

## **ESSO is Collecting 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.

1. 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
  
2. 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 you 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.