

Where to Direct Questions & Complaints About the: Statewide Medicaid Managed Care Program?



**Employee Training
February 2014**



Better Health Care for All Floridians
AHCA.MyFlorida.com

Introduction

- As the Agency is moving to full implementation of the Statewide Medicaid Managed Care (SMMC) program, and as part of the Agency's reorganization, two new units were created:
 - **Statewide Medicaid Managed Care Policy Unit**
 - **Statewide Medicaid Managed Care Complaint/Issues Resolution Center (Complaint Hub)**
- Each one of these units provides a way for AHCA employees and/or the general public to submit questions or issues via email or online form.

Introduction

What does this mean to Agency's employees?

- It is likely folks all over the Agency will receive phone calls, emails and questions about SMMC program.
- We want to be sure that everyone has the information they need to correctly **route** calls and inquires.

Complaint or Policy Issue?

First, determine if the caller/ requestor wants to report a complaint, problem, or issue with the SMMC program or has a policy question.

A “complaint” is any issue that needs individual assistance to be resolved.

Typical Complaint Sources

- Medicaid recipients
- Healthcare providers
- Family member or authorized representative
- State agency (for example: DOEA, AHCA, DCF)
- Advocacy groups
- Legislative affairs

Examples of Complaints

Complaint about Medicaid Managed Care <u>services</u>	Request for additional services
	Quality of service issue
	Reduction/ denial of services
	Desired provider not in the network
	Coverage/ limitations
	Continuum of care

Examples of Complaints

Service
providers

Provider payment: provider experienced delays or difficulties in obtaining payment for services to plan members.

Provider issues with enrolling as a plan member/service provider.

Problems obtaining service authorization.

Examples of Complaints

Complaint about <u>system issues</u>	County code error: county in the eligibility system does not match recipient's address
	Eligibility errors

Complaint Hub



- The Agency created a Complaint Hub in Medicaid Area Office 8 to manage:
 - intake
 - resolution
 - tracking of all complaints related to the Statewide Medicaid Managed Care program.

What do you do if you receive a call or an email from a recipient or provider complaining about Medicaid Managed Care?



Protocol

How to refer a complaint to the complaint hub?

- Complete the online complaint form available on the Statewide Medicaid Management Care website at: http://apps.ahca.myflorida.com/smmc_cirts/
- Then, inform the requestor where to find the online form for future use.

The screenshot shows the Florida Medicaid website interface. At the top, there is a blue banner with the text "Florida Medicaid" and a circular image of a woman and a child. Below the banner is a navigation menu with tabs for "Home", "News and Events", "Long-term Care", "Managed Medical Assistance", and "Federal Authorities". The main heading is "Statewide Medicaid Managed Care Program". To the right of the main content area are four buttons: "Program Updates" (pink), "Report a Complaint" (blue, highlighted with a blue arrow), "Submit Comments & Questions" (green), and "Frequently Asked Questions" (grey). On the left side, there is text explaining the program and instructions on how to use the navigation tabs and arrows.

- Go to the Statewide Medicaid Managed Care Program website at: http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml

- Then select the box titled Report a Complaint.

Filling out the Complaint Form

Complete the following information:

- Your name
- Your email address
- Your phone number
- For the box titled “*I am a*”, choose the drop box and select *State Agency*.
- In the section titled “*Who is the complaint/issue about?*” type the name of the provider or recipient who the complaint/issue is about.

Filling out the Complaint Form

- Select the county where the recipient resides or the provider delivers services.
- Use the drop box for the question: *What type of Managed Care Plan is this complaint/issue about ?* Choose the appropriate plan.
- Then type the name of the Managed Care Plan.
- If the issue is a system issue or is not plan specific, you can enter N/A or other.

Florida Statewide Medicaid Managed Care Program Complaint Form

If you have a complaint about Medicaid Managed Care services, please complete the information below.

* Required fields

For each complaint/issue, please provide:

Your name: *

Your email: *

Your phone number: *

I am a: *

Who is the complaint/issue about?

Name (If different from above):

Gold Card, SSN, or Medicaid ID or NPI:

County: *

What type of Managed Care Plan is this complaint/issue about? *

What is the name of the Managed Care Plan?

Which choice best describes the (complaint/issue)? *

(please describe):

"Issue Received by the Medicaid Director Office" Mary Smith called (305-111-1111) to report that her LTC plan ABC has reduced her home health visits.

Do you want to be contacted about this complaint/issue? *



Submit

Reset

Example of a Completed Form

What Happens Next?

- Select from the drop box the choice that best describes the complaint/issue.
- In the text field, please start with the office that received the complaint, for example:
 - “Issue Received HSD” or, “Issue Received Medicaid Services”, or, “Issue Received Medicaid Director Office”, etc.
 - For the last question, “*Do you want to be contacted about this complaint/issue?*”
 - You can choose option #1 or #3.

What do you do if you receive a call or an email from a recipient or provider requiring policy clarification about Medicaid Managed Care?



SMMC Policy Group



- The Agency created a SMMC policy group in the Bureau of Medicaid Services to provide continuing guidance on Statewide Medicaid Managed Care.

Managed Care Policy (cont.)

Resources

- SMMC Contracts
- ITN and Plan Responses
- Policy Handbooks
- Code of Federal Regulations
- Florida Laws
- Florida Rules
- 1915 (b)/(c) Waiver
- 1115 Waiver
- Special Term and Conditions
- Other approved materials
 - Decision points
 - Policy interpretations
 - Policy transmittals
 - Agency webinars
 - Fiscal Agent training materials
 - Other FAQs
 - Agency press releases
 - Infographics
 - Guidance Statements
 - Provider Alerts

Policy Issues

What issues will you refer to the SMMC policy group?

Typically, the following examples are policy issues:

- policy clarification
- covered services
- explanation of services
- program eligibility
- how the program works

Protocol

How to refer a policy issue to the SMMC policy group?

- For internal requests (AHCA only), please send an email to SMMCPolicy@ahca.myflorida.com
- Members of the public can email questions about the Statewide Medicaid Managed Care program to:
 - FLMedicaidManagedCare@ahca.myflorida.com or
 - mail them to:

Statewide Medicaid Managed Care program

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**Thank you for following this
protocol and
THANK YOU for what you do!**

