



ESSO WEEKLY MEMO

July 24, 2014

SPECIAL REQUEST

1. ESSO is Collecting Statewide Medicaid Managed Care (SMMC) Successes and Challenges

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2. FASD Training Center Webinar Schedule

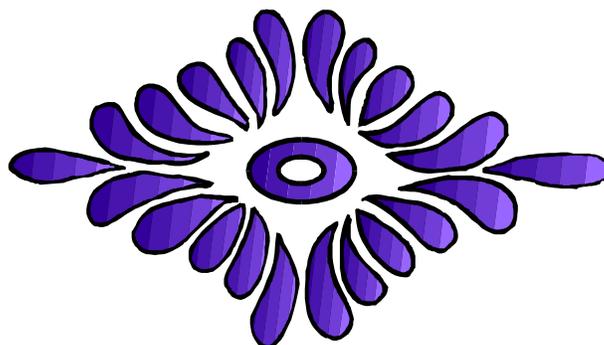
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PROGRAM MANAGER INFORMATION



SPECIAL REQUEST

1. 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. 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 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.

UPCOMING EVENTS:

2. The Frontier Regional FASD Training Center Offers Free Webinar Trainings:

FASD Definition, Prevalence, and a Practical Approach to Diagnosis

July 31, 2014, 9:30-11:00AM Pacific

About the Training: This presentation will be the first one in a series focused on the basic functions of the sensory systems and what happens when they are impaired by prenatal alcohol exposure. The focus of this presentation will be on what happens to the brain. **Presenters:** H. Eugene Hoyme, MD and Amy Elliott, PhD

CEHs: 1.5 NBCC & NAADAC contact hours. **For more info and to register:**

<https://casatunr.wufoo.com/forms/fasd-defined-prevalence-and-diagnosis-73114/>

FASD: Prevention & Intervention, Part I

August 18, 2014, 9:30-11:00AM Pacific

About the Training: This presentation will be the first one in a series. Prenatal substance abuse is an extremely complex issue, the impact of which is felt throughout the globe. In order to provide a comprehensive recipe of advocacy for those with an FASD, this workshop will take participants on a journey that enfold the fields of prevention, intervention and ethics within the FASD domain. Initially each of the three areas will be addressed separately and then woven together to form the comprehensive pattern of optimal advocacy for those with an FASD. The culminating question, "How do these three areas interface to provide a more comprehensive and optimal approach to the advocacy of those with an FASD?" will be discussed by the group as a whole. **Presenter:** Susan Doctor, Ph.D.

CEHs: 1.5 NBCC & NAADAC contact hours. **For more info and to register:**

<https://casatunr.wufoo.com/forms/fasd-prevention-intervention-pt-i-81814/>

FASD: Prevention & Intervention, Part II

September 15, 2014, 9:30-11:00AM Pacific

About the Training: This presentation will be the second one in a two-part series. Prenatal substance abuse is an extremely complex issue, the impact of which is felt throughout the globe. In order to provide a comprehensive recipe of advocacy for those with an FASD, this workshop will take participants on a journey that enfold the fields of prevention, intervention and ethics within the FASD domain. Initially each of the three areas will be addressed separately and then woven together to form the comprehensive pattern of optimal advocacy for those with an FASD. The culminating question, "How do these three areas interface to provide a more comprehensive and optimal approach to the advocacy of those with an FASD?" will be discussed by the group as a whole. **Presenter:** Susan Doctor, Ph.D.

CEHs: 1.5 NBCC & NAADAC contact hours. **For more info and to register:**

<https://casatunr.wufoo.com/forms/fasd-prevention-intervention-pt-ii-91514/>

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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. Upcoming Processing Changes to UB-04 Paper Claims

In preparation of ICD-10, claims processing of the UB-04 form is changing. As of September 12, 2014, claims missing a diagnosis indicator in form locator 66 will deny. The form locator will accept a "9" if the provider is billing with ICD-9 codes or a "0" if billing with ICD-10 codes.

Florida Medicaid strongly encourages UB-04 paper claim submitters to begin including a "9" indicator in form locator 66 on all new paper submissions.

Since ICD-10 implementation has been delayed until October 1, 2015, all claims should be submitted with a "9" indicator until October 1, 2015. Claims submitted with a "0" before ICD-10 implementation will deny.

For more information regarding this new processing requirement, please review the [ICD-10 Training](#) page.

INFORMATION & RESOURCES:

5. Call for Applications: AMCHP Family Scholars Program (DUE August 7, 2014)

The [Association of Maternal & Child Health Programs \(AMCHP\)](#) is a national resource, partner, and advocate for state public health leaders and others working to improve the health of women, children, youth and families, including those with special health care needs.

The AMCHP Family Scholars Program (FSP) represents an opportunity to **identify, encourage, and train family leaders**. This 10-month program strives to provide Family Scholars with the knowledge and resources to enhance their development as family leaders, and to promote policies, programs and systems at the national, state and/or local-levels.

Click [here](#) to learn more and to access the application materials. Application materials are due by **August 7th**. Questions about the FSP? Contact Michelle Jarvis at mjarvis@amchp.org or 202-775-1472.

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INFORMATION & RESOURCES:

6. Transition from DSM to Move IT

The Agency for Health Care Administration is ending their contract with Harris Corporation for the DSM system and will be charging fees for encryption accounts with their new contractor. As a result, Early Steps is migrating to a different encryption software system called Move It. The new system is free to users and the software is owned by the Florida Department of Health.

The registration process for a Move IT account will be as follows:

You will receive an email from Pamela.Porter@flhealth.gov indicating that you have a new "package." ****Please keep an eye on your junk\spam email folder, as some folks have reported the email showing up in there****

1. The email will contain login information, the link to log into Move IT, as well as some user guides on how to use the Move IT system.
2. Log in, using the information provided, and change your password.
3. Pam Porter will be notified once this step is complete. (this completes account setup)

The DSM system will not be accessible after 7/31/14. If you have any information saved in DSM that you will need for future reference, you need to save this information in another secure location.

7. Committee Substitute for House Bill 591 Related to Children with Hearing Loss

The 2014 Florida Legislature passed CS/HB 591 which amended Florida Statute 383.146 effective July 1, 2014 to require that the Florida Department of Health (DOH) post on the DOH website a list of approved Early Steps providers who specialize in serving children with hearing loss. Providers who desire to be on the list must notify DOH of their interest to provide direct communication to families about the services they provide. Families must indicate that they wish to receive information and provide consent to have their contact information shared with providers. An email blast was recently sent to all Early Steps credentialed providers who indicated in CMS provider management system that that specialize in serving children with hearing loss, extending the opportunity to be added to the list.

While the purpose of this legislation is to ensure that parents of infants and toddlers diagnosed with hearing loss receive information about available services and communication options, it is important to note that this process does not constitute a referral to Early Steps. Referrals will continue to be made by contacting the Local Early Steps office or by calling the Early Steps toll free number at 1-800-654-4440. Early Steps must continue to follow the Individualized Family support Plan (IFSP) process. Be aware that due to this legislation, families may have already been contacted or may in the future receive direct contact from providers and may have information about the services and options available to their children with hearing loss.

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Early Steps Program Manager Information



LES	Program Manager	QA Lead
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Western Panhandle	Katie Williams (ext. 2211) Kathryn.Williams@flhealth.gov	Jesse Kemper (ext. 2227) Jesse.Kemper@flhealth.gov

