



early steps
Children's Medical Services

ESSO WEEKLY MEMO

December 18, 2014

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General Updates:

1. Weekly Provider Load Sheets

Please be reminded that Tameka Footman has assumed the position as your ESSO Provider Liaison lead. All provider load issues are to be sent to Tameka with a copy to Arnetta Givens. ESSO has made the commitment to process LES provider information weekly to ensure providers are loaded in CMS-K.I.D.S. as quickly and effectively as possible. In doing so, the process will take a minimum of two days of staff time. We therefore request every LES and PRL follow the guidelines set forth to ensure a clean submission. These changes were effective **November 1, 2014**.

• Enter the following email “Subject” line when submitting your Weekly Provider Load (WPL) sheets: “WPL – Name of LES”

Summed Totals of Status

When submitting your spreadsheet, include the following information in the body of the e-mail: total number of provider add, changes, and terminations and reference the name of the file attached.

Example

• 80-Adds, 10-Changes, 12-Terminate

• North Dade ES Total 102 Weekly Provider Load 08.28.2014.xls

• Please submit WPL sheets to Tameka.Footman@flhealth.gov and copy Arnetta Givens **every Wednesday by COB. This change was effective**

November 1, 2014 and has been made to help expedite the process in which our providers are loaded into the system.

• ESSO staff will go over the weekly provider load sheets thoroughly to ensure that the form is completed in its entirety. In the event that your WPL sheet is not sent, your PRL will get an email stating the sheet did not get submitted. It is not efficient nor effective to allow one LES submission to hold up all other LESs information for the week.

Medicaid Updates:

2. 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.

3. 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.

Information and Resources:

4. Webinar: Engaging Hard-to-Reach Teen Moms and Their Children

Title: Engaging Hard-to-Reach Teen Moms and Their Children

Date: Friday, January 9th

Time: 10:00 to 11:00 AM EST

Speaker: Barbara White, MSW, M.Ed. – Director of the Young Parents Project

Working with teen mothers offers unexpected challenges and opportunities. This session will identify strategies to support young moms and the developing relationships with their babies. Together we will explore dual development, the impact of trauma, and the opportunity to engage the most challenging teen moms using a home visiting model. This training is sponsored by Florida State University Center for Prevention and Early Intervention Policy as part of the Florida MIECHV Initiative.

To register for this event click [here](#) or go to the following link:

<https://attendee.gotowebinar.com/register/3145897742921526530>



Program Manager Information

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