

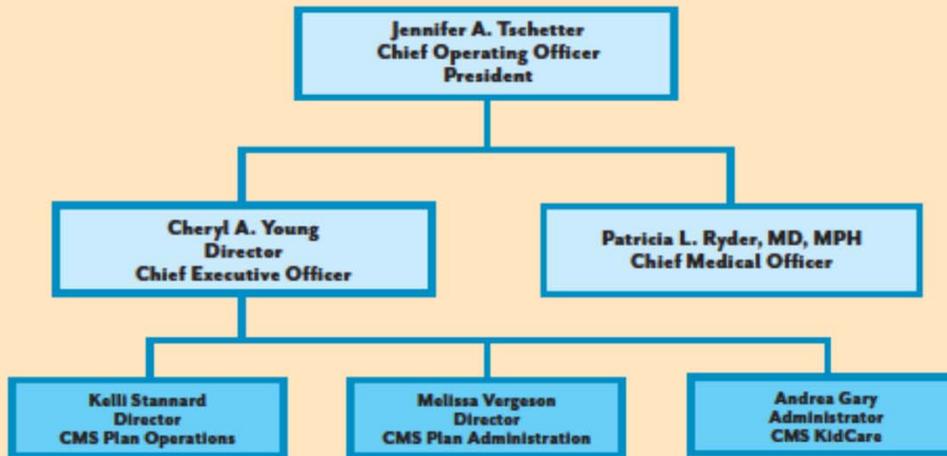
Children's Medical Services Managed Care Plan



Technical Advisory Panel
October 30, 2015



CMS Managed Care Plan



AREA OFFICES

- Clinical eligibility
- Care coordination
- Specialty clinics

INTEGRATED CARE SYSTEMS

- Member services and helpline
- 24/7 toll-free nurse line
- Provider network recruitment, contracting, and maintenance
- Utilization management
- Service authorization review and notifications
- Quality improvement program
- Complaints, grievances, and appeals

THIRD PARTY ADMINISTRATOR

- Claims payment and resolution
- Per member per month payments
- CMS KIDS modules management, training and technical assistance

PHARMACY BENEFITS MANAGER

- Pharmacy authorizations
- Utilization review
- Claims payment resolution

STATE HEALTH OFFICE

- Plan Accreditation
- Compliance with federal and state requirements
- Contract management and monitoring
- Data analysis and reporting
- Enrollment files
- Financial management and reporting
- Fraud and abuse reporting
- Funding of claims payment
- Governance
- Information management
- Policies and procedures
- Provider credentialing
- Risk management
- Technical assistance and training

FloridaHealth.gov • Florida Department of Health



CMS Managed Care Plan

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COMMUNICATIONS

Mission

Protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

Presentation Outline



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- Internal Resources and Communications
- Member and Health Care Professional Communications
- Planned Improvements

Internal Resources



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- Staff
- Publications
- Electronic
 - Website (www.FloridaHealth.gov)
 - Social Media

Internal Resources

Counties ▾

It's a New Day in Public Health.
The Florida Department of Health works to protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

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Programs & Services
Licensing & Regulation
Statistics & Data
Certificates
Diseases & Conditions
Environmental Health

Tips for a Healthy and Safe Halloween
Tallahassee, Fla.—When it comes to keeping healthy habits, Halloween can be a scary time of year. To make this holiday a little less spooky, the Florida Department of Health's Healthiest Weight Florida program is offering a "Halloween

FULL STORY

NEWSROOM

First Meeting Of The Children's Medical Services Managed Care Plan Advisory Panel Announced
Angela Swartzman Appointed Health Officer In Lee County

Health Education Week Highlights Importance Of Community Engagement
Calling All Florida Chefs To Participate In A Healthy Cooking Competition

Department Works toward Solutions with Physicians, Public on Children's Medical Services Clinical Eligibility Screening Tool

Protecting Your Teens: Talk About Safe Driving

MORE NEWS

CMS 50th Anniversary (Factoids video)

2:19

Sunny Smiles PSA

First Lady, Department Of Health Join Families To Celebrate 50 Years Of Newborn Screening

Tallahassee, Fla.—Today, the Florida Department of Health joined Florida's First Lady Ann Scott and several families to celebrate 50 years of newborn screening administered through the department's Children's Medical Services. Children and families who have been served by this program shared their stories at today's event, which took place at Florida's Historic Capitol. First Lady Ann Scott and Deputy Secretary of Health Dr. Celeste Philip highlighted the achievements of newborn screening in Florida.

FULL STORY

YEAR IN REVIEW

Quick Links

- Ebola
- Measles
- Vibrio Vulnificus
- West Nile Virus

CONTACT THE DEPARTMENT
850-245-4444

REPORT A DISEASE

REPORT A FOODBORNE ILLNESS

Download
2014 Florida Emergency Preparedness Guide
English Spanish Kreyòl
[Large Print](#)

Medical Quality Assurance Services

Verify a License
Verify the license status and disciplinary history of a healthcare professional or facility license in the State of Florida.

File a Complaint

Report Unlicensed Activity

Search Disciplinary Record

FOR HEALTH CARE PROFESSIONALS

Apply for a License

Internal Communications



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CMS Regional/Area Offices

- 350 plus nurse screeners/care coordinators
 - Direct contact with families
- Conference calls, webinars, training
- Feedback loop – quality improvement

Internal Communications



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Partners

- Integrated Care Systems
 - Ped-I-Care
 - South Florida Community Care Network
- Third Party Administrator
 - MED3000
- Pharmacy Benefits Managers
 - Magellan
 - MedImpact

Member Communications



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- Welcome packet
- CMS nurse screeners and care coordinators
- Healthy Behaviors and special programs
- 24 hour nurse hotline
- Toll-Free Complaint Line
- CMS Plan and Contract Partner Websites
- Satisfaction Surveys of Families

Health Care Professional Communications



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- Service utilization
- Training
- Information impacting enrolled members
- Toll free complaint line
- Satisfaction surveys

Planned Improvements



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- Website redesign
- Newsletters for members and health care professionals
- Additional satisfaction surveys of families and health care professionals

Panel Discussion



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CMS Managed Care Plan

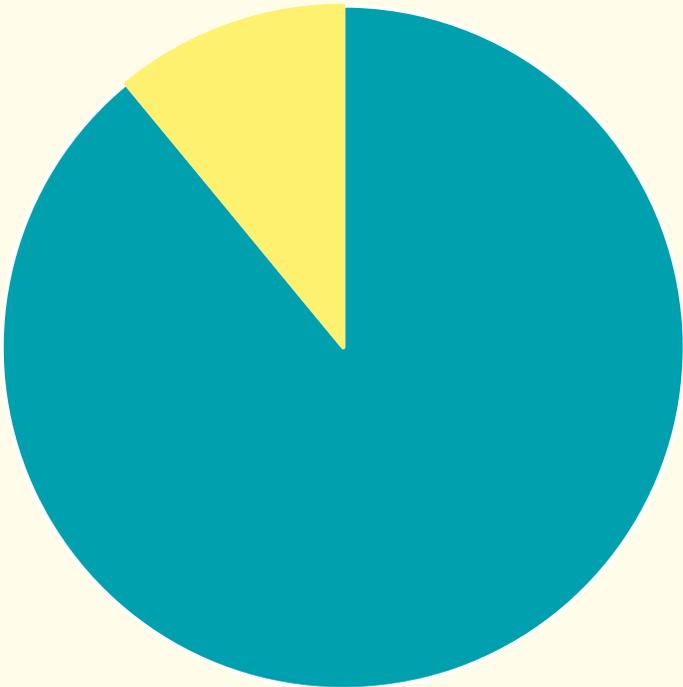
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STATEWIDE INFRASTRUCTURE

CMS Plan: Expenditures

FY 15/16 Projected Expenditures

[CATEGORY
NAME]
[VALUE]
[PERCENTAG
E]



[CATEGORY
NAME]
[VALUE]
[PERCENTAG
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CMS Plan: Administrative Costs

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- Integrated Care Systems (ICSs)
- Third Party Administrator (TPA)
- Department of Health

CMS Plan: Integrated Care Systems

FY 15/16 Total Projected Annual Cost: \$34,566,026

36% of CMS Plan Administrative Costs

Functions	
Providers	Families/Enrollees
<ul style="list-style-type: none"> • Provider network • Fraud and abuse prevention • Utilization management and service authorizations • Encounter data for non-emergency transportation • Complaints, grievances and appeals, Medicaid fair hearing participation • AHCA contract reporting 	<ul style="list-style-type: none"> • Enrollee on-boarding • Customer service line & 24/7 toll-free nurse line • Service authorizations • Coordination with CMS care coordinators • Complaints, grievances and appeals, Medicaid Fair Hearing preparation and participation

CMS Plan: Third Party Administrator

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FY 15/16 Total Projected Administrative Cost: \$ 10,838,529

11% of CMS Plan Administrative Costs

Functions

- Process clinical eligibility & enrollment files
- Claims payment & resolution
- Encounter data
- Maintenance of fully integrated system
 - Recipient eligibility
 - Clinical screening tool and data
 - Electronic health records
 - Care coordination
 - Service authorization data
 - Provider demographics



CMS Plan: Department of Health

FY 15/16 Total Projected Administrative Cost: \$ 50,633,360

53% of CMS Plan Administrative Costs

Functions

State Health Office

- Accreditation
- Contract Management and Monitoring
- Data Analysis and Reporting
- Financial Management and Reporting
- Fraud Abuse and Reporting
- Governance
- Information Management
- Policies and Procedures
- Provider Credentialing
- Risk Management
- Technical Assistance and Training

Area Offices

- Clinical Eligibility Screening
- Care Coordination

Department of Health Infrastructure



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- Facilities
 - State Health Office
 - Area Offices
- Personnel (954.75 Total)
 - State Health Office: 56.00
 - Medical Directors: 41.00
 - Nursing (CC/CE): 499.70
 - Nursing Other: 138.20
 - Administrative: 219.85

Panel Discussion



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