



RICK SCOTT  
GOVERNOR

ELIZABETH DUDEK  
SECRETARY

February 17, 2014

Dear Stakeholder:

Florida's Managed Medical Assistance (MMA) program is designed to implement a new statewide managed care delivery system that will improve outcomes, improve consumer satisfaction, reduce and control costs. In 2011, the Florida Legislature established the MMA program as a component of the Statewide Medicaid Managed Care (SMMC) program in Part IV of Chapter 409, Florida Statutes. The MMA program will build upon the successful elements of the previous Medicaid Reform demonstration while incorporating stronger protections for consumers as well as higher standards and more significant positive and negative incentives for managed care plans.

During implementation of the MMA program, the Agency will focus on four key objectives, with meeting these objectives constituting a successful rollout.

- First, the rollout in each region must preserve continuity of care. This entails, to the greatest extent possible, that recipients can keep their current primary care provider and their current prescriptions, and no recipient will have an ongoing course of treatment interrupted.
- Second, the plans in the rollout must have sufficient and accurate networks under contract and taking patients, so as to allow an informed choice of plans for recipients and the ability to make appointments.
- Third, the plans in the rollout must have the ability to pay providers fully and promptly to preclude any provider cash flow or payroll issues. This includes giving providers ample opportunity to learn and understand each plan's prior authorization procedures.
- Finally, the choice counseling call center and website operated by the Agency's contracted enrollment broker must be able to handle the volume of recipients engaged in plan choice at any one time.

February 6, 2014 marked an important milestone for the rollout of the MMA program, with the signing of contracts with all participating managed care plans. We have now reached another important milestone. Today, the Agency begins sending "welcome letters" to Medicaid recipients in Regions 2, Region 3 and Region 4 eligible for the MMA program. This recipient notice will contain pending plan assignments for all recipients required to be enrolled in the MMA program effective May 1, 2014. Attached are copies of correspondence to recipients for your information, including the following notices:

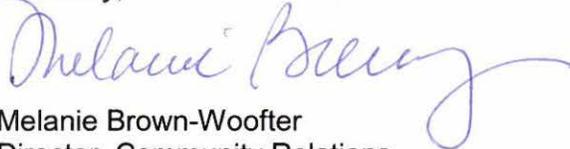


- Notice to Newly Eligible Mandatory Recipients
- Notice to Newly Eligible Voluntary Recipients
- Notice to Mandatory Recipients transitioning from a participating plan
- Notice to Voluntary Recipients transitioning from a participating plan
- Notice to Mandatory Recipients transitioning from a non-participating plan
- Notice to Voluntary Recipients transitioning from a non-participating plan

Please be aware that certain individuals may inadvertently receive welcome letters. This includes individuals who have incorrect address information, including county of residence, on file with the Department of Children and Families. Other individuals who may be voluntary for, or even excluded from, MMA program participation may also receive incorrect mailing due to the absence of accurate program eligibility information on file. Should you encounter any recipient that you may believe received MMA enrollment material in error, please do not hesitate to contact your local Medicaid office. Attached is a listing of contact information for each Medicaid office. Staff are available to assist recipients throughout this transition process.

The Agency greatly appreciates the collaboration from all stakeholders during the implementation of the MMA program. We will continue our concerted focus on those areas and processes that directly impact the objectives constituting a successful rollout of the MMA program including continuity of care processes, provider network development and payment, and the plan's staffing and staff training. The Agency looks forward to continued cooperation as we complete the MMA program roll-out and go forth to improve coordination and patient care while fostering fiscal responsibility in Florida's Medicaid program

Sincerely,



Melanie Brown-Woofter  
Director, Community Relations  
Division of Medicaid

MBW/dr  
Attachments