



## *ESSO WEEKLY MEMO*

*September 26, 2014*

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## **UPCOMING EVENTS:**

### **1. Save the Date—Partnering for Success**

The upcoming 2015 *Partnering for Success* statewide training event is scheduled for May 13-15, 2015 in Orlando, Florida at the Caribe Royale. The goal of this meeting is to provide training, technical assistance, and opportunities for networking and collaboration among early intervention and early childhood professionals. The registration fee is \$60. Continuing Education Units (CEU's) will be available for many of the breakout sessions. Please share the attached Save the Date flyer with others.

## **Partnering for Success**

### **2. Call for Proposals—Partnering for Success**

The Planning Committee is accepting proposals from those interested in presenting at the 2015 *Partnering for Success* statewide training event. The focus of the presentations should be on healthy social-emotional development of infants and toddlers and their families. If you are interested in presenting please complete and submit the attached Presenter Proposal form to Haylie Mistrot at [Haylie.Mistrot@flhealth.gov](mailto:Haylie.Mistrot@flhealth.gov) by October 15, 2014.

The Planning Committee requests that you share this information with anyone who may be interested in presenting at this exciting event.

# **MEDICAID UPDATES**

## **3. Medicaid Alerts and Questions**

The Florida Medicaid program has an e-mail alert system to supplement the present method of receiving Provider Alerts information and to alert registered subscribers of "late-breaking" health care information. You will receive an email when Medicaid policy clarifications or other health care information is available that is appropriate for your selected area and provider type.

Visit the **Florida Medicaid's Health Care Alerts** page at <http://ahca.myflorida.com/Medicaid/alerts/alerts.shtml> to subscribe, unsubscribe, or update your subscription.

## **4. REMINDER - MMA Complaint Form**

If any LES staff, parents, or providers has a problem or concern related to Statewide Medicaid Managed Care, please refer them to this online form to submit the issue to the Agency for Health Care Administration (AHCA). It's a secure email, so it is safe to provide protected health information (PHI). This method allows AHCA to quickly spot patterns and resolve them. From <http://ahca.myflorida.com/SMMC> , scroll down to the blue "Report a Complaint" button.

This online system is to be used for reporting enrollment, authorization, payment, policy issues, and other complaints related to serving a child in Medicaid Managed Care.

We suggest that you save and/or copy the online complaint form prior to submission and maintain documentation of the issues you report. Also send a copy to your program manager in the Early Steps State Office.

# **MEDICAID UPDATES, CONTINUED:**

## **5. ESSO Continues to Collect Statewide Medicaid Managed Care (SMMC) Successes and Challenges**

The Early Steps State Office (ESSO) has heard concerns expressed by Local Early Steps (LES) directors and staff related to challenges with the roll out of Statewide Medicaid Managed Care (SMMC). Proliferation of these issues has the potential to decrease Early Steps' access to Medicaid funds, increase costs to Early Steps and further deplete Early Steps' provider pool. ESSO is requesting from the field documentation of not only challenges, but also successes, related to provider credentialing and enrollment in managed care plan panels, service authorization/claims payment, continuity of care, etc.

Please send documentation of **successes**, to include copies or summaries of:

- Agreements reached with Managed Medical Assistance (MMA) plans or local Medicaid offices
- Successful practices with MMA plans or local Medicaid offices
- Productive meetings with MMA plans or local Medicaid offices
- Approved service authorization requests
- Approved provider credentialing
- Successful/approved provider contracts
- Specify the name of plan/region as well as names of any MMA plan or local Medicaid office contact person or persons
- Other appropriate documentation

Please send specific documentation of **challenges**, to include copies of:

- Information submitted to/requested from MMA plan, specifying type, frequency, intensity of service requested
- Information submitted to MMA plan, specifying the type of provider requesting to be credentialed/contracted/enrolled in plan panel
- Response/denial received from MMA plan related to initial submission/request, including date received and from whom
- Appeal submitted by provider and/or family after receiving initial response, including date submitted and to whom
- Complaint submitted via Agency for Health Care Administration (AHCA) complaint form
- Report to/contact with local Medicaid office staff, including date of contact
- Any response received from local Medicaid office staff, including date of response
- Other appropriate documentation

Please send all documentation of successes or challenges to your assigned ESSO Program Manager. Provide information regarding the magnitude of the issue in the documentation your send, i.e., whether it is a one-time occurrence or multiple occurrences. Thank you in advance for your assistance in providing specific documentation to address concerns regarding the adequacy of the MMA provider network, authorization/payment for services, or other concerns related to meeting the needs of Early Steps infants and toddlers.

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# PROGRAM MANAGER INFORMATION

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