program Office

Serving Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington Counties

Phone (800) 226-7690

Area 3 Medicaid Program Office

Serving Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Putnam, Sumter, Suwannee and Union Counties

Phone (800) 803-3245

Area 4 Medicaid Program Office

Serving Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia Counties

Phone (800) 273-5880 or (904) 353-2100

Area 5 Medicaid Program Office

Serving Pasco and Pinellas Counties

Phone (800) 299-4844

Area 6 Medicaid Program Office

Serving Hillsborough, Highlands, Hardee, Polk, and Manatee Counties.

Phone (800) 226-2316

Area 7 Medicaid Program Office

Serving Brevard, Orange, Osceola, and Seminole Counties

Phone (877) 254-1055

Area 8 Medicaid Program Office

Serving Sarasota, DeSoto, Charlotte, Lee, Hendry, Glades and Collier Counties

Phone (800) 226-6735

Area 9 Medicaid Program Office

Serving Palm Beach, Martin, St. Lucie, Okeechobee and Indian River Counties

Phone (800) 226-5082

Area 10 Medicaid Program Office

Serving Broward County

Phone (866) 875-9131

Area 11 Medicaid Program Office

Serving Miami-Dade and Monroe Counties

Phone (800) 303-2422

Medicaid Choice Counseling

Toll Free: (866) 454-3959 TDD: (866) 467-4970

II. BACKGROUND & SERVICES

About Medicaid, CMSN Plan, SMMC, and the ICSs

Under the Managed Medical Assistance (MMA) component of the Statewide Medicaid Managed Care (SMMC) program, Children’s Medical Services (CMS) has formed a Medicaid health plan known as Children’s Medical Services Network Specialty Plan (CMSN Plan). In 2014, CMSN Plan signed a contract with the Florida Agency for Health Care Administration (AHCA) to provide Medicaid services in the SMMC. The SMMC was authorized by the 2011 Florida Legislature through House Bill 7107, creating Part IV of Chapter 409, F.S. It was designed to establish the Florida Medicaid Program as a statewide, integrated managed care program for all covered services, including long-term care services.

CMSN Plan has contracted with Ped-I-Care (in 51 counties) and South Florida Community Care Network (SFCCN) in 16 counties, to provide a number of administrative services for the plan.

Ped-I-Care covers the following counties:

Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Highlands, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lake, Leon, Levy, Liberty, Madison, Marion, Nassau, Okaloosa, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, and Washington.

SFCCN covers the following counties:

Broward, Charlotte, Collier, DeSoto, Glades, Hendry, Indian River, Lee, Manatee, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, Sarasota, and St. Lucie.

CMS website with map:

<http://www.floridahealth.gov/AlternateSites/CMS-Kids/providers/providers.html>

CMSN Plan has contracted with Ped-I-Care (in 51 counties) and South Florida Community Care Network (SFCCN) in 16 counties, to provide a number of administrative services for the plan.

The purpose of the CMSN Plan is to provide care to children with special health care needs up to the age of 21 years. It has been implemented in collaboration with the local CMS offices, which continue to provide nurse care coordination for the members and providers.

The purpose of the CMSN Plan is to provide care to children with special health care needs (CSHCN) up to the age of 21 years. It has been implemented in collaboration with the local CMS offices, which continue to provide nurse care coordination for the members and providers.

Ped-I-Care and SFCCN are sometimes referred to as, “The ICSs,” with ICS as an abbreviation for Integrated Care System. Ped-I-Care is a program operating under the auspices of The University of Florida, College of Medicine’s Department of Pediatrics. SFCCN is a collaboration of 2 of the largest public health systems in Florida, Broward Health and Memorial Health Systems. Both Ped-I-Care and SFCCN are under contract to the Department of Health’s (DOH) Children’s Medical Services (CMS) Division.

The program is designed to respond to the legislative intent to create a statewide initiative to provide for a more efficient and effective service delivery system that enhances quality of care and client outcomes in the Florida Medicaid program. Our goal, therefore, has been to develop a program that is sensitive and responsive to the special needs of children participating in CMS, and yet function cost-effectively within the Medicaid funding environment.

The objectives are to:

- Develop and maintain a comprehensive provider network that offers community-based primary care and ancillary services, as well as high-quality specialty care and hospital services;
- Deliver and coordinate quality primary and specialty care; and
- Evaluate and continually improve the quality of service delivery, including participation in preventive care, such as Child Health Check-ups and immunizations, as well as assessment of member satisfaction.

The University of Florida Department of Pediatrics and South Florida Community Care Network are committed to caring for children and have an established track record of collaboration with CMS and CMSN Plan in providing services to children with special health care needs. Accepting responsibility for implementing this health plan to participate in MMA is an important step in continuing to pursue our role as providers of health care in the environment of cost containment. We invite all our providers to work closely with us as we pursue this new and exciting opportunity to offer quality care to children with special health care needs who receive Florida Medicaid benefits.

Network Management

The ICS office staff assist providers' offices with policies and procedures related to CMSN Plan Specialty Plan. They respond to provider requests, questions and concerns.

Examples of issues ICS staff may assist with include:

- Administrative issues: Assistance with billing and claims payment, how to follow up on claim status, notification of changes in the practice;
- Patient-related issues: Primary Care Physicians (PCP) wanting to change assignment criteria or capacity; and
- Medical management issues: Clarification on Utilization Management, e.g. benefit limits, how to get services authorized, quality improvement procedures and reports.

Ped-I-Care
(352) 334-1705 or
(866) 376-2456
For questions regarding CMSN Plan policies and procedures, provider relations support, or member services support

SFCCN Provider Relations
(855) 819-9506

SFCCN Member Services
(866) 209-5022
For questions regarding authorizations & member services

**Third-Party Administrator
MED3000**
(800) 492-9634
24/7 access to providers for questions and service authorizations

Ped-I-Care and SFCCN help providers obtain training, consultations, and other resources to help improve the management of children with special health care needs. Any provider is welcome to call us at any time:

- **For Ped-I-Care:** (352) 334-1705 or (866) 376-2456 (toll free)
- **For SFCCN:** (855) 819-9506 (toll free)

Member Services

The role of Member Services is to assist members/families to obtain needed services and navigate the system with ease.

- The local number **for Ped-I-Care** member services is (352) 334-1705; toll-free is (866) 376-2456 (press 1 for Member Services). These phone lines are staffed from 8:00 a.m. until 8:00 p.m. (EST), Monday through Friday.
- The local number **for SFCCN** member services is (866) 209-5022. These phone lines are staffed from 8:00 a.m. until 7:00 p.m. (EST), Monday through Friday.

Member Services also assists providers and CMS with:

- Patient-related issues
- Information on covered and non-covered services
- Education of members/families on CMSN Plan Specialty Plan or Ped-I-Care processes and policies
- Facilitation of member access to services
- Accepting and tracking member complaints and grievances
- Changing PCP assignment at the request of members/families
 - **For Ped-I-Care:** Ped-I-Care's Member Services department can help with this, in addition to NCCs at the local CMS area offices.
 - **For SFCCN:** The CMS local area offices will be the principal PCP changes assigner

At enrollment into CMSN Plan Specialty Plan, every family will be sent a Member Handbook, Provider Directory, a letter of verification of enrollment and an identification card (see Section IV). If the family has not chosen a PCP or been assigned incorrectly to a PCP, an ID card will still be sent along with instructions on how to select the PCP of their choice, and a statement indicating that a new ID card will be sent upon PCP selection.

If, for any reason, a member wishes to change from the assigned PCP, services, and/or location, the member may request a re-assignment by notifying Member Services. The request may be submitted at any time; however if it is received after the 15th of the month, the effective date of the change will be made the 1st of the following **month, unless it is urgent**. The member will receive a new ID card indicating the new PCP. The originally-assigned PCP is expected to continue providing care until the effective date of the change, and to provide copies of all records to the new PCP.

Third-Party Administrator

The CMSN Plan has contracted with a third-party administrator, MED3000, to perform several functions required to operate the plan. MED3000 provides the Management Information System that receives and tracks membership information and adjudicates, processes and pays claims on behalf of CMS. We are pleased that MED3000 is a member of our team.

For Ped-I-Care, MED3000 provides Utilization Management support through the authorization process. MED3000 is also responsible for concurrent reviews of inpatients.

III. PROGRAM OVERVIEW

Providing Medical Care

The goal of CMSN Plan and the ICSs is to provide family-centered medical care, which includes the following elements: Whenever possible, care for all children in the family is provided by the same provider(s); the family is consulted on treatment plans; and providers work in collaboration with the CMS Nurse Care Coordinator (NCC). The NCC assists providers in maintaining family contact and compliance. They also conduct assessments of medical and psychosocial needs, and provide education and anticipatory guidance. They coordinate all services needed by the member, including those offered outside the Ped-I-Care and SFCCN network. (Please note that Ped-I-Care and SFCCN work together as separate, but unified entities under contract to CMSN Plan, and therefore each organization honors the other’s provider network.) Network providers should submit copies of their chart notes to the assigned NCC to facilitate care coordination.

CMSN Plan follows the Florida Medicaid handbooks and pay according to the Florida Medicaid fee schedules. They are posted at: http://portal.flmmis.com/FLPublic/Provider_ProviderSupport/tabId/39/Default.aspx. There are no copays applied or allowed for CMSN Plan members.

Primary Care Physician

Every participant in CMSN Plan has an assigned Primary Care Physician (PCP) who provides primary care and coordinates specialty care and other covered services. The PCP provides members with a medical home that ensures continuity of care and coordination of information among providers and the family. The PCP provides preventive care and anticipatory guidance according to the guidelines established by the American Academy of Pediatrics (AAP) and Florida Medicaid. PCPs provide access to phone consultation for families 24 hours a day, 365 days a year to help families maintain the health of their children and avoid unnecessary trips to the emergency department. They track participation in preventive care and other services through documentation of care rendered and referral to specialty services. PCP specific responsibilities are outlined in the PCP provider contract.



Ped-I-Care Provider Relations
(352) 334-1705 or
(866) 376-2456

SFCCN Provider Relations
(855) 819-9506

The PCPs determine the number of CMSN Plan participants they will accept. They also specify any other criteria for accepting patients. When initially enrolled in the network, PCPs will be asked about limits and guidelines for assignment of patients. The practice may change these guidelines at any time by contacting provider relations:

- **For Ped-I-Care:** (352) 334-1705 or (866) 376-2456
- **For SFCCN:** (855) 819-9506

Child Health Check-Ups (CHCUPs)

Children should receive health check-ups at:

- Birth or neonatal examination
- 2-4 days for newborns discharged in less than 48 hours after delivery
- By 1 month
- 2, 4, 6, 9, 12, 15, 18, 24 and 30 months
- Once a year for age 3 years through 20 years

A Well Child Check-up includes:

- Comprehensive health and developmental history including assessment of medical history, developmental history and behavioral health status
- Nutritional assessment
- Developmental assessment
- Comprehensive unclothed physical examination
- Dental screening, when required
- Vision screening including objective testing, when required
- Hearing screening including objective testing, when required
- Laboratory tests including blood lead testing, when required
 - Federal regulation requires that all children receive a blood lead test at 12 and 24 months of age and between the ages of 36 and 72 months if not previously tested
- Appropriate immunizations
- Tuberculosis screening
- Health education, anticipatory guidance
- Family planning when appropriate
- Diagnosis and treatment
- Referral and follow-up, as appropriate.*

*It is not necessary to obtain a referral number from MED3000; however many specialists do require a referral or consultation request from the requesting provider.

Please refer to the most recent version of Florida Medicaid Child Health Check-up Coverage and Limitations Handbook for additional information on specific requirements. It can be accessed at http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Child_Health_Check-UpHB.pdf.

Other helpful resources include:

- The American Academy of Pediatrics' Bright Futures Recommendations for Preventive Pediatric Health Care for CHCUP requirements:
http://www.aap.org/en-us/professional-resources/practice-support/Periodicity/Periodicity%20Schedule_FINAL.pdf
- Immunization Schedules:
<http://www.cdc.gov/vaccines/schedules/hcp/child-adolescent.html>
- The Childhood Lead Poisoning Screening Map of high-risk zip codes:
<http://www.floridahealth.gov/healthy-environments/lead-poisoning/county-map.html>
- The Florida Lead Poisoning Prevention Program:

PCPs' coverage of services must consist of an answering service, call forwarding, provider call coverage or other customary means approved by The Florida Agency for Health Care Administration (AHCA).

The chosen method of 24-hour coverage must connect the caller to someone who can render a clinical decision or reach the provider for a clinical decision.

The after-hours coverage must be accessible using the medical office's daytime telephone number.

<http://www.floridahealth.gov/healthy-environments/lead-poisoning/index.html>

- Tuberculosis Risk Screening Form:
<http://www.pedicare.peds.ufl.edu/Title21/TB%20&%20Lead%20Risk%20Assessment.doc>

All providers must maintain complete and accurate medical records in compliance with Ped-I-Care standards and provide timely care to participants in CMSN Plan as follows:

- PCPs provide well-child care within 1 month of the request for service.
- Routine sick patient symptomatic care is provided within 1 week of the request and urgent care within 1 day.
- Specialty evaluation and treatment for a member's condition is to be provided within 30 days of the request for services by the PCP. If the PCP experiences problems getting timely care from in-network providers he/she should contact the ICS to request assistance with expediting an appointment.
- All providers shall offer hours of operation that are no less than the hours of operation offered to non-CMSN Plan members.

Primary Care Providers' On-Call Coverage

PCPs' coverage of services must consist of an answering service, call forwarding, provider call coverage or other customary means approved by The Florida Agency for Health Care Administration (AHCA). The chosen method of 24-hour coverage must connect the caller to someone who can render a clinical decision or reach the provider for a clinical decision. The after-hours coverage must be accessible using the medical office's daytime telephone number.

Ped-I-Care and SFCCN each have a comprehensive network of providers; however, if a provider determines that a child needs specialty or ancillary services that are not included in the network, the ICS works with the referring provider to ensure access to needed services for members. Please note that Ped-I-Care and SFCCN work together as separate, but unified entities under contract to CMSN Plan, and therefore each organization honors the other's provider network.

The CMS Nurse Care Coordinators (NCCs) assist providers in maintaining the health of children and coordinating medical care. They help to ensure that children and their families participate in needed care and follow providers' advice. Providers should have a system in place to follow-up on children who do not come for a scheduled visit and have not called to reschedule. The office should contact "no shows" by sending a letter or making a phone call to the family to encourage them to reschedule the visit.

If the family does not reschedule missed appointments or misses two visits without calling ahead to cancel or reschedule, the provider's office should call the NCC and ask for intervention with the family. NCCs assist the family with participating in ongoing care, through identification and resolution of barriers. If the provider finds that families are not following the recommended treatment plan developed for the child, the NCC should be contacted to assist the family with engaging as active participants in promoting the health of their child through good home care and following of the provider's recommendations. For information on how to contact the NCC assigned to your patients, see the CMS Offices information in Section I of this manual.

If the provider encounters problems with patients that are not being resolved with the intervention of the NCC, the office should contact the ICS Member Services office [(352) 334-1705 or (866) 376-2456], which works with the provider and the NCC to address and resolve the issue(s).

Ped-I-Care Member Services

(352) 334-1705 or
(866) 376-2456

SFCCN Member Services

(866) 209-5022

- **For Ped-I-Care's** Member Services: (352) 334-1705 or (866) 376-2456
- **For SFCCN's** Member Services: (866) 209-5022

Coordinating Care

CMSN Plan recognizes that in order to be effective in caring for children, the PCP needs to be involved in all services delivered to their members. The PCP should know who is providing care to the child and what recommendations have been made for additional services, including tests and procedures.

It is not necessary to obtain a referral number from MED3000; however many specialists do require a referral or consultation request from the requesting provider. If an in-network provider is not available, PCPs should submit a prior authorization request to MED3000 (TPA), following the procedures outlined in the Utilization Management section referenced below, for the member to obtain said services.

As explained earlier, NCCs work with providers and families to facilitate coordination of care. NCCs work closely with the families to ensure understanding of and compliance with needed services and recommendations for home care. PCPs and other providers furnish copies of chart notes/reports to the NCCs to facilitate this measure of support.

Administrative Updates

Providers should notify the ICS with which they are contracted (Ped-I-Care or SFCCN) regarding practice changes. This should be done in writing or by phone at least 30 days prior to the effective date.

For Ped-I-Care you may call (352) 334-1705 or (866) 376-2456, or use our Provider Update form located at http://www.pedicare.peds.ufl.edu/members/Group_Change_Update_Form.pdf.

For SFCCN you may call (855) 819-9506.

Changes that need to be conveyed to Ped-I-Care or SFCCN include:

- Change of location, mailing address, or phone number
- Change in tax ID number
- Change of practice name
- Practice closing
- Provider being added to or leaving the practice
- Addition/deletion of hospital privileges
- Addition or deletion of service sites
- Loss of CMS credentialing
- Termination from Medicaid, license suspension or termination, or exclusion from participation in federally funded programs
- Changes to National Provider Identifier

Providers' Background Screening Requirements

In addition to the Children's Medical Services credentialing requirements, CMSN Plan providers are required to meet background screening requirements.

This includes:

- A satisfactory Level II background check pursuant to s. 409.907, F.S., for all treating providers not currently enrolled in Medicaid's fee-for-service program.
- 1. Providers referenced above are required to submit fingerprints electronically following the process described on the Agency's Background Screening website. The ICS shall verify the provider's Medicaid eligibility through the Agency's electronic background screening system.
- 2. The ICSs shall not contract with anyone who has a record of illegal conduct; i.e., found guilty of, regardless of adjudication, or who entered a plea of nolo contendere or guilty to any of the offenses listed in s. 435.04, F.S.
- 3. Individuals already screened as Medicaid providers or screened within the past 12 months by the Agency or another Florida agency or department using the same criteria as Medicaid are not required to submit fingerprint electronically but shall document the results of the previous screening.
- 4. Individuals listed in s. 409.907 (8) (a), F.S., for whom criminal history background screening cannot be documented must provide fingerprints electronically following the process described on the Agency's background screening website.

Member Eligibility, Identification, & Assignment

Member Eligibility

CMSN Plan members are children who are enrolled in CMS because they have special health care needs and are eligible for health insurance through Florida Medicaid. Members are eligible from birth to their 21st birthday.

Eligibility begins at the beginning of a month and is renewed on a monthly basis. This results in a month-to-month eligibility status. Members are issued an identification (ID) card within days of their initial enrollment in CMSN Plan. If they have not chosen a PCP they are sent a letter verifying eligibility until they choose a PCP and receive their ID cards. (See the sample card in this section.) **Because members can drop off the program at any time after the card is issued, eligibility should always be checked before providing services, even if there is an active authorization for services on the system.**

Verification of enrollment can be checked by using AHCA's FMMIS Web Portal. Secondly, it may be checked by using eINFOsource, the web-based database available from MED3000. Eligibility and PCP assignment is available online to all providers. To gain access to eINFOsource, contact the MED3000 Help Desk at (866) 703-1444.

If a patient who is no longer enrolled in CMSN Plan presents for services, please contact the CMS nurse who is assigned to the child immediately. **Please do not refuse care before contacting the CMS Nurse.**

To Get Access to eINFOsource:
Contact the MED3000 Help Desk
at (866) 703-1444

- *Always verify eligibility before providing services.*
- *Please do not refuse care before contacting the CMS nurse. See page 7 for a listing of CMS offices.*

New Patients

CMSN Plan respects the importance of physician-patient relationships and will make every attempt to support existing relationships. Newly-enrolled members are assigned to their current primary care provider, if possible. If their provider is not in the Ped-I-Care network, and chooses not to become a participating provider (or there is no ongoing provider), the member will have to choose a new PCP. If a member does not choose a PCP, one will be assigned to them and they will receive a card with the PCP assignment. The PCP may be changed by the member at any time.

Patients newly-enrolled in CMSN Plan appear on the enrollment information sent to PCPs at the beginning of each month. If the member is new to the practice, the office should schedule an appointment to get to know the child and request medical records from the prior PCP. The provider may contact Member Services for assistance in reaching the member and scheduling an appointment. The PCP should assess the current status of care the child has received and provide services as appropriate.

The CMS Nurse Care Coordinator (NCC) contacts the newly-assigned PCP to help the PCP and office staff get to know the new member. The NCC offers information from the assessment and the care plan developed for the

member. The NCC may also help to obtain the prior medical records. Transfer requests may be initiated by the member or the member's legal guardian. The member will receive a new ID card indicating the new PCP. The previously assigned PCP is expected to continue providing care until the effective date of the change.

Sample Ped-I-Care Member ID Card

This card is to be used by Ped-I-Care patients for all services, **except** pharmacy benefits, for which their Florida Medicaid card should be used.

FRONT

1. Member Name
2. Effective Date
3. Medicaid ID#
4. Date of Birth
5. PCP Name
6. PCP Phone #

	Rx Bin# 013352
	
NAME: John Smith	EFFECTIVE DATE: MM/DD/YYYY
ID #: XXXXXXXXXXXX	DOB: MM/DD/YYYY
PCP: Dr. John Doe	PCP Phone #: xxx-xxx-xxxx
<hr/>	
CMSN Enrollee Services: 1-866-376-2456 (TDD/TYY 1-800-955-8771) CMSN Provider Toll-Free Hotline, including non-participating: 1-800-492-9634 To get Nurse help, call the 24/7 Help Line at 1-844-514-3779. Rx Prior Authorization: 1-800-603-1714/PCN: P035013352/Group: FLMedicaid	
http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html	

BACK

1. Important Phone #
2. Claims Address

Present this card each time you seek healthcare services.
Call your Primary Care Physician (PCP) for any health care questions.
For medical, dental, vision authorizations call: 1-800-492-9634
Mental Health & Substance Abuse Pre-Authorization or questions call: 1-800-492-9634 (PCP REFERRAL NOT REQUIRED)
Eligibility Verification and Claims: eInfoSource
<https://cms.einfosource.med3000.com> or 800-664-0146
(This card is not proof of network enrollment)
Transportation call TMS: 1-866-411-8920

For Medical Claims:
CMSN MMA Specialty Plan Title XIX
Attn: Claims
P.O. Box 981648
El Paso, TX 79998-1648

Sample SFCCN Member ID Card

This card is to be used by SFCCN patients for all services, except pharmacy benefits, for which their Florida Medicaid card should be used.

FRONT

1. Member Name
2. Effective Name
3. Medicaid ID#
4. DOB
5. PCP Name
6. PCP Phone #

	Rx Bin# 013352
	
NAME: John Smith	EFFECTIVE DATE: MM/DD/YYYY
ID #: XXXXXXXXXXX	DOB: MM/DD/YYYY
PCP: Dr. John Doe	PCP Phone #: xxx-xxx-xxxx
CMSN Enrollee Services: 1-866-209-5022 (TDD/TYY 1-855-655-5303)	
CMSN Provider Toll-Free Hotline, including non-participating: 1-855-819-9506	
To get Nurse help, call the 24/7 Help Line at 1-844-514-3779.	
Rx Prior Authorization: 1-800-603-1714 /PCN: P035013352/Group: FLMedicaid	
http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html	

BACK

1. Important Phone #
2. Claims Address

Present this card each time you seek healthcare services.
Call your Primary Care Physician (PCP) for any health care questions.
For Transportation, please call
LogistiCare **1-866-250-7455** (Reservations)
1-866-251-9161 (Ride Assistance)
Medical Pre-Authorization call: 1-866-209-5022
Mental Health & Substance Abuse Pre-Authorization or questions call:
1-800-294-8642 (PCP REFERRAL NOT REQUIRED)
Dental Services Pre-Authorization call: **1-866-209-5022**
Vision Services Pre-Authorization call: **1-866-209-5022**
Eligibility Verification and Claims: eInfoSource
<https://cms.einfosource.med3000.com> or 800-664-0146

For Medical Claims:
CMSN MMA Specialty Plan Title XIX
Attn: CLAIMS
P.O. Box 981648
El Paso, TX 79998-1648

V. Covered Services

The services provided by CMSN Plan through Ped-I-Care and SFCCN for Title 19 are as follows:

- Advanced Registered Nurse Practitioner Services
- Ambulatory Surgical Center Services
- Assistive Care Services
- Behavioral/Mental Health Services
- Birth Center Services
- Case Management/Care Coordination
- Child Health Check-Up Services
- Chiropractic Services
- Community Behavioral Health Services
- County Health Department Services
- Dental Services
- Dialysis Services
- Durable Medical Equipment and Medical Supplies
 - Including Prostheses and Orthoses
- Emergency Services (including Behavioral Health)
- Family Planning Services and Supplies
- Federally Qualified Health Center Services
- Hearing Services
- Home Health Care Services
- Hospice Services
- Hospital Services – Inpatient
- Hospital Services – Outpatient
- Imaging Services
- Immunizations*
- Laboratory Services
- Licensed Midwife Services
- Optometric and Vision Services
- Partners In Care Services
 - Some services are excluded
- Physician Assistant Services
- Physician Services
- Podiatry Services
- Portable X-ray Services
- Prescribed Drug Services
- Private Duty Nursing
- Program of All-Inclusive Care for Children
- Radiology Services
- Rural Health Clinic Services
- Targeted Case Management
- Therapy Services: Occupational
- Therapy Services: Physical
- Therapy Services: Respiratory
- Therapy Services: Speech
- Transplant Services
- Transportation Services
- Vision Services

Notes regarding covered services:

- ✓ CMSN Plan Title 19 members are eligible to receive vaccines through the Vaccines for Children (VFC) Program. **VFC vaccines should be used for all CMSN Plan Title 19 members.** Note: VFC vaccines should not be used for Title 21 (CHIP) members.*
- ✓ CMSN Plan follows the Florida Medicaid Provider Handbooks for prior authorization and pays according to the Florida Medicaid fee schedules.
- ✓ NCCs coordinate any needed school-based services.
- ✓ Pharmacy is a covered benefit and CMSN Plan follows the Florida Medicaid Preferred Drug Formulary. Pharmacy benefits are offered through Florida Medicaid. Any applicable prior authorization requirements are handled by Magellan. Please visit the following links for more information:
<http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html>
http://ahca.myflorida.com/medicaid/prescribed_drug/pharm_thera/fmpdl.shtml

VI. UTILIZATION MANAGEMENT

Ped-I-Care and SFCCN have each designed a utilization management program, which emphasizes the important role of the Primary Care Provider (PCP) and intrudes minimally on the delivery of health care by all providers. The benefits offered by CMSN Plan are listed above in Section V of this manual, and are defined by the Florida Medicaid Program. The benefit limits are described in the Florida Medicaid Provider Handbooks available on the web at:

http://portal.flmmis.com/FLPublic/Provider_ProviderSupport/Provider_ProviderSupport_ProviderHandbooks/tabid/42/Default.aspx. Please note that benefit limits can be exceeded based on medical necessity; an authorization should be requested.

Primary Care Services & Specialty Care

PCPs refer to in-network specialty providers for services needed by the child; specialists may also make referrals to other specialists. It is not necessary to obtain a referral number from the third-party administrator; however many specialists do require a referral or consultation request from the requesting provider. If an in-network provider is not available, requesting providers should submit a prior authorization request for the member to see the out-of-network provider to MED3000 for Ped-I-Care or to SFCCN as appropriate following the procedures outlined in the Authorization Process section referenced below. Services requiring authorization need an authorization number (see Authorization Process below).

Specialists may request authorization for needed services without going through the PCP's office; however, all specialty and ancillary providers are required to fax/mail their notes/reports to the PCP. All providers follow the Utilization Management guidelines specified by Florida Medicaid and Ped-I-Care or SFCCN as appropriate. Primary care services provided by the assigned PCP do not require authorization.

The Medicaid Summary of Services Manual found at:
<http://www.fdhc.state.fl.us/Medicaid/flmedicaid.shtml>.

Quality Improvement (QI)

Ped-I-Care and SFCCN QI nurses visit most primary care providers at least once every 3 years; for most behavioral health providers the visits are annual. The purpose of the visits is to review a sample of medical records of members. Charts are reviewed by a QI nurse to evaluate the measures described in this manual in Section X. The results of the site visit are summarized in a letter sent to the provider. Data related to quality measures of the program are available to participating providers.

Use of the Emergency Room/Department

Use of the emergency department (ED) should be limited to emergencies and cases in which it is not in the best

UM Dashboard:

- *Benefits are defined by Florida Medicaid.*
- *Referral numbers are not needed but certain services do require authorizations.*
- *Primary care services provided by the assigned PCP do not require an authorization.*
- *Most therapy authorizations are valid for up to 6 months.*

interest of the child to wait until the next office day to receive care. Members may utilize any hospital or other appropriate setting for emergency care when needed. Authorization is not required for emergency claims payment.

When a member visits an emergency department (ED), the ED must notify the PCP and MED3000 within 2 business days. The ED should provide information to the PCP office. The PCP will schedule appropriate follow-up with the member. If families use the emergency department for conditions that could be managed at home or during an office visit, the PCP should contact the CMS Nurse Care Coordinator, who will contact the family to offer education and support to avoid unnecessary use of the emergency department. Ped-I-Care and SFCCN monitor use of emergency department services and may consult with PCPs and/or NCCs regarding patients who appear to make unnecessary ED visits.

Hospitalized Patients

Inpatient stays are monitored closely by the Inpatient Case Manager (by either SFCCN for its members or by MED3000 for Ped-I-Care's members). The Inpatient Case Manager will monitor in-patient services, with calls to the hospital-based Case Manager. The CMS Nurse Care Coordinators work with the hospital discharge planning team and the SFCCN (or MED3000, for Ped-I-Care) Inpatient Case Manager.

For **Ped-I-Care**, any post-discharge services requiring prior authorization should be submitted to MED3000 by calling (800) 492-9634 and asking to speak with the Inpatient Case Manager.

For **SFCCN**, any post-discharge services requiring prior authorization should be submitted to SFCCN by calling (866) 209-5022 and asking to speak with the Inpatient Case Manager.

New Members

Services authorized prior to enrollment do not require prior authorization for the first 60 days a member becomes eligible with CMSN. For patients who are already hospitalized at the time of enrollment into CMSN, the hospital should notify the ICS for continuing inpatient care. Authorizations are required for ongoing services, but not emergencies.

For **Ped-I-Care**, the hospital or PCP should contact MED3000 at (800) 492-9634 to obtain an authorization. It is necessary for providers to notify MED3000 of an existing admission, as continuity of care rules will apply.

For **SFCCN**, the hospital or PCP should contact SFCCN at (866) 209-5022 to obtain an authorization. It is necessary for providers to notify SFCCN of an existing admission, as continuity of care rules will apply.

Authorization Process

InterQual[®] criteria and the Florida Medicaid Coverage and Limitations Handbooks are used to evaluate requests for

Ped-I-Care's Third-Party Administrator Is MED3000:

(800) 492-9634

Fax: (866) 256-2015

24/7 access to providers
for questions and
service authorizations,
including STAT requests

SFCCN's Authorization Inquiries:

(866) 209-5022

medical appropriateness/necessity and benefit determination. Services and items are reimbursed according to the applicable Florida Medicaid fee schedule and guidelines.

Requests for authorization of services for **Ped-I-Care** members should be submitted to MED3000 via phone [(800) 492-9634], fax [(866) 256-2015], or eINFOsource (<https://cms.eINFOsource.MED3000.com>). The request must include relevant clinical documentation from the medical record. To arrange for access to eINFOsource call MED3000 at (866) 703-1444.

Requests for authorization of services for **SFCCN members** should be submitted to MED3000 via fax [(954) 767-5649], or eINFOsource (<https://cms.eINFOsource.MED3000.com>). The request must include relevant clinical documentation from the medical record. To arrange for access to eINFOsource call MED3000 at (866) 703-1444.

If the request is urgent due to the member's condition, the provider should note the request as "STAT":

- For **Ped-I-Care**, call (800) 492-9634, and ask for the Utilization Review (UR) nurse to discuss the situation.
- For **SFCCN**, call (866) 209-5022, and ask for the Utilization Review (UR) nurse to discuss the situation.

Please fax supporting documentation, signed by the requesting provider, while you are on the telephone. The more complete the request, the faster the response will be. Requests for services that lack sufficient information to make a determination may be denied if the requested information is not supplied.

InterQual[®] criteria and the Medicaid Coverage and Limitations Handbooks are used to evaluate requests for medical appropriateness/necessity and benefit determination. For Ped-I-Care members, if the request meets all criteria, it will be assigned an authorization number by MED3000.

If InterQual[®] criteria are not met or the requested service exceeds the Medicaid covered allowable or is not a covered benefit, the request will be forwarded to the ICS Medical Director (MD) or Associate Medical Director for review. Only an ICS Medical Director or Associate Medical Director is able to deny or reduce a request for authorization of services. It is important to note that certain services, such as therapy requests, automatically require MD review.

If the child is not enrolled in CMSN Plan, MED3000 notifies the requesting provider that the member is not eligible. **NOTE: An active authorization listed on eINFOsource for a member does not guarantee payment, or that the member is still enrolled. Always check Medicaid eligibility in FMMIS or in eINFOsource before providing services.**

Services may be authorized up to 60 days in advance and the time period covered is often 6 months from the approximate appointment date for medical and surgical specialties, and certain medical supplies. Durable Medical Equipment (DME) and supplies that require prior authorization are only approved for 6 months. Specialty providers will need to request re-authorization of services after the time period expires.

Criteria for STAT Requests

Patients who have a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms...could reasonably expect that the absence of immediate medical attention could result in any of the following:

- *Serious jeopardy to the health of a patient, including a pregnant woman or fetus*
- *Serious impairment to bodily functions*
- *Serious dysfunction of any bodily organ or part*

Most authorizations for therapies (occupational, respiratory, speech, and physical), home health services, and durable medical equipment are valid for up to six months (180 days).

The exact time period for all authorizations is specified in eINFOsource. A 7-day grace period will be honored prior to and following the specified authorization time period.

If the provider has requested authorization for payment of a service that is denied or reduced, a letter will be sent to the provider, the member and the CMS Area Office, explaining the reason for the denial or reduction. The letter will be signed by the ICS Medical Director who made the decision. To appeal an authorization denial, please see Utilization Management (Authorization Decision) Appeals at the end of this section.

Turnaround times for authorization of requested services are as follows:

- Requests for authorization of non-urgent care will be approved or denied within 14 calendar days of obtaining all the necessary information.
 - The timeframe can be extended up to 7 additional calendar days if the member or the requesting provider requests extension or if CMSN Plan's contracted ICS (Ped-I-Care or SFCCN) needs additional information.
- Decisions regarding STAT requests for authorization of urgently needed services will be made within 3 business days or less and communicated immediately to the provider by telephone. The call will be followed up with a written response.
 - The timeframe can be extended up to 2 additional business days if the member or provider requests an extension or if the ICS needs additional information and the decision delay will not negatively impact the member's immediate health condition.

If a request does not meet STAT criteria, it will be processed as a standard, non-urgent request. **To be considered a STAT request**, there must be a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms, such that a prudent layperson who possesses an average knowledge of health and medicine, could reasonably expect that the absence of immediate medical attention could result in any of the following:

- Serious jeopardy to the health of a patient, including a pregnant woman or fetus
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

Services & Equipment Requiring Prior Authorization

Some services require that providers obtain prior authorization before the services are performed; these include:

1. Applied Behavioral Analysis (ABA Therapy) *

T21: Ped-I-Care and SFCCN authorize services.

T19: Services are authorized by the Local Medicaid Area Office.

2. Durable Medical Equipment **

All items including Insulin Pumps, Custom Wheelchairs, and Scooters

3. Elective Surgical Procedures **

Including cosmetic and Plastic/Reconstructive procedures per Medicaid Physician Fee Schedule

4. Experimental/Investigational Treatment

Those newly developed procedures undergoing systematic investigation to establish their role in treatment or procedures that are not yet scientifically established to provide beneficial results for the condition for which they are used.

5. Genetic Testing

Include documentation supporting how results will impact care delivery decisions.

6. Hearing Services **/ Hearing Aids ** / Augmentative or Alternative Communicative Systems/Devices **

7. Home Health Care Services *

Including Home Health Aides, Nursing Visits, and Infusion Services

8. Inpatient Admissions - In and Out of Network

Including Mental Health and Skilled Nursing Facilities

9. Mental Health Day Treatment Programs

10. MRIs, MRAs, CT scans, PET scans

11. Nutritional Supplements ** / Enteral & Parenteral Nutrition **

12. Oral Surgery **

13. Orthodontia **

Include Medicaid score sheet, and films and/or photos if the score doesn't meet guidelines

14. Orthotics and Prosthetics **

15. Out of Network / Out of State Services

16. Prescribed Pediatric Extended Care (PPEC)

T21: Ped-I-Care and SFCCN authorize services.

T19: Services are authorized by eQHealth (1-855-444-3747).

17. Private Duty Nursing *

18. Request that Exceeds Medicaid Limits

19. Therapy Services *

Physical, Occupational, Speech, and Respiratory
This includes Therapy Services for Dually Enrolled Children in Early Steps.

20. Transplants and Related Care

Professional services rendered in the office for participating providers do not require prior authorization.

21. Vision Services **

Contact Lenses & Specialty (non-standard) Glasses

** Submit signed plan of care. Include all parent/guardian work/school schedules, explanation from the parent/guardian's doctor of disability and/or limitations (if applicable), notes of care currently being provided (if applicable), physician orders, and documentation of the level of care needed, # of hours/day, and # of days/week. Failure to provide clinical information can result in a delay or denial of the request.*

*** Services and items that have a by report (BR) or prior authorization (PA) indicator on the Florida Medicaid Fee Schedule. Therapy service providers are required to adhere to requirements outlined in the Florida Medicaid – Therapy Services Coverage and Limitations Handbook.*

Notification Only: Emergency Room Visits and Observation Stays

Emergency room visits and observation stays do not require prior authorization, just notification that the service was rendered. This information is used for coordination of care purposes only.

Regarding prior authorizations, please note:

- Any request for authorization of services requires a written order by the requesting provider. The provider should be available to answer questions if needed.
- Authorization requests require submission of supporting clinical documentation for medical review; failure to provide clinical information can result in a delay or denial of the request.
- Some services have limitations on the number of times providers will be reimbursed. Exceptions to limitations can be requested through the prior authorization process.
- Authorization for services (such as DME rental, home health, or therapies) will specify the units of service or time period for which authorization is given. A request for continuation of service must be submitted and/or signed by the provider before continuation of service will be pre-authorized for payment.
Authorization requests that do not have the signature of the requesting provider on the authorization form or attached clinical notes will be denied.
- Prior authorizations by a PCP are not required for behavioral health services.

Information that must accompany a request for authorization is listed below. If you are requesting services that exceed the Medicaid benefit limit, be sure to include this as a specific component to your request. Please have this information ready if you call in the request.

Requests to continue service require:

1. Summary of treatment progress to date
2. Assessment of need for further treatment
3. Requested number of units of service and duration
4. Current discharge plan (hospital, therapy)

If the requested service is not available within the network, an authorization to use an out-of-network specialist may be requested.

Utilization Management (Authorization Decision) Appeals

As stated above, nationally-recognized criteria for medical necessity (InterQual[®]) and the Medicaid Coverage and Limitations Handbooks are used to evaluate requests for medical appropriateness/necessity and benefits. If the request meets all the criteria, it will be assigned an authorization number by MED3000 (for Ped-I-Care members) or by SFCCN (for SFCCN members).

If InterQual[®] criteria are not met or the requested service exceeds the Medicaid covered allowable, is not a covered benefit, or is a request for an out-of-network provider/service, the request will be forwarded to the respective ICS Medical Director for review. Only the ICS Medical Director or Associate Medical Director is able to deny a request for authorization of services.

If the request for authorization for services is denied, a phone call will be made to the provider by MED3000 within 1 business day of the decision, followed up by a letter from the ICS to the requesting provider, member, primary care provider, and the CMS Nurse Care Coordinator, explaining the reason for the denial. The letter will be signed by the Medical Director who made the decision.

Appeal of Authorization Denial or Reduction

An appeal of Ped-I-Care's or SFCCN's decision to deny or reduce a service can be requested by the member, parent, provider, or anyone who has been authorized (in writing) by the member or legal guardian. **Additional information for consideration should be submitted with the appeal request.** The appeal will be reviewed by a Medical Director who was not involved in the initial decision.

When to Make the Appeal

An appeal must be made within 30 days from the date the initial denial or reduction decision is received. Appeal requests should NOT be sent to MED3000.

How to Make an Appeal

There are 3 ways to make an appeal to Ped-I-Care:

1. Call us at (352) 334-1705 or (866) 376-2456 and ask for the Ped-I-Care Medical Review Coordinator. If the appeal is made by phone, then an appeal request must be sent in writing within 10 days of the telephone request.

2. Send a written appeal to:

Ped-I-Care Medical Review Coordinator
1701 SW 16th Avenue, Bldg. A
Gainesville, FL 32608-1153

3. Fax Ped-I-Care a written appeal to: (352) 294-8084.

There are 3 ways to make an appeal to SFCCN:

1. Call us at (866) 209-5022 and ask for an appeal.

- If the appeal is made by phone, then an appeal request must be sent in writing within 10 days of the telephone request.

2. Send a written appeal to:

SFCCN Medical Review Coordinator
1643 Harrison Parkway, Bldg. H, Suite 200
Sunrise, FL 33323

3. Fax SFCCN a written appeal to: (954) 276-6107.

Ped-I-Care's and SFCCN's Response Times

The member, provider, and NCC will be notified of ICS's appeal decision within 45 days of receipt of the appeal request, unless it is an expedited appeal. The appeal time frame may be extended up to 14 calendar days, if the member or provider requests an extension or if the ICS needs additional information.

Expedited Appeals of Authorization Denial or Reduction

If an expedited appeal is requested and it meets the STAT criteria, the ICS will complete its review and will communicate its decision within 72 hours of the time the request is received. Written notice of disposition of the appeal is sent to the member within 2 calendar days after the decision is made. STAT timeframes are reserved for situations where waiting for an approval could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function. If a request does not meet STAT criteria, it will be processed as a standard, non-urgent request. To be considered a STAT request, there must be a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms that the absence of immediate medical attention could result in any of the following:

1. Serious jeopardy to the health of a patient, including a pregnant woman or fetus;
2. Serious impairment to bodily functions; or
3. Serious dysfunction of any bodily organ or part.

Continue Previously Authorized Services during an Appeal

Ped-I-Care and SFCCN will continue previously-authorized services when an appeal is requested if a written request is submitted to the UM Department 10 business days from the date of the Notice of Denial Letter, or within 10

business days after the date of the member's current services will end or be limited whichever is later.

Ped-I-Care's UM Department fax: (352) 294-8084

SFCCN's UM Department fax: (954) 767-5649

The ICS will inform the member that if the appeal decision is not overturned, then the member may have to pay for the cost of the services. A member may request a Medicaid Fair Hearing without having first exhausted the ICS's appeals process; this must be done within 90 days of receiving the original decision. A member who chooses to exhaust the appeals process may still request a Medicaid Fair Hearing within 90 days of receiving the appeal decision.

Medicaid Fair Hearings Contact Information:

Department of Children and Families
The Office of Appeal Hearings
Building 5, Room 255
1317 Winewood Boulevard,
Tallahassee, Florida 32399-0700

Telephone Number: (850) 488-1429

Fax Number: (850) 487-0662

Email: Appeal_Hearings@dcf.state.fl.us

Web: <http://www.myflfamilies.com/about-us/office-inspector-general/investigation-reports/appeal-hearings>

Details Regarding Continuation of Services:

1. The member's benefits will continue during an appeal if:
 - a. The member or the member's authorized representative files an appeal with the ICS regarding their decision:
 - i. Within 10 business days after the notice of the adverse action is mailed; or
 - ii. Within 10 business days after the intended effective date of the action, whichever is later.
 - b. The appeal involves the termination, suspension, or reduction of a previously authorized course of treatment;
 - c. The services were ordered by an authorized provider;
 - d. The original period covered by the original authorization has not expired; and
 - e. The member requests extension of benefits.
2. If, at the member's request, the ICS continues or reinstates the benefits while the appeal is pending, benefits must continue until 1 of the following occurs:
 - a. The member withdraws the appeal;
 - b. 10 business days pass after the ICS sends the member the notice of resolution of the appeal against the member, unless the member within those 10 days has requested a Medicaid Fair Hearing with continuation of benefits;
 - c. The Medicaid Fair Hearing office issues a hearing decision adverse to the member; or
 - d. The time period or service limits of a previously authorized service have been met.
3. If the final resolution of the appeal is adverse to the member and the ICS's action is upheld, the ICS may recover the cost of services furnished to the member while the appeal was pending to the extent they were furnished solely because of the continuation of benefits requirement.
4. If the Medicaid Fair Hearing officer reverses the ICS's action and services were not furnished while the appeal was pending, the ICS will authorize or provide the disputed services promptly.
5. If the Medicaid Fair Hearing officer reverses the ICS's action and the member received the disputed services while the appeal was pending, CMSN Plan will pay for those services.

Beneficiary Assistance Program

The member has one year to file with the Beneficiary Assistance Program (BAP). The BAP will not consider an appeal that has been to a Medicaid Fair Hearing. Members have the right to appeal an adverse decision on an appeal to the Beneficiary Assistance Program (BAP), including how to initiate such a review and the following:

- a. Before filing with the BAP, the enrollee must complete the ICS's appeals process;
- b. The member must submit the appeal to the BAP within 1 year after receipt of the final decision letter from the CMSN Plan;
- c. The BAP will not consider an appeal that has already been to a Medicaid Fair Hearing.

BAP Contact Information:

Agency for Health Care Administration
Beneficiary Assistance Program
Building 3, MS #26
2727 Mahan Drive
Tallahassee, FL 32308

(850) 412-4502 or
(888) 419-3456

Requests for Therapy Services

Therapy service providers are required to adhere to requirements outlined in the Florida Medicaid Therapy Services Coverage and Limitations Handbook in order to receive reimbursement for services. Therapy is initiated with a prescription. The initial prescription allows for evaluation by the therapist with recommendations made by the therapist and submitted to the primary care physician for approval regarding need for treatment and plan of care. Short term and long term therapy goals must be established that are consistent with the cognitive age and the medical condition of the child. Goals must be measurable with treatment notes supportive of activities that are goal directed during therapy. Signature of the PCP, ARNP or PA designee, or designated physician specialist indicating that they have reviewed the plan of care and prescribed the therapy is required. Therapy services may be authorized for up to a 180-day period. Re-evaluation is required between 150-180 days.

The request for ongoing rehabilitative services (occupational, respiratory, physical, and speech/language therapy) is generally made in two phases, the initial assessment and the treatment plan of care. A primary care or specialty provider makes the request for the initial assessment. If approved, the therapist conducts the assessment and develops a proposed treatment plan. The plan must be approved by the requesting provider, as indicated by his/her signature on the plan, but the actual prior authorization request may be submitted to MED3000 (for Ped-I-Care members) or SFCCN (for SFCCN members) by either the provider or the therapist.

Services may be requested up to 60 days in advance and for a time period of up to 180 days. No more than 14 units of services per therapy will be authorized per week. Up to 3 one-hour treatment visits per week will be authorized per approval from the ICS Medical Director.

Therapists may use the Therapy Service Authorization Checklist (located at http://pedicare.peds.ufl.edu/Title21/Ped-I-Care_Therapy_Services_Authorization_Request_Checklist.pdf) to ensure all the needed information is submitted with service requests.

Occupational Therapy (OT) Authorization Guidelines

Overview of OT

Occupational Therapy intervention includes evaluation and treatment of motor, perceptual, sensory processing, adaptive/self-help, and social/emotional deficits in order to optimize level of functioning, facilitate development,

and improve occupational performance.

OT intervention includes but is not limited to therapeutic activities and procedures, functional activities including activities of daily living (ADLs), neuromuscular training, sensory integration, manual therapy techniques, the application of modalities requiring direct contact, and orthosis fitting and training.

1. Guidelines for OT Interventions

The OT evaluation report and subsequent 6 month OT re-assessment report will determine the client's eligibility for OT intervention.

- a. To qualify a client for OT services:
 - i. Providers must utilize either comprehensive standardized *or* performance-based measures that assess sensory-motor functioning; and
 - ii. Document (clinical findings) the evidence of occupational performance limitation as a result of deficits identified with the assessment measures.
- b. Criteria for eligibility will be as follows:
 - i. Performance-based test: Greater than 25% delays in performance in *two or more* developmental skills including motor, perceptual, sensory processing, adaptive/self-help, and social/emotional development.
 - ii. Standardized assessment: Greater than 1.5 standard deviations from the norm/mean.
 - iii. Clinical Findings: Existence of sensory-motor deficits impacting client's occupational performance.

2. Authorization of OT Services

The ICSs authorize services that:

- a. Meet the criteria for eligibility described in Section 2 (Guidelines for OT Intervention);
- b. Are medically necessary, and prescribed by a physician (MD or DO), Advanced Registered Nurse Practitioner (ARNP), or physician assistant (PA);
- c. Are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Are developmentally appropriate;
- e. Are consistent with best practice interventions (evidence-based practice), which include the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- f. Reflect parental/caregiver's involvement with the identification, implementation, and delivery of services.

ICSs will not authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the client's progress in functional gains, occupational performances, and/or maintenance of quality of life and safety following OT intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with client's diagnosis, overall prognosis, and rehabilitative expectations.

3. Plan of Care and Frequency of OT Therapies

- a. A plan of care (treatment plan) needs to be submitted with the initial evaluation and subsequent 6-month re-assessments to describe:
 - i. OT procedures to be utilized;
 - ii. Short-term and long-term goals;
 - iii. Frequency of therapy (# units/week; 1 unit = 15 minutes); and
 - iv. Projected outcome for therapy which includes the functional level to be achieved by the client to map a discharge plan.

- b. Guidelines for the utilization and delivery of OT services are as follows:
 - i. **Intensive Therapy** – Up to 12 units per week for new episode of acute condition or specialized therapy for dyslexia, severe sensory disorders, and related conditions for up to 6 months.
 - ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.
 - iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
 - iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.

Speech/Language Therapy (ST) Authorization Guidelines

1. Overview of ST

Speech/Language intervention includes the evaluation and treatment of the following disorders:

- a. **Receptive and Expressive Language:** The comprehension and/or the expression of spoken or written language. Disorders in this domain may include one, a combination of, or all of the components of a language system. The components include:
 - i. **Phonology:** The particular sound system of a language and the rules of the language that govern how sounds are put together.
 - ii. **Morphology:** The structure of words and the ways in which the rules of language govern how the words are put together to form new words.
 - iii. **Syntax:** The rules governing the order and combination of words in the formation of sentences and the relationship between the components in the sentence.
 - iv. **Semantics:** The individual word meanings and combining the word meanings to form the content of a sentence.
 - v. **Pragmatics:** The sociolinguistic components that govern the use of language in context.
- b. **Articulation:** The production of speech sounds for a given age. Disorders in this domain are characterized by abnormal speech production of a given age.
- c. **Fluency:** The flow of verbal expression. Disorders in this domain are characterized by impaired rate and rhythm and often accompanied by secondary struggling behaviors.
- d. **Voice:** The production of voice. Disorders in this domain are characterized by abnormal initiation/duration, tonal quality, pitch, loudness, and/or resonance.

2. Guidelines for Speech/Language Interventions

Initial evaluation and subsequent 6-month re-assessment determine the client's eligibility for speech/language intervention.

- a. **Receptive and Expressive Language:** A significant delay in this area is defined as at least 1.5 standard deviations below the mean. Assessment in this area should include:
 - i. A comprehensive, standardized language measure that assesses both expressive and receptive language;
 - ii. A secondary measure assessing the area of concern;
 - iii. A discrepancy of at least one standard deviation between the overall expressive and receptive scores, or a discrepancy of one standard deviation between two or more areas described above, or a discrepancy of one standard deviation between language scores and a non-verbal cognitive measure;
 - iv. Performance-based measure such as a parent/teacher questionnaire that corroborates with the data obtained on the standardized measure; and
 - v. Evidence of a passed hearing screening within the past 6 months (initial authorization only).
- b. **Articulation Skills:** A significant delay in this area is defined as at least three sounds that are developmentally delayed more than one year based on standardized norms, two sounds that are developmentally delayed more than two years, and one sound that is developmentally delayed more than three years. Assessment in this area should include:

- i. Informal assessment of speech skills based on a conversation sample, to determine level of intelligibility;
 - ii. Standardized assessment of articulation skills;
 - iii. Performance-based measure such as a parent/teacher questionnaire that corroborates the data obtained on the standardized measure; and
 - iv. Oral motor assessment to determine the level of (if any) oral motor involvement.
- c. **Fluency Skills:** A significant delay in this area is determined by the use of a standardized assessment for fluency. An informal assessment of connected speech should first be done to determine the need for a formal assessment.
- d. **Voice Skills:** Voice skills can be assessed informally by listening to connected speech and completing a voice profile questionnaire. A medical evaluation by an Ear/Nose/Throat (ENT) physician must be done to determine the need for voice therapy.

3. Authorization of Speech/Language Services

The ICSs authorize services that meet the following criteria:

- a. The evaluation criteria addressed in Section 2 (Guidelines for Speech/Language Interventions);
- b. If the client is of school age, having documentation that the child is/is not receiving school-based therapy;
 - i. If not, the reasons should be documented as to why not.
 - ii. If the child is receiving school based treatment, a copy of the child's Individualized Education Plan (IEP) should be included documenting the services provided.
- c. Goals are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Consistent with the best practice interventions (evidence-based practice) which includes the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- e. Reflecting parental/caregiver's involvement with the identification, implementation, and delivery of service.

ICSs will not authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the client's progress in functional gains and/or speech performance following ST intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with client's diagnosis, overall prognosis, and rehabilitative expectations.

4. Plan of Care and Frequency of ST Therapies

- a. A plan of care (treatment plan) needs to be submitted with the initial evaluation authorization request and subsequent 6-month re-assessment requests to describe:
 - i. Short- and long-term goals;
 - ii. Treatment procedures that are evidence-based;
 - iii. Frequency of therapy (# units per week; 1 unit = 15 minutes);
 - iv. Goals for treatment should reflect the client's needs and severity of disability;
 - v. Goals incorporating carryover of skills to areas outside the therapy setting; and
 - vi. Projected outcome from therapy that includes the functional level to be achieved by the client to map a discharge plan.
- b. Guidelines for the utilization and delivery of ST services are as follows:
 - i. **Intensive Therapy** – Up to 12 units per week for new episode of acute condition or specialized therapy for dyslexia, severe sensory disorders, and related conditions for up to 6 months.
 - ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.

- iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
- iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.

Physical Therapy (PT) Authorization Guidelines

1. Overview of PT

- a. Physical Therapy evaluation includes completion of a standardized or a performance-based assessment tool describing motor/sensory involvement.
- b. Criteria for initial treatment is the documentation of atypical muscle control and/or sensory-motor deficits which limit functional skills of the child and the establishment of short and long term goals for the intervention.

2. Guidelines for PT Interventions

- a. Therapy must include activities that require participation of licensed therapist or therapist assistant. Therapy must consist of activities that meet at least one of the following criteria:
 - i. Will result in improved active participation of the child in normal daily routines or functional activities;
 - ii. Will promote the acquisition of functional skills by the child;
 - iii. Will assist in the prevention or decrease of musculoskeletal deformity;
 - iv. Can be reinforced daily by the primary caregivers of the child in their daily routines; and/or
 - v. Will provide pain relief.
- b. Short-term and long-term therapy goals must be established that are consistent with the cognitive age and the medical condition of the child. Goals must be measurable with treatment notes supportive of activities that are goal directed during therapy.
- c. Intensive physical therapy of up to 12 -14 units per week may be approved in the following circumstances:
 - i. Intense post-surgical intervention is needed for prolonged duration or increased frequency to allow child to benefit fully from the surgical procedure – example: following dorsal rhizotomy;
 - ii. The child has had a recent growth spurt that is associated with change in functional status – example: child with atypical lower extremity muscle tone who has experienced bone growth and associated increased tightness in involved musculature which results in decreased independence in functional skills;
 - iii. The child has change in functional status indicating need for increased intervention for specific period to assist in appropriate skill acquisition – example: child has started to walk and additional intervention is needed to facilitate appropriate gait pattern; and/or
 - iv. The child has severe involvement and the therapist provides documentation that all appropriate and tolerated therapy activities are not able to be completed in less treatment time.
- d. **Procedure for requesting extended frequency/duration of therapy treatment:**
 - i. The therapist must provide documentation that the child has been consistently attending therapy and tolerating treatment sessions of at least 30 minutes twice weekly;
 - ii. All requests must include relationship of extended treatment time to functional and measurable treatment goals;
 - iii. Documentation must include that the extended time is required to allow for specific handling techniques by a medical professional such as stretching. Extended time should not be requested for practice activities which can be included in appropriate home program;
 - iv. Extended treatment time is not for the convenience of family or provider; and
 - v. Specific gains from extended treatment times must be documented to justify continuation of extended time beyond a 3-month period.

3. Length of Authorization for Physical Therapy Services

- a. Physical Therapy Services may be authorized up to six months. The length of authorization is dependent on the diagnosis and the established goals of treatment. For example, a child with atypical muscle tone and global developmental delay may be anticipated to require authorization for six months while a child with an acute ankle injury may require services for 1 to 2 months only. The therapist is notified of the length of authorization following approval of the initial treatment plan.
- b. The therapist is required to submit a new treatment plan including current functional status of the child, progress on established treatment goals, and establishment of new goals which must be approved by the primary care physician to request continued authorization of services. Continued authorization for therapy services must be supported by a measurable response to treatment provided in the subsequent plan of care request.
- c. Consultative/maintenance therapy may be funded to allow therapist to work with primary caregiver regarding handling techniques and updating previously provided home programs as needed. Consultative therapy would be expected not to exceed 6 units per month.

4. Authorization of PT Services

The ICSs authorize services that:

- a. Meet the criteria for eligibility;
- b. Are medically necessary, and prescribed by a physician (MD or DO), Advanced Registered Nurse Practitioner (ARNP), or physician assistant (PA);
- c. Are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Are developmentally appropriate;
- e. Are consistent with best practice interventions (evidence-based practice), which include the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- f. Reflect parental/caregiver's involvement with the identification, implementation, and delivery of services.

ICSs will not authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the client's progress in functional gains, physical performances, and/or maintenance of quality of life and safety following PT intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with client's diagnosis, overall prognosis, and rehabilitative expectations.

5. Plan of Care and Frequency of Therapies

- a. **A plan of care (treatment plan) needs to be submitted with the initial evaluation and subsequent 6-month re-assessments to describe:**
 - i. PT procedures to be utilized;
 - ii. Short term and long term goals;
 - iii. Frequency of therapy (# units/week; 1 unit = 15 minutes); and
 - iv. Projected outcome for therapy which includes the functional level to be achieved by the client to map a discharge plan.
- b. **Guidelines for the utilization and delivery of PT services are as follows:**
 - i. **Intensive Therapy** – Up to 12 units per week for new episode of acute condition for up to 6 months.
 - ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.
 - iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
 - iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.



Therapy Services Authorization Request Checklist

Title XIX and Title XXI

Therapy service providers are required to adhere to requirements outlined in the *Florida Medicaid - Therapy Services Coverage and Limitations Handbook* in order to receive reimbursement for services. All required documentation to support the request must be submitted at the time of the request. Failure to provide all necessary clinical information can result in a delay or denial of your request. This form may be used as a checklist of submission guidelines and submitted with the Authorization Request Form for therapy services. Therapy services may be authorized for up to a 180 day period.

Initial Requests:

Evaluation and/or Plan of Care (POC) should include the following:

- Chronological age and functional age;
- Summary of recipients current health status, including diagnosis(es);
- Current school grade; document if therapy is being provided by school system;
- Indicate all therapies member is currently receiving (PT, OT, ST/SLP, ABA/BSA). For multiple therapy group practices, if multiple therapies are utilized (i.e. PT, OT, and/or ST), include an integrated therapy plan. If integration is not feasible, include documentation of why;
- Modalities;
- Goals (short term and long term);
- Frequency/duration of visits; certification period, and total units requested;
- Signature of the therapist; AND
- Signature of the primary care provider (PCP), ARNP or PA designee, or designated physician specialist indicating that they have reviewed the POC and prescribed the therapy. Services cannot be provided prior to the date of this signature.**

Re-Certification Requests (Re-evaluation is required between 150-180 days):

Evaluation and/or Plan of Care (POC) should include the following:

- Requirements of initial request mentioned above;
- Compliance with therapies and rehab potential;
- Family involvement/participation in home therapy program;
- Percentages of progress toward goals and milestones accomplished since last evaluation, and modifications to the POC;
- Justification of medical necessity for services to maintain functionality;
- Frequency/duration of visits, certification period, and total units requested;
- Before expiration of the authorization period, the therapist must review and revise the POC and submit it to the PCP for review; AND**
- The PCP shall review the recipient's POC and sign to prescribe the continuation of services. Services cannot not be provided prior to the date of this signature.**

PED-I-CARE MEDICAL AUTHORIZATION REQUEST FORM

Fax requests to (866) 256-2015 • For questions call (800) 492-9634

eINFOsource Provider Portal: <https://cms.einfosource.med3000.com>

To find forms on our website visit <http://pedicare.pediatrics.med.ufl.edu>

One request per form - Separate approvals must be obtained for the facility and the provider.



Program: Title XIX (T19 MMA-CMSN Plan) Title XXI (T21) Check Selection

Request Type: Standard STAT* Retro (service already provided) ER or Observation Stay Notification

*Standard timeframe could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function.

Member: _____ DOB: _____ Member ID#: _____ Age: _____ Gender: _____

	Requesting Provider	Requested Provider/Facility	PCP (If not already listed)
Provider Name			
Specialty			
Tax ID #			
Contact Name			
Phone #			
Fax #			

Diagnosis Code(s): _____ CPT/HCPCS Code(s), if applicable: _____

AUTHORIZATION INFORMATION – Requests require the submission of supporting clinical documentation.

Provider/Facility is: Participating Non-Participating (Include address, contact info, NPI #, and for T19 the Medicaid #)

Date of Admit/Service: _____ Elective (Includes scheduled) ** Emergent (in 24 hours)

Requested Dates: _____ through _____ Total: _____ Days Weeks Months

Procedure: _____

- Inpatient Surgery/Services Outpatient Surgery/Services ** Transplantation & Related Care
 Experimental/Investigational Treatment Out-of Network Request for: _____
 Other _____

Items/Supplies **

- Augmentative Communication System/Device
 DME: _____
 Orthotics/Prosthetics: _____
 Hearing: Hearing Aids Cochlear Implant
 Nutritional Supplements: (Include forms and order)
 Enteral TPN PKU
 Vision: Contact Lenses Specialty Glasses

Services/Procedures

- Diagnostic Imaging of: _____
 MRI MRA CT Scan PET Scan
 Genetic Testing
 Oral Surgery **
 Orthodontia ** (Include Medicaid score sheet and films and/or photos if score doesn't meet guidelines)

Days/Week: _____ Units/Day: _____ Total Units: _____

Choose one service type and include a signed plan of care.

Home Health Services Home Health Aide
 PDN: LPN RN Home Infusion

Therapy Physical Occupational
 Speech Respiratory

Applied Behavioral Analysis (ABA) Therapy

T21 - Evaluation Therapy

T19 - Request through the Local Medicaid Area Office

Prescribed Pediatric Extended Care (PPEC)

T21 - # Full Days: _____ # Half Days: _____

T19 - Request through eQHealth @ 1-855-444-3747

Transportation (For routine, non-emergent transportation to medical appointments)

T21 - Call TMS @ 1-855-739-5986 to request services T19 - Call TMS @ 1-866-411-8920 to request services

** For services that have a by report (BR) or prior authorization (PA) indicator on the Medicaid Fee Schedule.



SFCCN MEDICAL AUTHORIZATION REQUEST FORM

T19 MMA Fax requests (954) 767-5649 • T21 Fax requests (954) 767-5491

T19 MMA Questions (866) 209-5022 • T21 Questions (866) 202-1132

eINFOsource Provider Portal: <https://cms.einfosource.med3000.com>



One request per form - Separate approvals must be obtained for the facility and the provider.

Program: Title XIX (T19 MMA-CMSN Plan) Title XXI (T21)

Request Type: Standard STAT* Retro (service already provided) ER or Observation Stay Notification

*Standard timeframe could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function.

Member: _____ DOB: _____ Member ID#: _____ Age: _____ Gender: _____

	Requesting Provider	Requested Provider/Facility	PCP (If not already listed)
Provider Name			
Specialty			
Tax ID #			
Contact Name			
Phone #			
Fax #			

Diagnosis Code(s): _____ CPT/HCPCS Code(s), if applicable: _____

AUTHORIZATION INFORMATION – Requests require the submission of supporting clinical documentation.

Provider/Facility is: Participating Non-Participating (Include address, contact info, NPI #, and for T19 the Medicaid #)

Date of Admit/Service/Appointment: _____ Elective (Includes scheduled) Emergent (in 24 hours)

Requested Dates: _____ through _____ Total: _____ Days Weeks Months

Procedure: _____

- Inpatient Surgery/Services Outpatient Surgery/Services Transplantation & Related Care
- Experimental/Investigational Treatment Out-of Network Request for: _____
- Other _____

Items/Supplies **

- Augmentative Communication System/Device
- DME: _____
 - Orthotics/Prosthetics: _____
- Hearing: Hearing Aids Cochlear Implant
- Nutritional Supplements: (Include forms and order)
 - Enteral TPN PKU
- Vision: Contact Lenses Specialty Glasses

Services/Procedures

- Diagnostic Imaging of: _____
 - MRI MRA CT Scan PET Scan
- Genetic Testing
- Oral Surgery (If not performed in an office setting)
- Orthodontia ** (Include Medicaid score sheet and films and/or photos if score doesn't meet guidelines)

Days/Week: _____ Units/Day: _____ Total Units: _____
Choose one service type and include a signed plan of care.

- Home Health Services** Home Health Aide
 - PDN: LPN RN Home Infusion
- Therapy** Physical Occupational
 - Speech Respiratory

Applied Behavioral Analysis (ABA) Therapy

Fax to Concordia (305) 514-5321;
Questions : (800) 294-8642

T21 - Evaluation Therapy
T19 - Request through the Local Medicaid Area Office

Prescribed Pediatric Extended Care (PPEC)

T21 - # Full Days: _____ # Half Days: _____
T19 - Request through eQHealth @ 1-855-444-3747

Transportation (For routine, non-emergent transportation to medical appointments)

T21 - Call LogistiCare @ 1-866-429-8529 to request services T19 - Call LogistiCare @ 1-866-250-7455 to request services

** For services that have a by report (BR) or prior authorization (PA) indicator on the Medicaid Fee Schedule.

Fax requests to (866) 256-2015. For questions call (800) 492-9634.

To find forms on our website visit <http://pedicare.peds.ufl.edu>.**Section 1: Member Info and Type of Request**

Member: _____ DOB: _____ Member ID#: _____ Age: _____ Gender: _____

- Title XIX (19) Title XXI (21)
 Standard STAT* Retro

*To be considered a STAT request, there must be a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms, such that the absence of immediate medical attention could result in any of the following: serious jeopardy to the health of a patient, including a pregnant woman or fetus; serious impairment to bodily functions; or serious dysfunction of any bodily organ or part.

- Initial Continuing
 Baker Act Voluntary Status
 Inpatient Residential Treatment Mental Health Day Treatment

Requested Dates: _____ through _____ Total Days Requested: _____

Section 2: Providers Involved and Their Contact Info –Please include Member’s PCP

	Requesting Provider	Requested Facility	PCP (if not already listed)
Provider Name			
Specialty			
Contact Name			
Phone #			
Fax #			

Provider/Facility is: Participating Non-Participating (include contact information above)**Section 3: Clinical Information – Please attach additional pages if more space is needed and any necessary documentation**

Diagnosis (include codes):

Procedure (include codes):



Date of Initial Physician Assessment: _____
Results:

Describe Reason for Admission Being Requested:

Describe Previous Treatments (Inpatient RTC, Outpatient, Other):

Describe Why Less Restrictive Treatment Options are Inadequate to Meet the Clinical Needs of this Member:



Current Medications:	Dosage:	Start Date:
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Previous Medications:	Dosage:	End Date:
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Special Precautions:

Describe Current Mental Status:



Describe Participation in Treatment:

Describe Current Treatment Plan:

Describe the Need for Ongoing Treatment at this Level of Care:

Discharge Plan:

Estimated Date of Discharge:

Other Information:

Clinical Review Form (Please use black ink)

Medicaid Billing #	NPI #	
Form Date (MM/DD/YYYY)	Member Medicaid #	Member Date of Birth (MM/DD/YYYY)
Member Last Name		Member First Name
Provider Name (Last Name, First Name) or Name of Facility		DCF Contract #

1. Admission Status:

- New Client
 Existing Client/New Episode
 Existing Client – Ongoing Treatment

2. Presenting Problem(s):

3. Current Mental Status Examination: (Please complete all areas)

Orientation:	<input type="checkbox"/> person	<input type="checkbox"/> place	<input type="checkbox"/> time		
Attention:	<input type="checkbox"/> normal	<input type="checkbox"/> decreased	<input type="checkbox"/> hypervigilant	<input type="checkbox"/> distractible	
Activity Level:	<input type="checkbox"/> normal	<input type="checkbox"/> increased	<input type="checkbox"/> decreased		
Eye Contact:	<input type="checkbox"/> normal	<input type="checkbox"/> fair	<input type="checkbox"/> poor		
Affect:	<input type="checkbox"/> broad	<input type="checkbox"/> blunted	<input type="checkbox"/> flat	<input type="checkbox"/> inappropriate	<input type="checkbox"/> labile <input type="checkbox"/> restricted
Mood:	<input type="checkbox"/> euthymic	<input type="checkbox"/> dysphoric	<input type="checkbox"/> elevated	<input type="checkbox"/> expansive	<input type="checkbox"/> irritable
Thought Process:	<input type="checkbox"/> logical	<input type="checkbox"/> tangential	<input type="checkbox"/> circumstantial	<input type="checkbox"/> obsessional	<input type="checkbox"/> productive
	<input type="checkbox"/> impoverished				
Delusions:	<input type="checkbox"/> absent	<input type="checkbox"/> paranoid	<input type="checkbox"/> grandiose	<input type="checkbox"/> religious	<input type="checkbox"/> other: _____
Suicidal Ideas:	<input type="checkbox"/> absent	<input type="checkbox"/> past Hx	<input type="checkbox"/> present	<input type="checkbox"/> intent	<input type="checkbox"/> plan
Homicidal Ideas:	<input type="checkbox"/> absent	<input type="checkbox"/> past Hx	<input type="checkbox"/> present	<input type="checkbox"/> intent	<input type="checkbox"/> plan
Judgement:	<input type="checkbox"/> intact	<input type="checkbox"/> fair	<input type="checkbox"/> poor		
Insight:	<input type="checkbox"/> intact	<input type="checkbox"/> fair	<input type="checkbox"/> poor		
Alcohol/Drug History:	<input type="checkbox"/> alcohol abuse	<input type="checkbox"/> smoking	<input type="checkbox"/> drug abuse: _____		

4. Current Diagnosis: (DSM IV Code)

MUST INCLUDE NUMERIC CODE

Axis I:	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	.	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	Description:
Axis I:	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	.	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	Description:
Axis II:	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	.	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	Description:

Axis III: endocrine blood lungs metabolic cancer neurologic heart
 unknown none no allergies allergies: _____

Axis IV: primary support group occupational access to health care educational
 social environment housing legal economic other: _____

Current GAF Score:
Highest GAF during past year:

DIRECTIONS: Complete this *Clinical Review Form*-

	/		/	
Member Medicaid #		Member Date of Birth (MM/DD/YYYY)		
Member Last Name			Member First Name	
	/		/	
Form Date (MM/DD/YYYY)				

11. Treatment Modality, Frequency and Duration (6 Month's Worth Maximum)

Service Code	Description	Unit	Frequency: Units per Month	Duration: # of Months
<input type="checkbox"/> H2019 HO	Therapeutic Behavioral Onsite (TBOS)	15 min	_____	_____
<input type="checkbox"/> H2019 HR	Individual / Family Therapy -	15 min	_____	_____
<input type="checkbox"/> H2019 HQ	Group Therapy	15 min	_____	_____
<input type="checkbox"/> H2012	Behavioral Health Day Service MH	1 hr	_____	_____
<input type="checkbox"/> H2012 HF	Behavioral Health Day Service SA	1 hr	_____	_____
<input type="checkbox"/> H2017	Psychosocial Rehabilitation Services	15 min	_____	_____
<input type="checkbox"/> T1017 HA	TCM - Child	15 min	_____	_____
<input type="checkbox"/> T1017	TCM - Adult	15 min	_____	_____
<input type="checkbox"/> T1017 HK	Intensive Case Management Team Services	15 min	_____	_____
<input type="checkbox"/> H2000 HP	Psychiatric evaluation by Psychiatrist	1 Eval	_____	_____
<input type="checkbox"/> H2000 HO	Psychiatric evaluation by ARNP or PA	1 Eval	_____	_____
<input type="checkbox"/> T1015	Medication Management	1 Event	_____	_____
<input type="checkbox"/> H0031 HA	CBHA	15 min	_____	_____
<input type="checkbox"/> S5145	STFC Level 1	1 day	_____	_____
<input type="checkbox"/> S5145 HE	STFC Level 2	1 day	_____	_____
<input type="checkbox"/> S5145 HK	STFC Crisis intervention	1 day	_____	_____
<input type="checkbox"/> H2020 HA	Behavioral Health Overlay Services(BHOS)	1 day	_____	_____
<input type="checkbox"/> H0019	STGC	1 day	_____	_____
<input type="checkbox"/> INPA	SIPP	1 day	_____	_____

- The Recipient meets eligibility criteria for services
- Multidisciplinary team has determined the child is in need of the service (Attach copy of MDT recommendations)
- Assessment is court ordered?
- Current involvement with DCF Foster Care Protective Services DJJ

12. Referral to Healthy Behaviors Program

- Alcohol/Substance Abuse
- Smoking Cessation
- Weight Management



1701 S.W. 16th Ave., Bldg. A, 3rd Floor, Gainesville, Florida 32608
 Phone: (866) 376-2456 · Fax: (352) 294-8084 · <http://pedicare.peds.ufl.edu>

WORK SCHEDULE FOR PARENT OR LEGAL GUARDIAN

This form must be completed by a supervisor at the current place of employment.
 Submit one form for each care giver. Do not send in false information.
 Ped-I-Care will notify Medicaid if the information sent in is suspicious.

Employee's Name: _____

Employee's Position Title: _____

Name of Company: _____

Name of Employer: _____

Address (Place of Employment): _____

WORK SCHEDULE: (Include work hours for each day scheduled to work)

Day of Week	Total Time Working Including Travel To and From Work	Scheduled Start Time	Scheduled Quitting Time	Variable Work Schedule (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Is the employee scheduled to work holidays? _____

Does the employee work a seasonal or year round schedule? _____

Is the employee the only care giver for the child? _____

Name of Supervisor (Printed): _____

Supervisor's Title: _____

Telephone #: _____ Company: _____ Supervisor: _____

Supervisor's Signature: _____ Date: _____

Member's Name: _____	ID #: _____
----------------------	-------------



Fax requests to (954) 767-5649 • For questions call (855) 819-9506

WORK SCHEDULE FOR PARENT OR LEGAL GUARDIAN

This form must be completed by a supervisor at the current place of employment.
Submit one form for each care giver. Do not send in false information.
SFCCN will notify Medicaid if the information sent in is suspicious.

Employee's Name: _____

Employee's Position Title: _____

Name of Company: _____

Name of Employer: _____

Address (Place of Employment): _____

WORK SCHEDULE: (Include work hours for each day scheduled to work)

Day of Week	Total Time Working Including Travel To and From Work	Scheduled Start Time	Scheduled Quitting Time	Variable Work Schedule (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Is the employee scheduled to work holidays? _____

Does the employee work a seasonal or year round schedule? _____

Is the employee the only care giver for the child? _____

Name of Supervisor (Printed): _____

Supervisor's Title: _____

Telephone #: Company: _____ Supervisor: _____

Supervisor's Signature: _____ Date: _____

Member's Name: _____	ID #: _____
----------------------	-------------



1701 S.W. 16th Ave., Bldg. A, 3rd Floor, Gainesville, Florida 32608
 Phone: (866) 376-2456 · Fax: (352) 294-8084 · <http://pedicare.peds.ufl.edu>

SCHOOL SCHEDULE FOR PARENT OR LEGAL GUARDIAN

This form must be completed by a school registrar or student advisor at the school where the child's parent or legal guardian is currently enrolled. Submit a form for each care giver.

Do not send in false information. Ped-I-Care will notify Medicaid if the information sent in is suspicious.

Name of Student: _____

Name of School: _____

Address of School: _____

SCHOOL SCHEDULE: (Include hours for each day scheduled to attend class)

Day of Week	Total Time at School Including Travel To and From School	Scheduled Class Start Time	Scheduled Class End Time	Additional Hours: Tutoring, Clinical, Lab, etc. (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Does the school close for all Federal holidays? _____

How long is each semester (4 weeks, 8 weeks, etc.)? _____

Does the student attend classes over the summer (June/July/August)? _____

Is the student the only care giver for the child? _____

Name of Student Advisor (Printed): _____

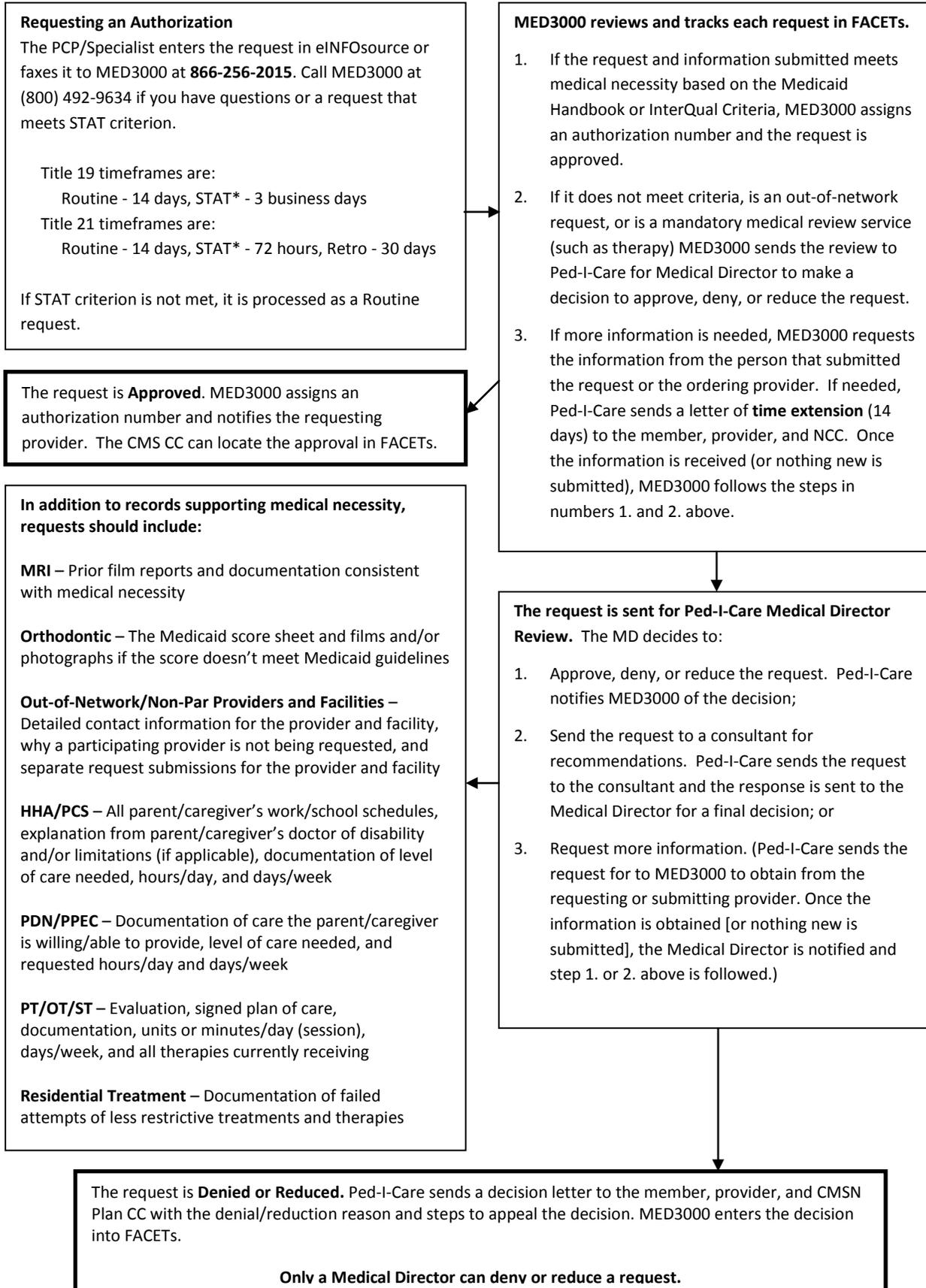
Telephone #s School: _____ Advisor: _____

Advisor's Signature: _____ Date: _____

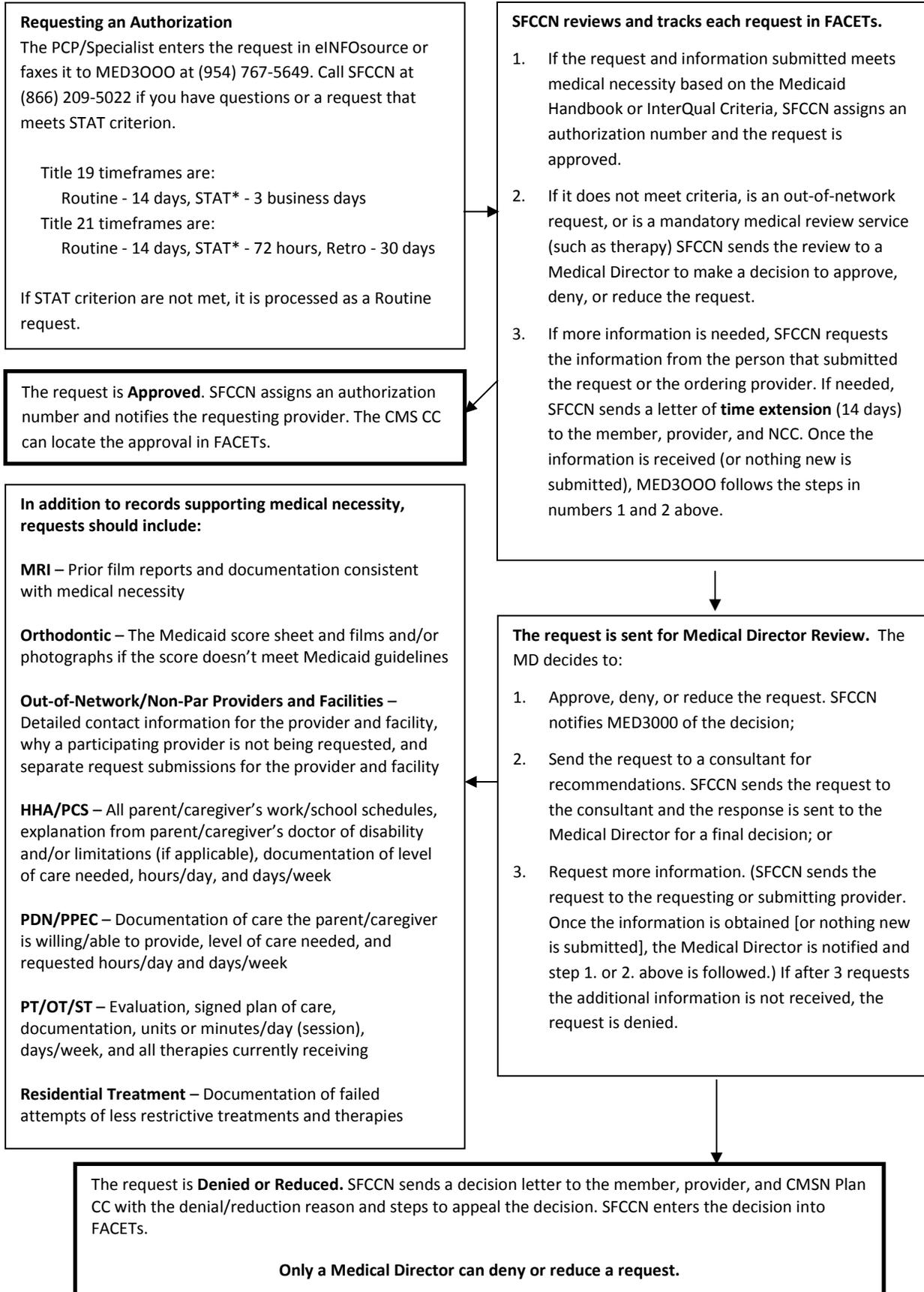
Please include a copy of the student's class schedule and the school's yearly schedule including semester breaks and closing dates for holidays.

Member's Name: _____	ID #: _____
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Ped-I-Care Medical Review Process



SFCCN Medical Review Process





PED-I-CARE AUTHORIZATION DENIAL APPEAL REQUEST FORM

You can fax this form to us at (352) 294-8084 OR mail this form to us at: Ped-I-Care, Attn: Medical Review Coordinator, 1701 S.W. 16th Ave., Bldg. A, Gainesville, FL 32608. You can call us to make an appeal at (866) 376-2456. If you appeal by phone, you must then send an appeal to us in writing within 10 days of your telephone request. If you have questions, please feel free to call us at (866) 376-2456, and ask for our Utilization Management Department; or visit our website at <http://pedicare.peds.ufl.edu/>. A written decision will be sent to the member, provider(s), and CMS Area Office.

PLEASE DO NOT SEND THIS APPEAL OR ANY MEDICAL INFORMATION BY EMAIL!

Appeal Type: Standard Fast (Use only when your doctor thinks it is medically necessary)
 Title XIX (19) Title XXI (21)

Member: _____ DOB: _____ Member ID#: _____

Name of person requesting appeal: _____

Relationship to member: Parent/Guardian PCP Other: _____

Name of provider who ordered the service: _____

Service appealed: _____

Service appealed was: Denied Reduced/Limited (Please attach a copy of the Notice of Denial letter that you received)

Check if new information is attached: Notes Tests/Studies Photos Imaging Other: _____

Please use this area to explain why this request should be approved. You may use additional paper, if needed.

We may continue your previously authorized services when you file an appeal. For us to continue your services, you must let us know in writing whether you to continue your services by whichever of the following time period is later, either: 1) within 10 business days from the date of this notice; or 2) within 10 business days after the date your current services will end or be limited. Please mark the box to tell us if you would like to continue previously authorized services: NO YES (If you mark "yes" and do not win the appeal, you may have to pay for the cost of the services)

This communication may contain information that is legally protected from unauthorized disclosure. If you have received this message in error, you should notify the sender immediately by telephone and discard this message.

Ped-I-Care Medical Review Appeal Process

Note: If STAT criteria are not met, the appeal is processed as a routine request.

Following Medical Review by a Ped-I-Care Medical Director, a denial or reduction decision is made for the requested service, item, provider, or facility. Ped-I-Care sends a letter to the member/parent, CMSN Care Coordinator (CC), Primary Care Provider (PCP), and the requesting provider. If an appeal is not pursued, the decision does not change.

***Request to Continue Services**
The member/parent may request that the services continue until the appeals process is completed. The member/parent may be responsible for the cost of the services if the decision is upheld. For both Titles XIX and XXI, a written request to continue services must be sent within 10 days.

Appeal*
The member, parent, provider, or CC can ask for appeal by telephone or in writing. An appeal must be filed within 30 days of receiving the decision letter. An appeal can be filed orally or in writing; it must also be submitted in writing within 10 days of the oral request.

Additional information supporting the request and an appeal request should be faxed to Attn: Medical Review Appeals Coordinator at (352) 294-8084. Appeals should not be faxed to MED3000. For Title XIX, an appeal acknowledgement letter is sent by Ped-I-Care within 5 business days if the request is not for a STAT appeal. If you have questions about an appeal, call (866) 376-2456 or (352) 334-1705, choose 5, then 1.

Title XIX
Ped-I-Care Appeal: The request is sent to a Medical Director not involved previously. The appeal decision is due within 45 days (STAT 72 hours). Both decision timeframes can be extended 14 calendar days. Ped-I-Care sends a letter with the decision to the member/parent, CMSN CC, PCP, and the requesting provider.

Note: For Title XIX, there is only 1 level of Ped-I-Care appeal.

If member or parent does not want to file an appeal with Ped-I-Care or does not agree with Ped-I-Care's appeal decision, they have 90 days to file a **Medicaid Fair Hearing** or 1 year to file with the **Beneficiary Assistance Program (BAP)**. The BAP will not consider an appeal that has been to a Medicaid Fair Hearing.

Title XXI
Ped-I-Care 1st Level Appeal: The request is sent to a Medical Director not involved previously. The appeal decision is due within 45 days (STAT 72 hours). Both decision timeframes can be extended 14 calendar days. Ped-I-Care sends a letter with the decision to the member/parent, CMSN CC, PCP, and the requesting provider.

Ped-I-Care 2nd Level Appeal*: A request for a 2nd Level Appeal must be filed within 30 days of receiving the 1st Level Appeal decision letter. For a 2nd Level Appeal, the Ped-I-Care Appeals Committee meets and makes a decision within 45 days (STAT 72 hours). Both decision timeframes can be extended 14 calendar days if the person making the appeal requests an extension. The committee consists of a Ped-I-Care Medical Director, Ped-I-Care's Executive Director, a CMSN Medical Director, and a provider specializing in the area of the request. Ped-I-Care sends a letter with the decision to the member/parent, CMSN CC, PCP, and the requesting provider.

If the member or parent does not agree with the decision of Ped-I-Care's Appeals Committee, they have 90 days to file an appeal with the **CMSN Statewide Grievance Panel**.

VII. BILLING & CLAIMS PAYMENTS

CMSN Plan claims are processed by the statewide third-party administrator (TPA), MED3000. Services are paid for at the prevailing Medicaid rate and will follow Medicaid guidelines for service limits. Payments are made according to the Utilization Management policies described in the Medicaid Handbooks and shall be made in accordance with applicable state and regulatory guidelines.

Ped-I-Care and SFCCN only process claims for services provided to children who are enrolled in CMSN Plan during the month in which the service is provided. **If a child loses eligibility for CMSN Plan, the provider should contact the CMS Office for consultation on payment options.**

Physician extenders (ARNPs and Physician Assistants) may bill “incident to” an enrolled provider in accordance with Medicaid guidelines. The physician must be on-site during the visit/service provided and must sign the chart. If the services rendered by the ARNP are billed with the ARNP as the treating provider, the services must be provided in accordance with the policies and limitations contained in the Medicaid handbook. ARNPs must be currently licensed, operating within the scope of their profession and in accordance with the protocols established by the provider under whose authority they practice. If services are not rendered in accordance with “incident to” guidelines, ARNPs will be paid at 80% of the physician’s reimbursement rate. Both emergent and non-emergent ambulance transportation providers file claims with MED3000 according to claims payment rules listed within this manual.

When presenting a claim for payment to Ped-I-Care or SFCCN, the network provider indicates an understanding that they have an affirmative duty to supervise the provision of, and be responsible for, the covered services claimed to have been provided, to supervise and be responsible for preparation and submission of the claim, and to present a claim that is true and accurate and that is for CMSN Plan covered services that:

- Have actually been furnished to the member by the provider prior to submitting the claim; and
- Are medically necessary.

In order to be paid, a claim must meet the following criteria:

1. Member must have been enrolled in the month service was delivered
2. Service is a covered and/or authorized benefit
3. Provider must be enrolled in the Ped-I-Care or SFCCN network (unless out-of-network services are authorized)
4. Uses HIPAA and Florida law compliant format for claims submission [CMS 1500 (08-05), UB-04]
5. Claim must be complete and accurate (See Note below regarding NPI numbers)
6. Claims for specialty services and procedures need to include the referral/authorization number
7. Procedure must be consistent with the diagnosis code listed on the claim
8. Claims must be submitted **within 365 days** of the date of service

Send paper claims to:

CMSN Plan MMA Specialty Plan Title 19
PO Box 981648
El Paso, TX 79998-1648

Payer IDs

Emdeon: EM843
(877) 363-3666
www.emdeon.com

Availity: M3FL0012
(800) 282-4548
www.availity.com

Electronic claims are the preferred method of claims submission. This can be arranged directly with MED3000 by completing the set-up sheet included in this section and faxing it as requested or by calling the MED3000 Help Desk at (866) 703-1444.

There are two options for electronic filing:

Emdeon

- MED3000/Ped-I-Care Title 19
- Emdeon Electronic Payer ID: EM843
- Emdeon can be contacted at (877) 363-3666 to arrange for Electronic Claims filing.
- They may also be contacted via their website at www.emdeon.com; choose the appropriate selection from the left-hand side.

Availity

- MED3000/Ped-I-Care or SFCCN Title 19
- Availity Electronic Payer ID: M3FL0012
- Availity can be contacted at (800) 282-4548 to arrange for Electronic Claims filing or via their website at www.availity.com; choose “Get Started” in the left-hand menu.
- Please note Availity DOES NOT process dental claims.

Providers must register with a clearinghouse above and use the Payer ID listed.

CMSN Specialty Plan has implemented Electronic Remittance advice (also known as the standard data transaction set 835). Please go to www.emdeon.com or call Emdeon at (866) 506-2830 to learn more.

Ped-I-Care and SFCCN providers must accept the payment made by MED3000 as payment in full and may not request payment or balance bill the CMSN Plan members or family members. Providers must not charge members co-payments for covered services. If your claim cannot be paid as submitted, MED3000 will give the reason for the denial on the Explanation of Benefits (EOB) that will accompany every payment to your office. Claims payments will be made in accordance with state and regulatory guidelines.

If you have questions about the payment or the EOB, please contact MED3000 Customer Service at (800) 664-0146. They will respond to your questions or concerns. If, after talking with them you wish to appeal a claim, you should follow the procedures described in this manual (see Section VIII).

MED3000 offers eINFOsource, a web-based application that will allow providers to check on the status of claims, verify eligibility, obtain referral numbers, request authorization and referral information. This will provide accurate and timely information, while decreasing time spent on the phone. For more information or to establish a login for your office, please contact the MED3000 Help Desk at (866) 703-1444.

PLEASE REMEMBER THAT CLAIMS FOR APPROVED AND AUTHORIZED SERVICES WILL BE PAID ONLY IF THE MEMBER IS ENROLLED IN CMSN Plan DURING THE MONTH OF SERVICE. ELIGIBILITY CAN CHANGE AND MUST BE VERIFIED EACH MONTH and/or PRIOR TO RENDERING SERVICES.

Please note that CMSN Plan has a Compliance Program which includes auditing claims and reviewing documentation for potential fraud and abuse under the terms of our contract with DOH/AHCA. Please see Section XV for more information about our Compliance Program.

CMSN Plan is authorized to take whatever steps necessary to ensure the provider is recognized by the Agency for Health Care Administration and its agent(s) as a participating provider of CMSN Plan and that the provider's submission of encounter data is accepted by the Agency.

VIII. CLAIMS APPEALS/GRIEVANCES

Claims Payment/Denial Appeals

The response to all claims submitted from providers will be documented on the Explanation of Benefits (EOB) sent to the billing provider by MED3000. Each claim submitted is noted as paid or denied and will include an explanation of the reason for non-payment.

For **Ped-I-Care and SFCCN**, if the provider thinks there has been an error in the denial or has any questions about the interpretation of, or disagreement with the adjudication, he/she should contact MED3000 Customer Service at (800) 664-0146. MED3000 staff will attempt to clarify or resolve any issues with the claims payment process.

First-Level Appeal

If not satisfied with this initial response, the provider may submit a formal appeal. This must be done in writing within 60 calendar days from the date of the EOB using the form included in this section (for Ped-I-Care) or submitting an appeal letter for SFCCN.

The appeal request must consist of:

- The completed appeal form
- Documentation supporting the request
- Copy of the original claim

For Ped-I-Care, the appeal should be mailed to:

University of Florida/Ped-I-Care
1701 SW 16th Avenue
Gainesville, FL 32608
Attn: Claims Appeals
Fax: (352) 294-8092

For SFCCN, the appeal should be mailed to:

SFCCN Medical Review Coordinator
1643 Harrison Parkway, Bldg. H, Suite 200
Sunrise, FL 33323

**MED3000
Customer Service
(800) 664-0146**

For questions regarding
claims payments and/or denials

For Ped-I-Care, the appeal will be reviewed and researched by Ped-I-Care-staff and forwarded to the Manager of Claims Services for final determination. For both Ped-I-Care and SFCCN, if payment is denied, the provider will receive a written response within 45 days of the ICS's receipt of the appeal.

Second-Level Appeal

If the first-level appeal is denied, the provider may file a second-level appeal that will be submitted in writing to Ped-I-Care using a copy of the original appeal form or original appeal letter for SFCCN (with "Second-Level Appeal" box checked) or a second completed form with "Second-Level Appeal" noted. Additional supportive documentation should be attached to the appeal form.

The second-level appeal must be submitted within 15 days of the receipt of the denial of the first appeal. The

second-level appeal shall be mailed to the Claims Appeals address listed above. The appeal will be reviewed by the Executive Director (or designee) to determine if it can be paid. The second-level appeal will be reviewed within 15 business days by a committee consisting of the ICS's Executive Director, Assistant Director of Finance, the Assistant Director of Network and Contracting and the ICS Medical Director. If the claim is denied, the provider will be mailed a denial letter within 5 business days of the decision.



**University of Florida Integrated Care System (Ped-I-Care)
Title XIX Claims Payment Appeal Form**

This form has been developed to assist you in notifying the Claims Department of appeal issues. Appeals need to be received within 60 days of notification of a denial or payment issue (i.e. within 60 days of the EOB date).

Provider of Service (Physician or Facility) Medicaid Number

Address (Number, City, State, Zip)

Telephone Fax

Contact Person Date

Claim Summary Information

Member Name Member ID

Claim Number from EOB Date of Service

Type of Appeal (Check all that apply):

- First-Level Appeal
 Second-Level Appeal
 Payment Issue
 Timely Filing
 Authorization Issue
 Requested Documentation Attached
 Other _____

Please provide detailed explanation for appeal. Be sure to include all supporting documentation; i.e. copy of denial from EOB, copy of original claim, copy of electronic submission confirmation form for timely filing, pertinent clinical notes, etc. Attach additional sheets if necessary.

Mail or Fax completed form and documentation to:

**University of Florida/Ped-I-Care
 1701 SW 16th Avenue
 Gainesville, FL 32608
 Attn: Claims Appeals
 Fax: (352) 294-8092**

Provider Complaints/Grievances

Providers may file a complaint to dispute Ped-I-Care's or SFCCN's policies, procedures or any aspect of either ICS's administrative functions.

To file a complaint with **Ped-I-Care**, providers may call (866) 376-2456 or (352) 334-1705 and ask for a Provider Relations representative.

To file a complaint with **SFCCN**, providers may call (855) 819-9506 and ask for a Provider Relations representative.

Complaints should be filed within 45 days of the incident responsible for initiating the complaint. Provider Relations will review the complaint, bringing in any other necessary parties to collect all pertinent facts, and respond to the complainant in 5 business days or less.

A grievance may be filed on any serious issue or when the usual protocols have been exhausted and the provider is still dissatisfied. To file a grievance, call the Ped-I-Care or SFCCN office and ask for the Grievance Coordinator. The Grievance Coordinator will send the appropriate form to the provider on which to document the reason(s) for the grievance. A copy of this form is included in this section. If the provider would prefer to file the grievance verbally, the Grievance Coordinator will note the specifics of the grievance. A provider may file a complaint or grievance on behalf of a member.

The ICS Medical Director will convene the Provider Grievance Committee. The Committee will consist of the ICS Medical Director, ICS Executive Director, Network/Provider Relations Manager, a representative from the Risk Management Office, and other specialists/resources appropriate to the situation. The provider may participate in the Grievance Committee meeting. A final decision will be made by the Provider Grievance Committee and communicated by mail to the complainant. The ICS has 90 days to send notice of a decision. There can be a 14-day extension under certain circumstances, within 5 days of determining the need for an extension.

Other Issues & Concerns

Concerns about CMSN Plan members may be directed to the member's CMS Nurse Care Coordinator (NCC) or to the ICS's Member Services office.

- For **Ped-I-Care** Member Services, call (866) 376-2456 or (352) 334-1705.
- For **SFCCN** Member Services, call (866) 209-5022.

Ped-I-Care and SFCCN staff can also address other issues and concerns. This process is informal and handled verbally, unless otherwise requested by the provider.

Providers may call Ped-I-Care or SFCCN and ask for Network Management or Provider Relations staff or express their concerns when Network Management staff make their regular contact with providers.

The Member Services Manager maintains a log of issues of concern to providers and reports them to the ICS Executive Director and to the Quality and Utilization Management Committee (QUMC) at quarterly meetings. These are reviewed and noted as to any trends which would indicate potential need for improvements in the system or services rendered by Ped-I-Care, SFCCN, or the subcontracted TPA, MED3000.

If providers wish to submit comments or concerns in writing, they may be sent to the Network/Provider Relations Manager.

For Ped-I-Care:

Network/Provider Relations Manager - Ped-I-Care
1701 SW 16th Avenue, Building A
Gainesville, FL 32608

For SFCCN:

Provider Relations Manager – SFCCN
1643 Harrison Parkway, Bldg. H, Suite 200
Sunrise, FL 33323

If the provider would like a complete description of the provider complaint/grievance system, a request may be sent to the address above or the provider can call Provider Relations at the respective ICS.

- **For Ped-I-Care's** Provider Relations department, call (352) 334-1705 or (866) 376-2456.
- **For SFCCN's** Provider Relations department, call (855) 819-9506.



**PEDIATRIC INTEGRATED CARE SYSTEM
PROVIDER GRIEVANCE FORM**

Please completely fill out this form and mail it to the following address:

Ped-I-Care, ICS
Attn: Grievance Coordinator
1701 SW 16th Ave., Bldg. A, Third Floor
Gainesville, FL 32608

Phone: (352) 334-1705
Toll-Free: (866) 376-2456
Fax: (352) 294-8092

Date of Grievance: ____/____/____ (please enter today's date)

Name: _____ (please include MD, DO, etc.)

Facility Name: _____
(please include D/B/A name)

Address: _____

Phone: _____ Backline: _____ Fax: _____

County: _____

Type of Grievance:
___ Claims issue ___ Member assignments ___ Other _____

Please explain the reason you are filing this grievance (Please submit any documentation related to this grievance, if any:

Please provide contact information for any person(s) who have additional information regarding this grievance, if any:

Please tell us what you would like to have happen as a result of this grievance procedure:

IX. MEMBER RIGHTS, RESPONSIBILITIES, & COMPLAINTS

Member Rights

Every member receives a handbook when they are enrolled in CMSN Plan. Below is an excerpt of the language relevant to members' rights and responsibilities.

We want you to get the best medical care. We want to help you get the care you need. For that, you have rights and responsibilities. Certain rights are provided for you by law (42 CFR 438.100; 42 CFR 438.102; 45 CFR 164.524 and 45 CFR 164.526).

YOUR RIGHTS:

- *To be treated with respect, courtesy, and dignity.*
- *To protect your privacy.*
- *To ask questions and get answers you understand.*
- *To get the care and services covered by Medicaid.*
- *To get good medical care regardless of race, origin, religion, age, disability, or illness.*
- *To know about your treatment. To know what your options are. To decide about your care. You can refuse treatment.*
- *To ask for and get a copy of your medical records. To request your medical records be changed or amended. Changes can only occur as allowed by law.*
- *To get a second opinion from another doctor.*
- *To get service from out-of-network providers.*
- *To participate in experimental research.*
- *To change providers at any time. You can ask for another primary care doctor (PCP) or specialist.*
- *To file a complaint, grievance or appeal.*
- *To not be restrained or secluded to make you act a certain way or to get back at you.*
- *To get information about Advanced Directives, if you are over 18.*
- *To exercise your rights and not have it affect the way you are treated.*
- *To get information from Children's Medical Services Network Specialty Plan (CMSN Plan) in the format or language you need. Information like:*
 - *How we approve services (authorization/referral process, medical necessity);*
 - *How we make sure we keep getting better at what we do (Quality Improvement Program);*
 - *How we measure the quality of our services (Performance Measures);*
 - *The prescription drugs covered by CMSN Plan;*
 - *How we keep your information confidential;*
 - *How we run the program. How we operate. Our policies; and*
 - *If we have any provider incentive plans.*

You can get this information at <http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html> or call Member Services.

YOUR RESPONSIBILITIES:

- *To call your PCP(s) before getting care unless it is an emergency.*
- *To call your PCP when you get sick and need care.*
- *To listen and work with your providers.*
- *To give them the information they need for your care.*

- To talk to your doctor if you have questions or concerns
- To carry your ID card at all times.
- To call your doctor if you cannot make it to an appointment.
- To call Department of Children and Families if your address or telephone number changes.
- To tell us or Medicaid if you suspect fraud.

Member Complaint & Grievance Procedures

Participants enrolled in CMSN Plan have the right to file a complaint or grievance about any aspect of the services or providers. A complaint may be submitted verbally by calling the ICS.

- **For Ped-I-Care** Member Services, call toll-free at (866) 376-2456 or locally at (352) 334-1705.
- **For SFCCN** Member Services, call toll-free at (866) 209-5022.

If a participant complains to the CMS Nurse Care Coordinator, the complaint will be passed on to the Member Services department of the respective ICS.

There is a difference between a complaint, a grievance, and an appeal. Per contract definition, a complaint is the lowest level of challenge and provides the ICS an opportunity to resolve a problem without it becoming a formal grievance.

Types of Issues:

- A **complaint** is the lowest level of challenge and provides the ICS an opportunity to resolve a problem without its becoming a formal grievance. Complaints not resolved by close of business the day following receipt, will be moved to the grievance system within twenty-four hours.
- A **grievance** expresses dissatisfaction about any matter other than an action.
- An **action** is any denial, limitation, reduction, suspension, or termination of service; denial of payment; or failure to act in a timely manner.
- An **appeal** is a request for review of an action.

Please see section XVI, Definitions, for more information.

If the family complains to the provider about the services received through the Ped-I-Care or SFCCN systems, the provider should give the member the ICS's number and encourage the family to let us know how we can improve our services.

- **For Ped-I-Care**, call (866) 376-2456.
- **For SFCCN**, call (866) 209-5022.

If the resolution of the complaint is not satisfactory, or the complaint is egregious, the family may file a grievance. A grievance can be filed in writing or verbally. The family may call the Member Services line and the complaint/grievance form will be sent to them with instructions on how to process the form, the time frames and what other remedial steps are available to them. Detailed instructions are contained in the Member Handbook (<http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html>) as follows. (Please note that only one of the 2 ICSs (Ped-I-Care or SFCCN) is listed in the member handbook sent to each family. In the example below, we have listed both ICSs and their contact information, for the convenience of providers.)

Complaints and Grievances

If you are worried about your child's care call Ped-I-Care/SFCCN. Call us if you do not like something that has happened. You can also call us if you want to talk about our program. We will listen to you. We will do our best to make everything better. We will answer all of your questions and issues. Call us at 1-866-376-2456/1-866-209-5022. Ask for Member Services. You can call Monday through Friday from

8:00 am to 7:00 pm. You can also talk to your CMS Nurse about these things.

You can also write to us at:

Ped-I-Care
1701 SW 16th Avenue, Building A
Gainesville, FL 32608

SFCCN
1643 Harrison Parkway, Bldg. H, Suite 200
Sunrise, FL 33323

You can also tell us if you are worried about the care you are getting. You have the right to talk to us about any issues you are having. We must answer you. We will call you back within 24 hours of hearing from you. We will also write to you if a grievance is filed. A copy of the letter will be sent to your CMS Nurse too.

If Member Services cannot answer your question, we will find someone who can. We will tell you if this happens. We will work with the Quality Improvement Manager if it is a health issue. We will work with the Network Manager if it is an issue with a doctor or nurse.

You can send us a complaint or grievance if you do not like the answer that we give to you when you contact us. A grievance or complaint is when you tell us how unhappy you are with what has happened. You must tell us this within a year of when the problem happened. You can file a complaint or grievance in writing or by talking to us.

You can file a grievance or complaint about many things. You can file one about a doctor you do not like. You can file one about what we can or cannot do for you in the program. You can file one about whether you were allowed or not allowed to make a visit to a doctor. Or you can file one about the program itself. You can file a grievance if you are unhappy with our relationship. Call Ped-I-Care at 1-866-376-2456 or SFCCN at 1-866-209-5022. Ask for Member Services. Tell them that you want to file a grievance over the phone. Or you can tell them to send you a grievance form and you can make it in writing. We will send you a form in the mail within 3 days. We can help you fill out this form too. Call 1-866-376-2456 for Ped-I-Care or 1-866-209-5022 for SFCCN. Ask for Member Services. Ped-I-Care/SFCCN will send you a letter in the mail to tell you when we get your grievance.

We will read your grievance in the Grievance Committee. We will do this within 15 days of getting your grievance. We have many people on our Committee. They include the:

- Executive Director of Ped-I-Care/SFCCN
- Medical Director or Associate Medical Director of Ped-I-Care/SFCCN
- Grievance Coordinator
- CMS Medical Director or Assistant Medical Director
- CMS Area Office Nursing Supervisor
- CMS Family Advocate
- Ped-I-Care/SFCCN Member Services Manager and/or
- Network Manager and/or Quality Improvement Manager (It will depend on the issue of your grievance)
- Risk Management Representative
- Doctor or nurse who understands the problem

We will put together all the facts about the grievance. This may include health records. It may also include a meeting with the doctor or nurse who is part of the grievance. It may be a meeting with the family. It may also include written letters. We will work with the Quality Improvement Manager if it is a health issue. We will work with the Network Manager if it is an issue with a doctor or nurse.

We will tell you as soon as we have set up a day and time for a meeting. We will call you within one day of setting up the meeting. You can come and bring your family, a friend, a doctor, or nurse.

After the meeting, we will decide if anything needs to be done to make things better. We will send you a letter in the mail to tell you what we are going to do about your grievance. If we need to make a

decision faster than that, we will try to do that. We have up to 90 days to take care of your grievance.

We might need more time if we need more information. We can take up to 14 more days to review if it is in your best interest. We will send you a letter telling you about this within five (5) days. The letter will include our reason for needing more time. If you need more time, you can ask for up to 14 more days. You can let us know in writing or by calling us. The extension is only for 14 calendar days in addition to the 90 days to review and resolve your grievance.

If you are not happy with what we have done about the grievance then you can request a Medicaid Fair Hearing.

We will tell you what we are doing with your grievance. We will also use it to try and make our program better. A grievance will not affect what we can do for you or your doctor.

We can mail you more information about how to file a grievance. Call us at 1-866-376-2456 for Ped-I-Care or 1-866-209-5022 for SFCCN. Ask for Member Services. You can also talk to your nurse about these things. Or you can write to us at:

Ped-I-Care
1701 SW 16th Avenue, Building A
Gainesville, FL 32608

SFCCN
1643 Harrison Parkway, Bldg. H, Suite 200
Sunrise, FL 33323

Medicaid Fair Hearing/Beneficiary Assistance Program

Authorization appeals are different from complaints and grievances. An appeal can be filed if you disagree with a decision we made regarding your health services. If you do not agree with a denial or reduction of services, you may file an appeal. If you do this, we will review the decision. An appeal may be filed orally or in writing within thirty (30) calendar days from receipt of our decision. It must also be sent to Ped-I-Care/SFCCN in writing within 10 calendar days. Your NCC can help you with filing an appeal. You can also call Member Services at 1-866-376-2456 for Ped-I-Care or 1-866-209-5022 for SFCCN.

If you were not happy with how we handled your grievance or appeal, you can ask for a Medicaid Fair Hearing or a review by the Beneficiary Assistance Program (BAP). You may request a Medicaid Fair Hearing (MFH) at any time during the Ped-I-Care/SFCCN grievance process.

You can request a BAP review before going to Medicaid Fair Hearing. If you are unhappy with BAP's decision, you may request a Medicaid Fair Hearing. But you must do both within 90 days of receiving Ped-I-Care's/SFCCN's decision letter. You cannot request a review from BAP after a MFH has been completed.

A doctor, if you give him/her permission, may help you request a Medicaid Fair Hearing.

You, your doctor, or other provider may ask for a Medicaid Fair Hearing within ninety (90) days after hearing from Ped-I-Care/SFCCN. You or your doctor may request a Medicaid Fair Hearing by contacting the Department of Children and Families at:

Department of Children and Families
The Office of Appeal Hearings
Building 5, Room 255
1317 Winewood Boulevard,
Tallahassee, Florida 32399-0700
Telephone Number: 1-850-488-1429
Fax Number: 1-850-487-0662

Appeal_Hearings@dcf.state.fl.us

Web: <http://www.myflfamilies.com/about-us/office-inspector-general/investigation->

[reports/appeal-hearings](#)

If you are still not happy with your grievance or appeal you can write or call the Medicaid Beneficiary Assistance Program (BAP). The address and phone numbers are:

*Agency for Health Care Administration
Beneficiary Assistance Program
Building 3, MS #26
2727 Mahan Drive
Tallahassee, FL 32308
Telephone Number: 1-888-419-3456 (toll free)
or 1-850-412-4502*

You can use this program if you are unhappy with how we handled your grievance or appeal. You need to talk to them within one year of hearing back from the Grievance and Appeal Committee. You can ask to continue with the service until we have answered your grievance or appeal. But, you may have to pay if we find that we answered it the right way. The Beneficiary Assistance Program will not consider a grievance or appeal that has gone to a Medicaid Fair Hearing. Please note:

- 1. Your appeal must have been sent in writing to Ped-I-Care/SFCCN. Your grievance may be sent orally or in writing to Ped-I-Care/SFCCN.*
- 2. You must talk to the Beneficiary Assistance Program within one year after when the grievance happened.*

Ped-I-Care/SFCCN will continue to provide care for your child or children during the time your grievance or hearings are taking place.

X. QUALITY IMPROVEMENT PROGRAM

CMSN Plan, made up of CMS, Ped-I-Care at The University of Florida (UF), and The South Florida Community Care Network (SFCCN) have accepted the responsibility of providing quality health care to Children with Special Health Care Needs (CSHCN). It is the intention of each of these ICSs to continually improve the quality of services provided to CMSN Plan members. Achieving this goal requires establishing standards and performance goals for the delivery of care, measuring performance outcomes, and initiating appropriate interventions to improve the system of care and health related outcomes.

In order to ensure services meet the community standard and to discover ways the system can be improved, Ped-I-Care and SFCCN have each developed a Quality Improvement Program (QIP). The QIP functions under the supervision of the Quality and Utilization Management Committee (QUMC), composed mainly of physicians who have special training and expertise in pediatrics. The complete plan is available upon written request, but is summarized in this section. Certain quality criteria have been identified for providers who participate in the Ped-I-Care and SFCCN networks. These include CMS credentialing of providers and use of additional provider contracting requirements, which ensure member access and quality care. Primary Care Provider (PCP) requirements include access standards for patients, including taking call and scheduling of timely appointments. Requirements related to medical records, confidentiality, and patient treatment are included in all contracts and/or this manual.

Ped-I-Care and SFCCN evaluate the following quality indicators:

1. Access to appropriate care - including wait times for scheduling appointments and in-office waiting time, as well as access to primary care physicians through an after-hours call system
2. Mortality
3. Health status indicators:
 - a. Immunizations
 - b. Child Health Check-Up compliance [Using Healthcare Effectiveness Data and Information Set (HEDIS) measures]
 - c. Other health care services utilization
4. Family requests for reassignment of PCPs
5. Member or family perspectives of care, including complaints and grievances
6. Percent of members or families who report positive perceptions of care
7. Provider satisfaction including physician disenrollment rates and satisfaction with payment and authorization systems
8. Compliance with medical record documentation requirements (outlined in Section XI)

Outcome indicators and sources of information used to measure them have been identified. Data from claims, as well as patient and provider satisfaction surveys also are reviewed. In addition to this data driven approach to quality, Ped-I-Care has developed indicators that, when identified, indicate a need for an individual case review of the circumstances and contributing factors. Events that trigger an individualized chart review include conditions such as hospital admission for diabetic coma, bleeding/perforation, or intestinal gangrene.

An ICS Quality Improvement Nurse reviews medical records of network Primary Care Providers at least once every 3 years and Behavioral Health Providers annually. Specialty, Ancillary, and Hospitals Providers are reviewed as needed. The chart reviews are completed using a tool developed from AHCA requirements and guidelines for medical records which can be found in the Provider Manual. Quality Improvement site visits are scheduled in advance and coordinated with the provider. The site visit includes a survey of the facility to ensure the practice employs appropriate safety, access, and confidentiality measures. Providers receive feedback summarizing the review findings. In addition, an annual report summarizing the visit findings is available by contacting Ped-I-Care.

Cultural & Linguistic Competence (CLC) Plan

Fundamental to the provision of quality medical services is the commitment of Ped-I-Care, SFCCN, and CMSN Plan to culturally and linguistically competent (CLC) services. As legislated by the Patient Protection and Affordable Care Act (ACA) of 2014, and as stipulated specifically in the Medicaid Managed Assistance (MMA) contract between the Integrated Care Systems (ICSs) and CMSN Plan, the CMSN Plan Cultural & Linguistic Competence plan describes how members' needs are met using appropriate tools, training items, support materials, and methods of annual evaluation. It may be viewed online at CMSN Plan's website (<http://www.floridahealth.gov/AlternateSites/CMS-Kids/mma/mma.html>); providers may also request a hard copy, at no charge, by contacting Ped-I-Care or SFCCN.

- **For Ped-I-Care**, call (352) 294-4995.
- **For SFCCN**, call (866) 209-5022.

As noted in Ped-I-Care's published research, cultural competence is more than a bureaucratic exercise; it is an authentic grasping of the attitude that every individual has worth and as such their dignity must be respected and preserved. In pursuit of this vision, Ped-I-Care, SFCCN, and CMSN Plan leverage a 4-pronged approach to the provision of culturally and linguistically competent services.

This approach involves:

- Appropriate Delivery of Care and Services
 - Ped-I-Care and SFCCN are well-staffed to meet the known linguistic preferences of its members. Additionally, its staff are representative of the larger populations within which they are situated. Staff and leadership are actively involved in a variety of community-based activities.
- Linguistic and Communicative Tools
 - Language lines, translation services, and TTY/TTD services are used to meet the linguistic needs of members.
- Education and Training
 - Ped-I-Care, SFCCN, CMSN Plan, and its networked providers may choose from 3 training sources made freely available online and via hard copy.
 - A resource toolkit of supplemental sources and support is also made available to enhance the CLC efforts of all who interact with CMSN Plan clients.
- Continued Research
 - Ped-I-Care is actively involved in furthering the progress of CLC care, by way of self-examination, regular evaluation of scholarly and industry material, and contributions to local, regional, and national discussions on the topic. The conceptual footprint described in this plan have been presented and discussed at national conferences and made available for Continuing Medical Education credits at a 2014 Association of American Medical Colleges' (AAMC) meeting.

Ped-I-Care's Department of Communications & Training

(352) 294-4995 or
(866) 376-2456

SFCCN's Department of Communications & Training

(866) 209-5022

For questions regarding cultural and linguistic competence or the quality enhancements program

Expectations of Providers Regarding CLC

Providers are encouraged, but not required, to complete CLC training and to offer it to their staff. AHCA-approved CLC training, written and produced by Ped-I-Care, may be freely accessed at <http://pedicare.peds.ufl.edu/media/Cultural-and-Linguistic-Competence-Training-Spring-2013.ppt>. This training covers such topics as the importance of using people-first language; awareness of verbal and non-verbal communication cues; issues specific to persons with disabilities; and strategies for effective communication.

Providers are expected to:

- Treat all patients with courtesy and respect;
- Ask each patient about their language preference and record this information in their chart; and
- Communicate with members in the language and/or manner they require, at no charge to the member, and to post notices in the lobby and/or other patient areas indicating that translation and/or interpretation services are available at no charge.

Healthy Behaviors Program

CMSN Plan offers healthy behaviors programs to our enrollees. These programs are:

- Smoking cessation
- Weight loss*
- Substance abuse recovery program

*Enrollees with a BMI \geq 40

Information regarding these programs will be provided in the future. Providers can also call CMSN Plan provider relations for additional information.

Quality Enhancements Program

Ped-I-Care and SFCCN offer CMSN Plan members a resource guide to access information on programs in their community that are freely available, or available at a low cost. Such programs may include (depending on local availability) tobacco cessation assistance, parenting classes and support, domestic violence prevention, assistance for those in domestic violence situations, obesity prevention, assistance with housing, financial information, anti-bullying campaigns, language/linguistic assistance, prenatal care, prevention and treatment of alcoholism and substance abuse, and prevention of juvenile delinquency.

- To obtain this information on behalf of a **Ped-I-Care** member please call (352) 294-4995.
- To obtain this information on behalf of an **SFCCN** member, please call (866) 209-5022.

Prevention of Abuse, Neglect, & Exploitation

Providers who suspect enrollees subject to abuse, neglect and exploitation must report suspected cases to Florida Department of Children and Families (DCF) at:

- Phone: (800) 962-2873
- TDD: (800) 453-51451
- Fax: (800) 914-0004
- Online: <https://reportabuse.dcf.state.fl.us/>

The Florida DCF is responsible to investigate allegations of abuse and neglect. CMSN Plan additionally requires that all staff and providers report the adverse incidents to the CMSN Plan Risk Manager within 24 hours of the incident. Reporting will include information: Member's identity, description of the incident, and outcomes including current status of the member. If the event involves a health and safety issue, CMSN Plan case manager will assist to relocate the member from his/her current location to accommodate a safe environment. Documentation related to the suspected abuse, neglect or exploitation, including the reporting of such, must be kept in a file, separate from the member's case file, that is designated as confidential.

- For more information regarding abuse, neglect and exploitation of children, please contact the Florida Department of Children and Families: <http://www.myflfamilies.com/service-programs/abuse-hotline/frequently-asked-questions>.

- For additional resources, please visit the DCF website at: <http://www.myflfamilies.com/service-programs/abuse-hotline/resouces>.

Community Outreach and Marketing Prohibitions

CMSN Plan has made decision to not participate in marketing activities. Neither Ped-I-Care nor SFCCN participate in marketing activities. Providers may choose to do certain types of outreach activities. The Agency for Health Care Administration MMA contracts define how MMA plans and their networked providers advertise the program. CMSN Plan requires providers to submit samples of any community outreach materials they intend to distribute; these should be sent to Provider Relations staff to obtain approval from AHCA prior to distribution or display at the office. The ICS will submit the materials to CMSN for review and then submit to AHCA within 2 business days of receipt. CMSN will send ICS AHCA's response. ICS will send providers written notice of approval or of any changes required by AHCA within 2 business days of receiving notice from AHCA.

ICS Provider Relations staff will give an overview of the community outreach requirement during provider in-service. It will define what provider may or may not do in regards to reaching out to our enrollees.

Please adhere to the following guidelines relevant to provider outreach:

- You may display health plan specific materials in your own office.
- You may announce new affiliations with a health plan and give your patients a list of health plans with which you are contracted.
- You may co-sponsor events such as health fairs or advertise as a health care provider.
- You may distribute non-health plan specific information/materials.
- You **may not**, orally or in writing, compare benefits or provider network among health plans other than to confirm participation in a health plan network.
- You **may not** furnish lists of your Medicaid patients to other health plans or entities.
- You **may not** assist with health plan enrollment.

XI. MEDICAL RECORDS REQUIREMENTS

Ped-I-Care and SFCCN network providers are the custodians of their medical records. Providers must retain medical records for a period of time reflective of current state and federal regulations from the date of last entry (or treatment). Medical records should include enough documentation to substantiate the quality, quantity, appropriateness, and timeliness of services performed.

Members have access to their medical records in accordance with state and federal laws. If a member changes providers, the medical record or a copy is forwarded to the newly-designated provider within 10 working days from receipt of the request. The member or authorized representative shall sign and date a release form before any clinical/case records can be released to another party. Clinical/case record release shall occur consistent with state and Federal law. Upon request, network providers allow Ped-I-Care, SFCCN, the Florida Department of Health, and/or The Florida Agency for Health Care Administration prompt access to all member medical records.

Ped-I-Care and SFCCN Quality Improvement (QI) nurses visit most primary care providers at least once every 3 years; for most behavioral health providers the visits are annual. Audits of other providers are performed as needed. The purpose of the visits is to review a sample of medical records of members. Charts are reviewed by a QI nurse to evaluate the measures described in this manual in Section X. The results of the site visit are summarized in a letter sent to the provider. Data related to quality measures of the program are available to participating providers. Ped-I-Care and SFCCN will also conduct medical record reviews of all provider sites with a pattern of complaints or poor quality outcomes.

General Requirements for Medical Records

All service providers must meet the following requirements:

1. Each record contains identifying information on the member, including name, address and phone number, member identification number, date of birth and sex, and legal guardianship (if any).
2. Individual pages contain appropriate patient identifying information; such as name, date of birth, and patient identification number.
3. Each record is legible and maintained in detail.
4. Each record reflects the primary language spoken by the member and any translation needs of the member.
5. Each record identifies members needing communication assistance in the delivery of health care services.
6. For emancipated minors and members over 18 years old, each record contains documentation that the member was provided written information concerning the member's rights regarding advance directives (written instructions for living will or power of attorney) and whether or not the member has executed an advance directive. The record must also contain any advance directives executed by the member.
7. Each record contains a summary of medical problems, illnesses, significant surgical procedures, past and current diagnosis or problems, allergies, untoward reactions to drugs, and current medications.
8. Each record contains information relating to the member's use of tobacco products and alcohol/substance abuse.
9. All entries in each record are dated and signed.
10. All entries in each record include the name and profession of the practitioner rendering services (for example: M.D., D.O., or O.D.), including signature or initials of the practitioner.
11. All entries in each record are legible and indicate the chief complaint or purpose of the visit, the objective findings of the practitioner, diagnoses, and medical findings or impression of the provider.
12. Working diagnoses are consistent with findings.
13. All entries in each record indicate appropriate studies as ordered (for example: lab, x-ray, EKG).
14. All entries in each record indicate therapies administered and prescribed.

15. Treatment plans are consistent with diagnoses.
16. All entries in each record include the disposition, recommendations, instructions to the member, evidence of whether there was follow-up, and outcome of services.
17. Encounter forms or notes have a notation, when indicated, regarding follow-up care, calls, or visits.
18. Each record contains the specific time of return is noted in weeks, months, or as needed.
19. Unresolved problems from previous visits are addressed in subsequent visits.
20. The history and physical examination identifies appropriate subjective and objective information pertinent to the patient's presenting complaints.
21. Each record contains a record of emergency care and hospital discharge summaries with appropriate medically indicated follow up.
22. Each record contains all services provided. Such services include, but are not limited to, family planning services, preventive services, and services for the treatment of sexually transmitted diseases.
23. Each record contains documentation of referrals and that notes were sent back to the referring provider regarding visits, testing, any care provided, and recommendations.
24. Notes in each record matches information on claims.
25. There is appropriate documentation for altered chart notes.
26. Each record contains documentation of contact attempts if appointments are not kept.

In addition to the above requirements, providers are reminded that:

1. Providers must maintain and safeguard the confidentiality of information obtained in accordance with the privacy and confidentiality requirements of federal and state law, including specifically 42 CFR, Part 431, Subpart F, regarding confidentiality and disclosure of information.
2. Confidentiality of a minor's consultation, examination, and treatment for a sexually transmissible disease in accordance with section 384.30(2), F.S. must be maintained.
3. Providers must maintain compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act (HIPAA).
4. Certain audit tools used to conduct the site and chart reviews are available to providers for review.
 - a. Behavioral health providers: Visit the Florida Medicaid website to review the audit tools used by Ped-I-Care and SFCCN QI nurses.
 - i. Outpatient:
http://ahca.myflorida.com/MCHQ/Managed_Health_Care/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx
 - ii. Inpatient:
http://ahca.myflorida.com/mchq/Managed_Health_Care/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx
 - iii. Targeted Case Management:
http://ahca.myflorida.com/mchq/Managed_Health_Care/BHGroup/docs/Tools/TCMRecordReviewTool.xlsx

Additional Requirements for Primary Care Physicians

In addition to the General Medical Record Requirements, Primary Care Providers must meet the following requirements:

1. Child health check-ups are scheduled according to AAP guidelines.
2. Each record contains an immunization history.
3. Physicals include age-appropriate tests: vision, hearing, hemoglobin, lead, urine, etc.
4. Physicals include age-appropriate anticipatory guidance and risk screenings: TB, lead, STDs, etc.
5. For adolescent females, record has reference to family planning.
6. Providers must include copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of 13.

Additional Requirements for Therapy & Behavioral Health Providers

In addition to the General Medical Record Requirements, Therapy and Behavioral Health providers must meet the following requirements:

1. Maintain a medical record for each member. Each member's medical record:
 - a. Includes documentation sufficient to disclose the quality, quantity, appropriateness, and timeliness of services performed;
 - b. Is legible and maintained in detail consistent with the clinical and professional practice which facilitates effective internal and external peer review, medical audit, and adequate follow-up treatment; and
2. For each service provided, clear identification as to:
 - a. The physician or other service provider;
 - b. Date of service;
 - c. The units of service provided; and
 - d. The type of service provided.
3. Providers must include copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of 13.

Additional Requirements for Hospitals

In addition to the General Medical Record Requirements, Hospitals must meet the following requirements:

1. Each record contains a record of the discharge plan.
2. Each record contains documentation that the member's PCP was notified of the member's hospitalizations, treatments, and medications.

Additional Requirements for Telemedicine

If services are provided through telemedicine, all records must contain documentation to include the following items:

1. A brief explanation of the use of telemedicine in each progress note;
2. Documentation of telemedicine equipment used for the particular covered services provided;
3. A signed statement from the member or the member's representative indicating their choice to receive services through telemedicine. This statement may be for a set period of treatment or one-time visit, as applicable to the service(s) provided; and
4. For telepsychiatry, the results of the assessment, findings and practitioner(s) plan for next steps.

XII. DENTAL SERVICES

Dental services are a covered benefit under CMSN Plan. Referrals and authorizations are not necessary for routine dental care or initial orthodontia evaluations. An authorization is needed for orthodontia treatment as well as inpatient oral surgery.

To request an authorization for orthodontia, please send request, treatment plan, and clinical notes documenting medical necessity, including photographs and any Panorex, x-rays, etc., to the appropriate UM Department listed below. Please note the request must also include the Medicaid Orthodontic Initial Assessment Form (IAF), which may be found in the Medicaid Dental Services Coverage and Limitations Handbook at:

http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Dental_Services_November_2011_Final_Handbook.pdf.

- **For Ped-I-Care**, send the above items to at MED3000 (866) 256-2015.
- **For SFCCN**, send the above items to (954) 767-5649.

Note: Orthodontia for cosmetic purposes is not an approved benefit under CMSN Plan. Medical necessity must be documented.

Dental claims should be filed on an American Dental Association Dental Claim Form and mailed to:

MED3000/Ped-I-Care or SFCCN T19
PO Box 981648
El Paso, TX 79998-1648

For electronic claims filing, contact Emdeon at (877) 363-3666 or via their website at <http://www.emdeon.com/>.

To request authorizations
for orthodontia:

**MED3000's UM Department
(For Ped-I-Care)**
(866) 256-2015

SFCCN's UM Department
(866) 209-5022

Submit dental claims (using an
ADA Dental Claim Form) to:

MED3000/Ped-I-Care
or SFCCN T19
PO Box 981648
El Paso, TX 79998-1648

- Or -

File electronically with Emdeon:
www.emdeon.com
(877) 363-3666

XIII. TRANSPORTATION

Emergency and non-emergency transportation are covered benefits.

- **For Ped-I-Care**, the contracted provider for non-emergency transportation services is TMS of Florida. Members should call TMS of Florida at (866) 411-8920 to arrange for transportation to appointments with providers.
- **For SFCCN**, the contracted provider for non-emergency transportation services is LogistiCare. Members should call LogistiCare at (866) 250-7455 to arrange for transportation to appointments with providers.

Members should give a minimum of 24 hours' notice when scheduling transportation for routine appointments, however 72 hours' notice is preferred. The transportation companies may also be contacted to provide transportation if a member is sick. Every effort will be made to provide transportation with minimal notice in these situations. For members who are dependent on a ventilator or otherwise too medically complex for transport by TMS or LogistiCare, please call the nursing director at the appropriate CMS office, listed on page 7 of this manual.

Authorizations for out of state travel must be made well in advance of anticipated departure time. Such arrangements and authorizations are only granted in cases of medical necessity, when in-state services are not available for the member's specific needs.

XIV. BEHAVIORAL HEALTH SERVICES

CMSN Plan offers a full range of medically-necessary behavioral health services that are consistent with and described in the Florida Medicaid Mental Health Targeted Case Management Coverage, Limitations Handbook (http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf) and the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook (http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Community_Behavioral_Health_Services_Coverage_and_Limitations_Handbook_Adoption.pdf), and applicable fee schedules.

SFCCN's Behavioral Services are managed by Concordia Behavioral Health.

Toll-Free Number: (800) 294-8642

Members can receive the following benefits:

- a. Inpatient hospital services for behavioral health conditions
- b. Outpatient hospital services for behavioral health conditions
- c. Psychiatric physician services for behavioral health conditions and psychiatric specialty codes 42, 43, and 44
- d. Community behavioral health services for mental health conditions
- e. Community behavioral health services for substance abuse conditions
- f. Mental Health Targeted Case Management
- g. Mental Health Intensive Targeted Case Management
- h. Specialized therapeutic foster care
- i. Therapeutic group care services
- j. Comprehensive behavioral health assessment
- k. Behavioral health overlay services in child welfare settings
- l. Residential care
- m. Statewide Inpatient Psychiatric Program (SIPP) services for individuals under age 21 years.

Neither prior authorizations nor referrals by a PCP are required for behavioral health services.

Ped-I-Care offers all medically necessary evaluations, psychological testing, and treatment services for children/adolescents referred to CMSN Plan by the Department of Children and Families (DCF), the Department of Juvenile Justice (DJJ), and schools (elementary, middle, and secondary). CMSN Plan provides court-ordered evaluation and treatment required for children/adolescents members. See the specifications in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook for more information. CMSN Plan does not offer substitute services to members.

Emergency Behavioral Health Services

CMSN Plan offers emergency behavioral health services pursuant, but not limited, to s. 394.463, F.S.; s. 641.513, F.S.; and Title 42 CFR Chapter IV.

For Ped-I-Care, emergency service providers must make a reasonable attempt to notify MED3000 (800) 492-9634 within 24 hours of the enrollee's presenting for emergency behavioral health services.

For SFCCN, emergency service providers must make a reasonable attempt to notify Concordia at (800) 294-8642 within 24 hours of the enrollee's presenting for emergency behavioral health services.

In cases in which the enrollee has no identification, or is unable to orally identify himself/herself when presenting for behavioral health services, the provider shall notify the MED3000 within 24 hours of learning the member's identity.

Providers must ensure the member has a follow-up appointment scheduled within 7 days after discharge; and all required prescriptions are authorized at the time of discharge.

Ped-I-Care members and providers can call the Ped-I-Care Mental Health Crisis Hotline at (800) 627-0510. This is available 24 hours a day, 7 days a week for assistance with a mental health crisis. A nurse answers the calls and a psychiatrist provides guidance and supervision.

Activities

CMSN Plan's Behavioral Health program encompasses many activities. These activities are performed by a combination of professionals and laypersons to include the CMS Care Coordinators and social workers, the Family Health Partner, the Primary Care Physician, the specialty physician, and the Ped-I-Care and SFCCN Member Services, Provider Relations, and Quality Improvement staff.

1. Through the process of enrollment, assessments, care planning, and service provision the opportunity for behavioral health services is shared with members. The CMSN Plan Care Coordinators (CCs) are supervised by the CMSN Plan Nursing Director of each CMSN Plan Area Office.
2. Ped-I-Care and SFCCN Members Services staff maintain an active role in outreach. Specifically, staff provide accurate member materials and send them out to members in a timely manner. Member education includes information about the importance of good mental health and what resources are in our network for this service.
3. Ped-I-Care and SFCCN Quality Improvement Nurses perform visits to PCPs and Behavioral Health Providers. Facilities and charts are audited for compliance with standards and areas needing attention are identified. The providers are educated on the findings and the CMSN Plan Care Coordinators are notified of any outreach and education they can provide to assist members and providers in meeting established standards.
4. Concurrent reviews of hospitalizations are monitored daily through our third-party administrator (TPA), MED3000. Concurrent review nurses coordinate services with the member, family, providers, case manager, discharge planner/social worker, home health agencies, community resource organizations with the county, and CMSN Plan Care Coordinators. The CMSN Plan Care Coordinators and social workers participate in discharge planning, appointment follow up, and assist the member and family in coordinating any resources that they need.
5. Behavioral Health Case Review Meetings are held bi-monthly to discuss complicated **Ped-I-Care** cases. The multi-disciplinary team includes the Ped-I-Care Behavioral Health Medical Director who is a board-certified psychiatrist in addition to nurses, social workers, other professionals, and community agencies involved in the care of the member. The CMSN Plan Care Coordinator of each child implements and coordinates the recommendations of the team with the member, family, and providers.
6. Providers with pediatric patients who have a psychiatric disorder or behavioral health issue **assigned to Ped-I-Care** can call the University of Florida, Child Psychiatry Access Program at (877) 506-2720 for a free consultation with a board-certified psychiatrist. Providers with pediatric patients **assigned to SFCCN** with a psychiatric disorder or behavioral health issue can call the Behavioral Health Provider, Concordia, at (800) 294-8642 for a free consultation with a board-certified psychiatrist.

Drug Utilization Review

CMSN Plan's drug utilization review (DUR) program encourages coordination between a member's primary care physician and a prescriber of a psychotropic or similar prescription drug for behavioral health problems. The DUR program identifies those medications for other serious medical conditions (such as hypertension, diabetes, neurological disorders, or cardiac problems), where this is a significant risk to the member posed by potential drug interactions between drugs for these conditions and behavioral-related drugs. After the plan identifies the potential for such problems, the NCC notifies all related prescribers that certain drugs may be contraindicated due to the potential for drug interactions and encourages the prescribers to coordinate their care. Notice may be provided electronically or via mail, or by telephonic or direct consultation, as deemed appropriate.

An NCC may become aware of the use of a psychotropic drug or other Behavioral Health drug for a patient by parent/patient report, clinic notes from the PCP or specialty physician, from a pharmacist, during care coordination meetings, or from concurrent review reports. When this occurs, the NCC takes actions based on the CMSN Plan Care Coordination Guidelines.

Informed Consent for Psychotropic Medication

CMSN Plan requires that prescriptions for psychotropic medication prescribed for a member under the age of 13 be accompanied by the express written and informed consent of the member's parent or legal guardian. Psychotropic (psychotherapeutic) medications include antipsychotics, antidepressants, anti-anxiety medications, and mood stabilizers. Anti-convulsants and attention-deficit/hyperactivity disorder (ADHD) medications (stimulants and non-stimulants) are not included at this time. In accordance with s. 409.912(51), F.S., Ped-I-Care and SFCCN providers must comply with the following requirements:

1. The prescriber must document the consent in the child's medical record and provide the pharmacy with a signed attestation of the consent with the prescription.
2. The prescriber must ensure completion of an appropriate attestation form.
3. Sample consent/attestation forms that may be used and pharmacies may receive are located at the following link: http://ahca.myflorida.com/Medicaid/Prescribed_Drug/med_resource.shtml.
4. The completed form must be filed with the prescription (hardcopy of imaged) in the pharmacy and held for audit purposes for a minimum of 6 years.
5. Pharmacies may not add refills to old prescriptions to circumvent the need for an updated informed consent form.
6. Every **new** prescription will require a **new** informed consent form.
7. The informed consent forms do not replace prior authorization requirements for non-PDL medications or prior authorized antipsychotics for children and adolescents from birth through age 17.

Release of Psychiatric Records

The member or authorized representative must sign and date a release form before any psychiatric records can be released to another party. NCCs request current behavioral health care provider information on all new members upon enrollment. NCCs give the ICS Provider Liaisons contact information of providers that are not in the network; this is done for possible recruitment.

Outreach Program

CMSN Plan has an outreach program including but not limited to referral, training, consultation, and other behavioral health resources designed to assist PCPs and other non-behavioral health providers in the identification, management and treatment of:

- Members with severe and persistent mental illness;
- Children/adolescents with severe emotional disturbances; and
- Members with clinical depression.

Physician Services

Physician services are those services rendered by a licensed physician who possesses the appropriate medical specialty requirements, when applicable. A psychiatrist must be Florida licensed and certified as a psychiatrist by the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry, or have completed a psychiatry residency accredited by the Accreditation Council for Graduate Medical Education (ACGME) or the Royal College of Physicians and Surgeons of Canada.

Physician services include specialty consultations for evaluations. A physician consultation includes an examination and evaluation of the member with information from family member(s) or significant others as appropriate. The consultation includes written documentation on an exchange of information with the attending provider. The components of the evaluation and management procedure code and diagnosis code must be documented in the member's medical record. A hospital visit to a member in an acute care hospital for a behavioral health diagnosis

must be documented with a behavioral health procedure code and behavioral health diagnosis code. All procedures with a minimum time requirement are documented in the member's medical record to show the time spent providing the service to the member.

Physicians are required to coordinate medically necessary behavioral health services with the PCP and other providers involved with the member's care. CMSN Plan has protocols that indicate when such coordination is required.

Community Mental Health Services

Community mental health services include behavioral health services that are provided for the maximum reduction of the member's behavioral health disability and restoration to the best possible functional level. Such services can reasonably be expected to improve the member's condition or prevent further regression. CMSN Plan offers medically necessary community mental health services rendered or recommended by a physician or psychiatrist and included in a treatment plan. Services are provided to members of all ages. Services emphasize the value of early intervention, are age-appropriate, and are sensitive to the member's developmental level. The term "community" is not intended to suggest that the services must be provided by state-funded facilities or to preclude state-funded centers from providing these services.

Details:

1. Services meet the intent of those covered in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook (http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Community_Behavioral_Health_Services_Coverage_and_Limitations_Handbook_Adoption.pdf).
2. MED3000 (working under contract to Ped-I-Care) and SFCCN maintain medical necessity criteria, including those for admission, continuing stay, and discharge, for all mandatory and optional services. Criteria are specific to member ages and diagnoses and accounts for orders for involuntary outpatient placement pursuant to Florida Statute.
3. Treatment Plan Development and Modification
 - a. Treatment planning includes working with the member, the member's natural support system, and all involved treating providers to develop an individualized plan for addressing identified clinical needs. A behavioral health care provider must complete a face-to-face interview with the member during the development of the plan.
 - b. In addition to the handbook requirements, the individualized treatment plan should:
 - i. Be recovery-oriented and promote resiliency
 - ii. Be member-directed
 - iii. Accurately reflect the presenting problems of the member
 - iv. Be based on the strengths of the member, family, and other natural support systems
 - v. Provide outcome-oriented objectives for the member
 - vi. Include an outcome-oriented schedule of services that will be provided to meet the member's needs
 - vii. Include the coordination of services not covered by CMSN Plan
 - c. Individualized treatment plan reviews are conducted at 6-month intervals to assure that the services being provided are effective and remain appropriate for addressing individual member needs. Additionally, a review is expected whenever clinically-significant events occur or when treatment is not meeting the member's needs. The provider is expected to use the individualized treatment plan review process in the utilization management of medically necessary services. For further guidance, see the most recent Florida Medicaid Community Behavioral Health Services and Coverage Handbook.

Evaluation and Assessment Services

Evaluation and testing services include psychological testing (standardized tests) and evaluations that assess the member's functioning in all areas. Evaluations completed prior to provision of treatment must include a holistic view

of factors that underlie or may have contributed to the need for behavioral health services. Diagnostic evaluations are included in this category. Diagnostic evaluations must be comprehensive and must be used in the development of an individualized treatment plan. All evaluations must be appropriate to the age, developmental level, and functioning of the member. All evaluations must include a clinical summary that integrates all the information gathered and identifies the member's needs. The evaluation should prioritize the clinical needs, evaluate the effectiveness of any prior treatment, and include recommendations for interventions and mental health services to be provided. All new members who appear for treatment services should receive an evaluation unless there is sufficient collateral information that a new evaluation would not be necessary.

Details:

1. Evaluation services, when determined medically necessary, must include assessment of mutual status, functional capacity, strengths, and service needs by trained mental health staff.
2. Before receiving any community mental health services, children ages 0-5 must have a current assessment (within 1 year) of presenting symptoms and behaviors; developmental and medical history; family psychosocial and medical history; assessment of family functioning; a clinical interview with the primary caretaker and an observation of the child's interaction with the caretaker; and an observation of the child's language, cognitive, sensory, motor, self-care, and social functioning.

Medical & Psychiatric Services

These services include medically-necessary interventions that require the skills and expertise of a psychiatrist, psychiatric ARNP, or physician. Medical psychiatric interventions include the prescribing and management of medications, monitoring side effects associated with prescribed medications, individual or group medical psychotherapy, psychiatric evaluation (for diagnostic purposes and for initiating treatment), psychiatric review of treatment records for diagnostic purposes, and psychiatric consultation with a member's family or significant others, PCPs, and other treatment providers. Interventions related to specimen collections, taking vital signs, and administering injections are also covered services. Treatment services are distinguished from the physician services outlined above in that they are provided through a community mental health provider.

Behavioral Health Therapy Services

Therapy services include individual and family therapy, group therapy, and behavioral health day services. These services may include psychotherapy or supportive counseling focused on assisting members with the problems or symptoms identified in an assessment. The focus should be on identifying and utilizing the strengths of the member, family, and other natural support systems. Therapy services should be geared to the individual needs of the member and should be sensitive to the age, developmental level, and functional level of the member.

Family and marital therapy are also included in this category. Examples of interventions include those that focus on resolution of a life crisis or an adjustment reaction to an external stressor or developmental challenge.

Behavioral health day services are designed to enable members to function successfully in the community in the least restrictive environment and to restore or enhance ability for social and pre-vocational life management services. The primary functions of behavioral health day services are stabilization of the symptoms related to a behavioral health disorder to reduce or eliminate the need for more intensive levels of care, to provide transitional treatment after an acute episode, or to provide a level of therapeutic intensity not possible in a traditional outpatient setting.

Community Support & Rehabilitative Services

Psychosocial rehabilitation services may be provided in a facility, home, or community setting. These services assist members in functioning within the limits of a disability or disabilities resulting from a mental illness. Services focus on restoration of a previous level of functioning or improving the level of functioning. Services are individualized and directly related to goals for improving functioning within a major life domain.

The coverage includes a range of social, educational, vocational, behavioral, and cognitive interventions to improve members' potential for social relationships, occupational/educational achievement, and living skills development. Skills training development is also included in this category and includes activities aimed toward restoration of

members' skills/abilities that are essential for managing their illness, actively participating in treatment, and conducting the requirements of daily independent living. Providers must offer the services in a setting best suited for desired outcomes, i.e., home or community-based settings.

Psychosocial rehabilitative services may also be provided to assist members in finding or maintaining appropriate housing arrangements or to maintain employment. Interventions should focus on the restoration of skills/abilities that are adversely affected by the mental illness and supports required to manage the member's housing or employment needs. The provider must be knowledgeable about TANF and is responsible for medically necessary mental health services that assist the individual in finding and maintaining employment.

Therapeutic Behavioral On-Site Services (TBOS) for Children & Adolescents

TBOS services are community services and natural supports for children/adolescents with serious emotional disturbances. Clinical services include provision of a professional level therapeutic service that may include teaching problem-solving skills, behavioral strategies, normalization activities, and other treatment modalities that are determined to be medically necessary. These services should be designed to maximize strengths and reduce behavior problems or functional deficits stemming from the existence of a mental health disorder. Social services include interventions designed for the restoration, modification, and maintenance of social, personal adjustment, and basic living skills.

TBOS services are intended to maintain the child/adolescent in the home and to prevent reliance upon a more intensive, restrictive, and costly mental health placement. They are also focused on helping the child/adolescent possess the physical, emotional, and intellectual skills to live, learn, and work in the home community. Coverage includes the provision of these services outside of the traditional office setting. The services are provided where they are needed, in the home, school, childcare centers, or other community sites.

Day Treatment Services

Child/adolescent day treatment services include therapy, rehabilitation and social interactions, and other therapeutic services that are designed to redevelop, maintain, or restore skills that are necessary for children/adolescents to function in their community. The approach must take into consideration developmental levels and delays in development due to emotional disorders. If the child/adolescent is school age, the services are coordinated with the school system. All therapeutic day treatment interventions for children/adolescents must have a component that addresses caregiver participation and involvement. Services for all children/adolescents should be coordinated with home care to the greatest extent possible. Day treatment services must include an array of programs with the following functions:

1. Stabilize the symptoms related to a behavioral health disorder to reduce or eliminate the need for more intensive levels of care;
2. Provide transitional treatment after an acute episode, admission to an inpatient program, or discharge from a residential treatment setting;
3. Provide a therapeutic intensity not possible in a traditional outpatient setting; and
4. Assist the child/adolescent in redeveloping age-appropriate skills required to conduct activities of everyday living in the community.

Staff providing children/adolescent day treatment services must have appropriate training and experience. Behavioral health care providers must be available to provide clinical services when necessary.

Services for Children Ages 0 through 5 Years

Services include behavioral health day services and therapeutic behavioral on-site services for children ages 0 through 5 years. Prior to receiving these services, the members in this age group must have an assessment that meets the criteria in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook.

Mental Health Targeted Case Management

CMSN Plan offers targeted case management services to children/adolescents with serious emotional disturbances as defined below. CMSN Plan accepts a provider's mental health targeted case management certification program if it was approved by AHCA or another health plan. Individual practices are responsible for maintaining documentation of such approval and provider certification in the provider's personnel file.

At a minimum, case management services are to incorporate the principles of a strengths-based approach. Strengths-based case management services are an alternative service modality for working with individuals and families. This method stresses building on the strengths of individuals that can be used to resolve current problems and issues, countering more traditional approaches that focus almost exclusively on individual's deficits or needs.

Target Populations

Mental health targeted case management services are available to all members:

1. Who require numerous services from different providers and also require advocacy and coordination to implement or access services;
2. Who would be unable to access or maintain consistent care within the service delivery system without case management services;
3. Who do not possess the strengths, skills, or support system to allow them to access or coordinate services;
4. Who may benefit from case management but lack the skills or knowledge necessary to access services; or
5. Who do not meet these criteria but may still be eligible for limited targeted case management services by meeting handbook exception criteria.

CMSN Plan offers case management services to children/adolescents who have a serious emotional disturbance, which are:

1. A defined mental disorder
2. A level of functioning which requires two or more coordinated behavioral health services to be able to live in the community
3. At imminent risk of out-of-home behavioral health treatment placement.

Required Services

Mental health targeted case management services include working with the member and the member's natural support system to develop and promote a service plan. The service plan reflects the services or supports needed to meet the needs identified in an individualized assessment of the following areas: education or employment, physical health, mental health, substance abuse, social skills, independent living skills, and support system status. The approach used should identify and utilize the strengths, abilities, cultural characteristics, and informal supports of the member, family, and other natural support systems. Targeted case managers focus on overcoming barriers by collaborating and coordinating with providers and the member to assist in the attainment of service plan goals. The targeted case manager takes the lead in both coordinating services/treatment and assessing the effectiveness of the services provided.

When targeted case management recipients enrolled in CMSN Plan are hospitalized in an acute care setting or held in a county jail or juvenile detention facility, NCCs document efforts to ensure that contact is maintained with the member and participates actively in the discharge planning processes. Case managers are also responsible for coordination and collaboration with the parents or guardians of children/adolescents who receive mental health targeted case management services. Case managers should make and document reasonable efforts to include the parents or guardians of members in the process of providing targeted case management services. Integration of the parent's input and involvement with the case manager and other providers is reflected in medical record documentation and monitored through Ped-I-Care's and SFCCN's quality of care monitoring activities. Involvement with the child/adolescent's school and/or childcare center is also a component of case management with children/adolescents. CMSN Plan offers mental health targeted case management services to children/adolescents in the care or custody of the state who need them.

Additional Requirements for Targeted Case Management

Providers/practices must have a case management program, including guidelines and protocols that address:

1. Caseloads set to achieve the desired results. Size limitations must clearly state the ratio of members to each individual case manager. The limits are specified for children/adolescents, with a description of the clinical rationale for determining each limitation. If “mixed” caseloads, *i.e.*, children/adolescents and adults, are utilized a separate limitation is expected along with the rationale for the determination. Ratios must be no greater than the requirements set forth in the Florida Medicaid Mental Health Targeted Case Management Coverage and Limitations Handbook (http://portal.flmms.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf).
2. A system to manage caseloads when positions become vacant
3. A description of the modality of service provision and the location that services will be provided
4. The expected frequency, duration, and intensity of the service with service limits and criteria no more restrictive than those in Medicaid policy
5. Issues related to recovery and self-care, including services to help members gain independence from the behavioral health and case management system
6. Services based on individual needs of the members receiving the service. The service system should also address the changing needs and abilities of members.
7. Case management staff with expertise and training necessary to competently and promptly assist members in working with Social Security Administration or Disability Determination in maintaining benefits from SSI and SSDI. For members who wish to work, case management staff must have the expertise and training necessary to help members access Social Security Work Incentives.

Intensive Case Management

This service is available to members for whom it is determined to be medically necessary, including members who meet the following criteria:

1. Has resided in a state mental health treatment facility for at least 6 of the past 36 months;
2. Resides in the community and has had 2 or more admissions to a state mental health treatment facility in the past 36 months;
3. Resides in the community and has had 3 or more admissions to a crisis stabilization unit, short-term residential facility, inpatient psychiatric unit, or any combination of these facilities within the past 12 months; or
4. Resides in the community and, due to a mental illness, exhibits behavior or symptoms that could result in long-term hospitalization if frequent interventions for an extended period of time were not provided.

Intensive case management services are frequent and intense and focus on helping the member attain skills and supports needed for independent living. Case management services are provided primarily in the member’s residence and include community-based interventions.

This service should be provided in the least restrictive setting with the goal of improving the member’s level of functioning, and providing ample opportunities for rehabilitation, recovery, and self-sufficiency. Intensive case management services are accessible 24 hours per day, 7 days per week.

Community Treatment of Patients Discharged from State Mental Health Facilities

CMSN Plan offers medically-necessary behavioral health services to members who have been discharged from any state mental health treatment facility, including, but not limited to, follow-up services and care. All members who have previously received services at a state mental health treatment facility must receive follow-up care.

Details:

1. The plan of care should be aimed at encouraging members to achieve a high quality of life while living in the community in the least restrictive environment that is medically appropriate and reducing the likelihood

- that the members will be readmitted to a state mental health treatment facility.
2. Mental health targeted case managers must follow the progress of members.
 3. CMSN Plan is not responsible for court-ordered treatment.

Community Services for Medicaid Recipients Involved with the Justice System

The CMSN Plan Nurse Care Coordinator/Social Worker makes every effort as follows to provide medically necessary community-based services for Ped-I-Care members who have justice system involvement (juvenile justice system for members under 18 years and correctional system for members 18 and older):

1. Ensure a linkage to pre-booking sites for assessment, screening or diversion related to behavioral health services;
2. Provide psychiatric services within 24 hours of release from jail, juvenile detention facility, or other justice facility to assure that prescribed medications are available for all members.
3. Ensure a linkage to post-booking sites for discharge planning and assuring that prior Ped-I-Care members receive necessary services upon release from the facility. Ped-I-Care members should be linked to services and receive routine care within 7 days from the date they are released.
4. Provide outreach to homeless and other populations of Ped-I-Care members at risk of justice system involvement, as well as those CMSN Plan members currently involved in this system, to assure that services are accessible and provided when necessary.

CMSN Plan is not responsible when juvenile members are incarcerated while awaiting trial, etc.; the local facility housing the child is responsible for their medical needs. The Juvenile Justice System (JJS) is responsible for coordinating services at the time of release. JJS holds a staffing 30 days prior to release and puts a plan in place such as return home, group home, an independent living situation, etc. JJS coordinates with the Juvenile Probation Officer to ensure services occur. Refer to the Health Services section of the Department of Juvenile Justice's (DJJ) Frequently Asked Questions website at <http://www.djj.state.fl.us/AboutDJJ/faq.html> for more information. CMSN Plan NCCs and the DJJ strive to ensure that the children and adolescents we serve have no unmet health needs and that there are no lapses in health care services.

Treatment & Coordination of Care for Members with Medically-Complex Conditions

CMSN Plan, through the provider network, ensures that appropriate resources are available to address the treatment of complex conditions that reflect both mental health and physical health involvement.

CMSN Plan offers medically-necessary community mental health services to members who exhibit mental health disorders due to or involving a general medical condition, and eating disorders. The plan of care must include all appropriate collateral providers necessary to address the complex medical issues involved. Clinical care criteria address modalities of treatment that are effective for each diagnosis.

Coordination of Children's Services

The delivery and coordination of child/adolescent mental health services are provided for all who exhibit the symptoms and behaviors of an emotional disturbance. The delivery of services addresses the needs of any child/adolescent served in an Emotional/Behavioral Disabilities school program. Developmentally-appropriate early childhood mental health services are available to children age birth to 5 years and their families.

CMSN Plan offers services for all children/adolescents within a strengths-based, culturally-competent service design. The service design recognizes and ensures that services are family-driven and include the participation of family, significant others, informal support systems, school personnel, and any state entities or other service providers involved in the child/adolescent's life.

For all children/adolescents receiving services from CMSN Plan, the provider works with the parents, guardians, or other responsible parties to monitor the results of services and determine whether progress is occurring. Active

monitoring of the child/adolescent's status occurs to detect potential risk situations and emerging needs or problems.

When the court mandates a parental behavioral health assessment, and the parent is a member, the provider completes an assessment of the parent's mental health status and the effects on the child. Time frames for completion of this service are determined by the mandates issued by the courts.

Transition Plan for Members Changing from Non-Participating to Participating Providers

A transition plan is a detailed description of the process of transferring members from non-participating providers to the behavioral health care provider network to ensure optimal continuity of care. The transition plan includes, but is not limited to, a timeline for transferring members, description of provider clinical record transfers, scheduling of appointments, and proposed prescription drug protocols and claims approval for existing providers during the transition period.

Individuals with Special Health Care Needs

In accordance with CFR 438.208(c)(3), an individualized treatment plan for a member determined to need a course of treatment or regular care monitoring must be:

1. Developed by the member's direct service mental health care professional with member participation and in consultation with any specialists caring for the member;
2. Approved by CMSN Plan if approval is required; and
3. Developed in accordance with any applicable AHCA quality assurance and utilization review standards.

Discharge Planning

Discharge planning is the evaluation of a member's medical care needs, behavioral health service needs, and substance abuse service needs in order to arrange for appropriate care after discharge from one level of care to another. Upon the admission of a member, the provider must make a good faith effort to ensure the member's smooth transition to the next service or to the community and requires that behavioral health care providers:

1. Oversee the care given to the member
2. Develop an individualized discharge plan, in collaboration with the member where appropriate, for the next service or program or the member's discharge, anticipating the member's movement along a continuum of services
3. Document all significant efforts related to these activities, including the member's active participation in discharge planning
4. Monitor and ensure that clinically indicated behavioral health services are offered and available to members within 7 calendar days of discharge from an inpatient setting

Functional Assessments

Behavioral health care providers must administer functional assessments using the functional assessment rating scales (FARS) for all members over the age of 18 and child functional assessment rating scale (CFARS) for all members age 18 and under. Behavioral health care providers must administer and maintain the FARS and CFARS for all members receiving behavioral health services and upon termination of providing such services. The results of the FARS and CFARS assessments must be maintained in each member's clinical record.

Behavioral Health Clinical Records

CMSN Plan behavioral health providers must maintain a behavioral health clinical record of services for each member. The member's record includes, but is not limited to the member's demographics and eligibility information, is provided in accordance with the clinical documentation requirements of the Medicaid handbooks applicable to behavioral health.

Each member's behavioral health clinical record must:

1. Include documentation sufficient to disclose the quality, quantity, appropriateness, and timeliness of behavioral health services performed;
2. Be legible and maintained in detail consistent with the clinical and professional practice that facilitates effective internal and external peer review, medical audit, and adequate follow-up treatment; and
3. For each service provided, clearly identify:
 - a. The physician or other service provider;
 - b. Date of service;
 - c. The units of service provided; and
 - d. The type of service provided.

Behavioral Health Quality Improvement (QI) Requirements

CMSN Plan's QI plan includes a behavioral health component in order to monitor and assure that CMSN Plan's behavioral health services are sufficient in quantity, of acceptable quality, and meet the needs of the members.

Treatment plans must:

1. Identify reasonable and appropriate objectives;
2. Provide necessary services to meet the identified objectives; and
3. Include retrospective reviews that confirm that the care provided, and its outcomes, were consistent with the approved treatment plans and appropriate for member needs.

In determining if behavioral health services are acceptable according to current treatment standards, in most cases, Ped-I-Care or Concordia coordinates the scheduling of provider audits with selected providers. CMSN Plan uses AHCA-approved tools for clinical and mental health targeted case management tools when reviewing provider records.

AHCA-approved review tools:

- Behavioral Health Outpatient Clinical Records Review Tool and Definitions – http://ahca.myflorida.com/MCHQ/Managed_Health_Care/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx
- Behavioral Health Inpatient Clinical Records Review Tool and Definitions http://ahca.myflorida.com/mchq/Managed_Health_Care/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx
- Behavioral Health Targeted Case Management: http://ahca.myflorida.com/mchq/Managed_Health_Care/BHGroup/docs/Tools/TCMRecordReviewTool.xlsx

Elements of these reviews include, but are not limited to:

1. Management of specific diagnoses
2. Appropriateness and timeliness of care
3. Comprehensiveness of and compliance with the plan of care
4. Evidence of special screening for high risk members and/or conditions
5. Evidence of appropriate coordination of care
6. Evidence of compliance with Medicaid handbooks including, but not limited to, the Medicaid Mental Health Targeted Case Management Coverage & Limitations Handbook (http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf) and the Community Behavioral Health Services Coverage & Limitations Handbook (http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Community_Behavioral_Health_Services_Coverage_and_Limitations_Handbook_Adoption.pdf).

Stakeholder Satisfaction Survey

In all service areas in which CMSN Plan offers behavioral health services, CMSN Plan, through The Institute for Child Health Policy (IHP), annually conducts a behavioral health services stakeholder satisfaction survey in both English and Spanish.

XV. PREVENTION OF FRAUD & ABUSE

The Agency for Health Care Administration (AHCA) and Children’s Medical Services (CMS) require that CMSN Plan have a compliance program. This program is dedicated to the prevention and detection of fraud and abuse through a collaborative effort. Appropriate enforcement measures based on compliance findings will be undertaken after consultation with or notification of AHCA and CMS. Medicaid provider and member fraud can manifest in multiple ways and we solicit and anticipate the cooperation of diligent providers and members to uncover and report this type of activity.

Our goal is to prevent, detect, and correct any violations. CMSN Plan, Ped-I-Care and SFCCN actively attempt to prevent and identify suspected incidents of Medicaid fraud and abuse. All activities seen as fraud and/or abuse will be reported to the Ped-I-Care or SFCCN Compliance Department for investigation and follow-up. Providers must comply with all aspects of Ped-I-Care’s and SFCCN’s Compliance Programs and its fraud and abuse plan/requirements.

Compliance Activities and Investigations

Ped-I-Care and SFCCN proactively conduct both prospective and retrospective searches and analyses to seek potential fraud and abuse using resources such as (but not limited to) claims, utilization management, quality management, grievance/appeals, complaints, and random chart audits. Pursuant to Medicaid regulations, in the event of suspected fraud and/or abuse, chart audits may be conducted without prior notice. Findings suggestive of fraud and abuse will be reported to the Medicaid Office of Program Integrity as appropriate and needed. Note that any resolution to audit findings and investigations in no way binds the State of Florida nor precludes the State of Florida from taking further action for the circumstances that brought rise to the matter.

Provider Training

The Ped-I-Care/SFCCN Compliance Programs train CMSN Plan providers and their staff members and investigate fraud and abuse. Ped-I-Care’s compliance webpage is <http://pedicare.peds.ufl.edu/Title19/compliance19.html> and SFCCN’s compliance webpage is <http://sfchp.org/providers#8>. Each contains educational information for providers regarding fraud and abuse. The webpage also contains links to the compliance policies that providers and their staff must follow. Providers and practices are responsible for ensuring they and their staff are adequately trained regarding fraud and abuse. Ped-I-Care’s online training tutorial is available at <http://pedicare.peds.ufl.edu/compliance/index.html>. SFCCN’s online training tutorial is available at http://www.sfchp.org/downloads/FraudAbuse_ProviderTraining.pdf. CMSN Plan providers may use both tutorials, as Ped-I-Care and SFCCN work together under contract to CMSN Plan. Completion of Ped-I-Care/SFCCN’s online training is not mandatory but is recommended and may be utilized as a resource for practices to train providers and staff.

Compliance Dashboard:

- *Our goal is to prevent, detect, and correct any form of Medicaid fraud and/or abuse.*
- *Our compliance webpage contains information regarding the prevention of fraud and abuse:*
<http://pedicare.peds.ufl.edu/Title19/compliance19.html>.
- *Ped-I-Care’s training is recommended, but not required, and may be accessed at:*
<http://pedicare.peds.ufl.edu/compliance/index.html>.

Excluded Provider Notification

CMSN Plan, Ped-I-Care and SFCCN routinely monitor the Health and Human Services (HHS) Office of the Inspector General's List of Excluded Individuals and Entities (LEIE), System for Award Management (SAM) (which includes the former Excluded Parties List System [EPLS]), Medicaid Termination lists, Florida Department of Health (DOH) license notifications, and AHCA Final Orders to identify individuals excluded from participation in Florida Medicaid, and therefore CMS and Ped-I-Care. Providers, facilities, and groups must notify both CMS and the ICSs immediately if they become ineligible to participate in federally-funded programs or receive federal money.

Reporting Fraud & Abuse

Confidentiality will be maintained for the suspect person or entity and the person reporting, and all rights afforded to both providers and members will be reserved and enforced during the investigation process.

You may report suspected cases of fraud and abuse anonymously. You may also report confidentially without fear of retaliation. You may report in one or more of the following ways:

- By phone to any of the following hotlines:
 1. The **Ped-I-Care** Compliance Fraud & Abuse Hotline toll-free at (866) 787-4557 or locally at (352) 334-4083
 2. The **SFCCN** Compliance Fraud & Abuse Hotline toll-free at (855) 843-1106
 3. The Florida Medicaid Fraud and Abuse Hotline at (888) 419-3456
 4. The Department of Health and Human Services Office of the Inspector General (OIG) at (800) 447-8477
 5. The Florida Attorney General's Hotline for Reporting Medicaid Fraud at (866) 966-7226
- Online by filling out the Medicaid Fraud and Abuse Complaint Form (to report suspected fraud and abuse in the Florida Medicaid system) at:
https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx
- Through mail by filling out the complaint form that can be downloaded at:
http://ahca.myflorida.com/Executive/Inspector_General/docs/MedicaidFraudandAbuseComplaintForm.doc and mailing it to:

Program Administrator, Intake Unit
Medicaid Program Integrity
Agency for Health Care Administration
2727 Mahan Drive, MS #6
Tallahassee, Florida 32308

- **For Ped-I-Care**, by emailing information to pedicarecd@peds.ufl.edu, faxing it to (352) 294-8080, or mailing it to:

Ped-I-Care Compliance Department
1701 SW 16th Avenue Building A, Room 3132
Gainesville, FL 32608-1153

- **For SFCCN**, by mailing it to:

SFCCN Compliance Department
1643 Harrison Pkwy., Bldg. H, Ste. 200
Sunrise, FL 33323

If you report suspected fraud and your report results in a fine, penalty, or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program [(866) 966-7226 or (850) 414-3990]. The reward may be up to 25% of the amount recovered, or a maximum of \$500,000 per case (Florida statutes Chapter 409.9203). You can talk to the Attorney General's Office about keeping your identity confidential and protected.

Definitions & Examples

Fraud: An intentional deception or misrepresentation made by a person with the knowledge that the deception results in unauthorized benefit to herself or himself or another person. The term includes any act that constitutes fraud under applicable federal or state law.

Examples of Provider Fraud:

- Billing for an office visit when there was none, or adding additional family members' names to bills
- Billing for services that were not provided, e.g., a chest x-ray that was not taken
- Billing for more time than was actually provided, i.e., counseling, anesthesia, etc.
- Requiring the recipient to return to the office for more visits when another appointment is not necessary
- Ordering unnecessary x-rays, blood work, etc.
- Upcoding (billing for a more involved or time-consuming service than was actually provided), e.g., providing a simple office visit and billing for a comprehensive visit
- Billing for transportation that is not medically necessary or is not related to health care
- Billing for services that are not medically necessary, or are not for a medical purpose
- Accepting payment from another provider, including sharing in the reimbursement paid by the Medicaid program, as a result of referring a patient to the other provider
- Duplicate billing such as billing Medicaid and another payer and/or the recipient for the same service
- Having an unlicensed person perform services that only a licensed professional should render, and billing as if the professional provided the service
- Unbundling codes (billing separately for each component of the code) which results in increased payment, when one comprehensive code includes all related services at a lesser reimbursement rate. This also includes incidental procedures that are typically done as part of a larger procedure and, because they take little extra effort, are not usually reimbursed separately. Examples include laboratory blood test panels, surgical procedures, etc.

Examples of Member Fraud:

- Intentionally under-reporting income, assets, resources etc.
- Loaning a Medicaid Identification card to another person
- Using multiple ID cards and/or Medicaid numbers
- Forging or altering a prescription or fiscal order
- Intentionally receiving duplicative, excessive, contraindicated or conflicting health care services or supplies
- Re-selling items provided by the Medicaid program
- Misrepresentation of a medical condition

Abuse: Provider practices that are inconsistent with generally accepted business or medical practices and that result in an unnecessary cost to the Medicaid program or in reimbursement for goods or services that are not medically necessary or that fail to meet professionally recognized standards for health care, or recipient practices that result in unnecessary cost to the Medicaid program.

Examples of Provider Abuse:

- Over-utilization of health care services
- Billing a Child Health Check-up on the same day as a sick visit
- Provider billing irregularities
- Excessive charges for services or supplies
- Claims for services that are not medically necessary
- Improper billing practices
- Billing for services not provided
- Inaccurate coding
- Misrepresentation of professional credentials/licensing/status of licensure

Examples of Member Abuse:

- Residing out-of-state
- Tampering with prescriptions
- Drug-seeking behaviors
- Failure to report third-party liability

Overpayment: Overpayment defined in accordance with s. 409.913, F.S., includes any amount that is not authorized to be paid by the Medicaid program whether paid as a result of inaccurate or improper cost reporting, improper claiming, unacceptable practices, fraud, abuse, or mistake.

Examples of Overpayment:

- Payment for provider, supplier, or physician services after benefits have been exhausted, or where the member was not entitled to benefits.
- Payment for non-covered items and services, including medically unnecessary services or custodial care furnished to a member.
- Payment based on a charge that exceeds the reasonable charge.
- Duplicate processing of charges/claims.
- Payment to a physician on a non-assigned claim or to a member on an assigned claim. (Payment made to wrong payee.)
- Primary payment for items or services for which another entity is the primary payer.
- Payment for items or services rendered during a period of non-entitlement.

XVI. Definitions

Abandoned Call – A Call in which the caller elects an option and is either not permitted access to that option or disconnects from the system.

Abuse (for program integrity functions) – Provider practices that are inconsistent with generally accepted business or medical practices and that result in an unnecessary cost to the Medicaid program or in reimbursement for goods or services that are not medically necessary or that fail to meet professionally recognized standards for health care; or recipient practices that result in unnecessary cost to the Medicaid program.

Abuse, Neglect, and Exploitation – In accordance with Chapter 415, F.S., and Chapter 39, F.S.: “Abuse” means any willful act or threatened act by a caregiver that causes or is likely to cause significant impairment to an enrollee’s physical, mental, or emotional health. Abuse includes acts and omissions.

“Exploitation” of a vulnerable adult means a person who:

1. Stands in a position of trust and confidence with a vulnerable adult and knowingly, by deception or intimidation, obtains or uses, or endeavors to obtain or use, a vulnerable adult’s funds, assets, or property for the benefit of someone other than the vulnerable adult.
2. Knows or should know that the vulnerable adult lacks the capacity to consent and obtains or uses, or endeavors to obtain or uses, the vulnerable adult’s funds, assets, or property with the intent to temporarily or permanently deprive the vulnerable adult of the use, benefit, or possession of the funds, assets, or property for the benefit of someone other than the vulnerable adult.

“Neglect” of an adult means the failure or omission on the part of the caregiver to provide the care, supervision, and services necessary to maintain the physical and behavioral health of the vulnerable adult, including, but not limited to, food, clothing, medicine, shelter, supervision, and medical services, that a prudent person would consider essential for the well-being of the vulnerable adult. The term “neglect” also means the failure of a caregiver to make a reasonable effort to protect a vulnerable adult from abuse, neglect, or exploitation by others. “Neglect” is repeated conduct or a single incident of carelessness that produces, or could reasonably be expected to result in, serious physical or psychological injury or a substantial risk of death.

“Neglect” of a child occurs when a child is deprived of, or is allowed to be deprived of, necessary food, clothing, shelter, or medical treatment, or a child is permitted to live in an environment when such deprivation or environment causes the child’s physical, behavioral, or emotional health to be significantly impaired or to be in danger of being significantly impaired.

Action – The denial or limited authorization of a requested services, including the type or level of service, pursuant to 42 CFR 438.400 (b). The reduction, suspension or termination of a previously authorized service. The denial, in whole or in part, of payment for a service. The failure to provide services in a timely manner, as defined by the state. The failure of the CMSN Plan to act within ninety (90) days from the date the CMSN Plan receives a grievance, or forty-five (45) days from the date of the CMSN Plan receives an appeal. For a resident of a rural area with only one (1) managed care entity, the denial of an enrollee’s request to exercise the right to obtain services outside the network.

Activities of Daily Living (ADL) – Basic tasks of everyday life which include, dressing, grooming, bathing, eating, transferring in and out of bed or chair, walking, climbing stairs, toileting, bladder/bowel control, and the wearing or changing of incontinence briefs.

Acute Care Services – Short-term medical treatment that may include, but is not limited to, community behavioral health, dental, hearing, home health, independent laboratory and x-ray, inpatient hospital, outpatient hospital/emergency medical, practitioner, prescribed drug, vision, or hospice services.

Adjudicated Claim – A claim for which a determination has been made to pay or deny the claim.

Advance Directive – A written instruction, such as a living will or durable power of attorney for health care, recognized under state law (whether statutory or as recognized by the courts of the state), relating to the provision of health care when the individual is incapacitated.

Advanced Registered Nurse Practitioner (ARNP) – A licensed advanced practice registered nurse who works in collaboration with a practitioner according to Chapter 464, F.S., and protocols filed with the Board of Medicine.

Adverse Incident – Critical events that negatively impact the health, safety, or welfare of enrollees. Adverse incidents may include events involving abuse, neglect, exploitation, major illness or injury, involvement with law enforcement, elopement/missing, or major medication incidents.

After Hours – The hours between five PM (5pm) and eight AM (8am) local time, Monday through Friday inclusive, and all-day Saturday and Sunday. State holidays are included.

Agency – State of Florida, Agency for Health Care Administration (AHCA) or its designee

Aging or Disability Resource Center (ADRC) – An agency designated by the DOEA to develop and administer a plan for comprehensive and coordinated system of services for older and disabled persons.

Ancillary Provider – A provider of ancillary medical services who has contracted with the CMSN Plan to serve the CMSN Plan’s enrollees.

Appeal – A formal request from an enrollee to seek a review of an action taken by the CMSN Plan pursuant to 42 CFR 438.400(b).

Assistive Care Services – A Medicaid service as defined in the Assistive Care Services Coverage and Limitations Handbook.

Baker Act – The Florida Mental Health Act, pursuant to ss. 394.451 through 394.47891, F.S.

Bed Hold Day(s) – The reservation of a bed in a nursing facility (including beds for individuals receiving hospice services), when a resident is admitted into the hospital or is on therapeutic leave during a Medicaid covered stay.

Behavioral Health Care Provider – A licensed or certified behavioral health professional, such as clinical psychologist under Chapter 490, F.S., clinical social worker, mental health professional under Chapter 491, F.S.; certified addictions professional; or registered nurse qualified due to training or competency in behavioral health care, who is responsible for the provision of behavioral health care to patients, or a physician licensed under Chapters 458 or 459, F.S., who is under contract to provide behavioral health services to enrollees.

Behavioral Health Services – Services listed in the Community Behavioral Health Services Handbook and the Mental Health Targeted Case Management Coverage and Limitations Handbook as specified in Section V. Covered Services .

Benefits – A schedule of health care services to be delivered to enrollees covered by the CMSN Plan as set forth in Section V, Covered Services.

Biometric Technology – The use of computer technology to identify people based on physical or behavioral characteristics such as fingerprints, retinal or voice scans.

Blocked Call – A Call that cannot be connected immediately because no circuit is available at the time the call

arrives or the telephone system is programmed to block calls from entering the queue when the queue backs up behind a defined threshold.

Business Days – Traditional workdays, which are Monday, Tuesday, Wednesday, Thursday, and Friday. State Holidays are excluded.

Care Coordination/Case Management – A process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an enrollee’s health needs using communication and all available resources to promote quality outcomes. Proper care coordination/case management occurs across a continuum of care, addressing the ongoing individual needs of an enrollee rather than being restricted to a single practice setting.

Case Record – A record that includes information regarding the management of services for an enrollee including the plan of care and documentation of care coordination/case management activities.

Cause – Special reasons allow mandatory enrollees to change their Managed Care Plan choice outside their open enrollment period. May also be referred to as “good cause.” (See 59G-8.600, F.A.C.)

Centers for Medicaid & Medicaid Services (CMS) – The agency within the United States Department of Health & Human Services that provides administration and funding for Medicaid under Title XVIII, Medicaid under Title XIX, and the Children’s Health Insurance Program under Title XXI of the Social Security Act. May also be referred to as federal CMS.

Certification – The process of determining that a facility, equipment or an individual meets the requirements of federal or state law, or whether Medicaid payments are appropriate or shall be made in certain situations.

Check Run Summary File – Required Managed Care Plan file listing all amounts paid to providers for each provider payment adjudication cycle. For each provider payment in each adjudication cycle, the file must detail the total encounter payments to each respective provider. This file must be submitted along with the encounter data submissions. The file must be submitted in a format and in timeframes specified by the Agency.

Child Health Check-Up Program (CHCUP) – A set of comprehensive and preventative health examinations provided on a periodic basis to identify and correct medical conditions in children/adolescents. Policies and procedures are described in the Child Health Check-Up Services Coverage and Limitations Handbook. (See definition of Early and Periodic Screening Diagnosis and Treatment Program).

Children/Adolescents – Enrollees under the age of 21.

Children’s Medical Services Network – A primary care case management program for children from birth through age twenty (20) with special health care needs, administered by the Department of Health for physical health services and the Department of Children and Families for behavioral health.

Children’s Medical Services Network (CMSN Plan) Plan – A Medicaid specialty plan for children with chronic conditions operated by the Florida Department of Health’s Children’s Medical Services Network as specified in s. 409.974(4), F.S., through a single, statewide contract with the Agency that is not subject to the SMMC procurement requirements, or regional plan limits, but must meet all other plan requirements for the MMA program. Also referred to as the “Managed Care Plan” and “CMSN Plan” for purposes of this contract.

Claim – (1) A bill for services, (2) a line item of service, or (3) all services for one (1) recipient within a bill, pursuant to 42 CFR 447.45, in a format prescribed by the Agency through its Medicaid provider handbook.

Clean Claim – A claim that can be processed without obtaining additional information from the provider of the service or from a third party. It does not include a claim for a provider who is under investigation for fraud or

abuse, or a claim under review for medical necessity, pursuant to 42 CFR 447.45.

Cold-Call Marketing – Any unsolicited personal contact with a Medicaid recipient by the CMSN Plan, its staff, its volunteers, or its vendors with the purpose of influencing the Medicaid recipient to enroll in the CMSN Plan or either to not enroll in, or disenroll from, another Managed Care Plan.

Commission for the Transportation Disadvantaged (CTD) – An independent commission housed administratively within the Florida Department of Transportation. The CTD’s mission is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation-disadvantaged persons.

Community Living Support Plan – A written document prepared by or on behalf of a mental health resident of an assisted living facility with a limited mental health license and the resident’s mental health case manager in consultation with the administrator of the facility or administrator’s designee. A copy must be provided to the administrator. The plan must include information about the supports, services, and special needs that enable the resident to live in the assisted living facility and a method by which facility staff can recognize and respond to the signs and symptoms particular to that resident that indicate the need for professional services.

Community outreach – The provision of health or nutritional information or information for the benefit and education of, or assistance to, a community in regard to health-related matters or public awareness that promotes healthy lifestyles. Community outreach also includes the provision of information about health care services, preventive techniques, and other health care projects and the provision of information related to health, welfare, and social services or social assistance programs offered by the State of Florida or local communities. For purposes of this Contract, community outreach includes only those activities that are represented as being specific to the CMSN Plan (not general DOH activities performed by its employees).

Community Outreach Materials – Materials regarding health or nutritional information or information for the benefit and education of, or assistance to, a community on health-related matters or public awareness that promotes healthy lifestyles. Such materials are meant specifically for the community at large and may also include information about health care services, preventive techniques, and other health care projects and the provision of information related to health, welfare, and social services or social assistance programs offered by the State of Florida or local communities. Community outreach materials are limited to brochures, fact sheets, billboards, posters, and ad copy for radio, television, print, or the Internet. For purposes of this Contract, general Department of Health materials are not considered community outreach materials unless they include reference to the CMSN Plan.

Community Outreach Representative – A person who provides health information, information that promotes healthy lifestyles, information that provides guidance about social assistance programs, and information that provides culturally and linguistically appropriate health or nutritional education. Such representatives must be appropriately trained, certified, and/or licensed, including by not limited to, social workers, nutritionists, physical therapists, and other health care professionals.

Complaint – Any oral or written expression of dissatisfaction by an enrollee submitted to the CMSN Plan or to a state agency and resolved by close of business the following business day. Possible subjects for complaints include, but are not limited to, the quality of care, the quality of services provided, aspects of interpersonal relationships such as rudeness of a provider or CMSN Plan employee, failure to respect the enrollee’s rights, CMSN Plan administration, claims practices or provision of services that relates to the quality of care rendered by a provider pursuant to the CMSN Plan’s Contract. A complaint is a subcomponent of the grievance system.

Comprehensive Assessment and Review for Long-Term Care Services (CARES) – A program operated by the DOEA that is Florida’s federally mandated long-term care preadmission screening program for Medicaid Institutional Care Program nursing facility and Medicaid waiver program applicants. An assessment is performed to identify long-term care needs; establish level of care (medical eligibility for nursing facility care); and recommend the least restrictive, most appropriate placement. Emphasis is on enabling people to remain in their homes through

provision of home-based services or with alternative placements such as assisted living facilities.

Continuous Quality Improvement – A management philosophy that mandates continually pursuing efforts to improve the quality of products and services produced by an organization.

Contract, CMSN Plan – As a result of successfully meeting all MMA plan readiness requirements and pursuant to s. 409.962(6), F.S., and s. 409.974(4), F.S., the agreement between the CMSN Plan and the Agency where the CMSN Plan will provide Medicaid-covered services to enrollees, comprising the Contract and any addenda, appendices, attachments, or amendments thereto, and be paid by the Agency as described in the terms of the agreement. Also referred to as the “Contract” for purposes of this contract.

Contracting Officer – The Secretary of the Agency or designee.

County Health Department (CHD) – Organizations administered by the Department of Health to provide health services as defined in Chapter 154, Part 1., F.S., including promoting public health, controlling and eradicating preventable diseases, and providing primary health care for special populations.

Coverage and Limitations Handbook and/or Provider General Handbook (Handbook) – A Florida Medicaid document that provides information to a Medicaid provider about enrollee eligibility; claims submission and processing; provider participation; covered care, goods, and services; limitations; procedure codes and fees; and other matters related to participation in the Medicaid program.

Covered Services – Those services provided by the CMSN Plan in accordance with this Contract, and as outlined in Section V, Covered Services.

Crisis Support – Services for persons initially perceived to need emergency behavioral health services, but upon assessment, do not meet the criteria for such emergency care. These are acute care services available twenty-four hours a day, seven days a week (24/7) for intervention. Examples include: mobile crisis, crisis/emergency screening, a crisis hotline, and emergency walk-in.

Department of Children and Families (DCF) – The state agency responsible for overseeing programs involving behavioral health, childcare, family safety, domestic violence, economic self-sufficiency, refugee services, homelessness, and programs that identify and protect abused and neglected children and adults.

Department of Elder Affairs (DOEA) – The primary state agency responsible for administering human services programs to benefit Florida’s elders and developing policy recommendations for long-term care in addition to overseeing the implementation of federally funded and state-funded programs and services for the state’s elderly population.

Department of Health (DOH) – The state agency responsible for public health, public primary care and personal health, disease control, and licensing of health professionals.

Direct Ownership Interest – The ownership of stock, equity in capital or any interest in the profits of a disclosing entity.

Direct Secure Messaging (DSM) – Enables Managed Care Organizations and providers to securely send patient health information to many types of organizations.

Direct Service Provider – An individual qualified by education, training, or experience and credentialed by the plan to provide direct health care or behavioral health care services.

Disclosing Entity – A Medicaid provider, other than an individual practitioner or group of practitioners, or a fiscal agent that furnishes services or arranges for funding of services under Medicaid, or health-related services under

the social services program.

Disease Management – A system of coordinated health care intervention and communication for populations with conditions in which patient self-care efforts are significant. Disease management supports the physician or practitioner/patient relationship and plan of care; emphasizes prevention of exacerbations and complications using evidence-based practice guidelines and patient empowerment strategies, and evaluates clinical, humanistic and economic outcomes on an ongoing basis with the goal of improving overall health.

Disenrollment – the Agency-approved discontinuance of an enrollee’s participation in a Managed Care Plan.

Downward Substitution – The use of less restrictive, lower cost services than otherwise might have been provided, that are considered clinically acceptable and necessary to meet specified objectives outlined in an enrollee’s plan of treatment, provided as an alternative to higher cost services.

Dual Eligible – An enrollee who is eligible for both Medicaid (Title XIX) and Medicare (Title XVII) programs.

Durable Medical Equipment (DME) – Medical equipment that can withstand repeated use, is customarily used to serve a medical purpose, is generally not useful in the absence of illness or injury and is appropriate for use in the enrollee’s home.

Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT) – As defined by 42 CFR 440.40(b)(2012) or its successive regulation, means: (1) Screening and diagnostic services to determine physical or mental defects in recipients under age 21; and (2) Health care, treatment, and other measures to correct or ameliorate any defects and chronic conditions discovered. Pursuant to s. 42 CFR 441.56 (2012) or its successive regulation, this is a program about which all eligible individuals and their families must be informed. EPSDT includes screening (periodic comprehensive child health assessments): consisting of regularly scheduled examinations and evaluations of the general physical and mental growth, development, and nutritional status of infants, children, and youth. As a minimum, these screenings must include, but are not limited to: (a) comprehensive health and developmental history, (b) comprehensive unclothed physical examination, (c) appropriate vision testing, (d) appropriate hearing testing, (e) appropriate laboratory tests, (vi) dental screening services furnished by direct referral to a dentist for children beginning at 3 years of age. Screening services must be provided in accordance with reasonable standards of medical and dental practice determined by the Agency after consultation with recognized medical and dental organizations involved in child health care. Requirements for screenings are contained in the Medicaid Child Health Check-Up Coverage and Limitations handbook. Diagnosis and treatment include: (a) diagnosis of and treatment for defects in vision and hearing, including eyeglasses and hearing aids, (b) dental care, at as early an age as necessary, needed for relief of pain and infections, restoration of teeth and maintenance of dental health; an (c) appropriate immunizations. (If it is determined at the time of screening that immunization is needed and appropriate to provide at the time of screening, then immunization treatment must be provided at that time.) (See definition of Child Health Check-up program).

Early Intervention Services (EIS) – A Medicaid program designed for children receiving services through the Department of Health’s Early Steps program. Early Steps serves eligible infants and toddlers from birth to thirty-six (36) months who have development delays or a condition likely to result in a developmental delay. EIS services are authorized in the child’s Early Steps Individualization Family Support Plan and are delivered by Medicaid-enrolled EIS providers throughout the state.

Eligible Plan – In accordance with S. 409.962(6), F.S., a health insurer authorized under Chapter 624, an exclusive provider organization (EPO) authorized under Chapter 627, a health maintenance organization (HMO) authorized under Chapter 641, F.S., or an accountable care assistance (MMA) SMMC program, the term also includes a provider service network (PSN) authorized under s. 409.912(4)(d), the Children’s Medical Services Network (or Children’s Medical Service Network (CMSN Plan) authorized under Chapter 391, or comprehensive long-term care plans authorized under s. 409.962(4), F.S.

Emergency Behavioral Health Services – Those services required to meet the needs of an individual who is

experiencing an acute crisis, resulting from a mental illness, which is a level of severity that would meet the requirements for an involuntary examination (see s. 394.463, F.S.), and in the absence of a suitable alternative or psychiatric medication, would require hospitalization.

Emergency Medical Condition – (a) A Medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms, such that a prudent layperson who possesses an average knowledge of health and medicine, could reasonably expect that the absence of immediate medical attention could result in any of the following: (1) serious jeopardy to the health of a patient, including a pregnant woman or fetus; (2) serious impairment to bodily functions; (3) serious dysfunction of any bodily organ or part. (b) With respect to a pregnant woman: (1) that there is inadequate time to effect safe transfer to another hospital prior to delivery; (2) that a transfer may pose a threat to the health and safety of the patient or fetus; (3) that there is evidence of the onset or persistence of uterine contractions or rupture of the membranes (see s. 395.002, F.S.).

Emergency Services and Care – Medical screening, examination and evaluation by a physician or, to the extent permitted by applicable laws, by other appropriate personnel under the supervision of a physician, to determine whether an emergency medical condition exists. If such a condition exists, emergency services and care include the care or treatment necessary to relieve or eliminate the emergency medical condition within the service capability of the facility.

Emergency Transportation – The provision of emergency transportation services in accordance with s. 409.908(13)(c)4., F.S.

Encounter Data – A record of diagnostic or treatment procedures or other medical, allied or long-term care provided to the CMSN Plan's Medicaid enrollees, excluding services paid by the Agency on a fee-for-service basis.

Enrollees – A Medicaid recipient enrolled in a Managed Care Plan.

Enrollees with Special Health Care Needs – Enrollees who face physical, behavioral or environmental challenges daily that place at risk their health and ability to fully function in society. This includes individuals with mental retardation or related conditions; individuals with serious chronic illnesses, such as human immunodeficiency virus (HIV), schizophrenia or degenerative neurological disorders; individuals with disabilities resulting from many years of chronic illness such as arthritis, emphysema, or diabetes; children/adolescents and adults with certain environmental risk factors such as homelessness or family problems that lead to the need for placement in foster care; and all enrollees in LTC Managed Care Plans.

Enrollment – The process by which an eligible Medicaid recipient signs up to participate in a Managed Care Plan.

Enrollment Broker – The state's contracted or designated entity that performs functions related to outreach, education, enrollment, and disenrollment of potential enrollees into a Managed Care Plan.

Enrollment Files – X-12 834 files sent by the Agency's Medicaid fiscal agent to the Managed Care Plans to provide the Managed Care Plans with their official Medicaid enrollment broker; these files contain additional demographic data and provide choice data not available on the X-12 834 enrollment files.

Excluded Parties List System (EPLS) – the EPLS, or its equivalent, is a federal database containing information regarding entities debarred, suspended, proposed for debarment, excluded, or disqualified under the non-procurement common rule, or otherwise declared ineligible from receiving federal contracts, certain subcontracts, and certain federal assistance and benefits.

Expanded Benefit – A benefit offered to all enrollees in specific population groups, covered by the Managed Care Plan for which the Managed Care Plan receives no direct payment from the Agency. These specific population groups are as follows: TANF; SSI No Medicare, non-LTC eligible; SSI with Medicare, non-LTC eligible; Dual Eligible, LTC eligible, Medicaid Only, LTC eligible; HIV/AIDS Specialty Population, with Medicare; HIV/AIDS Specialty

Population, No Medicare; and Child Welfare Specialty Population. Expanded benefits are not available to CMSN Plan enrollees.

Expedited Appeal Process – The process by which the appeal of an action is accelerated because the standard timeframe for resolution of the appeal could seriously jeopardize the enrollee’s life, health or ability to obtain, maintain or regain maximum function.

External Quality Review (EQR) – The analysis and evaluation by an EQRO of aggregated information on quality, timeliness, and access to the health care services that are furnished to Medicaid recipients by a Managed Care Plan.

External Quality Review Organization (EQRO) – An organization that meets the competence and independence requirements set forth in 42 CFR 438.354, and performs EQR, other related activities as set forth in federal regulations, or both.

Facility-Based – As the term relates to services, services the enrollee receives from a residential facility in which the enrollee lives. Under this Contract, assisted living facility services, assistive care services, adult family care homes and nursing facility care are facility-based services.

Federal Fiscal Year – The United States government’s fiscal year, which starts October 1 and ends on September 30.

Federally Qualified Health Center (FQHC) – An entity that is receiving a grant under section 330 of the Public Health Service Act, as amended. (Also see s. 1905(l)(2)(B) of the Social Security Act.) FQHCs provide primary health care and related diagnostic services and may provide dental, optometric, podiatry, chiropractic and behavioral health services.

Fee-for-Service (FFS) – A method of making payment by which the Agency sets prices for defined medical or allied care, goods or services.

Fee Schedule – A list of medical, dental or mental health services or products covered by the Florida Medicaid program which provides the associated reimbursement rates for each covered service or product and are promulgated into rule.

Fiscal Agent – Any corporation, or other legal entity, that enters into a contract with the Agency to receive, process and adjudicate claims under the Medicaid program.

Fiscal Year – The State of Florida’s Fiscal Year, which starts July 1 and ends on June 30.

Florida Medicaid Management Information System (FMMIS or FL MMIS) – The information system used to process Florida Medicaid claims and payments to Managed Care Plans, and to produce management information and reports relating to the Florida Medicaid program. This system is used to maintain Medicaid eligibility data and provider enrollment data.

Florida Medical School Quality Network – The network as specified in s. 409.975(2), F.S.

Florida Mental Health Act – Includes the Baker Act that covers admissions for persons who are considered to have an emergency mental health condition (a threat to themselves or others) as specified in ss. 394.451 through 394.47891, F.S.

Fraud – An intentional deception or misrepresentation made by a person with the knowledge that the deception results in unauthorized benefit to that person or another person. The term includes any act that constitutes fraud under applicable federal or state law.

Full-Benefit Dual Eligible – an enrollee who is eligible for full Medicaid benefits under Medicaid (Title XIX) and Medicare (Title XVIII) programs.

Full-Time Equivalent (FTE) Position/Employee – The equivalent of one (1) full-time employee who works forty (40) hours per week.

Good Cause – See Cause.

Grievance – An expression of dissatisfaction about any matter other than an action. Possible subjects for grievances include, but are not limited to, the quality of care, the quality of services provided and aspects of interpersonal relationships such as rudeness of a provider or CMSN Plan employee or failure to respect the enrollee’s rights.

Grievance Process – The procedures for addressing enrollees’ grievances.

Grievance System – The system for reviewing and resolving enrollee complaints, grievances and appeals. Components must include a complaint process, a grievance process, an appeal process, access to an applicable review outside the CMSN Plan (Beneficiary Assistance Program), and access to a Medicaid Fair Hearing through the Department of Children and Families.

Health Assessment – A complete health evaluation combining health history, physical assessment and the monitoring of physical and psychological growth and development.

Healthcare Effectiveness Data and Information Set (HEDIS) – The data and information set developed and published by the National Committee for Quality Assurance. HEDIS includes technical specifications for the calculation of performance measures.

Health Care-Acquired Condition (HCAC) – A condition, occurring in any inpatient hospital or inpatient psychiatric hospital setting, including crisis stabilization units (CSUs), identified as a hospital-acquired condition (HAC) by the Secretary of Health and Human Services under section 1886(d)(4)(D)(iv) of the Social Security Act for purposes of the Medicare program as specified in the Florida Medicaid State Plan. by federal law, Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE), as related to total knee replacement or hip replacement surgery in pediatric and obstetric patients, are not reportable PPCs/HCACs. HCACs also include never events.

Health Care Professional – A physician or any of the following: podiatrist, optometrist, chiropractor, psychologist, dentist, physician assistant, physical or occupational therapist, therapist assistant, speech-language pathologist, audiologist, registered or practical nurse (including nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist and certified nurse midwife), a licensed clinical social worker, registered respiratory therapist and certified respiratory therapy technician.

Health Fair – An event conducted in a setting that is open to the public or segment of the public (such as the “elderly” or “schoolchildren”) during which information about health care services, facilities, research, preventive techniques or other health care subjects is disseminated. At least one (1) community organization or two (2) health-related organizations that are not affiliated under common ownership must actively participate in the health fair.

Health Information Exchange (HIE) – The secure, electronic exchange of health information among authorized stakeholders in the health care community – such as care providers, patients, and public health agencies – to drive timely, efficient, high-quality, preventive, and patient-centered care.

Health Insurance Premium Payment (HIPP) Program – A program that reimburses part or all of a Medicaid recipient’s share of employer-sponsored health care coverage, if available and cost-effective.

Healthy Behaviors (MMA Managed Care Plans Only) – A program offered by Managed Care Plans that encourages and rewards behaviors designed to improve the enrollee’s overall health.

Health Information Technology for Economic and Clinical Health (HITECH) Act – A federal law enacted in 2009 to promote the adoption and meaningful use of health information technology. The Health Information Technology Act, found in Title XIII of the American Recovery and Reinvestment Act of 2009, Public Law 111-005.

Health Insurance Portability and Accountability Act (HIPAA) – Enacted in 1996. Public Law 104-191.

Hospital – A facility licensed in accordance with the provisions of Chapter 395, F.S., or the applicable laws of the state in which the service is furnished.

Hospital Contract – The agreement or contract between the CMSN Plan and a hospital to provide medical services to the CMSN Plan’s enrollees.

Home and Community Based Services (HCBS) – Services offered in the community setting designed to prevent or delay nursing facility placement of elderly or disabled adults.

Hub Site – The telecommunication distance site in Florida at which the consulting physician, dentist or therapist is delivering telemedicine services.

Indirect Ownership – Ownership interest in an entity that has direct or indirect ownership interest in the disclosing entity. The amount of indirect ownership in the disclosing entity that is held by any other entity is determined by multiplying the percentage of ownership interest at each level. An indirect ownership interest must be reported if it equates to an ownership interest of five percent (5%) or more in the disclosing entity. Example: If “A” owns ten percent (10%) of the stock in a corporation that owns eighty percent (80%) of the stock of the disclosing entity, “A’s” interest equates to an eight percent (8%) indirect ownership and must be reported.

Information – As the term relates to Information Management and Systems (a) Structured Data: Data that adhere to specific properties and validation criteria that are stored as fields in database records. Structured queries can be created and run against structured data, where specific data can be used as criteria for querying a larger data set; (b) Document Information that does not meet the definition of structured data includes text files, spreadsheets, electronic messages and images of forms and pictures.

Information System(s) – A combination of computing and telecommunications hardware and software that is used in: (a) the capture, storage, manipulation, movement, control, display, interchange and/or transmission of information, i.e., structured data (which may include digitized audio and video) and documents as well as non-digitalized audio and video; and/or (b) the processing and/or calculating of information and non-digitalized audio and video for the purposes of enabling and/or facilitating a business process or related transaction.

Insolvency – A financial condition that exists when an entity is unable to pay its debts as they become due in the usual course of business, or when the liabilities of the entity exceed its assets.

Insurer – Pursuant to s. 624.03, F.S., every person engaged as indemnitor, surety, or contractor in the business of entering into contracts of insurance or of annuity.

Instrumental Activities of Daily Living (IADL) – Activities related to independent living which include, but are not limited to, preparing meals, taking medications, using transportation, managing money, shopping for groceries or personal items, performing light or heavy housework and using a telephone.

Kick Payment (MMA Managed Care Plans only) – The method of reimbursing Managed Care Plans in the form of a separate one (1) time fixed payment for specific services. Kick payments do not apply to the CMSN Plan.

Level of Care (LOC) – The type of Long-Term care required by an enrollee based on medical needs. The criteria for Intermediate LOC (Level I and II) are described in 59G-4.180, FAC, and the criteria for Skilled LOC are described in 59G-4.290, FAC. Department of Elder Affairs CARES staff establish level of care for Medicaid enrollees.

Licensed – A facility, equipment, or an individual that has formally met state, county, and local requirements, and has been granted a license by a local, state or federal government entity.

Licensed Practitioner of the Healing Arts – A psychiatric nurse, registered nurse, advanced registered nurse practitioner, physician assistant, clinical social worker, mental health counselor, marriage and family therapist, or psychologist.

List of Excluded Individuals and Entities (LEIE) – A database maintained by the Department of Health & Human Services, Office of the Inspector General. The LEIE provides information to the public, health care providers, patients and others relating to parties excluded from participation in Medicare, Medicaid and all other federal health care programs.

Long-Term Care Plan (LTC Plan) – A Managed Care Plan that provides the services described in s. 409.98, F.S., for the long-term care program of the statewide Medicaid managed care program.

Managed Behavioral Health Organization (MBHO) – A behavioral health care delivery system managing quality, utilization and cost of services. Additionally, an MBHO measures performance in the area of mental disorders.

Managed Care Plan – An eligible plan under Contract with the Agency to provide services in the LTC or MMA Statewide Medicaid Managed Care Program.

Managed Care Plan Report Guide – A companion guide to the SMMC LTC and MMA Managed Care Plan Contracts that provides detailed information about standard reports required by the Contract to be submitted by the Managed Care Plans to the Agency. Such detailed information includes report-specific format and submission requirements, instructions for completion, and report templates and supplemental tables.

Mandatory Assignment – The process the Agency uses to assign enrollees to a Managed Care Plan. The Agency automatically assigns those enrollees required to be in a Managed Care Plan who did not voluntarily choose one.

Mandatory Enrollee – The categories of eligible Medicaid recipients who must be enrolled in a Managed Care Plan.

Mandatory Potential Enrollee – A Medicaid recipient who is required to enroll in a managed Care Plan but has not yet made a choice.

Marketing – Any activity or communication conducted by or on behalf of any Managed Care Plan with a Medicaid recipient who is not enrolled with the Managed Care Plan or an individual potentially eligible for Medicaid that can reasonably be interpreted as intended to influence such individual to enroll in the particular Managed Care Plan.

Medicaid – The medical assistance program authorized by Title XIX of the Social Security Act, 42 U.S.C. §1396 et seq., and regulations thereunder, as administered in the State of Florida by the Agency under s. 409.901 et seq., F.S.

Medicaid Fair Hearing – An administrative hearing conducted by DCF to review an action taken by a Managed Care Plan that limits, denies, or stops a requested service.

Medicaid Program Integrity (MPI) – The unit of the Agency responsible for preventing and identifying fraud and abuse in the Medicaid program.

Medicaid Recipient – Any individual whom DCF, or the Social Security Administration on behalf of DCF, determines is eligible, pursuant to federal and state law, to receive medical or allied care, goods, or services for which the Agency may make payments under the Medicaid program, and who is enrolled in the Medicaid program.

Medicaid State Plan – A written plan between a state and the federal government that outlines the state’s Medicaid eligibility standards, provider requirements, payment methods, and health benefit packages. A Medicaid State Plan is submitted by each state and approved by the Centers for Medicare and Medicaid Services (CMS).

Medical Assistance Plan (MMA Plan) – A Managed Care Plan that provides the services described in s. 409.973, F.S., for the medical assistance (MMA) Statewide Medicaid Managed Care (SMMC) Program.

Medical/Case Record – Documents corresponding to clinical, allied, or long-term care, goods or services furnished in any place of business. The records may be on paper, magnetic material, film or other media. In order to qualify as a basis for reimbursement, the records must be dated, legible and signed or otherwise attested to, as appropriate to the media, and meet the requirements of 42 CFR 456.111 and 42 CFR 456.211.

Medically Complex – An individual who is medically fragile who may have multiple co-morbidities or be technologically dependent on medical apparatus or procedures to sustain life.

Medically Fragile – An individual who is medically complex and whose medical condition is of such a nature they are technologically dependent, requiring medical apparatus or procedures to sustain life, e.g., requires total parenteral nutrition (TPN), is ventilator dependent, or is dependent on a heightened level of medical supervision to sustain life, and without such services is likely to expire without warning as defined in Chapter 59G 1.010 FAC.

Medically Necessary or Medical Necessity – Services that include medical, allied, or long-term care, goods or services furnished or ordered to:

1. Meet the following conditions:
 - a. Be necessary to protect life, to prevent significant illness or significant disability or to alleviate severe pain;
 - b. Be individualized, specific and consistent with symptoms or confirm diagnosis of the illness or injury under treatment and not in excess of the patient’s needs;
 - c. Be consistent with the generally accepted professional medical standards as determined by the Medicaid program, and not be experimental or investigational;
 - d. Be reflective of the level of service that can be furnished safely and for which no equally effective and more conservative or less costly treatment is available statewide; and
 - e. Be furnished in a manner not primarily intended for the convenience of the enrollee, the enrollee’s caretaker or the provider.
2. For those services furnished in a hospital on an inpatient basis, medical necessity means that appropriate medical care cannot be effectively furnished more economically on an outpatient basis or in an inpatient facility of a different type.
3. The fact that a provider has prescribed, recommended or approved medical, allied, or long-term care goods or services does not, in itself, make such care, goods or services medically necessary, a medical necessity or a covered service/benefit.

Medicare – The medical assistance program authorized by Title XVIII of the Social Security Act.

Meds AD – Individuals who have income up to 88% of federal poverty level and assets up to \$5,000.00 (\$6,000.00 for a couple) and who do not have Medicare, or who have Medicare and are receiving institutional care or hospice care, are enrolled in PACE or an HCBS waiver program, or live in an assisted living facility or adult family care home licensed to provide assistive care services.

Mental Health Targeted Case Manager – An individual who provides mental health targeted case management services directly to or on behalf of an enrollee on an individual basis in accordance with 65E-15, F.A.C. and the

Florida Medicaid Mental Health Targeted Case Management Coverage and Limitations Handbook.

Mixed Services – Medicaid services listed in statute as covered by the LTC Managed Care Plan under s. 409.98, F.S., and the MMA Managed Care Plan under s. 409.973, F.S. These include the following services: home health and nursing care (intermittent and skilled nursing), hospice services, medical equipment and supplies (including durable medical equipment); therapy services (physical, occupational, respiratory and speech) and non-emergency transportation services.

National Provider Identifier (NPI) – An identification number assigned through the National Plan and Provider Enumerator System of the federal Department of Health & Human Services. NPIs can be obtained online at <https://nppes.cms.hhs.gov>.

Never Event (NE) – As defined by the National Quality Forum (NQF), an error in medical care that is of concern to both the public and health care professionals and providers, clearly identifiable and measurable (and thus feasible to include in a reporting system), and of a nature such that the risk of occurrence is significantly influenced by the policies and procedures of the health care organization. Currently, in Florida Medicaid, never event health care settings are limited to inpatient hospitals and inpatient psychiatric hospitals, including CSUs.

Newborn – A live child born to an enrollee who is a member of the CMSN Plan.

Nominal Gift – A gift of nominal value as indicated below:

1. Nominal value is defined as an individual item/service worth fifteen dollars (\$15.00) or less (based on the retail value of the item).
2. If a nominal gift is one large gift that is enjoyed by all in attendance (e.g., a concert), the total retail cost must be fifteen dollars (\$15.00) or less when it is divided by the estimated attendance.

Nominal gifts may not be in the form of cash or other monetary rebates. Nominal gifts that are cash are prohibited even if their worth is less than fifteen dollars (\$15.00).

Non-Covered Service – A service that is not a benefit under either the Medicaid State Plan or the CMSN Plan.

Non-Participating Provider – A person or entity eligible to provide Medicaid services that does not have a contractual agreement with the CMSN Plan to provide services. In order to receive payment for covered services, non-participating providers, other than pharmacy providers, must be eligible for a Medicaid provider agreement and recognized in the Medicaid system (FMMIS) as either actively enrolled Medicaid providers or as CMSN Plan registered providers.

Normal Business Hours – The hours between eight AM (8 a.m.) and five PM (5 p.m.) local time, Monday through Friday inclusive. State holidays are excluded.

Nursing Facility – An institutional care facility that furnishes medical or allied inpatient care and services to individuals needing such services. (See Chapters 395 and 400, F.S.)

Open Enrollment – The sixty (60)-day period before the end of certain enrollees' enrollment year, during which the enrollee may choose to change Managed Care Plans for the following enrollment year.

Other Provider-Preventable Condition (OPPC) – A condition occurring in any health care setting that:

- Is identified in the Florida Medicaid State Plan,
- Is reasonable preventable through the application of procedures supported by evidence-based guidelines,
- Has a negative consequence for the beneficiary,
- Is auditable, and
- Includes, at a minimum, the following:
 - Wrong surgical or other invasive procedure performed on a patient
 - Surgical or other invasive procedure performed on the wrong body part, and
 - Surgical or other invasive procedure performed on the wrong patient.

Outpatient – A patient of an organized medical facility, or distinct part of that facility, who is expected by the facility to receive, and who does receive, professional services for less than a twenty-four (24) hour period, regardless of the hours of admission, whether or not a bed is used and/or whether or not the patient remains in the facility past midnight.

Overpayment – Overpayment defined in accordance with s. 409.913, F.S., includes any amount that is not authorized to be paid by the Medicaid program whether paid as a result of inaccurate or improper cost reporting, improper claiming, unacceptable practices, fraud, abuse, or mistake.

PACC Annual Recertification Period – On an annual basis, by a date determined by the Agency, children participating in the PACC program must be recertified as medically eligible for the PACC program. To recertify, the child's primary care provider or specialty physician must recertify that the child remains diagnosed with a potentially life threatening condition and is at risk for a death event prior to reaching 21 years of age.

Participating Provider – A health care practitioner or entity authorized to do business in Florida and contracted with the CMSN Plan to provide services to the CMSN Plan's enrollees. The CMSN Plan uses Medicaid's pharmacy provider network; therefore, no separate pharmacy contract with the CMSN Plan is required.

Participating Specialist – A physician, licensed to practice medicine in the state of Florida, who contracts with the CMSN Plan to provide specialized medical services to the CMSN Plan's enrollees.

Peer Review – An evaluation of the professional practices of a provider by the provider's peers. The evaluator assesses the necessity, appropriateness and quality of care furnished by comparing the care to that customarily furnished by the provider's peers and to recognized health care standards.

Penultimate Saturday – The Saturday preceding the last Saturday of the month.

Person (entity) – Any natural person, corporation, partnership, association, clinic, group, or other entity, whether or not such person is enrolled in the Medicaid program or is a provider of health care. (See Florida Medicaid Provider General Handbook.)

Pharmacy Benefits Administrator – An entity contracted to or included in a Managed Care Plan that accepts pharmacy prescription claims for enrollees in the Managed Care Plan; assures these claims conform to coverage policy; and determines the allowed payment.

Physician Assistant (PA) – A person who is a graduate of an approved program or its equivalent or meets standards approved by the Board of Medicine or the Board of Osteopathic Medicine, and is certified to perform medical services delegated by the supervising physician in accordance with Chapter 458, F.S.

Physicians' Current Procedural Terminology (CPT)[®] - A systematic listing and coding of procedures and services published annually by the American Medical Association.

Plan of Care – A plan which describes the service needs of each enrollee, showing the projected duration, desired frequency, type of provider furnishing each service, and scope of the services to be provided.

Portable X-Ray Equipment – X-ray equipment transported to a setting other than a hospital, clinic or office of a physician or other licensed practitioner of the healing arts.

Post-Stabilization Care Services – Covered services related to an emergency medical condition that are provided after an enrollee is stabilized in order to maintain, improve or resolve the enrollee's condition pursuant to 42 CFR 422.113.

Potential Enrollee – Pursuant to 42 CFR 438.10(a), an eligible Medicaid recipient who is subject to mandatory assignment or who may voluntarily elect to enroll in a given Managed Care Plan, but is not yet an enrollee of a specific Managed Care Plan.

Preadmission Screening and Resident Review (PASRR) – Pursuant to 42 CFR Part 483, the process of screening and determining if nursing facility services and specialized mental health services or mental retardation services are needed by nursing facility applicants and residents. A DCF Office of Mental Health contractor completes the Level II reviews for those residents identified as having a mental illness. Agency for Persons with Disabilities staff complete reviews for those residents identified with a diagnosis of mental retardation.

Pre-Enrollment – The provision of marketing materials to a Medicaid recipient.

Preferred Drug List – A listing of prescription products selected by a pharmaceutical and therapeutics committee as cost-effective choices for clinician consideration when prescribing for Medicaid recipients.

Prescribed Pediatric Extended Care (PPEC) – A non-residential health care center for children who are medically complex or technologically dependent and require continuous therapeutic intervention or skilled nursing services.

Primary Care – Comprehensive, coordinated and readily accessible medical care including: health promotion and maintenance; treatment of illness and injury; early detection of disease; and referral to specialists when appropriate.

Primary Care Case Management – The provision or arrangement of enrollees' primary care and the referral of enrollees for other necessary medical services on a 24-hour basis.

Primary Care Provider (PCP) – A Managed Care Plan staff or participating provider practicing as a general or family practitioner, internist, pediatrician, obstetrician, gynecologist, advanced registered nurse practitioner, physician assistant or other specialty approved by the Agency, who furnishes primary care and patient management services to an enrollee.

Primary Dental Provider (PDP) – A Managed Care Plan staff or subcontracted dentist practicing as a general dentist or pediatric dentist who furnishes primary dental care and patient management services to an enrollee.

Prior Authorization – The act of authorizing specific services before they are rendered.

Program of All-Inclusive Care for Children (PACC) – A palliative care program for children enrolled in CMSN Plan with a potentially life-limiting condition. PACC is the name of the national program model and the one used by Florida Medicaid.

Program of All-Inclusive Care for the Elderly (PACE) – A program that is operated by an approved PACE organization and that provides comprehensive services to PACE enrollees in accordance with a PACE program agreement. PACE provides a capitated benefit for individuals age 55 and older who meet nursing home level of care as determined by CARES. It features a comprehensive service delivery system and integrated Medicare and Medicaid financing. (See ss.1894 and 1934 of the Social Security Act and 42 CFR Part 460.)

Protected Health Information (PHI) – For purposes of this Attachment, protected health information shall have the same meaning and effect as defined in 45 CFR 160 and 164, limited to the information created, received, maintained or transmitted by the CMSN Plan from, or on behalf of, the Agency.

Protocols – Written guidelines or documentation outlining steps to be followed for handling a particular situation, resolving a problem or implementing a plan of medical, nursing, psychosocial, developmental and educational services.

Provider – A person or entity eligible for a Medicaid provider agreement. CMSN Plan pharmacy providers and PACC providers must have an active Medicaid provider agreement.

Provider-Preventable Condition (PPC) – A condition that meets the definition of a health care-acquired condition or other provider-preventable condition as defined in 42 CFR 447.26(b). PPCs include health care-acquired conditions (HCACs) and other provider-preventable conditions (OPPCs) in inpatient hospital and inpatient psychiatric hospital settings, including crisis stabilization units (CSUs).

Provider Contract – An agreement between the CMSN Plan and a health care provider to serve CMSN Plan enrollees.

Public Event – An event that is organized or sponsored by an organization for the benefit and education of or assistance to a community in regard to health-related matters or public awareness. A Managed Care Plan may sponsor a public event if the event includes active participation of at least one (1) community organization or two (2) health-related organizations not affiliated with the Managed Care Plan.

Quality – The degree to which a Managed Care Plan increases the likelihood of desired health outcomes of its enrollees through its structural and operational characteristics and through the provision of health services that are consistent with current professional knowledge.

Quality Enhancements – Certain health-related, community-based services that the CMSN Plan must offer and coordinate access to its enrollees. Managed Care Plans are not reimbursed by the Agency/Medicaid for these types of services.

Quality Improvement (QI) – The process of monitoring that the delivery of health care services is available, accessible, timely, and medically necessary. The CMSN Plan must have a quality improvement program (QI program) that includes standards of excellence. It also must have a written quality improvement plan (QI plan) that draws on its quality monitoring to improve health care outcomes for enrollees.

Region – The designated geographical area within which the CMSN Plan is authorized by the Contract to furnish covered services to enrollees. The CMSN Plan must serve all counties in the Region(s) for which it is contracted. The 67 Florida counties are divided into 11 regions pursuant s. 409.966(2), F.S. May also be referred to as “service area.”

Registered Nurse (RN) – An individual who is licensed to practice professional nursing in accordance with Chapter 464, F.S.

Registered Provider – A provider that is registered with FMMIS via the CMSN Plan. Such providers cannot bill Medicaid through fee-for-service claims submissions. Registered providers are assigned to a Medicaid provider identification number for encounter data purposes only.

Residential Commitment Facilities – As applied to the Department of Juvenile Justice, refers to the out-of-home placement of adjudicated youth who are assessed and deemed by the court to be a low or moderate risk to their own safety and to the safety of the public; for use in a level 4, 6, 8, or 10 facility as a result of a delinquency disposition order. Also referred to as a residential commitment program.

Residential Facility – Those facilities where individuals live and that are licensed under Chapter 400 or 429, F.S., including nursing facilities, assisted living facilities and adult family care homes.

Risk Assessment – The process of collecting information from a person about hereditary, lifestyle and environmental factors to determine specific diseases or conditions for which the person is at risk.

Rural – An area with a population density of less than one hundred (100) individuals per square mile, or an area

defined by the most recent United States Census as rural, i.e., lacking a metropolitan statistical area (MSA).

Rural Health Clinic (RHC) – A clinic that is located in an area that has a health care provider shortage. An RHC provides primary health care and related diagnostic services and may provide optometric, podiatry, chiropractic and behavioral health services. An RHC employs, contracts or obtains volunteer services from licensed health care practitioners to provide services.

Sanctions – In relation to Section VII.F: Any monetary or non-monetary penalty imposed upon a provider, entity, or person (e.g., a provider entity, or person being suspended from the Medicaid program). A monetary sanction under Rule 59G-9.070, F.A.C. may be referred to as a “fine.” A sanction may also be referred to as a disincentive.

Screen or Screening – A brief process, using standardized health screening instruments, used to make judgments about an enrollee’s health risks in order to determine if a referral for further assessment and evaluation is necessary.

Service Authorization – The CMSN Plan’s approval for services to be rendered. The process of authorization must at least include an enrollee’s or a provider’s request for the provision of a service.

Service Delivery Systems – Mechanisms that enable provision of certain health care benefits and related services for Medicaid recipients as provided in s. 409.973, F.S., which include but are not limited to the Medicaid fee-for-service program and the Medicaid Managed Medical Assistance Program.

Service Location – Any location at which an enrollee obtains any health care service provided by the CMSN Plan under the terms of the Contract.

Sick Care – Non-urgent problems that do not substantially restrict normal activity, but could develop complications if left untreated (e.g. chronic disease).

Social Networking – Web-based applications and services (excluding the CMSN Plan’s state-mandated website content, member portal, and provider portal) that provide a variety of ways for users to interact, such as email, comment posting, image sharing, invitation and instant messaging services.

Span of Control – Information systems and telecommunications capabilities that the CMSN Plan itself operates or for which it is otherwise legally responsible according to the terms and conditions of this Contract. The span of control also includes systems and telecommunications capabilities outsourced by the CMSN Plan.

Special Supplemental Nutrition Program for Women, Infants & Children (WIC) – Program administered by the Department of Health that provides nutritional counseling; nutritional education; breast-feeding promotion and nutritious foods to pregnant, postpartum and breast-feeding women, infants and children up to the age of five (5) who are determined to be at nutritional risk and who have a low to moderate income, an individual who is eligible for Medicaid is automatically income eligible for WIC benefits. Additionally, WIC income eligibility is automatically provided to an enrollee’s family that includes a pregnant woman or infant certified eligible to receive Medicaid.

Specialty Plan – An MMA plan that serves Medicaid recipients who meet specified criteria based on age, medical condition, or diagnosis.

Spoken Script – Standardized text used by CMSN Plan staff in verbal interactions with enrollees and/or potential enrollees designed to provide information and/or to respond to questions and requests. Spoken scripts also include interactive voice recognition (IVR) and on-hold messages. Marketing scripts are intended to influence such individual to enroll in the particular Managed Care Plan.

Spoke Site – The provider office location in Florida where an approved service is being furnished through telemedicine. For purposes of this Contract, spoke sites are limited to DOH CMS Network offices and DOH CMS-

authorized academic medical centers, provider offices or hospitals.

State – State of Florida.

Statewide Inpatient Psychiatric Program (SIPP) – A twenty-four (24) hour inpatient residential treatment program funded by Medicaid that provides mental health services to children under twenty-one (21) years of age.

Statewide Medicaid Managed Care Program – A program authorized by the 2011 Florida Legislature through House Bill 7107, creating Part IV of Chapter 409, F.S., to establish the Florida Medicaid program as a statewide, integrated managed care program for all covered services, including long-term care services. This program is referred to as statewide Medicaid managed care (SMMC) and includes two programs: one for managed medical assistance (MMA) and one for long-term care (LTC).

Subcontract – An agreement entered into by the CMSN Plan for the delegation of some of its functions, services or responsibilities for providing services under this Contract.

Subcontractor – Any person or entity with which the CMSN Plan has contracted or delegated some of its functions, services or responsibilities for providing services under this Contract.

Substitute Service (MMA only) – In relation to behavioral health, a service covered by the Managed Care Plan as a downward substitution for a covered behavioral health service for which the Managed Care Plan receives no direct payment from the Agency. Substitute services do not apply to the CMSN Plan.

Surface Mail – Mail delivery via land, sea, or air, rather than via electronic transmission.

Surplus – Net worth (i.e., total assets minus total liabilities).

System Unavailability – As measured within the CMSN Plan’s information systems’ span of control, when a system user does not get the complete, correct full-screen response to an input command within three (3) minutes after depressing the “enter” or other function key.

Systems – See Information Systems.

Telecommunication Equipment – Electronic equipment that includes, at a minimum, audio and video equipment permitting two-way, real-time, interactive communication between the enrollee and the provider for the provision of covered services through telemedicine.

Telemedicine – The practice of health care delivery using telecommunication equipment by the treating provider (at the spoke site) for the provision of approved covered services by the consulting provider (at the hub site) for the purpose of evaluation, diagnosis, or treatment.

Telepsychiatry – The use of telemedicine to provide behavioral health medication management.

Temporary Assistance to Needy Families (TANF) – Public financial assistance provided to low-income families through DCF.

Temporary Loss Period – Period in which an enrollee loses eligibility and regains it, allowing the recipient to be re-enrolled in the Managed Care Plan in which the recipient was enrolled prior to the eligibility loss.

Transportation – An appropriate means of conveyance furnished to an enrollee to obtain Medicaid authorized/covered services.

Unborn Activation – The process by which an unborn child, who has been assigned a Medicaid ID number, is made

Medicaid eligible upon birth.

Urban – An area with a population density of greater than one-hundred (100) individuals per square mile or an area defined by the most recent United States Census as urban, i.e., as having a metropolitan statistical area (MSA).

Urgent Behavioral Health Care – Those situations that require immediate attention and assessment within twenty-three (23) hours even though the enrollee is not in immediate danger to self or others and is able to cooperate in treatment.

Urgent Care – Services for conditions, which, though not life-threatening, could result in serious injury or disability unless medical attention is received (e.g., high fever, animal bites, fractures, severe pain) or substantially restrict an enrollee’s activity (e.g., infectious illnesses, influenza, respiratory ailments).

Validation – The review of information, data, and procedures to determine the extent to which they are accurate, reliable, free from bias and in accord with standards for data collection and analysis.

Violation – A determination by the Agency that a Managed Care Plan failed to act as specified in this Contract or applicable statutes, rules or regulations governing Managed Care Plans. For the purposes of this Contract, each day that an ongoing violation continues shall be considered to be a separate violation. In addition, each instance of failing to furnish necessary and/or required medical services or items to each enrollee shall be considered to be a separate violation. As well, each day that the Managed Care Plan fails to furnish necessary and/or required medical services or items to enrollees shall be considered to be a separate violation.

Voluntary Enrollee – A Medicaid recipient who is not mandated to enroll in a Managed Care Plan, but chooses to do so.

Well Care Visit – A routine medical visit for one of the following: CHCUP visit, family planning, routine follow-up to a previously treated condition or illness, adult physical or any other routine visit for other than the treatment of an illness.