



**UF** | Ped-I-Care  
*Department of Pediatrics*  
UNIVERSITY of FLORIDA



# Children's Medical Services Managed Care Plan

## Managed Medical Assistance (MMA) Title 19 Provider Manual

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August 1, 2018

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# I. CONTACT INFORMATION

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## WHEN YOU NEED:

## CONTACT:

To verify member eligibility	Use the FLMMIS provider portal online: <a href="https://sso.flmmis.com/adfs/ls/?wa=wsignin1.0&amp;wreply=https%3a%2f%2fhome.flmmis.com%2fhome%2f&amp;wct=2014-07-22T18%3a16%3a00Z&amp;wctx=618047b6-b997-44b2-9c53-7402eb4429d2">https://sso.flmmis.com/adfs/ls/?wa=wsignin1.0&amp;wreply=https%3a%2f%2fhome.flmmis.com%2fhome%2f&amp;wct=2014-07-22T18%3a16%3a00Z&amp;wctx=618047b6-b997-44b2-9c53-7402eb4429d2</a>		
To have a claims question answered	Use eINFOsource online ( <a href="https://cms.einfosource.MED3000.com">https://cms.einfosource.MED3000.com</a> ) or call: MED3000 Customer Service Phone: (800) 664-0146 Fax: (866) 246-2094 Hours: Monday – Friday, 8:30 a.m. – 5:30 p.m. (EST)		
Utilization management issues: Authorization of services, requests for UM policies and procedures	<table border="0"> <tr> <td><b>For Ped-I-Care:</b> MED3000 Medical Mgmt. Dept. Phone: (800) 492-9634 Fax: (866) 256-2015 Hours: 24 hours a day, 7 days a week</td> <td><b>For CCP:</b> CCP Medical Mgmt. Dept. Phone: (866) 209-5022 Fax: (844) 806-0397 Hours: 24 hours a day, 7 days a week</td> </tr> </table>	<b>For Ped-I-Care:</b> MED3000 Medical Mgmt. Dept. Phone: (800) 492-9634 Fax: (866) 256-2015 Hours: 24 hours a day, 7 days a week	<b>For CCP:</b> CCP Medical Mgmt. Dept. Phone: (866) 209-5022 Fax: (844) 806-0397 Hours: 24 hours a day, 7 days a week
<b>For Ped-I-Care:</b> MED3000 Medical Mgmt. Dept. Phone: (800) 492-9634 Fax: (866) 256-2015 Hours: 24 hours a day, 7 days a week	<b>For CCP:</b> CCP Medical Mgmt. Dept. Phone: (866) 209-5022 Fax: (844) 806-0397 Hours: 24 hours a day, 7 days a week		
To sign up for eINFOsource	MED3000 Help Desk Phone: (800) 664-0146		
To access eINFOsource	<a href="https://cms.einfosource.MED3000.com">https://cms.einfosource.MED3000.com</a>		
To get information on the benefits package and reimbursement	<a href="http://mymedicaid-florida.com/">http://mymedicaid-florida.com/</a>		
To submit your paper claims for services	CMS Plan MMA Specialty Plan Title XIX PO Box 981648 El Paso, TX 79998-1648		
To appeal claims that have been denied	<table border="0"> <tr> <td><b>For Ped-I-Care:</b> Ped-I-Care Claims Appeals 1699 SW 16th Avenue Third Floor Gainesville, FL 32608  Phone: (352) 627-9100 or (866) 376-2456 Fax: (352) 294-8092</td> <td><b>For CCP:</b> CCP Attn: CMS Claims Appeals 1643 Harrison Parkway Building H, Suite 200 Sunrise, FL 33323  Phone: (866) 209-5022</td> </tr> </table>	<b>For Ped-I-Care:</b> Ped-I-Care Claims Appeals 1699 SW 16th Avenue Third Floor Gainesville, FL 32608  Phone: (352) 627-9100 or (866) 376-2456 Fax: (352) 294-8092	<b>For CCP:</b> CCP Attn: CMS Claims Appeals 1643 Harrison Parkway Building H, Suite 200 Sunrise, FL 33323  Phone: (866) 209-5022
<b>For Ped-I-Care:</b> Ped-I-Care Claims Appeals 1699 SW 16th Avenue Third Floor Gainesville, FL 32608  Phone: (352) 627-9100 or (866) 376-2456 Fax: (352) 294-8092	<b>For CCP:</b> CCP Attn: CMS Claims Appeals 1643 Harrison Parkway Building H, Suite 200 Sunrise, FL 33323  Phone: (866) 209-5022		
To make arrangements for members or have questions answered regarding pharmacy services	The CMS Plan Nurse Care Coordinator for the member; located in Children’s Medical Services Offices, found on page 7		

<p>To notify the ICS of provider/practice changes, address, telephone number, tax ID, etc.</p> <p style="text-align: center;">OR</p> <p>To resolve contracting or procedural questions, or to request staff orientation or education</p>	<p><b>For Ped-I-Care:</b>  Ped-I-Care  Provider Relations Department  1699 SW 16<sup>th</sup> Avenue  Gainesville, FL 32608</p> <p>Or call/fax:  Phone: (352) 627-9100 or  (866) 376-2456;  ask for Provider Relations  Fax: (352) 294-8081</p>	<p><b>For CCP:</b>  CCP  Provider Relations Department  1643 Harrison Pkwy,  Building H, Suite 200  Sunrise, FL 33323</p> <p>Or call:  Phone: (855) 819-9506</p>
<p>To apply for or inquire after CMS provider credentialing</p>	<p>Visit <a href="https://ccpcares.org/Top-Pages/providers/providers-for-cms-t19/provider-resources/links-to-resources/Letter-of-Interest/CMS-LOI-Requirements-2">https://ccpcares.org/Top-Pages/providers/providers-for-cms-t19/provider-resources/links-to-resources/Letter-of-Interest/CMS-LOI-Requirements-2</a> or  Email <a href="mailto:ccp.cms.loi@ccpcares.org">ccp.cms.loi@ccpcares.org</a> or Call (844) 618-5773</p>	
<p>To arrange for non-emergency transportation for a member</p>	<p><b>For Ped-I-Care:</b>  Access2Care  (866) 411-8920</p>	<p><b>For CCP:</b>  Access2Care  (866) 411-8920</p>
<p>To provide notifications of behavioral health services</p>	<p><b>For Ped-I-Care</b>, emergency service providers must make a reasonable attempt to notify Concordia at (800) 294-8642 within 24 hours of the enrollee’s presenting for emergency behavioral health services.</p> <p><b>For CCP</b>, emergency service providers must make a reasonable attempt to notify Concordia at (800) 294-8642 within 24 hours of the enrollee’s presenting for emergency behavioral health services.</p>	
<p>Pharmacy Information</p>	<p>Call Magellan: (800) 603-1714</p>	

## Ped-I-Care Office

G.L. Schiebler CMS Center  
1699 SW 16<sup>th</sup> Avenue  
Third Floor  
Gainesville, FL 32608  
Phone: (352) 627-9100  
Toll-Free: (866) 376-2456  
Fax: (352) 334-1589

## CCP Office

1643 Harrison Parkway  
Building H, Suite 200  
Sunrise, FL 33323  
  
Phone: (855) 819-950

## CMS Area Offices

Children's Medical Services Statewide Offices:

<http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/>

### CMS - Gainesville

Toll-free: (800) 523-7545

### CMS - Ocala

Phone: (352) 369-2100  
Toll-free: (888) 326-7485

### CMS - Daytona Beach

Phone: (386) 238-4980  
Toll-free: (866) 827-5197

### CMS - Jacksonville

Phone: (904) 360-7070  
Toll-free: (800) 340-8354

### CMS - Pensacola

Phone: (850) 484-5040  
Toll-free: (800) 381-3685

### CMS - Panama City

Phone: (850) 872-4700  
Toll-free: (800) 299-4700

### CMS - Tallahassee

Phone: (850) 487-2604  
Toll-free: (800) 226-2604  
Fax: (850) 488-8852

### CMS - Tampa

Phone: (813) 396-9743  
Toll-free: (866) 300-6878

### CMS - St. Petersburg

Phone: (727) 217-7800  
Toll-free: (800) 336-1612

### CMS - Lakeland

Phone: (863) 413-3580  
Toll-free: (800) 741-2250

### CMS - Orlando

Phone: (407) 858-5555  
Toll-free: (800) 226-6530

### CMS - Viera

Phone: (321) 639-5888  
Toll-free: (800) 226-6530 (Orlando office)

### CMS - Miami-Dade County

Toll-free: (866) 831-9017

### CMS - Monroe County

Toll-free: (800) 342-1898

### CMS - Broward County

Toll-free: (800) 204-2182

### CMS WPB - Palm Beach County

Toll-free: (877) 822-5203

### CMS Naples - Collier County

(239) 552-7400

### CMS Ft. Myers - Glades, Hendry & Lee Counties

Toll-free: (800) 226-3290



**CMS Sarasota - Charlotte, Desoto, Manatee  
Counties**

Toll-free: (800) 235-9717

**CMS Ft. Pierce - Indian River, Martin, Okeechobee,  
St. Lucie**

Toll-free: (800) 226-135

## Health Quality Assurance Field Offices (Formerly Medicaid Area Offices)

### Regions 1 & 2

**Tallahassee Field Office** - Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Liberty, Leon, Madison, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton and Washington

Karla Beasley, Field Office Manager  
2727 Mahan Drive, Mail Stop #46  
Tallahassee, Florida 32308  
(850) 412-4540 Phone  
(850) 922-9162 Fax

### Region 3

**Alachua Field Office** - Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee and Union

Kris Mennella, Field Office Manager  
14101 N.W. Hwy. 441, Suite 800  
Alachua, Florida 32615-5669  
(386) 462-6201 Phone  
(386) 418-5300 Fax

### Region 4

**Jacksonville Field Office** - Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia

Rob Dickson, Field Office Manager  
921 N. Davis St. Bldg A, Ste 115  
Jacksonville, Florida 32209  
(904) 798-4201 Phone  
(904) 359-6054 Fax

### Regions 5 & 6

**St. Petersburg Field Office** - Hardee, Highlands, Hillsborough, Manatee, Pasco, Pinellas and Polk

Pat Kaufman, Field Office Manager  
Sebring Building, Suite 410A  
525 Mirror Lake Drive North  
St. Petersburg, Florida 33701  
(727) 552-2000 Phone  
(727) 552-1162 Fax

## Region 7

### **Orlando Field Office** - Brevard, Orange, Osceola and Seminole

Theresa DeCanio, Field Office Manager  
Hurston South Tower, Suite S309  
400 W. Robinson St.  
Orlando, Florida 32801  
(407) 420-2502 Phone  
(407) 245-0998 Fax

## Region 8

### **Fort Myers Field Office** - Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Monroe and Sarasota

Jon Seehawer, Field Office Manager  
Regional Services Center  
2295 Victoria Ave., Room 340  
Ft. Myers, Florida 33901  
(239) 335-1315 Phone  
(239) 338-2372 Fax

## Regions 9 & 10

### **Delray Beach Field Office** - Broward, Indian River, Martin, Okeechobee, Palm Beach and St. Lucie

Arlene Mayo-Davis, Field Office Manager  
5150 Linton Boulevard, Suite 500  
Delray Beach, Florida 33484  
(561) 381-5840 Phone  
(561) 496-5924 Fax

## Region 11

### **Miami Field Office** - Miami-Dade

Arlene Mayo-Davis, Field Office Manager  
8333 N.W. 53rd St. Suite 300  
Miami, Florida 33166  
(305) 593-3100 Phone  
(305) 499-2190 Fax

## II. BACKGROUND & SERVICES

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### About Medicaid, CMS Plan, SMMC, and the ICSs

Under the Managed Medical Assistance (MMA) component of the Statewide Medicaid Managed Care (SMMC) program, Children’s Medical Services (CMS) has formed a Medicaid health plan known as Children’s Medical Services Managed Care Plan (CMS Plan). In 2014, CMS Plan signed a contract with the Florida Agency for Health Care Administration (AHCA) to provide Medicaid services in the SMMC. The SMMC was authorized by the 2011 Florida Legislature through House Bill 7107, creating Part IV of Chapter 409, F.S. It was designed to establish the Florida Medicaid Program as a statewide, integrated managed care program for all covered services, including long-term care services.

CMS Plan has contracted with Ped-I-Care (in 51 counties) and Community Care Plan (CCP) in 16 counties, to provide a number of administrative services for the plan. (CCP was formerly known as the South Florida Community Care Network, or SFCCN.)

**Ped-I-Care covers the following counties:**

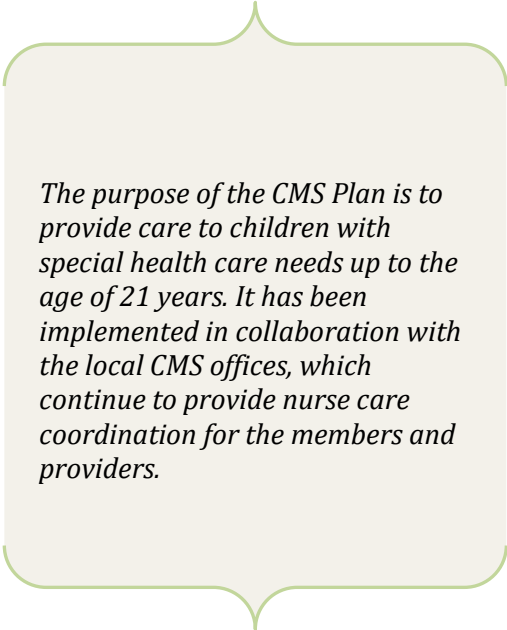
Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Highlands, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lake, Leon, Levy, Liberty, Madison, Marion, Nassau, Okaloosa, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, and Washington.

**CCP covers the following counties:**

Broward, Charlotte, Collier, DeSoto, Glades, Hendry, Indian River, Lee, Manatee, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, Sarasota, and St. Lucie.

**CMS website with map:**

<http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/about/index.html>



*The purpose of the CMS Plan is to provide care to children with special health care needs up to the age of 21 years. It has been implemented in collaboration with the local CMS offices, which continue to provide nurse care coordination for the members and providers.*

The purpose of the CMS Plan is to provide care to children with special health care needs (CSHCN) up to the age of 21 years. It has been implemented in collaboration with the local CMS offices, which continue to provide nurse care coordination for the members and providers.

Ped-I-Care and CCP are sometimes referred to as, “The ICSs,” with ICS as an abbreviation for Integrated Care System. Ped-I-Care is a program operating under the auspices of The University of Florida, College of Medicine’s Department of Pediatrics. CCP is a collaboration of 2 of the largest public health systems in Florida, Broward Health and Memorial Health Systems. Both Ped-I-Care and CCP are under contract to the Department of Health’s (DOH) Children’s Medical Services (CMS) Division.

The program is designed to respond to the legislative intent to create a statewide initiative to provide for a more efficient and effective service delivery system that enhances quality of care and client outcomes in the Florida

Medicaid program. Our goal, therefore, has been to develop a program that is sensitive and responsive to the special needs of children participating in CMS, and yet function cost-effectively within the Medicaid funding environment.

**The objectives are to:**

- Develop and maintain a comprehensive provider network that offers community-based primary care and ancillary services, as well as high-quality specialty care and hospital services;
- Deliver and coordinate quality primary and specialty care; and
- Evaluate and continually improve the quality of service delivery, including participation in preventive care, such as Child Health Check-ups and immunizations, as well as assessment of member satisfaction.

The CMS Managed Care Plan does not impose enrollment fees, premiums, or similar charges on Indians served by an Indian health care provider; Indian Health Service; an Indian Tribe, Tribal Organization, or Urban Indian Organization; or through referral under contract health services, in accordance with the American Recovery and Reinvestment Act of 2009.

The University of Florida Department of Pediatrics and Community Care Plan are committed to caring for children and have an established track record of collaboration with CMS and CMS Plan in providing services to children with special health care needs. Accepting responsibility for implementing this health plan to participate in MMA is an important step in continuing to pursue our role as providers of health care in the environment of cost containment. We invite all our providers to work closely with us as we pursue this new and exciting opportunity to offer quality care to children with special health care needs who receive Florida Medicaid benefits.

## Network Management

The ICS office staff assist providers' offices with policies and procedures related to CMS Plan. They respond to provider requests, questions and concerns.

**Examples of issues ICS staff may assist with include:**

- Administrative issues: Assistance with billing and claims payment, how to follow up on claim status, notification of changes in the practice;
- Patient-related issues: Primary Care Physicians (PCP) wanting to change assignment criteria or capacity; and
- Medical management issues: Clarification on Utilization Management, e.g. benefit limits, how to get services authorized, quality improvement procedures and reports.

Ped-I-Care and CCP help providers obtain training, consultations, and other resources to help improve the management of children with special health care needs. Any provider is welcome to call us at any time:

**Ped-I-Care**  
(352) 627-9100 or  
(866) 376-2456  
For questions regarding CMS Plan policies and procedures, provider relations support, or member services support

**CCP Provider Relations**  
(855) 819-9506

**CCP Member Services**  
(866) 209-5022  
For questions regarding authorizations & member services

**Third-Party Administrator  
MED3000**  
(800) 492-9634  
24/7 access to providers for questions and service authorizations

- **For Ped-I-Care:** (352) 627-9100 or (866) 376-2456 (toll free)
- **For CCP:** (855) 819-9506 (toll free)

## Member Services

The role of Member Services is to assist members/families in obtaining needed services and navigate the system with ease.

- The local number **for Ped-I-Care** member services is (352) 627-9100; toll-free is (866) 376-2456 (press 1 for Member Services). These phone lines are staffed from 8:00 a.m. until 5:00 p.m. (EST), Monday through Friday.
- The local number **for CCP** member services is (866) 209-5022. These phone lines are staffed from 8:00 a.m. until 7:00 p.m. (EST), Monday through Friday.

### Member Services also assists providers and CMS with:

- Patient-related issues
- Information on covered and non-covered services
- Education of members/families on CMS Plan or Ped-I-Care processes and policies
- Facilitation of member access to services
- Accepting and tracking member complaints and grievances
- Changing PCP assignment at the request of members/families
  - **For Ped-I-Care:** Ped-I-Care's Member Services department can help with this, in addition to NCCs at the local CMS area offices.
  - **For CCP:** The CMS local area offices will be the principal PCP changes assigner

At enrollment into CMS Plan, every family will be sent a Member Handbook, Provider Directory, a letter of verification of enrollment and an identification card (see Section IV). If the family has not chosen a PCP or been assigned incorrectly to a PCP, an ID card will still be sent along with instructions on how to select the PCP of their choice, and a statement indicating that a new ID card will be sent upon PCP selection.

If, for any reason, a member wishes to change from the assigned PCP, services, and/or location, the member may request a re-assignment by notifying Member Services. The request may be submitted at any time and can become effective the same day if needed. The member will receive a new ID card indicating the new PCP. The originally-assigned PCP is expected to continue providing care until the effective date of the change, and to provide copies of all records to the new PCP.

## Third-Party Administrator

The CMS Plan has contracted with a third-party administrator, MED3000, to perform several functions required to operate the plan. MED3000 provides the Management Information System that receives and tracks membership information and adjudicates, processes and pays claims on behalf of CMS. We are pleased that MED3000 is a member of our team.

**For Ped-I-Care,** MED3000 provides Utilization Management support through the authorization process. MED3000 is also responsible for concurrent reviews of inpatients.

# III. PROGRAM OVERVIEW

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## Providing Medical Care

The goal of CMS Plan and the ICSs is to provide family-centered medical care, which includes the following elements: Whenever possible, care for all children in the family is provided by the same provider(s); the family is consulted on treatment plans; and providers work in collaboration with the CMS Nurse Care Coordinator (NCC). The NCC assists providers in maintaining family contact and compliance. They also conduct assessments of medical and psychosocial needs, and provide education and anticipatory guidance. They coordinate all services needed by the member, including those offered outside the Ped-I-Care and CCP network. (Please note that Ped-I-Care and CCP work together as separate, but unified entities under contract to CMS Plan, and therefore each organization honors the other’s provider network.) Network providers should submit copies of their chart notes to the assigned NCC to facilitate care coordination.

CMS Plan follows the Florida Medicaid handbooks and pay according to the Florida Medicaid fee schedules. They are posted at <http://www.ahca.myflorida.com/medicaid/review/Promulgated.shtml>. There are no copays applied or allowed for CMS Plan members.

## Primary Care Physician

Every participant in CMS Plan has an assigned Primary Care Physician (PCP) who provides primary care and coordinates specialty care and other covered services. The PCP provides members with a medical home that ensures continuity of care and coordination of information among providers and the family. The PCP provides preventive care and anticipatory guidance according to the guidelines established by the American Academy of Pediatrics (AAP) and Florida Medicaid. PCPs provide access to phone consultation for families 24 hours a day, 365 days a year to help families maintain the health of their children and avoid unnecessary trips to the emergency department. They track participation in preventive care and other services through documentation of care rendered and referral to specialty services. PCP specific responsibilities are outlined in the PCP provider contract.

The PCPs determine the number of CMS Plan participants they will accept. They also specify any other criteria for accepting patients. When initially enrolled in the network, PCPs will be asked about limits and guidelines for assignment of patients. The practice may change these guidelines at any time by contacting provider relations:

- **For Ped-I-Care:** (352) 627-9100 or (866) 376-2456
- **For CCP:** (855) 819-9506



**Ped-I-Care Provider Relations**  
(352) 627-9100 or  
(866) 376-2456

**CCP Provider Relations**  
(855) 819-9506

## Child Health Check-Ups (CHCUPs)

### Children should receive health check-ups at:

- Birth or neonatal examination
- 3-5 days of birth and within 48-72 hours after discharge (if discharged less than 48 hours after delivery, the exam should occur within 48 hours of discharge)
- By 1 month
- 2, 4, 6, 9, 12, 15, 18, 24, and 30 months
- Once a year for age 3 years through 20 years

### A Well Child Check-up includes:

- Comprehensive health and developmental history including assessment of medical history, developmental history and behavioral health status
- Nutritional assessment
- Developmental assessment
- Comprehensive unclothed physical examination
- Dental screening, when required
- Vision screening including objective testing, when required
- Hearing screening including objective testing, when required
- Laboratory tests including blood lead testing, when required
  - Federal regulation requires that all children receive a blood lead test at 12 and 24 months of age and between the ages of 36 and 72 months if not previously tested
  - In order to meet the performance measure criteria, the blood lead test must be completed on or before the child's 2<sup>nd</sup> birthday
- Appropriate immunizations\*
- Tuberculosis screening
- Health education, anticipatory guidance
- Family planning when appropriate
- Diagnosis and treatment
- Referral and follow-up, as appropriate\*\*

\*When appropriate, providers should simultaneously administer all vaccines for which a member under the age of 21 is eligible at the time of each visit. Medicaid fee-for-service should be billed directly for immunizations provided to Title XXI MediKids participants. Providers should provide immunization information about members requesting temporary cash assistance from DCF, upon request by DCF and receipt of the member's written permission.

\*\*It is not necessary to obtain a referral number from MED3000; however many specialists do require a referral or consultation request from the requesting provider.

*PCPs' coverage of services must consist of an answering service, call forwarding, provider call coverage or other customary means approved by The Florida Agency for Health Care Administration (AHCA).*

*The chosen method of 24-hour coverage must connect the caller to someone who can render a clinical decision or reach the provider for a clinical decision.*

*The after-hours coverage must be accessible using the medical office's daytime telephone number.*



Please refer to the most recent version of Florida Medicaid Child Health Check-up Coverage and Limitations Handbook for additional information on specific requirements. It can be accessed at [http://portal.flmmis.com/flpublic/Provider\\_ProviderServices/Provider\\_ProviderSupport/Provider\\_ProviderSupport\\_ProviderHandbooks/tabid/53/desktopdefault/+/Default.aspx](http://portal.flmmis.com/flpublic/Provider_ProviderServices/Provider_ProviderSupport/Provider_ProviderSupport_ProviderHandbooks/tabid/53/desktopdefault/+/Default.aspx).

**Other helpful resources include:**

- The American Academy of Pediatrics’ Bright Futures Recommendations for Preventive Pediatric Health Care for CHCUP requirements:  
[http://www.aap.org/en-us/professional-resources/practice-support/Periodicity/Periodicity%20Schedule\\_FINAL.pdf](http://www.aap.org/en-us/professional-resources/practice-support/Periodicity/Periodicity%20Schedule_FINAL.pdf)
- Immunization Schedules:  
<http://www.cdc.gov/vaccines/schedules/hcp/child-adolescent.html>
- The Childhood Lead Poisoning Screening Map of high-risk zip codes:  
<http://www.floridahealth.gov/healthy-environments/lead-poisoning/county-map.html>
- The Florida Lead Poisoning Prevention Program:  
<http://www.floridahealth.gov/healthy-environments/lead-poisoning/index.html>
- Tuberculosis Risk Screening Form:  
<https://com-peds-pedicare.sites.medinfo.ufl.edu/files/2014/09/TB-Lead-Risk-Assessment-July-22-2016.pdf>

All providers must maintain complete and accurate medical records in compliance with Ped-I-Care standards and provide timely care to participants in CMS Plan as follows:

- PCPs provide well-child care within 1 month of the request for service.
- Routine sick patient symptomatic care is provided within 1 week of the request and urgent care within 1 day.
- Specialty evaluation and treatment for a member’s condition is to be provided within 30 days of the request for services by the PCP. If the PCP experiences problems getting timely care from in-network providers he/she should contact the ICS to request assistance with expediting an appointment.
- All providers shall offer hours of operation that are no less than the hours of operation offered to non-CMS Plan members.

## Primary Care Providers’ On-Call Coverage

PCPs’ coverage of services must consist of an answering service, call forwarding, provider call coverage or other customary means approved by The Florida Agency for Health Care Administration (AHCA). The chosen method of 24-hour coverage must connect the caller to someone who can render a clinical decision or reach the provider for a clinical decision.

The after-hours coverage must be accessible using the medical office’s daytime telephone number.

### **Ped-I-Care Member Services**

(352) 627-9100 or  
(866) 376-2456

### **CCP Member Services**

(866) 209-5022

Ped-I-Care and CCP each have a comprehensive network of providers; however, if a provider determines that a child needs specialty or ancillary services that are not included in the network, the ICS works with the referring provider to ensure access to needed services for members. Please note that Ped-I-Care and CCP work together as

separate, but unified entities under contract to CMS Plan, and therefore each organization honors the other's provider network.

The CMS Nurse Care Coordinators (NCCs) assist providers in maintaining the health of children and coordinating medical care. They help to ensure that children and their families participate in needed care and follow providers' advice. Providers should have a system in place to follow-up on children who do not come for a scheduled visit and have not called to reschedule. The office should contact "no shows" by sending a letter or making a phone call to the family to encourage them to reschedule the visit.

If the family does not reschedule missed appointments or misses two visits without calling ahead to cancel or reschedule, the provider's office should call the NCC and ask for intervention with the family. NCCs assist the family with participating in ongoing care, through identification and resolution of barriers. If the provider finds that families are not following the recommended treatment plan developed for the child, the NCC should be contacted to assist the family with engaging as active participants in promoting the health of their child through good home care and following of the provider's recommendations. For information on how to contact the NCC assigned to your patients, see the CMS Offices information in Section I of this manual.

If the provider encounters problems with patients that are not being resolved with the intervention of the NCC, the office should contact the ICS Member Services office, which works with the provider and the NCC to address and resolve the issue(s).

- **For Ped-I-Care's** Member Services: (352) 627-9100 or (866) 376-2456
- **For CCP's** Member Services: (866) 209-5022

## Coordinating Care

CMS Plan recognizes that in order to be effective in caring for children, the PCP needs to be involved in all services delivered to their members. The PCP should know who is providing care to the child and what recommendations have been made for additional services, including tests and procedures.

It is not necessary to obtain a referral number from MED3000; however many specialists do require a referral or consultation request from the requesting provider. If an in-network provider is not available, PCPs should submit a prior authorization request to MED3000 (TPA), following the procedures outlined in the Utilization Management section referenced below, for the member to obtain said services.

As explained earlier, NCCs work with providers and families to facilitate coordination of care. NCCs work closely with the families to ensure understanding of and compliance with needed services and recommendations for home care. PCPs and other providers furnish copies of chart notes/reports to the NCCs to facilitate this measure of support.

If PCP and/or specialist is requesting discharge of member(s) from their care, a written notice via certified mail is required to be sent to the ICS (Ped-I-Care or CCP) enrollee services department 30 days prior to discharge of member in order to coordinate care accordingly. The provider must continue providing care until the effective date of the change. The provider should instruct the enrollee to seek assistance from the ICS (Ped-I-Care or CCP) Enrollee Services Department.

## Administrative Updates

Providers should notify the ICS with which they are contracted (Ped-I-Care or CCP) regarding practice changes. This should be done in writing or by phone at least 30 days prior to the effective date.

**For Ped-I-Care** you may call (352) 627-9100 or (866) 376-2456, or use our Provider Update form located at <https://com-peds-pedicare.sites.medinfo.ufl.edu/files/2014/09/Provider-Update-Form-January-2017.pdf>.

**For CCP** you may call (855) 819-9506.

Changes that need to be conveyed to Ped-I-Care or CCP include:

- Change of location, mailing address, or phone number
- Change in tax ID number
- Change of practice name
- Practice closing
- Provider being added to or leaving the practice
- Addition/deletion of hospital privileges
- Addition or deletion of service sites
- Loss of CMS credentialing
- Termination from Medicaid, license suspension or termination, or exclusion from participation in federally funded programs
- Changes to National Provider Identifier

## Providers' Background Screening Requirements

In addition to the Children's Medical Services credentialing requirements, CMS Plan providers are required to meet background screening requirements.

This includes:

- A satisfactory Level II background check pursuant to s. 409.907, F.S., for all treating providers not currently enrolled in Medicaid's fee-for-service program.
1. Providers referenced above are required to submit fingerprints electronically following the process described on the Agency's Background Screening website. The provider's Medicaid eligibility shall be verified through the Agency's electronic background screening system.
  2. The ICSs shall not contract with anyone who has a record of illegal conduct; i.e., found guilty of, regardless of adjudication, or who entered a plea of nolo contendere or guilty to any of the offenses listed in s. 435.04, F.S.
  3. Individuals already screened as Medicaid providers or screened within the past 12 months by the Agency or another Florida agency or department using the same criteria as Medicaid are not required to submit fingerprint electronically but shall document the results of the previous screening.
  4. Individuals listed in s. 409.907 (8) (a), F.S., for whom criminal history background screening cannot be documented must provide fingerprints electronically following the process described on the Agency's background screening website.

## Provider Termination Appeal Process

1. Upon receipt of the Provider Termination notice, a Provider may appeal the contract termination by contacting the ICS Contracting Manager\* within thirty (30) calendar days of receipt of termination receipt.
2. If, upon contacting the ICS Contracting Manager, the Provider indicates there is documentation and/or any additional information (collectively "Information") that would have changed the termination decision had the ICS known the Information, the ICS Contracting Manager will ask the Provider to submit the Information within ten (10) business days.
3. Upon the timely receipt (within 10 business days) of the Information, the ICS Contracting Manager will consult with the Assistant Director, Network & Contracting, the Executive Director and the Contracts' Attorney for review of the Information and for re-consideration of the Provider Termination.
4. Provider will be notified within thirty (30) days of Information receipt as to whether the termination will be rescinded, unless ICS must obtain a determination from Children's Medical Services ("CMS") and/or AHCA.
5. In the event the ICS must obtain a determination regarding the Provider's appeal from CMS and/or AHCA, the thirty (30) days for Provider notification shall be extended until such time as the ICS receives the CMS/AHCA determination.

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\*Contact information provided in termination notice



Pediatric Integrated Care System, 1699 SW 16<sup>th</sup> Ave, Gainesville, FL 32608-1153 (866) 376-2456

**PARTICIPATING GROUP CHANGE/UPDATE FORM**

**Please complete applicable information and fax back to Ped-I-Care at (352) 294-8081**

Today's Date: \_\_\_\_\_  Remit address change?

Group Name: \_\_\_\_\_ Tax ID: \_\_\_\_\_

Remit Address: \_\_\_\_\_

City, State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ AHCA Facility License: \_\_\_\_\_

Medicaid #: \_\_\_\_\_ NPI #: \_\_\_\_\_ Taxonomy #: \_\_\_\_\_

**If the provider is *not* CMS credentialed, you must submit a Letter of Interest at <http://ccpcars.org/wp-content/uploads/2016/08/CMS-LOI-Requirements-2.pdf>**

**Date LOI submitted \_\_\_\_\_**

**We recommend that newly contracted Ped-I-Care Title XIX providers complete fraud and abuse training upon signing and annually thereafter. The training is located at <http://www.pedicare.peds.ufl.edu/compliance/index.html>**

**Please provide the following for each provider. Use additional pages as necessary.**

Provider Information	ADD	DELETE
Provider Name		
Provider Specialty		
Hospitalist?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
PCP?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Effective Date		Term Date:
Social Security #		
Gender		
License #		
Medicaid #		
NPI #		
Taxonomy #		
DEA #		
Language(s)		
<b>Facility Name</b>		
Facility Address		
Facility Phone #		
Facility NPI #		
Facility Medicaid #		
Facility Hours of Operation		

i:\peds-ics\contracting and credentialing\contract development forms\group change update form.doc

Revised 1/12/17

Northwest, Tallahassee Big Bend, North Central, Tampa and Central CMS Regions



**PROVIDER CONTRACT DEMOGRAPHIC FORM**

PROVIDER GROUP NAME				MAIN COUNTY:
MAIN ADDRESS				
BILLING ADDRESS: (if different from Main address)		NAME OF CLEARINGHOUSE		
MAIN TELEPHONE #		MAIN FAX #		
GROUP TAX ID#		GROUP NPI #		GROUP MCD #

If more than (1) service location, please attach listing. Ensure to capture hours of operation and languages spoken for each location.				
PROVIDER NAME:			PROVIDER TYPE (MD,DO,ARNP)	
PROVIDER SPECIALTY:		PROVIDER NPI #	PROVIDER MCD #	
PROVIDER PRIMARY SERVICE ADDRESS:			TAXONOMY:	
HOSPITAL AFFILIATION(S):		LANGUAGES SPOKEN:	PATIENT AGE RANGE:	

<b>HOURS OF OPERATION</b>			
MONDAY:		TUESDAY:	
WEDNESDAY:		THURSDAY:	
FRIDAY:		SATURDAY:	

<b>PROVIDER'S CONTACT FOR MANAGED CARE CONTRACTS</b>			
CONTACT NAME:		CONTACT TITLE:	
ADDRESS:			
EMAIL ADDRESS:		CONTACT TELEPHONE:	

<b>FOR INTERNAL USE ONLY</b>	
<input type="checkbox"/> Submitting Contract without Credentialing Applications	<input type="checkbox"/> Submitting Contract with Credentialing Applications

ContractDemographicForm7112016MT

# Member Eligibility, Identification, & Assignment

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## Member Eligibility

CMS Plan members are children who are enrolled in CMS because they have special health care needs and are eligible for health insurance through Florida Medicaid. Members are eligible from birth to their 21<sup>st</sup> birthday.

Eligibility begins at the beginning of a month and is renewed on a monthly basis. This results in a month-to-month eligibility status. Members are issued an identification (ID) card within days of their initial enrollment in CMS Plan. If they have not chosen a PCP they are sent a letter verifying eligibility until they choose a PCP and receive their ID cards. (See the sample card in this section.) **Because members can drop off the program at any time after the card is issued, eligibility should always be checked before providing services, even if there is an active authorization for services on the system.**

Verification of enrollment can be checked by using AHCA's FMMIS Web Portal. Secondly, it may be checked by using eINFOsource, the web-based database available from MED3000. Eligibility and PCP assignment is available online to all providers. To gain access to eINFOsource, contact the MED3000 Help Desk at (800) 664-0146.

If a patient who is no longer enrolled in CMS Plan presents for services, please contact the CMS nurse who is assigned to the child immediately. **Please do not refuse care before contacting the CMS Nurse.**

## New Patients

CMS Plan respects the importance of physician-patient relationships and will make every attempt to support existing relationships. Newly-enrolled members are assigned to their current primary care provider, if possible. If their provider is not in the Ped-I-Care network, and chooses not to become a participating provider (or there is no ongoing provider), the member will have to choose a new PCP. If a member does not choose a PCP, one will be assigned to them and they will receive a card with the PCP assignment. The PCP may be changed by the member at any time.

Patients newly-enrolled in CMS Plan appear on the enrollment information sent to PCPs at the beginning of each month. If the member is new to the practice, the office should schedule an appointment to get to know the child and request medical records from the prior PCP. The provider may contact Member Services for assistance in

**To Get Access to eINFOsource:**  
Contact the MED3000 Help Desk at (800) 664-0146

- *Always verify eligibility before providing services.*
- *Please do not refuse care before contacting the CMS nurse. See page 7 for a listing of CMS offices.*

reaching the member and scheduling an appointment. The PCP should assess the current status of care the child has received and provide services as appropriate.

The CMS Nurse Care Coordinator (NCC) contacts the newly-assigned PCP to help the PCP and office staff get to know the new member. The NCC offers information from the assessment and the care plan developed for the member. The NCC may also help to obtain the prior medical records. Transfer requests may be initiated by the member or the member’s legal guardian. The member will receive a new ID card indicating the new PCP. The previously assigned PCP is expected to continue providing care until the effective date of the change.

## Sample Ped-I-Care Member ID Card

This card is to be used by Ped-I-Care patients for all services, **except** pharmacy benefits, for which their Florida Medicaid card should be used.

### FRONT

1. Member Name
2. Effective Date
3. Medicaid ID#
4. Date of Birth
5. PCP Name
6. PCP Phone #
7. Transportation
8. Pharmacy information

The image shows a sample of a Ped-I-Care Member ID Card (Form T19-a). The card is titled "INSURANCE CARD" and "CMS TITLE 19". It features the logos for Florida Health (CMS Managed Care Plan) and the University of Florida Department of Pediatrics. The card is divided into sections for Member information, PCP information, and various services. The Member section includes fields for Name, ID, Date of Birth, and Effective date. The PCP section includes fields for Name and Phone. The Services section includes Bin, PCN, Group, Rx Authorizations, Transportation, Member Services, and TDD/TTY. A note at the bottom states: "Member must present this ID card to each provider before receiving medical services." and "Children's Medical Services: 4052 Bald Cypress Way, Bin #A06 Tallahassee, FL 32399".

### BACK

1. Website
2. 24-hour Nurse Line
3. Authorizations
4. Eligibility Verification
5. Concordia Behavioral Health
6. Claim information

The image shows the back of a Ped-I-Care Member ID Card (Form T19-b). It provides contact information for various services. The text includes: "Ped-I-Care Providers and member handbook <http://pedicare.pediatrics.med.ufl.edu>", "24-Hour Nurse Help Line 1-844-514-3779 <http://CMSPlan.floridahealth.gov>", "Authorizations MED3000 1-800-492-9634 PCP referral is not required", "Eligibility Verification eInfoSource Or 1-800-664-0146 <https://cms.einfosource.med3000.com> This card is not proof of network enrollment", "Behavioral / Mental Health Pre-Authorizations and Questions Concordia 1-877-698-7789", "Claims 1-800-664-0146 CMS Plan Attn: CLAIMS P.O. Box 981648 El Paso, TX 79998-1648", and "CMS TITLE 19 MEDICAID".





## Sample CCP Member ID Card

This card is to be used by CCP patients for all services, except pharmacy benefits, for which their Florida Medicaid card should be used.

### FRONT

1. Member Name
2. Effective Name
3. Medicaid ID#
4. DOB
5. PCP Name
6. PCP Phone #

	Rx Bin# 013352
	
<b>NAME:</b> John Q. Sample	<b>EFFECTIVE DATE:</b> XX/XX/XXXX
<b>ID #:</b> 999999999	<b>DOB:</b> YY/YY/YYYY
<b>PCP:</b> Dr. Sample	<b>PCP Phone #:</b> (999) 999-9999
<b>CMS Enrollee Services: 1-866-209-5022 (TDD/TYY 1-855-655-5303)</b> <b>CMS Provider Toll-Free Hotline, including non-participating: 1-855-819-9506</b> <b>To get Nurse help, call the 24/7 Help Line at 1-844-514-3779.</b> <b>Rx Prior Authorization: 1-800-603-1714 /PCN: P035013352/Group: FLMedicaid</b> <b>CMS Address: 4052 Bald Cypress Way, Bin #A06</b> <b>Tallahassee, FL 32399</b> <a href="http://www.CMSPlanFlorida.gov">www.CMSPlanFlorida.gov</a>	

### BACK

1. Important Phone #s
2. Claims Address

**Present this card each time you seek healthcare services.**  
**Call your Primary Care Physician (PCP) for any health care questions.**

---

For Transportation, please call:  
Access2Care **1-866-411-8920** (Reservations and Ride Assistance)  
Medical Pre-Authorization call: **1-866-209-5022**  
Mental Health & Substance Abuse Pre-Authorization or questions call:  
**1-800-294-8642 (PCP REFERRAL NOT REQUIRED)**  
Dental Services Pre-Authorization call: **1-866-209-5022**  
Vision Services Pre-Authorization call: **1-866-209-5022**  
Eligibility Verification and Claims: eInfoSource  
(<https://cms.einfosource.med3000.com>) or **1-800-664-0146**

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**For Medical Claims:** CMS MMA Specialty Plan Title XIX  
Attn: CLAIMS  
P.O. Box 981648  
El Paso, TX 79998-1648

# V. Covered Services

The services provided by CMS Plan through Ped-I-Care and CCP for Title 19 are as follows:

- Advanced Registered Nurse Practitioner Services
- Ambulatory Surgical Center Services
- Assistive Care Services
- Behavioral/Mental Health Services
- Birth Center Services
- Case Management/Care Coordination
- Child Health Check-Up Services
- Chiropractic Services
- Clinic Services
- Community Behavioral Health Services
- County Health Department Services
- Dental Services
- Dialysis Services
- Durable Medical Equipment and Medical Supplies
  - Including Prostheses and Orthoses
- Emergency Services (including Behavioral Health)
- Family Planning Services and Supplies
- Federally Qualified Health Center Services
- Healthy Start Services
- Hearing Services
- Home Health Care Services
- Hospice Services
- Hospital Services – Inpatient\*
- Hospital Services – Outpatient
- Imaging
- Immunizations\*
- Laboratory Services
- Licensed Midwife Services
- Optometric and Vision Services
- Partners In Care Services
  - Some services are excluded
- Physician Assistant Services
- Physician Services
- Podiatry Services
- Portable X-ray Services
- Prescribed Drug Services
- Private Duty Nursing and Nursing Facility Services
- Program of All-Inclusive Care for Children
- Radiology Services
- Rural Health Clinic Services
- Targeted Case Management
  - Some of these services are billed to FFS Medicaid
- Telemedicine
- Therapy Services: Occupational
- Therapy Services: Physical
- Therapy Services: Respiratory
- Therapy Services: Speech
- Transplant Services
- Transportation Services
- Vision and Optometric Services

## Notes regarding covered services:

- ✓ Prior authorization required for all non-emergency inpatient hospital admissions.
- ✓ CMS Plan Title 19 members are eligible to receive vaccines through the Vaccines for Children (VFC) Program. **VFC vaccines should be used for all CMS Plan Title 19 members.** Note: VFC vaccines should not be used for Title 21 (CHIP) members.\*
- ✓ CMS Plan follows the Florida Medicaid Provider Handbooks for prior authorization and pays according to the Florida Medicaid fee schedules.
- ✓ NCCs coordinate any needed school-based services.
- ✓ To request low-protein foods for children with PKU, please contact the patient's CMS Plan Nurse Care Coordinator.
- ✓ Pharmacy is a covered benefit and CMS Plan follows the Florida Medicaid Preferred Drug Formulary. Pharmacy benefits are offered through Florida Medicaid. Any applicable prior authorization requirements are handled by Magellan (Phone: (800) 603-1714). Please visit the following links for more information:  
[http://ahca.myflorida.com/medicaid/prescribed\\_drug/pharm\\_thera/fmpdl.shtml](http://ahca.myflorida.com/medicaid/prescribed_drug/pharm_thera/fmpdl.shtml)

# VI. UTILIZATION MANAGEMENT

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Ped-I-Care and CCP have each designed a utilization management program, which emphasizes the important role of the Primary Care Provider (PCP) and intrudes minimally on the delivery of health care by all providers. The benefits offered by CMS Plan are listed above in Section V of this manual, and are defined by the Florida Medicaid Program. The benefit limits are described in the Florida Medicaid Provider Handbooks available on the web at: <http://ahca.myflorida.com/medicaid/review/Promulgated.shtml>. Please note that benefit limits can be exceeded based on medical necessity; an authorization should be requested.

## Primary Care Services & Specialty Care

PCPs refer to in-network specialty providers for services needed by the child; specialists may also make referrals to other specialists. It is not necessary to obtain a referral number from the third-party administrator; however many specialists do require a referral or consultation request from the requesting provider. If an in-network provider is not available, requesting providers should submit a prior authorization request for the member to see the out-of-network provider to MED3000 for Ped-I-Care or to CCP as appropriate following the procedures outlined in the Authorization Process section referenced below. Services requiring authorization need an authorization number (see Authorization Process below).

Specialists may request authorization for needed services without going through the PCP's office; however, all specialty and ancillary providers are required to fax/mail their notes/reports to the PCP. All providers follow the Utilization Management guidelines specified by Florida Medicaid and Ped-I-Care or CCP as appropriate. Primary care services provided by the assigned PCP do not require authorization. CMS Plan requests that all specialty providers communicate their clinical findings to the referring provider by providing documentation of visits and consultations.

The Medicaid Summary of Services Manual is found at: <http://www.fdhc.state.fl.us/Medicaid/flmedicaid.shtml>.

## Chronic Conditions/Disease Management

CMS Plan offers a Chronic Conditions/Disease Management Program that strives to evaluate our enrollee populations who are identified with certain chronic conditions. Its goal is that of improving overall health by utilizing a combination of education, provider communication, symptom management, and medication management that is tailored to the individual enrollee's needs. Once clinical eligibility for the CMS Plan program has been established based on the current eligibility screening tool, enrollees may qualify for the Chronic Conditions/Disease Management program based on the CMS Plan Acuity Tool, telephonic interview with the family, review of physician records, diagnosis review, and social/family history. The 4 diagnoses that have been approved for the program include:

### ***UM Dashboard:***

- *Benefits are defined by Florida Medicaid.*
- *Referral numbers are not needed but certain services do require authorizations.*
- *Primary care services provided by the assigned PCP do not require an authorization.*
- *Most therapy authorizations are valid for up to 6 months.*

- Asthma
- Child and Adolescent Diabetes
- Sickle Cell Anemia
- Attention Deficit/Hyperactivity Disorder

## Quality Improvement (QI)

As part of our Quality Improvement Program, Ped-I-Care and CCP QI nurses evaluate the care provided to our members. The purpose of a QI visit is to interview staff about practice policies and procedures, tour the facility, and review a sample of medical records. Charts are reviewed by a QI nurse to evaluate the measures described in this manual in Section X. The results of the site visit are summarized in a letter sent to the provider. Data related to quality measures of the program are available to participating providers.

## Use of the Emergency Room/Department

Use of the emergency department (ED) should be limited to emergencies and cases in which it is not in the best interest of the child to wait until the next office day to receive care. Members may utilize any hospital or other appropriate setting for emergency care when needed. Authorization is not required for emergency claims payment.

When a member visits an emergency department (ED), the ED must notify the PCP and MED3000 within 2 business days. The ED should provide information to the PCP office. The PCP will schedule appropriate follow-up with the member. If families use the emergency department for conditions that could be managed at home or during an office visit, the PCP should contact the CMS Nurse Care Coordinator, who will contact the family to offer education and support to avoid unnecessary use of the emergency department. Ped-I-Care and CCP monitor use of emergency department services and may consult with PCPs and/or NCCs regarding patients who appear to make unnecessary ED visits.

## Hospitalized Patients

Inpatient stays are monitored closely by the Inpatient Case Manager (by either CCP for its members or by MED3000 for Ped-I-Care's members). The Inpatient Case Manager will monitor in-patient services, with calls to the hospital-based Case Manager. The CMS Nurse Care Coordinators work with the hospital discharge planning team and the CCP (or MED3000, for Ped-I-Care) Inpatient Case Manager.

For **Ped-I-Care**, any post-discharge services requiring prior authorization should be submitted to MED3000 by calling (800) 492-9634 and asking to speak with the Inpatient Case Manager.

**Ped-I-Care's  
Third-Party Administrator  
Is MED3000:  
(800) 492-9634  
Fax: (866) 256-2015**

24/7 access to providers  
for questions and  
service authorizations,  
including STAT requests

**CCP's  
Authorization Inquiries:  
(866) 209-5022**

For **CCP**, any post-discharge services requiring prior authorization should be submitted to CCP by calling (866) 209-5022 and asking to speak with the Inpatient Case Manager.

## New Members

Services authorized prior to enrollment do not require prior authorization for the first 60 days a member becomes eligible with CMS Plan. For patients who are already hospitalized at the time of enrollment into CMS Plan, the hospital should notify the ICS for continuing inpatient care. Authorizations are required for ongoing services, but not emergencies.

For **Ped-I-Care**, the hospital or PCP should contact MED3000 at (800) 492-9634 to obtain an authorization. It is necessary for providers to notify MED3000 of an existing admission, as continuity of care rules will apply.

For **CCP**, the hospital or PCP should contact CCP at (866) 209-5022 to obtain an authorization. It is necessary for providers to notify CCP of an existing admission, as continuity of care rules will apply.

## Authorization Process

InterQual® criteria and the Florida Medicaid Coverage and Limitations Handbooks are used to evaluate requests for medical appropriateness/necessity and benefit determination. Services and items are reimbursed according to the applicable Florida Medicaid fee schedule and guidelines.

Requests for authorization of services **for Ped-I-Care** members should be submitted to MED3000 via phone [(800) 492-9634], fax [(866) 256-2015], or eINFOsource (<https://cms.eINFOsource.MED3000.com>). The request must include relevant clinical documentation from the medical record. To arrange for access to eINFOsource call MED3000 at (800) 664-0146.

Requests for authorization of services **for CCP members** should be submitted to MED3000 via fax [(844) 806-0397], or eINFOsource (<https://cms.eINFOsource.MED3000.com>). The request must include relevant clinical documentation from the medical record. To arrange for access to eINFOsource call MED3000 at (800) 664-0146.

**If the request is urgent due to the member's condition, the provider should note the request as "STAT":**

- For **Ped-I-Care**, call (800) 492-9634, and ask for the Utilization Review (UR) nurse to discuss the situation.
- For **CCP**, call (866) 209-5022, and ask for the Utilization Review (UR) nurse to discuss the situation.

Please fax supporting documentation, signed by the requesting provider, while you are on the telephone. The more complete the request, the faster the response will be. Requests for services that lack sufficient information to make a determination may be denied if the requested information is not supplied.

InterQual® criteria and the Medicaid Service-Specific Policies are used to evaluate requests for medical appropriateness/necessity and benefit determination. For Ped-I-Care members, if the request meets all criteria, it will be assigned an authorization number by MED3000.

If InterQual® criteria are not met or the requested service exceeds the Medicaid covered allowable or is not a covered benefit, the request will be forwarded to the ICS Medical Director (MD) or Associate Medical Director for review. Only an ICS Medical Director or Associate Medical Director is able to deny or reduce a request for

authorization of services. It is important to note that certain services, such as therapy requests, automatically require MD review.

If the child is not enrolled in CMS Plan, MED3000 notifies the requesting provider that the member is not eligible.

**NOTE: An active authorization listed on eINFOsource for a member does not guarantee payment, or that the member is still enrolled. Always check Medicaid eligibility in FMMIS or in eINFOsource before providing services.**

Services may be authorized up to 60 days in advance and the time period covered is often 6 months from the approximate appointment date for medical and surgical specialties, and certain medical supplies. Durable Medical Equipment (DME) and supplies that require prior authorization are only approved for 6 months. Specialty providers will need to request re-authorization of services after the time period expires.

Most authorizations for therapies (occupational, respiratory, speech, and physical), home health services, and durable medical equipment are valid for up to six months (180 days).

The exact time period for all authorizations is specified in eINFOsource.

If the provider has requested authorization for payment of a service that is denied or reduced, a letter will be sent to the provider, the member and the CMS Area Office, explaining the reason for the denial or reduction. The letter will be signed by the ICS Medical Director who made the decision. To appeal an authorization denial, please see Utilization Management (Authorization Decision) Appeals at the end of this section.

**Turnaround times for authorization of requested services are as follows:**

- Requests for authorization of non-urgent care will be processed within 7 calendar days of receipt of the request.
  - The timeframe can be extended up to 7 additional calendar days if the member or the requesting provider requests extension or if CMS Plan's contracted ICS (Ped-I-Care or CCP) needs additional information.
- Requests for STAT authorization of urgently needed services will be processed within 48 hours of receipt of the request and communicated immediately to the provider by telephone. The call will be followed up with a written response.
  - The timeframe can be extended up to 2 additional business days if the member or provider requests an extension or if the ICS needs additional information and the decision delay will not negatively impact the member's immediate health condition.

### ***Criteria for STAT Requests***

*Patients who have a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms...could reasonably expect that the absence of immediate medical attention could result in any of the following:*

- *Serious jeopardy to the health of a patient, including a pregnant woman or fetus*
- *Serious impairment to bodily functions*
- *Serious dysfunction of any bodily organ or part*

If a request does not meet STAT criteria, it will be processed as a standard, non-urgent request. **To be considered a STAT request**, there must be a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms, such that a prudent layperson who possesses an average knowledge of health and medicine, could reasonably expect that the absence of immediate medical attention could result in any of the following:

- Serious jeopardy to the health of a patient, including a pregnant woman or fetus
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part



## Services and Equipment Requiring Prior Authorization

Some services require that providers obtain prior authorization before the services are performed; these include:

- 1. All Services by Non-Participating Providers**
- 2. Behavioral Analysis (BA Services) \***  
T21: Concordia authorizes services  
T19: eQ Health Solutions authorizes services (855-444-3747)
- 3. Durable Medical Equipment \*\***  
All items including Insulin Pumps, Custom Wheelchairs, and Scooters
- 4. Elective Surgical Procedures \*\***  
Including cosmetic and Plastic/Reconstructive procedures per Medicaid Physician Fee Schedule
- 5. Experimental/Investigational Treatments**  
Those newly developed procedures undergoing systematic investigation to establish their role in treatment or procedures that are not yet scientifically established to provide beneficial results for the condition for which they are used.
- 6. Genetic Testing (that is not on Medicaid fee schedule, or if genetic testing is with an out-of-network provider)**  
Include documentation supporting how results will impact care delivery decisions.
- 7. Hearing Services \*\*/ Hearing Aids \*\* / Augmentative or Alternative Communicative Systems/Devices \*\***
- 8. Home Health Care Services \***  
Including Home Health Aides, Nursing Visits. The Pharmacy Benefit Manager approves infusion services.
- 9. Inpatient Admissions (In and Out of Network)**  
Including Mental Health (Concordia)
- 10. Mental Health Day Treatment Programs**  
Concordia authorizes services.
- 11. MRIs, MRAs, CT scans, PET scans\*\***
- 12. Nursing Facility Services**
- 13. Nutritional Supplements \*\* / Enteral & Parenteral Nutrition \*\***
- 14. Oral Surgery \*\***
- 15. Orthodontia \*\***  
Include initial assessment, films and/or photographs
- 16. Orthotics and Prosthetics \*\***
- 17. Out of Network / Out of State Services**
- 18. Personal Care Services\***
- 19. Prescribed Pediatric Extended Care (PPEC)**  
T21: CCP and Ped-I-Care authorize services.  
T19: eQHealth authorizes services (855-444-3747).
- 20. Private Duty Nursing \***
- 21. Requests that Exceed Medicaid Limits**
- 22. Therapeutic Foster Care, Therapeutic Group Care, and Crisis Intervention**  
Concordia authorizes services.
- 23. Therapy Services \*\*\***  
Physical, Occupational, Speech, and Respiratory
- 24. Transplants and Related Care**  
Professional services rendered in the office for participating providers do not require prior authorization.
- 25. Vision Services \*\***  
Contact Lenses & Specialty (non-standard) Glasses

\* Submit signed plan of care, notes of care currently being provided (if applicable), physician orders, documentation that the ordering physician has examined the member within 30 days preceding the initial request and biannually thereafter, and documentation of the level of care needed, # of hours/day, and # of days/week. Please indicate whether another child in the same home is receiving the same services. Failure to provide clinical information can result in a delay or denial of the request. For personal care services, also include all parent/guardian work/school schedules, and explanation from the parent/guardian's doctor of disability and/or limitations (if applicable)

\*\* Services and items that have a by-report (BR) or prior authorization (PA) indicator on the Florida Medicaid Fee Schedule.

\*\*\* Therapy service providers are required to adhere to requirements outlined in the Florida Medicaid Service-Specific Therapy Coverage Policies.

### Notification Only: Emergency Room Visits and Observation Stays

Emergency room visits and observation stays do not require prior authorization, just notification that the service was rendered. This information is used for coordination of care purposes only.



#### Community Care Plan

Phone TXXI: (866) 202-1132  
TXIX: (866) 209-5022  
Fax (844) 806-0397



#### Ped-I-Care

Phone (800) 492-9634  
Fax (866) 256-2015

03/15/2018



### ***Regarding prior authorizations, please note:***

- Any request for authorization of services requires a written order signed by the requesting provider. The provider should be available to answer questions if needed.
- Authorization requests require submission of supporting clinical documentation for medical review; failure to provide clinical information can result in a delay or denial of the request.
- Some services have limitations on the number of times providers will be reimbursed. Exceptions to limitations can be requested through the prior authorization process.
- Authorization for services (such as DME rental, home health, or therapies) will specify the units of service or time period for which authorization is given. A request for continuation of service must be submitted and/or signed by the provider before continuation of service will be pre-authorized for payment.  
**Authorization requests that do not have a signed order will be denied.**
- Prior authorizations by a PCP are not required for behavioral health services.

Information that must accompany a request for authorization is listed below. If you are requesting services that exceed the Medicaid benefit limit, be sure to include this as a specific component to your request. Please have this information ready if you call in the request.

#### **Requests to continue service require:**

1. Summary of treatment progress to date
2. Assessment of need for further treatment
3. Requested number of units of service and duration
4. Current discharge plan (hospital, therapy)

If the requested service is not available within the network, an authorization to use an out-of-network specialist may be requested.

## **Utilization Management (Authorization Decision) Appeals**

As stated above, nationally-recognized criteria for medical necessity (InterQual®) and the Medicaid Service-Specific Policies are used to evaluate requests for medical appropriateness/necessity and benefits. If the request meets all the criteria, it will be assigned an authorization number by MED3000 (for Ped-I-Care members) or by CCP (for CCP members).

If InterQual® criteria are not met or the requested service exceeds the Medicaid covered allowable, is not a covered benefit, or is a request for an out-of-network provider/service, the request will be forwarded to the respective ICS Medical Director for review. Only the ICS Medical Director or Associate Medical Director is able to deny a request for authorization of services.

If the request for authorization for services is denied, a phone call will be made to the provider by MED3000 within 1 business day of the decision, followed up by a letter from the ICS to the requesting provider, member, primary care provider, and the CMS Nurse Care Coordinator, explaining the reason for the denial. The letter will be signed by the Medical Director who made the decision.

## **Plan Appeal of Authorization Denial or Reduction**

A plan appeal of Ped-I-Care's or CCP's decision to deny or reduce a service can be requested by the member, parent, provider, or anyone who has been authorized (in writing) by the member or legal guardian. **Additional**

**information for consideration should be submitted with the plan appeal request.** The plan appeal will be reviewed by a Medical Director who was not involved in the initial decision.

### ***When to Make the Plan Appeal***

A plan appeal must be made within 60 days from the date the initial denial or reduction decision is received. Plan appeal requests should NOT be sent to MED3000.

### ***How to Make a Plan Appeal***

**There are 3 ways to make a plan appeal to Ped-I-Care:**

1. Call us at (352) 627-9100 or (866) 376-2456 and ask for the Ped-I-Care UM Appeals Coordinator.

If the plan appeal is made by phone, then a plan appeal request must be sent in writing within 10 days of the telephone request. If the plan appeal is made by a provider, the provider must have written authorization to appeal on behalf of the enrollee.

2. Send a written plan appeal to:

Ped-I-Care UM Appeals Coordinator  
1699 SW 16th Avenue, Third Floor  
Gainesville, FL 32608-1153

3. Fax Ped-I-Care a written plan appeal to: (352) 294-8084.

**There are 3 ways to make a plan appeal to CCP:**

1. Call us at (866) 209-5022 and ask for an appeal.

- o If the appeal is made by phone, then an appeal request must be sent in writing within 10 days of the telephone request.

2. Send a written appeal to:

CCP Grievance Coordinator  
1643 Harrison Parkway, Bldg. H, Suite 200  
Sunrise, FL 33323

3. Fax CCP a written appeal to: (954) 251-4848.

### ***Ped-I-Care's and CCP's Response Times***

The member, provider, and NCC will be notified of ICS's appeal decision within 30 days of receipt of the appeal request, unless it is an expedited plan appeal. The plan appeal timeframe may be extended up to 14 calendar days, if the member or provider requests an extension or if the ICS needs additional information.

### ***Expedited Plan Appeals of Authorization Denial or Reduction***

If an expedited plan appeal is requested and it meets the STAT criteria, the ICS will complete its review and will communicate its decision orally and in writing within 72 hours of the time the request is received. STAT timeframes are reserved for situations where waiting for an approval could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function. If a request does not meet STAT criteria, it will be processed as a standard, non-urgent request. To be considered a STAT request, there must be a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms that the absence of immediate medical attention could result in any of the following:

1. Serious jeopardy to the health of a patient, including a pregnant woman or fetus;
2. Serious impairment to bodily functions; or
3. Serious dysfunction of any bodily organ or part.

### ***Continue Previously Authorized Services during a Plan Appeal***

Ped-I-Care and CCP will continue previously-authorized services when a plan appeal is requested if a written request is submitted to the UM Department 10 calendar days from the date of the Notice of Adverse Benefit Determination, or within 10 calendar days after the date of the member's current services will end or be limited whichever is later.

**Ped-I-Care's** UM Department fax: (352) 294-8084  
**CCP's** UM Department fax: (844) 806-0397

The ICS will inform the member that if the plan appeal decision is not overturned, then the member may have to pay for the cost of the services. A member may request a Medicaid Fair Hearing only after having first exhausted the ICS's plan appeals process; this must be done within 120 days of receiving the original decision. A member who chooses to exhaust the appeals process may still request a Medicaid Fair Hearing within 120 days of receiving the Notice of Plan Appeal Resolution.

#### **Medicaid Fair Hearings Contact Information:**

Agency for Health Care Administration  
Medicaid Hearing Unit  
P.O. Box 60127  
Ft. Myers, FL 33906

(877) 254-1055 (*toll-free*)  
239-338-2642 (*fax*)

Email: [MedicaidHearingUnit@ahca.myflorida.com](mailto:MedicaidHearingUnit@ahca.myflorida.com)

Web: <http://www.myflfamilies.com/about-us/office-inspector-general/investigation-reports/appeal-hearings>

#### **Details Regarding Continuation of Services:**

1. The member's benefits will continue during a plan appeal if:
  - a. The member or the member's authorized representative files an appeal with the ICS regarding their decision:
    - i. Within 10 calendar days after the notice of the adverse benefit determination is mailed;  
or
    - ii. Within 10 calendar days after the intended effective date of the action, whichever is later.
  - b. The plan appeal involves the termination, suspension, or reduction of a previously authorized course of treatment;
  - c. The services were ordered by an authorized provider;
  - d. The original period covered by the original authorization has not expired; and
  - e. The member requests extension of benefits.
2. If, at the member's request, the ICS continues or reinstates the benefits while the appeal is pending, benefits must continue until 1 of the following occurs:
  - a. The member withdraws the plan appeal;

- b. 10 calendar days pass after the ICS sends the member the notice of resolution of the appeal against the member, unless the member within those 10 days has requested a Medicaid Fair Hearing with continuation of benefits;
  - c. The Medicaid Fair Hearing office issues a hearing decision adverse to the member; or
  - d. The time period or service limits of a previously authorized service have been met.
3. If the final resolution of the plan appeal is adverse to the member and the ICS's action is upheld, the ICS may recover the cost of services furnished to the member while the appeal was pending to the extent they were furnished solely because of the continuation of benefits requirement.
4. If the Medicaid Fair Hearing officer reverses the ICS's action and services were not furnished while the plan appeal was pending, the ICS will authorize or provide the disputed services promptly.
5. If the Medicaid Fair Hearing officer reverses the ICS's action and the member received the disputed services while the plan appeal was pending, CMS Plan will pay for those services.

## Requests for Therapy Services

Therapy service providers are required to adhere to requirements outlined in the Florida Medicaid Therapy Services Coverage and Limitations Handbook in order to receive reimbursement for services. Therapy is initiated with a prescription. The initial prescription allows for evaluation by the therapist with recommendations made by the therapist and submitted to the primary care physician for approval regarding need for treatment and plan of care. Short term and long term therapy goals must be established that are consistent with the cognitive age and the medical condition of the child. Goals must be measurable with treatment notes supportive of activities that are goal directed during therapy. Signature of the PCP, ARNP or PA designee, or designated physician specialist indicating that they have reviewed the plan of care and prescribed the therapy is required. Therapy services may be authorized for up to a 180-day period. Re-evaluation is required between 150-180 days.

The request for ongoing rehabilitative services (occupational, respiratory, physical, and speech/language therapy) is generally made in two phases, the initial assessment and the treatment plan of care. A primary care or specialty provider makes the request for the initial assessment. If approved, the therapist conducts the assessment and develops a proposed treatment plan. The plan must be approved by the requesting provider, as indicated by his/her signature on the plan, but the actual prior authorization request may be submitted to MED3000 (for Ped-I-Care members) or CCP (for CCP members) by either the provider or the therapist.

Services may be requested up to 60 days in advance and for a time period of up to 180 days.

Therapists may use the Therapy Service Authorization Checklist (located at <https://com-peds-pedicare.sites.medinfo.ufl.edu/files/2014/09/Therapy-Services-Authorization-Checklist-July-2016.pdf>) to ensure all the needed information is submitted with service requests.

## Occupational Therapy (OT) Authorization Guidelines

### Overview of OT

Occupational Therapy intervention includes evaluation and treatment of motor, perceptual, sensory processing, adaptive/self-help, and social/emotional deficits in order to optimize level of functioning, facilitate development, and improve occupational performance.

OT intervention includes but is not limited to therapeutic activities and procedures, functional activities including activities of daily living (ADLs), neuromuscular training, sensory integration, manual therapy techniques, the application of modalities requiring direct contact, and orthosis fitting and training.

## 1. Guidelines for OT Interventions

The OT evaluation report and subsequent 6 month OT re-assessment report will determine the client's eligibility for OT intervention.

- a. To qualify a client for OT services:
  - i. Providers must utilize either comprehensive standardized *or* performance-based measures that assess sensory-motor functioning; and
  - ii. Document (clinical findings) the evidence of occupational performance limitation as a result of deficits identified with the assessment measures.
- b. Criteria for eligibility will be as follows:
  - i. Performance-based test: Greater than 25% delays in performance in *two or more* developmental skills including motor, perceptual, sensory processing, adaptive/self-help, and social/emotional development.
  - ii. Standardized assessment: Greater than 1.5 standard deviations from the norm/mean.
  - iii. Clinical Findings: Existence of sensory-motor deficits impacting client's occupational performance.

## 2. Authorization of OT Services

### The ICSs authorize services that:

- a. Meet the criteria for eligibility described in Section 2 (Guidelines for OT Intervention);
- b. Are medically necessary, and prescribed by a physician (MD or DO), Advanced Registered Nurse Practitioner (ARNP), or physician assistant (PA);
- c. Are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Are developmentally appropriate;
- e. Are consistent with best practice interventions (evidence-based practice), which include the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- f. Reflect parental/caregiver's involvement with the identification, implementation, and delivery of services.

### ICSs will **not** authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the client's progress in functional gains, occupational performances, and/or maintenance of quality of life and safety following OT intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with client's diagnosis, overall prognosis, and rehabilitative expectations.

## 3. Plan of Care and Frequency of OT Therapies

- a. A plan of care (treatment plan) needs to be submitted with the initial evaluation and subsequent 6-month re-assessments to describe:
  - i. OT procedures to be utilized;
  - ii. Short-term and long-term goals;
  - iii. Frequency of therapy (# units/week; 1 unit = 15 minutes); and
  - iv. Projected outcome for therapy which includes the functional level to be achieved by the client to map a discharge plan.
- b. Guidelines for the utilization and delivery of OT services are as follows:

- i. **Intensive Therapy** – Up to 14 units per week for new episode of acute condition or specialized therapy for dyslexia, severe sensory disorders, and related conditions for up to 6 months.
- ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.
- iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
- iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.

## Speech/Language Therapy (ST) Authorization Guidelines

### 1. Overview of ST

Speech/Language intervention includes the evaluation and treatment of the following disorders:

- a. **Receptive and Expressive Language:** The comprehension and/or the expression of spoken or written language. Disorders in this domain may include one, a combination of, or all of the components of a language system. The components include:
  - i. **Phonology:** The particular sound system of a language and the rules of the language that govern how sounds are put together.
  - ii. **Morphology:** The structure of words and the ways in which the rules of language govern how the words are put together to form new words.
  - iii. **Syntax:** The rules governing the order and combination of words in the formation of sentences and the relationship between the components in the sentence.
  - iv. **Semantics:** The individual word meanings and combining the word meanings to form the content of a sentence.
  - v. **Pragmatics:** The sociolinguistic components that govern the use of language in context.
- b. **Articulation:** The production of speech sounds for a given age. Disorders in this domain are characterized by abnormal speech production of a given age.
- c. **Fluency:** The flow of verbal expression. Disorders in this domain are characterized by impaired rate and rhythm and often accompanied by secondary struggling behaviors.
- d. **Voice:** The production of voice. Disorders in this domain are characterized by abnormal initiation/duration, tonal quality, pitch, loudness, and/or resonance.

### 2. Guidelines for Speech/Language Interventions

Initial evaluation and subsequent 6-month re-assessment determine the client's eligibility for speech/language intervention.

- a. **Receptive and Expressive Language:** A significant delay in this area is defined as at least 1.5 standard deviations below the mean. Assessment in this area should include:
  - i. A comprehensive, standardized language measure that assesses both expressive and receptive language;
  - ii. A secondary measure assessing the area of concern;
  - iii. A discrepancy of at least one standard deviation between the overall expressive and receptive scores, or a discrepancy of one standard deviation between two or more areas described above, or a discrepancy of one standard deviation between language scores and a non-verbal cognitive measure;
  - iv. Performance-based measure such as a parent/teacher questionnaire that corroborates with the data obtained on the standardized measure; and
  - v. Evidence of a passed hearing screening within the past 6 months (initial authorization only).

- b. **Articulation Skills:** A significant delay in this area is defined as at least three sounds that are developmentally delayed more than one year based on standardized norms, two sounds that are developmentally delayed more than two years, and one sound that is developmentally delayed more than three years. Assessment in this area should include:
  - i. Informal assessment of speech skills based on a conversation sample, to determine level of intelligibility;
  - ii. Standardized assessment of articulation skills;
  - iii. Performance-based measure such as a parent/teacher questionnaire that corroborates the data obtained on the standardized measure; and
  - iv. Oral motor assessment to determine the level of (if any) oral motor involvement.
- c. **Fluency Skills:** A significant delay in this area is determined by the use of a standardized assessment for fluency. An informal assessment of connected speech should first be done to determine the need for a formal assessment.
- d. **Voice Skills:** Voice skills can be assessed informally by listening to connected speech and completing a voice profile questionnaire. A medical evaluation by an Ear/Nose/Throat (ENT) physician must be done to determine the need for voice therapy.

### 3. Authorization of Speech/Language Services

#### The ICSs authorize services that meet the following criteria:

- a. The evaluation criteria addressed in Section 2 (Guidelines for Speech/Language Interventions);
- b. If the client is of school age, having documentation that the child is/is not receiving school-based therapy;
  - i. If not, the reasons should be documented as to why not.
  - ii. If the child is receiving school based treatment, a copy of the child's Individualized Education Plan (IEP) should be included documenting the services provided.
- c. Goals are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Consistent with the best practice interventions (evidence-based practice) which includes the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- e. Reflecting parental/caregiver's involvement with the identification, implementation, and delivery of service.

#### ICSs will not authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the client's progress in functional gains and/or speech performance following ST intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with client's diagnosis, overall prognosis, and rehabilitative expectations.

### 4. Plan of Care and Frequency of ST Therapies

- a. A plan of care (treatment plan) needs to be submitted with the initial evaluation authorization request and subsequent 6-month re-assessment requests to describe:
  - i. Short- and long-term goals;
  - ii. Treatment procedures that are evidence-based;
  - iii. Frequency of therapy (# units per week; 1 unit = 15 minutes);
  - iv. Goals for treatment should reflect the client's needs and severity of disability;
  - v. Goals incorporating carryover of skills to areas outside the therapy setting; and
  - vi. Projected outcome from therapy that includes the functional level to be achieved by the client to map a discharge plan.

- b. Guidelines for the utilization and delivery of ST services are as follows:
  - i. **Intensive Therapy** – Up to 14 units per week for new episode of acute condition or specialized therapy for dyslexia, severe sensory disorders, and related conditions for up to 6 months.
  - ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.
  - iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
  - iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.

## Physical Therapy (PT) Authorization Guidelines

### 1. Overview of PT

- a. Physical Therapy evaluation includes completion of a standardized or a performance-based assessment tool describing motor/sensory involvement.
- b. Criteria for initial treatment is the documentation of atypical muscle control and/or sensory-motor deficits which limit functional skills of the child and the establishment of short and long term goals for the intervention.

### 2. Guidelines for PT Interventions

- a. Therapy must include activities that require participation of licensed therapist or therapist assistant. Therapy must consist of activities that meet at least one of the following criteria:
  - i. Will result in improved active participation of the child in normal daily routines or functional activities;
  - ii. Will promote the acquisition of functional skills by the child;
  - iii. Will assist in the prevention or decrease of musculoskeletal deformity;
  - iv. Can be reinforced daily by the primary caregivers of the child in their daily routines; and/or
  - v. Will provide pain relief.
- b. Short-term and long-term therapy goals must be established that are consistent with the cognitive age and the medical condition of the child. Goals must be measurable with treatment notes supportive of activities that are goal directed during therapy.
- c. Intensive physical therapy of up to 12 -14 units per week may be approved in the following circumstances:
  - i. Intense post-surgical intervention is needed for prolonged duration or increased frequency to allow child to benefit fully from the surgical procedure – example: following dorsal rhizotomy;
  - ii. The child has had a recent growth spurt that is associated with change in functional status – example: child with atypical lower extremity muscle tone who has experienced bone growth and associated increased tightness in involved musculature which results in decreased independence in functional skills;
  - iii. The child has change in functional status indicating need for increased intervention for specific period to assist in appropriate skill acquisition – example: child has started to walk and additional intervention is needed to facilitate appropriate gait pattern; and/or
  - iv. The child has severe involvement and the therapist provides documentation that all appropriate and tolerated therapy activities are not able to be completed in less treatment time.
- d. **Procedure for requesting extended frequency/duration of therapy treatment:**



- i. The therapist must provide documentation that the child has been consistently attending therapy and tolerating treatment sessions of at least 30 minutes twice weekly;
- ii. All requests must include relationship of extended treatment time to functional and measurable treatment goals;
- iii. Documentation must include that the extended time is required to allow for specific handling techniques by a medical professional such as stretching. Extended time should not be requested for practice activities which can be included in appropriate home program;
- iv. Extended treatment time is not for the convenience of family or provider; and
- v. Specific gains from extended treatment times must be documented to justify continuation of extended time beyond a 3-month period.

### 3. Length of Authorization for Physical Therapy Services

- a. Physical Therapy Services may be authorized up to six months. The length of authorization is dependent on the diagnosis and the established goals of treatment. For example, a child with atypical muscle tone and global developmental delay may be anticipated to require authorization for six months while a child with an acute ankle injury may require services for 1 to 2 months only. The therapist is notified of the length of authorization following approval of the initial treatment plan.
- b. The therapist is required to submit a new treatment plan including current functional status of the child, progress on established treatment goals, and establishment of new goals which must be approved by the primary care physician to request continued authorization of services. Continued authorization for therapy services must be supported by a measurable response to treatment provided in the subsequent plan of care request.
- c. Consultative/maintenance therapy may be funded to allow therapist to work with primary caregiver regarding handling techniques and updating previously provided home programs as needed. Consultative therapy would be expected not to exceed 6 units per month.

### 4. Authorization of PT Services

#### The ICSs authorize services that:

- a. Meet the criteria for eligibility;
- b. Are medically necessary, and prescribed by a physician (MD or DO), Advanced Registered Nurse Practitioner (ARNP), or physician assistant (PA);
- c. Are individualized and specific to the client's needs and disability accounting for the severity, intensity, and longevity of the condition;
- d. Are developmentally appropriate;
- e. Are consistent with best practice interventions (evidence-based practice), which include the use of the most appropriate assessment tools, skilled therapeutic procedures, and cost-effective interventions; and
- f. Reflect parental/caregiver's involvement with the identification, implementation, and delivery of services.

#### ICSs will not authorize services that:

- a. Are primarily educationally relevant;
- b. Are unsupported by the enrollee's progress in functional gains, physical performances, and/or maintenance of quality of life and safety following PT intervention; or
- c. Reflect inappropriate and unrealistic outcomes that are inconsistent with enrollee's diagnosis, overall prognosis, and rehabilitative expectations.

### 5. Plan of Care and Frequency of Therapies

- a. **A plan of care (treatment plan) needs to be submitted with the initial evaluation and subsequent 6-month re-assessments to describe:**

- i. PT procedures to be utilized;
- ii. Short term and long term goals;
- iii. Frequency of therapy (# units/week; 1 unit = 15 minutes); and
- iv. Projected outcome for therapy which includes the functional level to be achieved by the client to map a discharge plan.

**b. Guidelines for the utilization and delivery of PT services are as follows:**

- i. **Intensive Therapy** – Up to 14 units per week for new episode of acute condition for up to 6 months.
- ii. **Moderate Therapy** – Up to 9 units a week for chronic condition or pre-existent condition for up to 6 months.
- iii. **Maintenance Therapy** – Up to 6 units a week for developmental disability for up to 6 months.
- iv. **Consultative Therapy** – Up to 6 units a month prior to dismissal for up to 3 months.



## Therapy Services Authorization Request Checklist Title 19 and Title 21

Therapy service providers are required to adhere to requirements outlined in the *Florida Medicaid Therapy Services Coverage Policies* in order to receive reimbursement for services. All required documentation to support the request must be submitted at the time of the request. Failure to provide all necessary clinical information can result in a delay or denial of your request. This form may be used as a checklist of submission guidelines and submitted with the Authorization Request Form for therapy services. Therapy services may be authorized for up to a 180 day period.

### Initial Requests:

#### **Assessment and Plan of Care (POC) should include the following:**

- Chronological age and functional age;
- Summary of recipient's current health status, including diagnosis(es);
- Current school grade; document if therapy is being provided by school system;
- Indicate all therapies member is currently receiving (PT, OT, ST/SLP, BA). For multiple therapy group practices, if multiple therapies are utilized (i.e. PT, OT, and/or ST), include an integrated therapy plan. If integration is not feasible, include documentation of why;
- Modalities;
- Goals (short term and long term);
- Frequency/duration of visits; certification period, and total units requested;
- Signature of the therapist; AND
- Signature of the primary care provider (PCP), ARNP or PA designee, or designated physician specialist indicating that they have reviewed the POC and prescribed the therapy. Services cannot be provided prior to the date of this signature.**

### Re-Certification Requests (can be submitted between 150-180 days):

#### **Assessment and Plan of Care (POC) should include the following:**

- Requirements of initial request mentioned above;
- Compliance with therapies and rehab potential;
- Family involvement/participation in home therapy program;
- Progress toward goals and milestones accomplished since last evaluation, and modifications to the POC;
- Justification of medical necessity for services to maintain functionality;
- Frequency/duration of visits, certification period, and total units requested;
- Before expiration of the authorization period, the therapist must review and revise the POC and submit it to the PCP for review; AND**
- The PCP shall review the recipient's POC and sign to prescribe the continuation of services. Services cannot not be provided prior to the date of this signature.**

02/01/2018



One request per form. Separate approvals must be obtained for the facility and the provider.

PED-I-CARE MEDICAL AUTHORIZATION REQUEST FORM

Fax requests to (866) 256-2015 • For questions call (800) 492-9634

eINFOsource Provider Portal: https://cms.einfosource.med3000.com

Ped-I-Care website: http://pedicare.pediatrics.med.ufl.edu/



This communication may contain information that is legally protected from unauthorized disclosure. If you have received this message in error, you should notify the sender immediately by telephone, delete this message from your computer, and securely destroy this document.

Program: [ ] Title 19 MMA-CMS Plan [ ] Title T21

Request Type: [ ] Standard [ ] STAT\* [ ] Retro (service already provided) [ ] ER or Observation Stay Notification

\*Standard timeframe could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function.

Member: \_\_\_\_\_ DOB: \_\_\_\_\_ Member ID#: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

Table with 4 columns: Requesting Provider, Requested Provider/Facility, PCP (If not already listed), and rows for Provider Name, Specialty, Tax ID #, Contact Name, Phone #, Fax #.

Diagnosis Code(s): \_\_\_\_\_ CPT/HCPCS Code(s), if applicable: \_\_\_\_\_

AUTHORIZATION INFORMATION – Requests require the submission of a signed order and supporting clinical documentation.

Provider/Facility is: [ ] Participating [ ] Non-Participating (Include address, contact info, NPI #, and for T19 the Medicaid #)

Date of Admit/Service: \_\_\_\_\_ [ ] Elective (Includes scheduled) \*\* [ ] Emergent (in 24 hours)

Requested Dates: \_\_\_\_\_ through \_\_\_\_\_ Total: \_\_\_\_\_ [ ] Days [ ] Weeks [ ] Months

Procedure: \_\_\_\_\_

- [ ] Inpatient Surgery/Services [ ] Outpatient Surgery/Services \*\* [ ] Transplantation & Related Care
[ ] Experimental/Investigational Treatment [ ] Out-of Network Request for: \_\_\_\_\_
[ ] Other \_\_\_\_\_

Items/Supplies, Services/Procedures, Transportation, Days/Week, Units/Day, Total Units, Home Health Services, Therapy, Behavioral Analysis (BA) Services, Prescribed Pediatric Extended Care (PPEC)

\*\* For services that have a by report (BR) or prior authorization (PA) indicator on the Medicaid Fee Schedule.

\*\*\* If not on Medicaid fee schedule, or if genetic testing is with an out-of-network provider.

Updated: 07/5/2018



### CCP MEDICAL AUTHORIZATION REQUEST FORM

**T19 MMA Fax requests (844) 806-0397 • T21 Fax requests (844) 806-0397**  
T19 MMA Questions (866) 209-5022 • T21 Questions (866) 202-1132  
eINFOsource Provider Portal: <https://cms.einfosource.med3000.com>



One request per form - Separate approvals must be obtained for the facility and the provider.

Program:  Title XIX (T19 MMA-CMSN Plan)  Title XXI (T21)  
Request Type:  Standard  STAT\*  Retro (service already provided)  ER or Observation Stay Notification  
*\*Standard timeframe could seriously jeopardize the member's life, health, or ability to obtain, maintain, or regain maximum function.*

Member: \_\_\_\_\_ DOB: \_\_\_\_\_ Member ID#: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

	Requesting Provider	Requested Provider/Facility	PCP (If not already listed)
Provider Name			
Specialty			
Tax ID #			
Contact Name			
Phone #			
Fax #			

Diagnosis Code(s): \_\_\_\_\_ CPT/HCCPS Code(s), if applicable: \_\_\_\_\_

#### AUTHORIZATION INFORMATION – Requests require the submission of supporting clinical documentation.

Provider/Facility is:  Participating  Non-Participating (Include address, contact info, NPI #, and for T19 the Medicaid #)

Date of Admit/Service/Appointment: \_\_\_\_\_  Elective (Includes scheduled)  Emergent (in 24 hours)

Requested Dates: \_\_\_\_\_ through \_\_\_\_\_ Total: \_\_\_\_\_  Days  Weeks  Months

Procedure: \_\_\_\_\_

- Inpatient Surgery/Services  Outpatient Surgery/Services  Transplantation & Related Care
- Experimental/Investigational Treatment  Out-of-Network Request for: \_\_\_\_\_
- Other \_\_\_\_\_

<b>Items/Supplies **</b> <input type="checkbox"/> Augmentative Communication System/Device <input type="checkbox"/> DME: _____ <input type="checkbox"/> Orthotics/Prosthetics: _____ Hearing: <input type="checkbox"/> Hearing Aids <input type="checkbox"/> Cochlear Implant Nutritional Supplements: (Include forms and order) <input type="checkbox"/> Enteral <input type="checkbox"/> TPN Vision: <input type="checkbox"/> Contact Lenses <input type="checkbox"/> Specialty Glasses  <b>Services/Procedures</b> <input type="checkbox"/> Diagnostic Imaging of: _____ <input type="checkbox"/> MRI <input type="checkbox"/> MRA <input type="checkbox"/> CT Scan <input type="checkbox"/> PET Scan <input type="checkbox"/> Genetic Testing*** <input type="checkbox"/> Oral Surgery (If not performed in an office setting) <input type="checkbox"/> Orthodontia ** (Include Medicaid score sheet and films and/or photos if score doesn't meet guidelines)	<b>Days/Week: _____ Units/Day: _____ Total Units: _____</b> Choose one service type and include a signed plan of care.  <b>Home Health Services</b> <input type="checkbox"/> Home Health Aide PDN: <input type="checkbox"/> LPN <input type="checkbox"/> RN <input type="checkbox"/> Home Infusion <b>Therapy</b> <input type="checkbox"/> Physical <input type="checkbox"/> Occupational <input type="checkbox"/> Speech <input type="checkbox"/> Respiratory  <b>Behavioral Analysis (BA) Therapy</b> <b>T19 - Request through eQHealth: 1-866-827-7737</b> <b>T21 -</b> <input type="checkbox"/> Evaluation <input type="checkbox"/> Therapy <i>Office</i> <b>Fax to Concordia (305) 514-5321;</b> <b>Questions : (800) 294-8642</b>
<b>Prescribed Pediatric Extended Care (PPEC)</b> <b>T21 - # Full Days: _____ # Half Days: _____</b> <b>T19 - Request through eQHealth @ 1-855-444-3747</b>	

**Transportation** (For routine, non-emergent transportation to medical appointments)  
**T21 - Call LogistiCare @ 1-866-429-8529 to request services** **T19 - Call Access2Care @ 1-866-411-8920 to request services**

**\*\* For services that have a by report (BR) or prior authorization (PA) indicator on the Medicaid Fee Schedule.**  
**\*\*\*If not on Medicaid Fee Schedule, or if genetic testing is with an out-of-network provider.**

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**PED-I-CARE GENETIC TEST REQUEST  
 SUPPLEMENTAL INFORMATION**

Please complete this form and submit along with the Ped-I-Care Medical Authorization Request Form, CMS Special Exemption Form, and supporting clinical documentation. This information will be reviewed by the Medical Director.

Member: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

<p><b>Requested Test:</b></p> <p>Test description (including documentation):</p> <p>Specificity of test: _____ Sensitivity of test: _____</p> <p>Laboratory: _____ Laboratory Phone #: _____</p> <p>Address: _____</p>
<p><b>Major clinical features:</b></p>  <p><b>Previous pertinent lab studies/diagnostic investigations:</b></p>  
<p><b>Level of actionable consequences of testing (please answer all that are applicable):</b></p> <p>Genetic Counseling for future children in family:</p> <p>Medical monitoring changes:</p> <p>Treatment considerations:</p> <p>Life altering changes:</p>

7/15/2016



## CCP GENETIC TEST REQUEST SUPPLEMENTAL INFORMATION

Please complete this form and submit along with the CCP Medical Authorization Request Form, CMS Special Exemption Form, and supporting clinical documentation. This information will be reviewed by the Medical Director.

Member: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

<b>Requested Test:</b>	
Test description (including documentation):	
Specificity of test:	Sensitivity of test:
Laboratory:	Laboratory Phone #:
Address:	
Diagnosis Code (s):	CPT/HCPS Code (s), if applicable:

<b>Major clinical features:</b>
<b>Previous pertinent lab studies/diagnostic investigations:</b>

<b>Level of actionable consequences of testing (please answer all that are applicable):</b>
Genetic Counseling for future children in family:
Medical monitoring changes:
Treatment considerations:
Life altering changes:

1699 SW 16<sup>th</sup> Ave., 3<sup>rd</sup> Floor, Gainesville, Florida 32608  
 Phone: (866) 376-2456 · Fax: (352) 294-8084 · <http://pedicare.pediatrics.med.ufl.edu/>

**WORK SCHEDULE FOR PARENT OR LEGAL GUARDIAN**

*This form must be completed by a supervisor at the current place of employment. Submit one form for each caregiver. Do not send in false information. Ped-I-Care will notify Medicaid if the information sent in is suspicious.*

Employee's Name: \_\_\_\_\_

Employee's Position Title: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Address (Place of Employment): \_\_\_\_\_

**WORK SCHEDULE:** (Include work hours for each day scheduled to work)

Day of Week	Total Time Working Including Travel To and From Work	Scheduled Start Time	Scheduled Quitting Time	Variable Work Schedule (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Is the employee scheduled to work holidays? \_\_\_\_\_

Does the employee work a seasonal or year round schedule? \_\_\_\_\_

Is the employee the only caregiver for the child? \_\_\_\_\_

Name of Supervisor (Printed): \_\_\_\_\_

Supervisor's Title: \_\_\_\_\_

Telephone #: Company: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Member's Name: _____	ID #: _____
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Updated 7/16/2016





Fax requests to (844) 806-0397 • For questions call (855) 819-9506

**WORK SCHEDULE FOR PARENT OR LEGAL GUARDIAN**

This form must be completed by a supervisor at the current place of employment. Submit one form for each care giver. Do not send in false information. CCP will notify Medicaid if the information sent in is suspicious.

Employee's Name: \_\_\_\_\_

Employee's Position Title: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Address (Place of Employment): \_\_\_\_\_

**WORK SCHEDULE:** (Include work hours for each day scheduled to work)

Day of Week	Total Time Working Including Travel To and From Work	Scheduled Start Time	Scheduled Quitting Time	Variable Work Schedule (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Is the employee scheduled to work holidays? \_\_\_\_\_

Does the employee work a seasonal or year round schedule? \_\_\_\_\_

Is the employee the only care giver for the child? \_\_\_\_\_

Name of Supervisor (Printed): \_\_\_\_\_

Supervisor's Title: \_\_\_\_\_

Telephone #: Company: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Member's Name: _____ ID #: _____
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August 2016

**SCHOOL SCHEDULE FOR PARENT OR LEGAL GUARDIAN**

*This form must be completed by a school registrar or student advisor at the school where the child's parent or legal guardian is currently enrolled. Submit a form for each caregiver. Do not send in false information. Ped-I-Care will notify Medicaid if the information is suspicious.*

Name of Student: \_\_\_\_\_

Name of School: \_\_\_\_\_

Address of School: \_\_\_\_\_

**SCHOOL SCHEDULE:** Include hours for each day scheduled to attend class

Day of Week	Total Time at School Including Travel To and From School	Scheduled Class Start Time	Scheduled Class End Time	Additional Hours: Tutoring, Clinical, Lab, etc. (hours per day)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Does the school close for all Federal holidays? \_\_\_\_\_

How long is each semester (4 weeks, 8 weeks, etc.)? \_\_\_\_\_

Does the student attend classes over the summer (June/July/August)? \_\_\_\_\_

Is the student the only caregiver for the child (if known)? \_\_\_\_\_

Name of Student Advisor (Printed): \_\_\_\_\_

School Phone # \_\_\_\_\_ Advisor Phone # \_\_\_\_\_

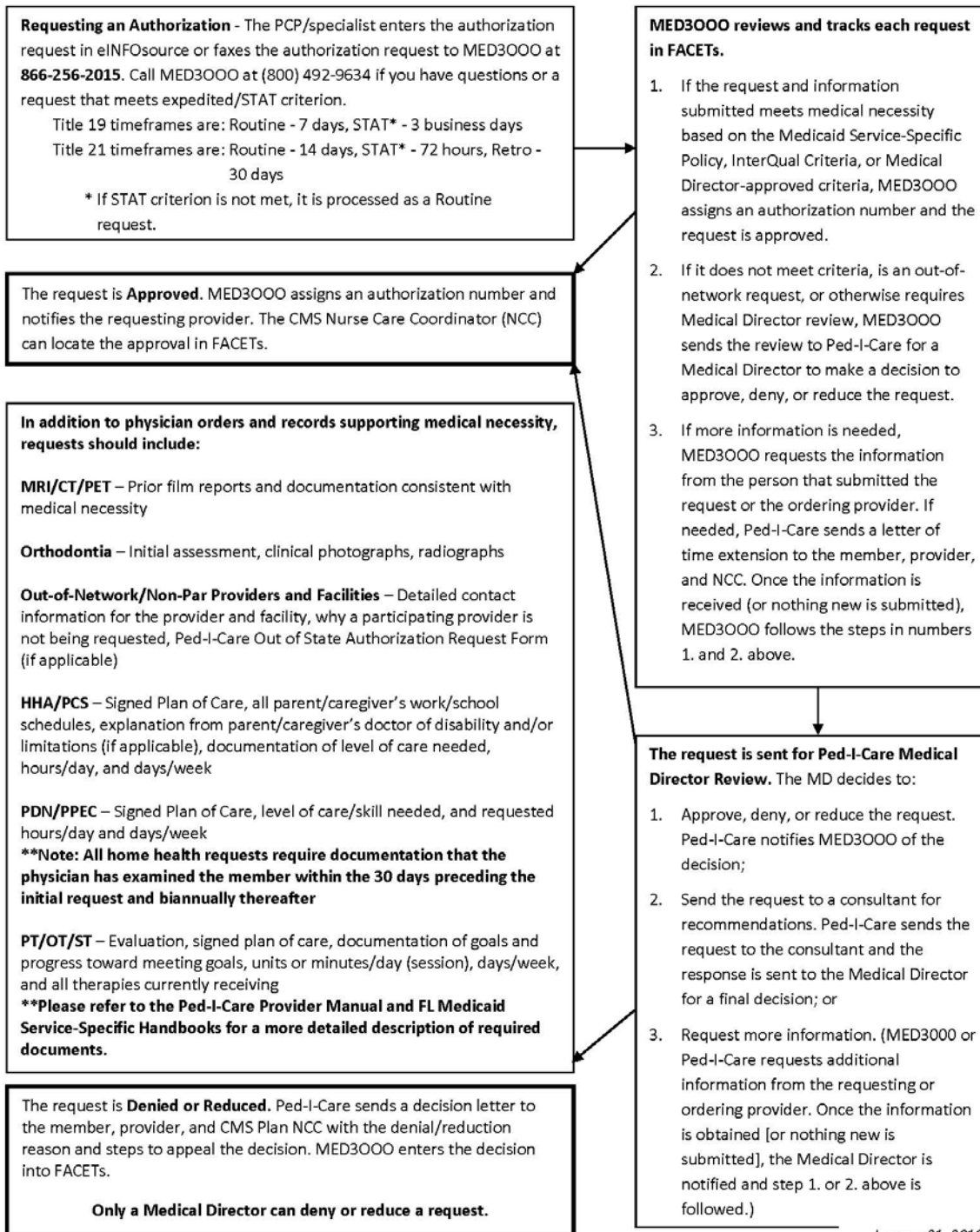
Advisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please include a copy of the student's class schedule and the school's yearly schedule including semester breaks and closing dates for holidays.*

Member's Name: _____ ID #: _____
----------------------------------

Updated 2/21/2018

## Ped-I-Care Medical Review Process



January 31, 2018

## Community Care Plan (CCP) Medical Appeal Process

Note: If STAT criteria are not met, the appeal is processed as a routine request.

Following Medical Review by a CCP Medical Director, a denial or reduction decision is made for the requested service, item, provider, or facility. CCP sends a letter to the member/parent, CMS Local Office and the requesting provider.

### Appeal\*

The member, parent, provider, or CC can ask for appeal by telephone or in writing. An appeal must be filed within 30 days of receiving the decision letter. An appeal can be filed orally or in writing; it must also be submitted in writing, by the member/parent, within 10 days of the oral request.

Additional information supporting the request and an appeal request should be faxed to Attn: Grievance & Appeals Coordinator at (954) 251-4848. Appeals should not be faxed to MED3000. For Title 19, an appeal acknowledgement letter is sent by CCP within 5 business days if the request is not for a STAT appeal. If you have questions about an appeal, call (866) 209-5022.



**CCP Appeal:** The request is reviewed by the CCP Grievance & Appeal Committee and the decision will be made by 2 medical directors not involved in the original denial. The appeal decision is due within 30 days (STAT 72 hours). Both decision timeframes can be extended 14 calendar days. CCP sends a letter with the decision to the member/parent.

Note: For Title 19, there is only 1 level of CCP appeal.



If member or parent does not want to file an appeal with CCP or does not agree with CCP's appeal decision, they have 120 days to file a Medicaid Fair Hearing.

### \*Request to Continue Services

The member/parent may request that the services continue until the appeals process is completed. The member/parent may be responsible for the cost of the services if the decision is upheld. For both Titles 19 and 21, a written request to continue services must be sent within 10 days.

7/24/2018

**PED-I-CARE AUTHORIZATION DENIAL APPEAL REQUEST FORM**

You can fax this form to us at (352) 294-8084 OR mail this form to us at: Ped-I-Care, Attn: Medical Review Coordinator, 1699 S.W. 16<sup>th</sup> Ave., Bldg. A, Gainesville, FL 32608. You can call us to make an appeal at (866) 376-2456. If you appeal by phone, you must then send an appeal to us in writing within 10 days of your telephone request. If you have questions, please feel free to call us at (866) 376-2456, and ask for our Utilization Management Department; or visit our website at <http://pedicare.pediatrics.med.ufl.edu/>. A written decision will be sent to the member, provider(s), and CMS Area Office.

**PLEASE DO NOT SEND THIS APPEAL OR ANY MEDICAL INFORMATION BY EMAIL!**

**Appeal Type:**  Standard  Fast (Use only when your doctor thinks it is medically necessary)  
 Title XIX (19)  Title XXI (21)

**Member:** \_\_\_\_\_ **DOB:** \_\_\_\_\_ **Member ID#:** \_\_\_\_\_

**Name of person requesting appeal:** \_\_\_\_\_

**Relationship to member:**  Parent/Guardian  PCP  Other: \_\_\_\_\_

**Name of provider who ordered the service:** \_\_\_\_\_

**Service appealed:** \_\_\_\_\_

**Service appealed was:**  Denied  Reduced/Limited (Please attach a copy of the Notice of Denial letter that you received)

**Check if new information is attached:**  Notes  Tests/Studies  Photos  Imaging  Other: \_\_\_\_\_

Please use this area to explain why this request should be approved. You may use additional paper, if needed.

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We may continue your previously authorized services when you file an appeal. For us to continue your services, you must let us know in writing whether you want to continue your services by whichever of the following time period is later, either: 1) within 10 business days from the date of this notice; or 2) within 10 business days after the date your current services will end or be limited. Please mark the box to tell us if you would like to continue previously authorized services:  NO  YES (If you mark "yes" and do not win the appeal, you may have to pay for the cost of the services.)

This communication may contain information that is legally protected from unauthorized disclosure. If you have received this message in error, you should notify the sender immediately by telephone and discard this message.

02/01/2018



**Authorization Denial Appeal Form**

Children's Medical Services works with CCP to care for your child. Please complete this form and mail it to:

Community Care Plan (CCP)  
Grievance & Appeals Coordinator  
1643 Harrison Parkway, Building H, Suite 200  
Sunrise, FL 33323

Or, you may fax it to (954) 251-4848. If you have trouble completing this form, you may call CMSN for assistance at or toll free 1-866-209-5022.

Name of member: \_\_\_\_\_

Member ID number: \_\_\_\_\_ DOB: \_\_\_\_\_

Name of person submitting the appeal: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Phone number(s): \_\_\_\_\_ Fax number: \_\_\_\_\_

Relation to member\*: \_\_\_\_\_

\* If provider, the appeal must be submitted by the provider who ordered the service

Provider name and name of practice: \_\_\_\_\_

Address of practice: \_\_\_\_\_

Phone number(s): \_\_\_\_\_ Fax number: \_\_\_\_\_

Type of service denied: \_\_\_\_\_

Additional clinical information provided with appeal? Yes \_\_\_ No \_\_\_

Requested appeal decision timeline: \_\_\_ STAT/\*Expedited (must meet criteria) \_\_\_ Routine

*\*You can ask for an "expedited appeal" if you or your provider think that waiting 30 days for a decision could put your life, health, or your ability to attain, maintain, or regain maximum function in danger.*

Please explain why service(s) should be approved:

\_\_\_\_\_  
\_\_\_\_\_

**(For Office Use Only)**

Date appeal received: \_\_\_\_\_ Medical Director: \_\_\_\_\_

Date returned from Medical Director: \_\_\_\_\_ Date submitted to MED3000: \_\_\_\_\_

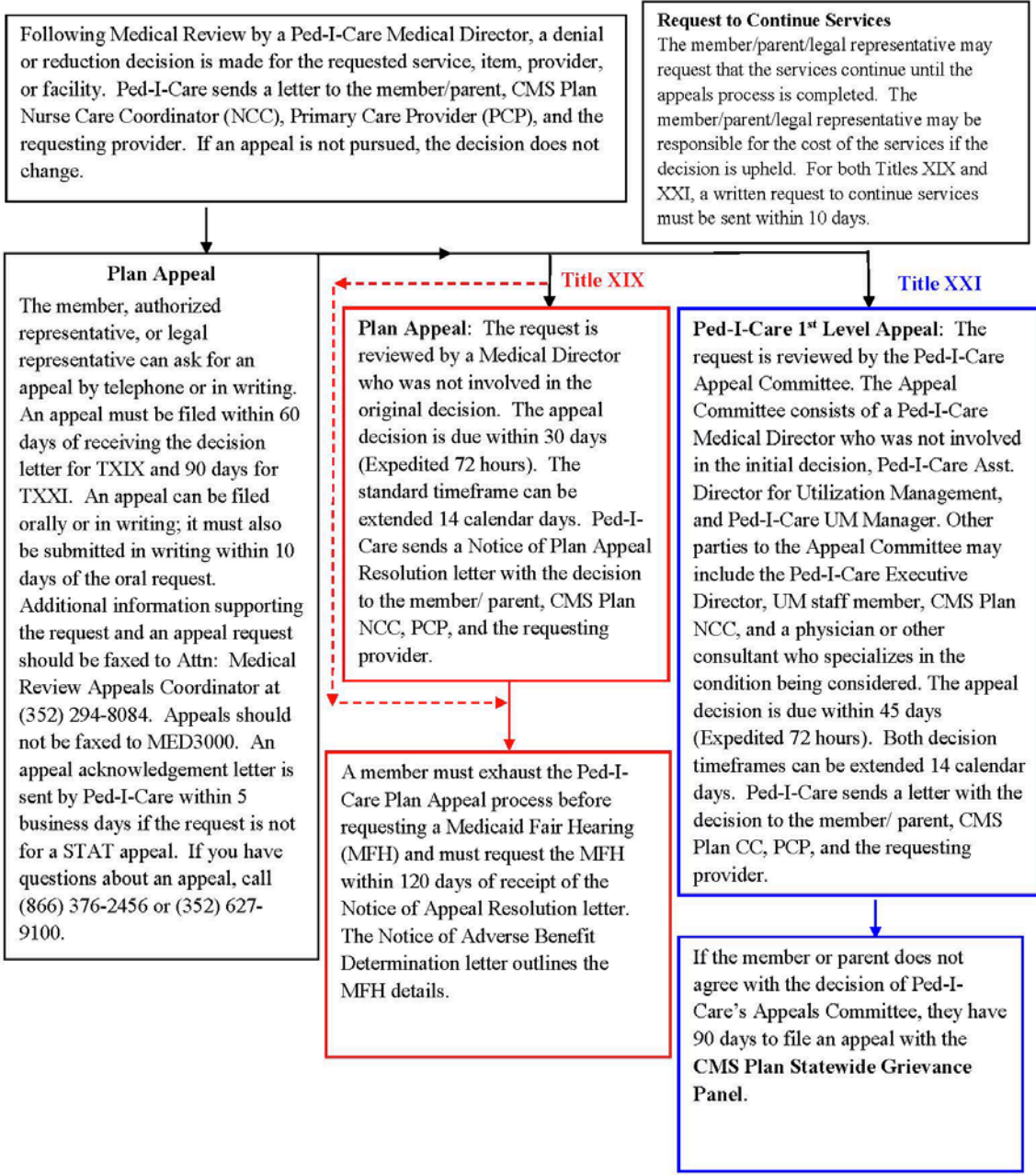
Date decision notification sent to: Member: \_\_\_\_\_ Provider: \_\_\_\_\_

Results: Denial Upheld\_ Alternate Decision \_\_\_\_\_ Authorization Approved \_\_\_\_\_

*"This information is available for free in other languages. Please contact our customer service number at 1-866-209-5022 and or TTY/TTD at 1-855-655-5303 between 8:00am to 7:00pm."*

## Ped-I-Care Medical Review Plan Appeal Process

Note: If STAT criteria are not met, the appeal is processed as a routine request.



7-5-2018

## VII. BILLING & CLAIMS PAYMENTS

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CMS Plan claims are processed by the statewide third-party administrator (TPA), MED3000. Services are paid for at the prevailing Medicaid rate and will follow Medicaid guidelines for service limits. Payments are made according to the Utilization Management policies described in the Medicaid Handbooks and shall be made in accordance with applicable state and regulatory guidelines.

MED3000 only processes claims for services provided to children who are enrolled in CMS Plan during the month in which the service is provided. **If a child loses eligibility for CMS Plan, the provider should contact the CMS Office for consultation on payment options.**

***PLEASE REMEMBER THAT CLAIMS FOR APPROVED AND AUTHORIZED SERVICES WILL BE PAID ONLY IF THE MEMBER IS ENROLLED IN CMS PLAN DURING THE MONTH OF SERVICE. ELIGIBILITY CAN CHANGE AND MUST BE VERIFIED PRIOR TO EACH TIME SERVICES ARE GOING TO BE RENDERED.***

Physician extenders (ARNPs and Physician Assistants) may bill “incident to” an enrolled provider in accordance with Medicaid guidelines. The physician must be on-site during the visit/service provided and must sign the chart. If the services rendered by the ARNP are billed with the ARNP as the treating provider, the services must be provided in accordance with the policies and limitations contained in the Medicaid handbook. ARNPs must be currently licensed, operating within the scope of their profession and in accordance with the protocols established by the provider under whose authority they practice. If services are not rendered in accordance with “incident to” guidelines, ARNPs will be paid at 80% of the physician’s reimbursement rate.

Emergent ambulance transportation providers file claims with MED3000 according to claims payment rules listed within this manual. Non-emergent transportation providers file claims with Access2Care via the Access2Care client portal or by calling directly at (866) 874-0222, option 1.

When presenting a claim for payment to MED3000, the network provider indicates an understanding that they have an affirmative duty to supervise the provision of, and be responsible for, the covered services claimed to have been provided, to supervise and be responsible for preparation and submission of the claim. The provider will only present a claim that is true and accurate and that is for CMS Plan covered services that:

- Have actually been furnished to the member by the provider prior to submitting the claim; and
- Are medically necessary.

**In order to be paid, a claim must meet the following criteria:**

1. Member must have been enrolled in the month service was delivered

### Payer IDs

**Change Healthcare  
(formerly Emdeon):** EM843  
(877) 363-3666  
[www.changehealthcare.com](http://www.changehealthcare.com)

**Availity:** M3FL0012  
(800) 282-4548  
[www.availity.com](http://www.availity.com)



2. Service is a covered and/or authorized benefit
3. Provider must be enrolled in the Ped-I-Care or CCP network (unless out-of-network services are authorized)
4. Uses HIPAA and Florida law compliant format for claims submission [CMS 1500 (08-05), UB-04, ADA Dental Form]
5. Claim must be complete and accurate
6. Claims for specialty services and procedures need to include the authorization number
7. Procedure must be consistent with the diagnosis code listed on the claim
8. Accurate claims must be submitted **within 365 days** of the date of service

Electronic claims are the preferred method of claims submission. This can be arranged directly with MED3000.

**There are two options for electronic filing:**

**Change Healthcare (formerly known as Emdeon)**

- MED3000 CMS Title 19 Reform
- Change Healthcare Electronic Payer ID: EM843
- Change Healthcare can be contacted at (877) 363-3666 to arrange for Electronic Claims filing.
- They may also be contacted via their website at [www.changehealthcare.com](http://www.changehealthcare.com); choose the appropriate selection from the left-hand side.

**Availity**

- CMS MMA SPECIALTY PLAN
- Availity Electronic Payer ID: M3FL0012
- Availity can be contacted at (800) 282-4548 to arrange for Electronic Claims filing or via their website at [www.availity.com](http://www.availity.com); choose "Get Started" in the left-hand menu.
- **Please note:** Availity DOES NOT process dental claims.

Providers must register with a clearinghouse above and use the Payer ID listed.

CMS Plan has implemented Electronic Remittance advice (also known as the standard data transaction set 835). Please go to [www.changehealthcare.com](http://www.changehealthcare.com) or call Change Healthcare at (866) 506-2830 to learn more.

Ped-I-Care and CCP providers must accept the payment made by MED3000 as payment in full and may not request payment or balance bill the CMS Plan members or family members. Providers must not charge members co-payments for covered services. If your claim cannot be paid as submitted, MED3000 will give the reason for the denial on the Explanation of Benefits (EOB) that will accompany every payment to your office. Claims payments will be made in accordance with state and regulatory guidelines.

If you have questions about the payment or the EOB, please contact MED3000 Customer Service at (800) 664-0146. They will respond to your questions or concerns. If, after talking with them you wish to appeal a claim that has denied in all or in part for payment, you should follow the procedures described in this manual (see Section VIII).

For those providers who wish to continue to submit paper claims, paper claims should be mailed to:

CMS Plan MMA Specialty Plan Title 19  
PO Box 981648  
El Paso, TX 79998-1648

**eINFOsource**

MED3000 offers eINFOsource, a web-based application that will allow providers to check on the status of claims, verify eligibility, request authorization and referral information. This will provide accurate and timely information, while decreasing time spent on the phone. For more information or to establish a login for your office, please contact the MED3000 Help Desk at (800) 664-0146.

#### **eINFOsource Functionality**

Primary care providers now have the ability to generate a roster of their members. The link to the roster may be found on the eINFOsource Provider home page on the right navigation bar under "Manage Patients." The link is called "View Member List."

#### **eINFOsource Training Opportunities**

MED3000 hosts WebEx training sessions on the use of the eINFOsource web portal. To register, go to <https://mck.webex.com>. MED3000 can be reached by phone at (800) 664-0146 or via email at [FL-CustomerService@MED3000.com](mailto:FL-CustomerService@MED3000.com).

Please note that CMS Plan has a Compliance Program which includes auditing claims and reviewing documentation for potential fraud and abuse under the terms of our contract with DOH/AHCA. Please see Section XV for more information about our Compliance Program.

CMS Plan is authorized to take whatever steps necessary to ensure the provider is recognized by the Agency for Health Care Administration and its agent(s) as a participating provider of CMS Plan and that the provider's submission of encounter data is accepted by the Agency.

# VIII. CLAIMS APPEALS/GRIEVANCES

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## Appeals Related to Claims Payment Denial

The response to all claims submitted from providers will be documented on the Explanation of Benefits (EOB) sent to the billing provider by MED3000. Each claim submitted is noted as paid or denied and will include an explanation of the reason for non-payment.

For **Ped-I-Care and CCP**, if the provider thinks there has been an error in the denial or has any questions about the interpretation of, or disagreement with the adjudication, he/she should contact MED3000 Customer Service at (800) 664-0146. MED3000 staff will attempt to clarify or resolve any issues with the claims payment process.

## First-Level Appeal

If not satisfied with this initial response, the provider may submit a formal appeal. This must be done in writing within 60 calendar days from the date of the EOB using the form included in this section (for Ped-I-Care) or submitting an appeal letter for CCP.

### The appeal request must consist of:

- The completed appeal form
- Documentation supporting the request relevant to the date of service
- Copy of the original claim

### For Ped-I-Care, the appeal should be mailed or faxed to:

University of Florida/Ped-I-Care  
1699 SW 16<sup>th</sup> Avenue, Third Floor  
Gainesville, FL 32608  
Attn: Claims Appeals  
Fax: (352) 294-8092

### For CCP, the appeal should be mailed to:

CCP  
Attn: CMS Claims Appeals  
1643 Harrison Parkway, Bldg. H, Suite 200  
Sunrise, FL 33323

**MED3000  
Customer Service  
(800) 664-0146**

For questions regarding  
claims payments and/or  
denials

For Ped-I-Care, the appeal will be reviewed and researched by Ped-I-Care-staff and forwarded to the Manager of Claims Services for final determination.

For CCP, If the appeal is related to an authorization, CCP Utilization Management will review the appeal. If the appeal is not related to an authorization issue, the appeal will be sent to MED3000 for final determination.

For Ped-I-Care, if the appeal is denied, and the claim payment denial is upheld, the provider will receive a written response within 45 days of the ICS's receipt of the appeal.

For CCP, if payment is denied, the provider will receive a written response from MED3000 within 45 days of the ICS's receipt of the appeal.

## **Second-Level Appeal**

If the first-level appeal is denied, the provider may file a second-level appeal that will be submitted in writing to Ped-I-Care/CCP using a copy of the original appeal form or original appeal letter (with "Second-Level Appeal" box checked) or a second completed form with "Second-Level Appeal" noted. Additional supportive documentation should be attached to the appeal form.

The second-level appeal must be submitted within 15 days of the receipt of the denial of the first appeal. The second-level appeal shall be mailed to the appropriate ICS Claims Appeals address listed above.

### **CCP Process**

For CCP, if the appeal is related to an authorization, CCP UM will review the appeal. If the appeal is not related to an authorization issue, the appeal will be sent to MED3000 for final determination. The appeal will be reviewed by the Executive Director (or designee) to determine if it can be paid.

### **Ped-I-Care Process**

For Ped-I-Care, the second-level appeal will be reviewed within 15 business days by a committee consisting of the ICS's Executive Director, Assistant Director of Finance, the Assistant Director of Network and Contracting and the ICS Medical Director. If the second-level appeal is denied, the provider will be mailed a denial letter within 5 business days of the decision.



### Claims Payment Appeal Form

*Note: Appeals must be received within 60 days of notification of a denial or payment issue (i.e. within 60 days of the EOB date). Please be sure to include any documentation supporting your appeal.*

Provider of Service (Physician or Facility)	Medicaid Number
Address (Number, City, State, Zip)	
Telephone	Fax
Contact Person	Date

#### Claim Summary Information

Member Name	Member ID	DOB
Claim Number from EOB	Date of Service	

Type of Appeal (Check all that apply):  First Level Appeal  Second Level Appeal

Reason for Appeal (Check all that apply):  Payment Issue  Timely Filing  Authorization Issue

Notes:  Requested Documentation Attached  Other: \_\_\_\_\_

**Please provide detailed explanation for appeal.** Be sure to include all supporting documentation; i.e. copy of denial from EOB, copy of original claim, copy of electronic submission confirmation form for timely filing, pertinent clinical notes, etc. Attach additional sheets as necessary.

**Mail or fax completed form and documentation to:**

**Ped-I-Care Claims Appeals**  
University of Florida ICS • 1699 SW 16<sup>th</sup> Avenue, Third Floor • Gainesville, FL 32608  
Fax: (352) 294-8092

Rev. 7/15/2016

## Provider Complaints/Grievances

Providers may file a complaint to dispute Ped-I-Care's or CCP's policies, procedures or any aspect of either ICS's administrative functions. Claims may also be disputed.

To file a complaint with **Ped-I-Care**, providers may call (866) 376-2456 or (352) 627-9100 and ask for the Grievance Coordinator.

To file a complaint with **CCP**, providers may call (855) 819-9506 and ask for a Provider Relations representative.

Complaints that are not related to claims should be filed within 45 days of the incident responsible for initiating the complaint. The Grievance Coordinator will review the complaint, bringing in any other necessary parties to collect all pertinent facts, and respond to the complainant in 3 business days or less. If a complaint is unresolved after 15 days of receipt, a written notice will be given to the provider regarding the status. This will occur every 15 days thereafter until resolved. All complaints are to be resolved within 90 days of receipt, and providers will be given written notice of the disposition and the basis of the resolution within three business days of resolution.

A grievance may be filed on any serious issue or when the usual protocols have been exhausted and the provider is still dissatisfied. To file a grievance, call the Ped-I-Care or CCP office and ask for the Grievance Coordinator. The Grievance Coordinator will send the appropriate form to the provider on which to document the reason(s) for the grievance. A copy of this form is included in this section. If the provider would prefer to file the grievance verbally, the Grievance Coordinator will note the specifics of the grievance. A provider may file a complaint or grievance on behalf of a member.

The ICS Medical Director will convene the Provider Grievance Committee. The Committee will consist of the ICS Medical Director, ICS Executive Director, Network/Provider Relations Manager, a representative from the Risk Management Office, and other specialists/resources appropriate to the situation. The provider may participate in the Grievance Committee meeting. A final decision will be made by the Provider Grievance Committee and communicated by mail to the complainant. The ICS has 90 days to send notice of a decision. There can be a 14-day extension under certain circumstances, within 5 days of determining the need for an extension.

## Other Issues & Concerns

Concerns about CMS Plan members may be directed to the member's CMS Nurse Care Coordinator (NCC) or to the ICS's Member Services office.

- For **Ped-I-Care** Member Services, call (866) 376-2456 or (352) 627-9100.
- For **CCP** Member Services, call (866) 209-5022.

Ped-I-Care and CCP staff can also address other issues and concerns. This process is informal and handled verbally, unless otherwise requested by the provider.

Providers may call Ped-I-Care or CCP and ask for Network Management or Provider Relations staff or express their concerns when Network Management staff make their regular contact with providers.

The Member Services Manager maintains a log of issues of concern to providers and reports them to the ICS Executive Director and to the Quality and Utilization Management Committee (QUMC) at quarterly meetings. These are reviewed and noted as to any trends which would indicate potential need for improvements in the system or services rendered by Ped-I-Care, CCP, or the subcontracted TPA, MED3000.

If providers wish to submit comments or concerns in writing, they may be sent to the Network/Provider Relations Manager.

**For Ped-I-Care:**

Network/Provider Relations Manager - Ped-I-Care  
1699 SW 16<sup>th</sup> Avenue  
Gainesville, FL 32608

**For CCP:**

Provider Relations Manager – CCP  
1643 Harrison Parkway, Bldg. H, Suite 200  
Sunrise, FL 33323

If the provider would like a complete description of the provider complaint/grievance system, a request may be sent to the address above or the provider can call Provider Relations at the respective ICS.

- **For Ped-I-Care's** Provider Relations department, call (352) 627-9100 or (866) 376-2456.
- **For CCP's** Provider Relations department, call (855) 819-9506.



**PROVIDER GRIEVANCE FORM**

Please completely fill out this form and mail it to the following address:

Ped-I-Care, ICS  
Attn: Grievance Coordinator  
1699 SW 16<sup>th</sup> Ave., Third Floor  
Gainesville, FL 32608

Phone: (352) 627-9100  
Toll-Free: (866) 376-2456  
Fax: (352) 294-8092

Date of Grievance: \_\_\_\_/\_\_\_\_/\_\_\_\_ (please enter today's date)

Name: \_\_\_\_\_ (please include MD, DO, etc.)

Facility Name: \_\_\_\_\_  
(please include D/B/A name)

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Backline: \_\_\_\_\_ Fax: \_\_\_\_\_

County: \_\_\_\_\_

Type of Grievance:  
 Claims issue     Member assignments     Other \_\_\_\_\_

Please explain the reason you are filing this grievance (Please submit any documentation related to this grievance, if any:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide contact information for any person(s) who have additional information regarding this grievance, if any:

\_\_\_\_\_  
\_\_\_\_\_

Please tell us what you would like to have happen as a result of this grievance procedure:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# IX. MEMBER RIGHTS, RESPONSIBILITIES, & COMPLAINTS

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## Member Rights

Every member receives a handbook when they are enrolled in CMS Plan. Below is an excerpt of the language relevant to members' rights and responsibilities. In addition to the cited CFRs, the Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80; the Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91; the Rehabilitation Act of 1973; Title IX of the Education Amendments of 1972 (regarding education programs and activities); Titles II and III of the Americans with Disabilities Act; and section 1557 of the Patient Protection and Affordable Care Act are acknowledged by AHCA.

*We want you to get the best medical care. We want to help you get the care you need. For that, you have rights and responsibilities. Certain rights are provided for you by law (42 CFR 438.100; 42 CFR 438.102; 45 CFR 164.524 and 45 CFR 164.526).*

### YOUR RIGHTS:

- *To be treated with respect, courtesy, and dignity.*
- *To protect your privacy.*
- *To ask questions and get answers you understand.*
- *To get the care and services covered by Medicaid.*
- *To get good medical care regardless of race, origin, religion, age, disability, or illness.*
- *To know about your treatment. To know what your options are. To decide about your care. You can refuse treatment.*
- *To ask for and get a copy of your medical records. To request your medical records be changed or amended. Changes can only occur as allowed by law.*
- *To get a second opinion from another doctor.*
- *To get service from out-of-network providers.*
- *To participate in experimental research. (NOTE: This is not covered as a plan benefit.)*
- *To refuse to participate in experimental research.*
- *To change providers at any time. You can ask for another primary care doctor (PCP) or specialist.*
- *To file a complaint, grievance or plan appeal.*
- *To not be restrained or secluded to make you act a certain way or to get back at you.*
- *To get information about Advanced Directives, if you are over 18.*
- *To exercise your rights and not have it affect the way you are treated.*
- *To get information from Children's Medical Services Managed Care Plan (CMS Plan) in the format or language you need. Information like:*
  - *How we approve services (authorization/referral process, medical necessity);*
  - *How we make sure we keep getting better at what we do (Quality Improvement Program);*
  - *How we measure the quality of our services (Performance Measures);*
  - *The prescription drugs covered by CMS Plan;*
  - *How we keep your information confidential;*
  - *How we run the program. How we operate. Our policies; and*
  - *If we have any provider incentive plans.*

You can get this information at <http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/> or call Member Services.

**YOUR RESPONSIBILITIES:**

- To call your PCP(s) before getting care unless it is an emergency.
- To call your PCP when you get sick and need care.
- To listen and work with your providers.
- To treat all health care providers and staff with respect, courtesy and dignity.
- To give them the information they need for your care.
- To talk to your doctor if you have questions or concerns
- To carry your ID card at all times.
- To call your doctor if you cannot make it to an appointment.
- To call Department of Children and Families if your address or telephone number changes.
- To tell us or Medicaid if you suspect fraud.

## Member Complaints & Grievance & Appeals System Procedures

Participants enrolled in CMS Plan have the right to file a complaint or grievance about any aspect of the services or providers. A complaint may be submitted verbally by calling the ICS.

- For **Ped-I-Care** Member Services, call toll-free at (866) 376-2456 or locally at (352) 627-9100.
- For **CCP** Member Services, call toll-free at (866) 209-5022.

If a participant complains to the CMS Nurse Care Coordinator, the complaint will be passed on to the Member Services department of the respective ICS.

There is a difference between a complaint, a grievance, and an appeal. Per contract definition, a complaint is the lowest level of challenge and provides the ICS an opportunity to resolve a problem without it becoming a formal grievance.

**Types of Issues:**

- a. A **complaint** is the lowest level of challenge and provides the ICS an opportunity to resolve a problem without its becoming a formal grievance. Complaints not resolved by close of business the day following receipt, will be moved to the grievance system.
- b. A **grievance** expresses dissatisfaction about any matter other than an action.
- c. An **adverse benefit determination** is any denial, limitation, reduction, suspension, or termination of service; denial of payment; or failure to act in a timely manner.
- d. A **plan appeal** is a request for review of an adverse benefit determination.

Please see section XVI, Definitions, for more information.

If the family complains to the provider about the services received through the Ped-I-Care or CCP systems, the provider should give the member the ICS's number and encourage the family to let us know how we can improve our services.

- For **Ped-I-Care**, call (866) 376-2456.
- For **CCP**, call (866) 209-5022.

If the resolution of the complaint is not satisfactory, or the complaint is egregious, the family may file a grievance. A grievance can be filed in writing or verbally. The family may call the Member Services line and the complaint/grievance form will be sent to them with instructions on how to process the form, the time frames and what other remedial steps are available to them. Detailed instructions are contained in the Member Handbook (<http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/>) as follows. (Please note that only one of the 2 ICSs (Ped-I-Care or CCP) is listed in the member handbook sent to each family. In the example below, we have listed both ICSs and their contact information, for the convenience of providers.)

### **COMPLAINTS**

*If you are not happy with our care or services, call Member Services at the number below. Please press 1 to speak to a person. We will try to resolve your issue. We will answer your questions. If you are still not happy, you can file a complaint. A complaint becomes a grievance after 24 hours if not resolved.*

*You can file a complaint about many things. Here are a few examples:*

- *A doctor was rude to you.*
- *You are unhappy with the quality of care you received.*
- *You had to wait too long to see your doctor.*
- *You are not able to get information from the plan.*
- *You are concerned about your privacy or medical records.*

### **GRIEVANCES**

*You can file a formal grievance orally or in writing. Your doctor can file it for you if you give your okay in writing. You may file your grievance at any time after the incident. Call Member Services if you need help. If you are deaf or blind, call our TDD line at 1-800-955-8771. Member Services is open between 8:00am and 5:00pm EST. You can talk with the Grievance Coordinator. Ask for a Grievance Coordinator from 8:00am to 5:00pm EST Monday to Friday.*

*You can mail a written grievance and any documentation you want to send with it to:*

*Ped-I-Care Grievance Coordinator  
1699 SW 16<sup>th</sup> Avenue  
Gainesville, FL 32608-1153*

*CCP Grievance Coordinator  
1643 Harrison Parkway, Bldg. H, Suite 200  
Sunrise, FL 33323*

*Phone: 1-866-209-5022  
Fax: 1-954-251-4848*

*We will send you a letter within five (5) days after we received your grievance filed orally or in writing. If you request an expedited resolution, we will not send a letter. We will look at your grievance carefully. We have up to 90 days to take care of your grievance.*

*We might need more time if we need more information. We can take up to 14 more days to review if it is in your best interest. We will send you a letter telling you about this within two (2) days. The letter will include our reason for needing more time. If you need more time, you can ask for up to 14 more days. You can let us know in writing or by calling us. The extension is only for 14 calendar days in addition to the 90 days to review and resolve your grievance.*

*After we review your grievance, we will send you a letter with what we found. If you are not happy with what we told you, you can ask for a plan appeal or Medicaid Fair Hearing.*

*Children's Medical Services Plan (Ped-I-Care) complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Call member services if you feel you've been discriminated. Ask for the Grievance Coordinator. Call member services if you have access issues.*

**MEDICAID FAIR HEARING (MFH)**

*You can ask for a MFH after you have completed the plan appeal process. If you are not happy with our decision, you have 120 days from our final decision letter to ask for a MFH.*

*You can ask for a MFH by contacting:*

*Agency for Health Care Administration  
Medicaid Hearing Unit  
P.O. Box 60127  
Ft. Myers, FL 33906  
(877) 254-1055 (toll-free)  
239-338-2642 (fax)  
MedicaidHearingUnit@ahca.myflorida.com*

*You will receive a letter from the Medicaid Hearing Unit. It will tell you when the MFH will take place. You can have someone speak for you at the hearing. If you want your doctor to speak for you at the hearing, you need to check with your doctor. In addition, you will need to inform the Hearing Officer.*

**CONTINUATION OF BENEFITS**

*You can ask us to continue your care during a plan appeal or MFH. If the final decision is in favor of CMS Plan and the denial of service stays, you may have to pay for the cost of the services. You may need to return the money for services paid while the plan appeal was pending if the services were continued only because of this request and decision is not in your favor.*

*To continue your benefits, you must ask to continue benefits and:*

- The plan appeal must involve the ending, suspension or reduction of a previously authorized service;*

- The authorization must not have expired; and*
- The services must be ordered by a CMS Plan provider.*

*To continue the services during the plan appeal process, you must ask to continue benefits and:*

- Send us a letter within 10 calendar days of the date of the plan appeal decision letter, or*
- Send us a letter within 10 calendar days after the first day our action will take place, whichever is later. If you request a MFH, you must ask to continue benefits and send the request with the Office of Plan appeal Hearings no later than 10 days after the date of the plan appeal decision letter or before the first day the action will take place, whichever is later.*

*We will continue the services until one of the following happens:*

- 1. You ask us to stop looking at your plan appeal.*
- 2. After 10 calendar days from the date of the plan appeal decision letter you have not asked to continue services.*
- 3. The decision from the hearing or plan appeal is in favor of CMS Plan.*

# X. QUALITY IMPROVEMENT PROGRAM

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CMS Plan, made up of CMS, Ped-I-Care at The University of Florida (UF), and The Community Care Plan (CCP) have accepted the responsibility of providing quality health care to Children with Special Health Care Needs (CSHCN). It is the intention of each of these ICSs to continually improve the quality of services provided to CMS Plan members. Achieving this goal requires establishing standards and performance goals for the delivery of care, measuring performance outcomes, and initiating appropriate interventions to improve the system of care and health related outcomes.

In order to ensure services meet the community standard and to discover ways the system can be improved, Ped-I-Care and CCP have each developed a Quality Improvement Program (QIP). The QIP functions under the supervision of the Quality and Utilization Management Committee (QUMC), composed mainly of physicians who have special training and expertise in pediatrics. The complete plan is available upon written request, but is summarized in this section. Certain quality criteria have been identified for providers who participate in the Ped-I-Care and CCP networks. These include CMS credentialing of providers and use of additional provider contracting requirements, which ensure member access and quality care. Primary Care Provider (PCP) requirements include access standards for patients, including taking call and scheduling of timely appointments. Requirements related to medical records, confidentiality, and patient treatment are included in all contracts and/or this manual.

Ped-I-Care and CCP evaluate the following quality indicators:

1. Access to appropriate care - including wait times for scheduling appointments and in-office waiting time, as well as access to primary care physicians through an after-hours call system
2. Mortality
3. Health status indicators:
  - a. Immunizations
  - b. Child Health Check-Up compliance [Using Healthcare Effectiveness Data and Information Set (HEDIS) measures]
  - c. Other health care services utilization
4. Family requests for reassignment of PCPs
5. Member or family perspectives of care, including complaints and grievances
6. Percent of members or families who report positive perceptions of care
7. Provider satisfaction including physician disenrollment rates and satisfaction with payment and authorization systems
8. Compliance with medical record documentation requirements (outlined in Section XI)

Outcome indicators and sources of information used to measure them have been identified. Data from claims, as well as patient and provider satisfaction surveys also are reviewed. In addition to this data driven approach to quality, Ped-I-Care has developed indicators that, when identified, indicate a need for an individual case review of the circumstances and contributing factors. Events that trigger an individualized chart review include conditions such as hospital admission for diabetic coma, bleeding/perforation, or intestinal gangrene.

As part of our Quality Improvement Program, Ped-I-Care and CCP QI nurses evaluate the care provided to our members. The purpose of a QI visit is to interview staff about practice policies and procedures, tour the facility, and review a sample of medical records. Charts are reviewed by a QI nurse to evaluate the measures described in this manual in Section X. The results of the site visit are summarized in a letter sent to the provider. Data related to quality measures of the program are available to participating providers.

## Cultural & Linguistic Competence (CLC) Plan

Fundamental to the provision of quality medical services is the commitment of Ped-I-Care, CCP, and CMS Plan to culturally and linguistically competent (CLC) services. As legislated by the Patient Protection and Affordable Care Act (ACA) of 2014, and as stipulated specifically in the Medicaid Managed Assistance (MMA) contract between the Integrated Care Systems (ICSs) and CMS Plan, the CMS Plan Cultural & Linguistic Competence plan describes how members' needs are met using appropriate tools, training items, support materials, and methods of annual evaluation. It may be viewed online at CMS Plan's website

(<http://www.floridahealth.gov/programs-and-services/childrens-health/cms-plan/>); providers may also request a hard copy, at no charge, by contacting Ped-I-Care or CCP.

- **For Ped-I-Care**, call (352) 627-9100.
- **For CCP**, call (866) 209-5022.

As noted in Ped-I-Care's published research, cultural competence is more than a bureaucratic exercise; it is an authentic grasping of the attitude that every individual has worth and as such their dignity must be respected and preserved. In pursuit of this vision, Ped-I-Care, CCP, and CMS Plan leverage a 4-pronged approach to the provision of culturally and linguistically competent services.

### This approach involves:

- **Appropriate Delivery of Care and Services**
  - Ped-I-Care and CCP are well-staffed to meet the known linguistic preferences of its members. Additionally, its staff are representative of the larger populations within which they are situated. Staff and leadership are actively involved in a variety of community-based activities.
- **Linguistic and Communicative Tools**
  - Language lines, translation services, and TTY/TTD services are used to meet the linguistic needs of members.
- **Education and Training**
  - Ped-I-Care, CCP, CMS Plan, and its networked providers may choose from 3 training sources made freely available online and via hard copy.
  - A resource toolkit of supplemental sources and support is also made available to enhance the CLC efforts of all who interact with CMS Plan clients.
- **Continued Research**
  - Ped-I-Care is actively involved in furthering the progress of CLC care, by way of self-examination, regular evaluation of scholarly and industry material, and contributions to local, regional, and national discussions on the topic. The conceptual footprint described in this plan have been presented and discussed at national conferences and made available for Continuing Medical Education credits at a 2014 Association of American Medical Colleges' (AAMC) meeting.

**Ped-I-Care's Department of Communications & Training**  
(352) 627-9100 or  
(866) 376-2456

**CCP's Department of Communications & Training**  
(866) 209-5022

For questions regarding cultural and linguistic competence or the quality enhancements program

## Expectations of Providers Regarding CLC

Providers are encouraged, but not required, to complete CLC training and to offer it to their staff. AHCA-approved CLC training, written and produced by Ped-I-Care, may be freely accessed at <https://pedicare.pediatrics.med.ufl.edu/about-us/cultural-linguistic-competence-plan/>. This training covers such topics as the importance of using people-first language; awareness of verbal and non-verbal communication cues; issues specific to persons with disabilities; and strategies for effective communication.

### Providers are expected to:

- Treat all patients with courtesy and respect;
- Ask each patient about their language preference and record this information in their chart; and
- Communicate with members in the language and/or manner they require, at no charge to the member, and to post notices in the lobby and/or other patient areas indicating that language translation and/or interpretation services, including sign language and tactile are available at no charge.

## Healthy Behaviors Program

CMS Plan offers healthy behaviors programs to our enrollees. These programs are:

- Smoking/tobacco cessation
- Weight loss\*
- Substance abuse recovery program

\*Enrollees with a BMI  $\geq$  40

Providers can call the local CMS area offices for additional information.

## Quality Enhancements Program

CMS Plan in partnership with Ped-I-Care and CCP offer enrollees a resource guide to access information on programs in their community that are freely available, or available at a low cost. Such programs may include (depending on local availability) tobacco cessation assistance, parenting classes and support, domestic violence prevention, assistance for those in domestic violence situations, obesity prevention, assistance with housing, financial information, anti-bullying campaigns, language/linguistic assistance, prenatal care, prevention and treatment of alcoholism and substance abuse, and prevention of juvenile delinquency.

- To obtain this information on behalf of a **Ped-I-Care** member please call (352) 627-9100.
- To obtain this information on behalf of a **CCP** member, please call (866) 209-5022.

The local CMS Plan Care Coordinator may be contacted for more information on the CMS Plan Quality Enhancements Program.

## Prevention of Abuse, Neglect, & Exploitation

Providers who suspect enrollees subject to abuse, neglect and exploitation must report suspected cases to Florida Department of Children and Families (DCF) at:

- Phone: (800) 962-2873
- TTY: (800) 955-8771
- Fax: (800) 914-0004
- Online: <https://reportabuse.dcf.state.fl.us/>

The Florida DCF is responsible to investigate allegations of abuse and neglect. CMS Plan additionally requires that all staff and providers report the adverse incidents to the local CMS area office or CMS Plan Risk Manager within 24 hours of the incident. Reporting will include information: Member's identity, description of the incident, and outcomes including current status of the member. If the event involves a health and safety issue, CMS Plan case manager will assist to relocate the member from his/her current location to accommodate a safe environment. Documentation related to the suspected abuse, neglect or exploitation, including the reporting of such, must be kept in a file, separate from the member's case file, that is designated as confidential.

- For more information regarding abuse, neglect and exploitation of children, please contact the Florida Department of Children and Families: <http://www.myflfamilies.com/service-programs/abuse-hotline/frequently-asked-questions>.
- For additional resources, please visit the DCF website at: <http://www.myflfamilies.com/service-programs/abuse-hotline/resouces>.

## Critical Incidents

If a provider knows about a critical incident, including but not limited to, member death, major injury or illness, major medication errors, surgical procedures on wrong site or patient, involvement with law enforcement, brain damage, or permanent disfigurement, please contact the member's CMS Nurse Care Coordinator at the local CMS office. Reporting will include the following information: Member's identity, parties involved, description of the incident, and outcomes including current status of the member. Information should be reported within 24 hours of knowledge of the incident.

## Community Outreach and Marketing Prohibitions

CMS Plan has made the decision to not participate in marketing activities. Neither Ped-I-Care nor CCP participate in marketing activities. Providers may choose to do certain types of outreach activities. The Agency for Health Care Administration MMA contracts define how MMA plans and their networked providers advertise the program. CMS Plan requires providers to submit samples of any community outreach materials they intend to distribute; these should be sent to Provider Relations staff to obtain approval from AHCA prior to distribution or display at the office. The ICS will submit the materials to CMS Plan for review and then submit to AHCA within 2 business days of receipt. CMS Plan will send ICS AHCA's response. ICS will send providers written notice of approval or of any changes required by AHCA within 2 business days of receiving notice from AHCA.

ICS Provider Relations staff will give an overview of the community outreach requirement during provider in-service. It will define what provider may or may not do in regards to reaching out to our enrollees.

### **Please adhere to the following guidelines relevant to provider outreach:**

- You may display health plan specific materials in your own office.
- You may announce new affiliations with a health plan and give your patients a list of health plans with which you are contracted.
- You may co-sponsor events such as health fairs or advertise as a health care provider.
- You may distribute non-health plan specific information/materials.
- You **may not**, orally or in writing, compare benefits or provider network among health plans other than to confirm participation in a health plan network.
- You **may not** furnish lists of your Medicaid patients to other health plans or entities.
- You **may not** assist with health plan enrollment.



University of Florida, Pediatric Integrated Care System, Provider Site Review

Group Name: \_\_\_\_\_ County: \_\_\_\_\_  
 Doing Business As: \_\_\_\_\_ CMS Office: \_\_\_\_\_  
 Facility Name: \_\_\_\_\_  
 Clinic Address: \_\_\_\_\_  
 Office Hours: \_\_\_\_\_ Provider Type: \_\_\_\_\_  
 Contact Name / Title: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Review of Title 19, Title 21, or Both: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ Date of Previous Review: \_\_\_\_\_  
 Backline Number: \_\_\_\_\_ Date of Current Review: \_\_\_\_\_  
 Electronic Records (Partial, Yes, or No): \_\_\_\_\_ Reviewed by: \_\_\_\_\_  
 Florida SHOTS Participant (Yes or No): \_\_\_\_\_

**Please verify the information above and answer the questions before the review appointment.**

Facility	YES	NO
1) Are the practice name and address visible externally?	<input type="checkbox"/>	<input type="checkbox"/>
2) Are handicapped spaces identified and handicapped ramps available?	<input type="checkbox"/>	<input type="checkbox"/>
3) Are the exterior and interior of the practice clean and does the practice have a professional appearance?	<input type="checkbox"/>	<input type="checkbox"/>
4) Are the office hours posted?	<input type="checkbox"/>	<input type="checkbox"/>
5) Is the following posted in the waiting room/reception area?		
a) The Agency for Health Care Administration's statewide consumer call center phone number, including hours of operation	<input type="checkbox"/>	<input type="checkbox"/>
b) A summary of Florida's Patient's Bill of Rights and Responsibilities, in accordance with s. 381.026, F.S.	<input type="checkbox"/>	<input type="checkbox"/>
c) Does the waiting room have a sign instructing patients with rashes to notify staff?	<input type="checkbox"/>	<input type="checkbox"/>
d) Notice of absence of malpractice insurance.	N/A <input type="checkbox"/>	<input type="checkbox"/>
6) Is a complete copy of the Florida Patient's Bill of Rights and Responsibilities available upon request by a member?	<input type="checkbox"/>	<input type="checkbox"/>
7) Are the waiting room and patient care areas well-lit and free of obstacles and hazards?	<input type="checkbox"/>	<input type="checkbox"/>
8) Are exam rooms and consulting offices designed to ensure patient privacy?	<input type="checkbox"/>	<input type="checkbox"/>
9) If a refrigerator is used for storing specimens, is it free of food?	N/A <input type="checkbox"/>	<input type="checkbox"/>
10) Are bathrooms clean, well-stocked, and easily accessible to handicapped patients?	<input type="checkbox"/>	<input type="checkbox"/>
11) Do the exam rooms have hand washing available and/or sanitizers present?	<input type="checkbox"/>	<input type="checkbox"/>
12) Is fire extinguisher mounted in an easily accessible area <b>and</b> serviced annually?	<input type="checkbox"/>	<input type="checkbox"/>
13) Is staff trained on proper fire extinguisher use?	<input type="checkbox"/>	<input type="checkbox"/>
14) Is the environment smoke-free?	<input type="checkbox"/>	<input type="checkbox"/>
15) Are smoke alarms and/or sprinklers present?	<input type="checkbox"/>	<input type="checkbox"/>

		YES	NO
16) Are exit signs present at all exits?		<input type="checkbox"/>	<input type="checkbox"/>
17) The practice has an emergency and disaster preparedness plan in place that ensures member safety and includes an evacuation plan.		<input type="checkbox"/>	<input type="checkbox"/>
18) Is facility appropriate emergency lighting present to assist adequate evacuation of members and staff, in case of an emergency?		<input type="checkbox"/>	<input type="checkbox"/>
19) If present, are stairwells protected by a fire door?	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Access and Availability**

20) Appointments are scheduled and referrals to specialists are available in a timely manner, as follows:

Type of Care Needed			
a) Urgent Care	Title XIX	Within 1 day of the request	<input type="checkbox"/>
	Title XXI	Within 24 hours of the request	<input type="checkbox"/>
b) Sick Care – Symptomatic care, in which there is a medical concern, but for which there is not an urgent or emergent condition.	Title XIX	Within 1 week of the request	<input type="checkbox"/>
	Title XXI	Within 2 weeks of the request	<input type="checkbox"/>
c) Well Care – Routine/Preventative	Title XIX	Within 1 month of the request	<input type="checkbox"/>
	Title XXI	Within 4 weeks of the request	<input type="checkbox"/>

21) Do patients with appointments see the healthcare provider within 45 minutes of the scheduled appointment time?  YES  NO

22) Are emergency cases seen immediately?  YES  NO

23) Are scheduling personnel aware of what conditions are considered emergent or urgent, and require provider assessment immediately or the same day?  YES  NO

24) Is 24-hour call coverage available through the office's main phone number?  YES  NO

25) Is there a procedure in place to contact members when appointments are not kept, including documentation of the no show(s) and contact attempts?  YES  NO

**Office Standards and Equipment**

26) Does staff know how to address patient complaints?  YES  NO

27) Is an interpreter service or alternative communication system/process available when needed?  YES  NO

28) Does the practice participate in the Vaccines for Children (VFC) Program for Title XIX/Medicaid?  YES  NO

29) If laboratory tests are performed, does the practice have the appropriate CLIA certification or waiver?  N/A  Waived  YES  NO  
*(If not applicable, go to Question 31.)*

30) Is the CLIA certificate posted?  YES  NO

31) Imaging/radiology equipment: *(If not applicable, go to Question 32.)*

a. Facility licensed	<input type="checkbox"/>	<input type="checkbox"/>
b. Personnel licensed	<input type="checkbox"/>	<input type="checkbox"/>
c. Badges worn and monitored	<input type="checkbox"/>	<input type="checkbox"/>
d. Warning signs for pregnant women	<input type="checkbox"/>	<input type="checkbox"/>
e. Protective apron is available for staff	<input type="checkbox"/>	<input type="checkbox"/>

32) Does the practice have the necessary personnel, equipment, supplies, and procedures to deliver safe care, and to handle medical and other emergencies that may arise?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
33) Does the practice have a crash cart or emergency supplies available?	<input type="checkbox"/>	<input type="checkbox"/>
34) The practice can demonstrate how medical emergencies are handled.	<input type="checkbox"/>	<input type="checkbox"/>
35) In the event of an emergency that you cannot treat, what do you do?	Call 911 <input type="checkbox"/>	Other <input type="checkbox"/>
36) Does the practice have policies for identifying and preventing infections in accordance with nationally recognized standards (i.e. CDC)?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
37) Does the practice have a processes to manage identified hazards, potential threats, near misses, and other safety concerns?	<input type="checkbox"/>	<input type="checkbox"/>
38) Does the practice have a process to reduce and avoid medication errors?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staff Education</b>		
39) Does the practice have access to reliable, up-to-date information pertinent to clinical, educational, and administrative services?	<input type="checkbox"/>	<input type="checkbox"/>
40) Staff education programs are offered.	<input type="checkbox"/>	<input type="checkbox"/>
41) Staff are encouraged to participate in educational activities.	<input type="checkbox"/>	<input type="checkbox"/>
42) Staff are trained periodically regarding identifying, preventing, and reporting fraud and abuse.	<input type="checkbox"/>	<input type="checkbox"/>
43) Periodic instruction is provided to all staff regarding the proper use of safety, emergency, and fire-extinguishing equipment.	<input type="checkbox"/>	<input type="checkbox"/>
44) At least one drill of the practice's internal emergency and disaster preparedness plan is conducted annually.	<input type="checkbox"/>	<input type="checkbox"/>
45) Staff are trained on appropriate hand hygiene practices and safe injection procedures.	<input type="checkbox"/>	<input type="checkbox"/>
46) Does the practice have risk management training program that addresses adverse and critical incidents?	<input type="checkbox"/>	<input type="checkbox"/>
47) Is there a procedure in place to notify the health plan of critical incidents?	<input type="checkbox"/>	<input type="checkbox"/>
48) Are staff aware of the CMS Healthy Behavior and Chronic Conditions/Disease Management Programs?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Medications</b>		
49) Prescription pads are not accessible to patients.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
50) Needles and syringes are not accessible to patients.	<input type="checkbox"/>	<input type="checkbox"/>
51) Are stock and sample medications dated (when appropriate) and monitored for use prior to the expiration date?	<input type="checkbox"/>	<input type="checkbox"/>
52) Are controlled drugs and substances stored in locked areas and are inventory procedures followed?	N/A <input type="checkbox"/>	<input type="checkbox"/>
<b>Bio-hazardous Waste</b>		
53) There is adequate sterilization of non-disposable instruments/equipment (autoclave or solution).	<input type="checkbox"/>	<input type="checkbox"/>
54) Hazardous products are properly identified, stored, and disposed of (red bag, disposable containers).	<input type="checkbox"/>	<input type="checkbox"/>

	YES	NO	
55) There is a written policy and procedure for the disposal of infectious waste/body fluids.	<input type="checkbox"/>	<input type="checkbox"/>	
56) Are Occupational Safety and Health Administration (OSHA) guidelines accessible?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>General Review of Medical Records</b>			
57) Are medical records centrally located?	<input type="checkbox"/>	<input type="checkbox"/>	
58) Are medical records protected from public access?	<input type="checkbox"/>	<input type="checkbox"/>	
59) There is written confidential policy and process which:			
a. Ensures patient information is kept confidential.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Includes designated staff.	<input type="checkbox"/>	<input type="checkbox"/>	
c. Includes record maintenance procedures.	<input type="checkbox"/>	<input type="checkbox"/>	
d. Includes timely record retrieval upon request.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Addresses retention of active records and retirement of inactive records.	<input type="checkbox"/>	<input type="checkbox"/>	
60) The collection, processing, maintenance, storage, retrieval, and distribution of records are supervised.	<input type="checkbox"/>	<input type="checkbox"/>	
61) Is there a written policy and process for the release of medical records policies?	<input type="checkbox"/>	<input type="checkbox"/>	
62) Do personnel follow confidentiality guidelines? .	<input type="checkbox"/>	<input type="checkbox"/>	
63) Does staff obtain permission to treat minors?	<input type="checkbox"/>	<input type="checkbox"/>	
64) Is there a process in place to notify patients of abnormal labs or test results?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Telemedicine</b>			
65) Does the practice provide services through telemedicine? <i>(If N/A, do not answer the rest of the questions; the questionnaire is complete.)</i>	N/A <input type="checkbox"/>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
a) Does the telecommunication equipment and telemedicine operations meet the technical safeguards requirement by 45 CFR 164.312, where applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Are services provided only to patients in a provider's office setting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Do patient records include documentation when telemedicine services are provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Are there appropriate protocols in place which address authentication and authorization of users, authentication of the origin of information, prevention of unauthorized access to the system or information, system security (including the integrity of collected information, program integrity, and system integrity), and maintenance of documentation about system and information usage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Provider's Name(s):**

1 _____	11 _____
2 _____	12 _____
3 _____	13 _____
4 _____	14 _____
5 _____	15 _____
6 _____	16 _____
7 _____	17 _____
8 _____	18 _____
9 _____	19 _____
10 _____	20 _____

**Comments and Recommendations:**



**PRACTICE INFORMATION (Please print)**

Date of visit:     /     /	<input type="checkbox"/> Primary Care Office <input type="checkbox"/> Specialist Care Office <input type="checkbox"/> Initial Credentialing <input type="checkbox"/> Re-Credentialing <input type="checkbox"/> Quality Related Issue
Name:	
Address:	
Providers in Practice: (Attach list for multiple providers)	
How many practitioners in practice? <input type="checkbox"/> Physician <input type="checkbox"/> Physician Asst. <input type="checkbox"/> ARNP <input type="checkbox"/> Allied Professionals <input type="checkbox"/> Other	
Facility/Site Name:	Language Spoken: <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Creole <input type="checkbox"/> Other
Age Requirements:	Group Medicare & Medicaid #:
Hours of Operation:	Specialty:
Telephone:	Fax:
Contact Name:	Email address:

**I. MEDICAL RECORD SAFEKEEPING/PROTECTION OF PERSONAL HEALTH INFORMATION (PHI) – A sample medical record will be reviewed to assure compliance with this criterion. (Note: Additional review of Medical Record Keeping Practices will be performed during the separate Quality Improvement Department site visit review).**

CRITERIA	Yes	No	N/A
1. Medical records are stored in an area with limited access that protects the security and physical safety of the _____ record (e.g. storage and accessibility of PHI)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is there a policy/procedure for the protection of patient’s records, release of records, and a signed employee confidentiality agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Is there a designated staff member in charge of clinical records?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The medical record is organized in a standard and consistent manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. There is an individual record for each patient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



6. There is a method for recording referrals to other health care practitioners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Inactive medical records are maintained in an accessible location where access can be obtained within 24 hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I. MEDICAL RECORD SAFEKEEPING/PROTECTION OF PERSONAL HEALTH INFORMATION (PHI)</b> Maximum Score of 7 points	<b>SECTION SCORE:</b>		
<b>II. AVAILABILITY OF APPOINTMENTS</b>			
1. Are provisions available for after hour care?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2. Do you call to remind patients of future appointments?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3. Is there phone coverage during lunch hours (staff or services)?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>One (1) point for each section PCP/SPC/Follow Up</b>			
4. Appointment Accessibility (if practice is not within below time frames – please write comments within opportunity comment section): a. Primary Care Physician (Only) – Are all time frames met? i. Wait time for Well-Care/Preventive/Physical exam  ii. Wait time for Sick Care  iii. Wait time for Urgent Care  iv. ER Follow-up visit  v. Hospital Follow-up  b. Specialist (Only) – Are all time frames met? i. Wait time for Emergent need for specialty evaluation	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Specify: <input type="checkbox"/> = <30 days  <input type="checkbox"/> = <1 week (seven days)  <input type="checkbox"/> = <24 hours (one day)  <input type="checkbox"/> = <within 14 days of ER visit <input type="checkbox"/> = <within 14 days of Hospital discharge  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Specify:  <input type="checkbox"/> = <24 hours (one day)		



<p>ii. Wait time for Urgent need for specialty evaluation</p> <p>iii. Wait time for Routine need for specialty evaluation</p> <p>c. Follow-Up Appointment- Are all time-frames met?</p> <p>i. Initiation of new symptoms/Emergent:</p> <p>ii. Urgent need for follow-up</p> <p>iii. Routine need for follow-up</p>	<p><input type="checkbox"/> = &lt;within 1 week</p> <p><input type="checkbox"/> = &lt;within 45 days</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> = &lt;within 24 hours (office-office interaction or physician Intervention may be required).</p> <p><input type="checkbox"/> = &lt;within 1 week</p> <p><input type="checkbox"/> = &lt;within 30 days</p>
<p><b>One (1) point for each section. All items in the section must be Yes or N/A to achieve point.</b></p>	
<p><b>II. AVAILABILITY OF APPOINTMENTS</b> Maximum Score of 6 points</p>	<p><b>SECTION SCORE:</b></p>
<p><b>III. MEDICAL STAFF SERVICES</b></p>	
5. Are applicable and current Medical license, occupational license and/or statute waiver displayed?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6. Was the doctor's staff courteous and helpful?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
7. The office manager and front desk personnel are familiar with HMO enrollment/eligibility process?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
8. There is a cancel/no show documentation system for follow-up?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
9. Test results are shared with patients within 48 hours?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
10. Services available on-site:	
a. Is space allocated for a particular function or service adequate for the activities performed therein?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
b. Do the exam rooms, dressing rooms and reception area assure patient privacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
c. Treatment room	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
d. Imaging	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<p><b>MEDICAL STAFF SERVICES</b> Maximum Score of 9 points</p>	<p><b>SECTION SCORE:</b></p>





IV. OFFICE PROCEDUES/PHYSICAL APPEARANCE/ADEQUACY OF AVAILABLE SPACE	
11. The organization requires at least two drills per year of the internal emergency plan. One must be resuscitation drill if appropriate to the facility and documented.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
12. Pharmacy Management/Security	
a. Is pharmacy maintained on-site?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
b. If a pharmacy is maintained on-site, are any pharmaceutical services provided?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
c. Outdated medications, including vaccines and samples, are absent?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
d. Prescription pads are controlled and secured from unauthorized access?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
e. Controlled substances are secured in a locked area?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
f. Needles and syringes are not accessible to patients?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
13. Emergency Procedures	
a. A staff member is trained in CPR?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
b. Is there an Emergency Kit or Crash cart available or Emergency protocol in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
14. Is a copy of the Florida Patient's Bill of Rights and Responsibilities posted (Ref. 381.026 F.S.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
15. Is the agency's (AHCA) HMO Complaint Hot Line telephone number posted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
16. Is the Consumer Assistance Notice (Ref. Sub section 641.511 (11), F.S.) posted in the reception area?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
17. Is HIPAA Notice available?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
18. Financial Responsibility form waiver is posted in a visible area when applicable.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A



19. Smoking prohibited in potentially hazardous areas and permitted only in designated areas?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
20. Procedures are available to minimize the sources of a transmission of infections?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
21. Reception area, toilets and telephones are provided in accordance with visitor volume?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
22. Is there adequate patient and visitor parking provided? (At least one designated handicapped space).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
23. Provisions are made to reasonably accommodate disabled individuals?	
a. Facility doors are wide enough to accommodate a wheelchair?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
b. The restroom is equipped for handicap use?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
c. Disabled individuals have easy access into patient rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
24. Is seating availability appropriate?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
25. Office hours are posted in the office?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
26. Interpreter service available when requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
27. Protocols for inform Consent of Diagnostic Procedures and Refusal of Treatment?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
28. Post notice of absence of malpractice insurance and patient acknowledgement form?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
29. Is there a posted sign for staff to comply with hand washing sanitary guidelines?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>OFFICE PROCEDURES/PHYSICAL APPEARANCE/ADEQUACY OF SPACE Maximum Score of 27 points</b>	<b>SECTION SCORE:</b>
<b>V. OSHA AND WORK SAFETY</b>	
30. The facility complies with applicable state and local building fire codes and regulations?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
31. The facility contains fire-fighting equipment to control a limited fire, including fire extinguishers, smoke alarm and sprinklers.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
32. The facility has prominently displayed illuminated signs with emergency power at all exits from each floor or hall.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
33. The facility has emergency lighting, as appropriate, to provide adequate evacuation.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A



34. The facility has stairwells protected by fire doors.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
35. Are hazards that might lead to slipping, falling, electrical shock, burns, poisoning, or other traumas eliminated.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
36. Adequate lighting and ventilation are provided in all areas.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
37. Facilities are clean and properly maintained.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
38. A system exists for identification, management, handling, transport, treatment, and disposition of hazardous materials.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
39. Appropriate emergency equipment and supplies are maintained and readily accessible to all areas of patient care.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
40. Equipment is properly maintained and periodically tested.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
41. Alternate power, adequate for the protection of the life and safety of patients and staff, is available in all patient care areas.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
42. Procedures are available to minimize the sources and transmission of infections.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>V. OSHA AND WORK SAFETY</b> Maximum Score of 13 points	<b>SECTION SCORE:</b>
<b>Maximum total score of 62 points</b>	



**Scoring Guide:**

- Each Yes and N/A is counted as 1 point and each No is counted as a 0 point.  
 (Note: If the criteria are not applicable for line of business or specialty, use “N/A” as your response).  
 A score of 53 points or higher is needed to pass the site evaluation. This is a score of >85%.  
 (Score is based on Total Amount of Points Achieved divided by Total Amount of Points Available)

SATISFACTORY                     
  OPPORTUNITIES\*                     
  CORRECTIVE ACTION PLAN (CAP)\*\*

\*If OPPORTUNITIES are indicated, see time frames to cure deficiencies  
 \*\*Attach copy of CAP.

- |                                  |                          |                                       |   |
|----------------------------------|--------------------------|---------------------------------------|---|
| <input type="checkbox"/> 7 Days  | Date of follow-up: _____ | <input type="checkbox"/> Resolved     | <input type="checkbox"/> Not Resolved/Final Follow up:<br>_____ |
| <input type="checkbox"/> 10 Days | Date of follow-up: _____ | <input type="checkbox"/> Resolved     | <input type="checkbox"/> Not Resolved/Final Follow up:<br>_____ |
| <input type="checkbox"/> 30 Days | Date of follow-up: _____ | <input type="checkbox"/> Resolved     | <input type="checkbox"/> Not Resolved/Final Follow up:<br>_____ |
| <input type="checkbox"/> CAP     | Date of follow-up: _____ | <input type="checkbox"/> CAP Resolved | <input type="checkbox"/> CAP Not Resolved:<br>_____             |
- A one-time extension (10 Days) – must be requested in writing by provider or representative to SFCCN Extension expires on: \_\_\_\_\_

**Prospective new Providers going through the Credentialing process please note the following:**  
 If a Corrective Action Plan (CAP) overall rating is earned by a prospective new provider, the credentialing file will not be presented to the Credentialing Committee for review until the items identified in the CAP is/are resolved.

**Contracted Providers going through the Re-Credentialing process please note the following:**  
 If an overall rating of Corrective Action Plan (CAP) is earned by an existing provider, the provider will be reviewed by the Credentialing Committee to include further action and may be referred also to the DOMC’s QI Department’s Peer Review committee for further action.

**Satisfactory Comments:**

**Opportunities Comments:**



<b>Corrective Action Plan (CAP) Comments:</b>	
<b>Additional Comments:</b>	
<hr/> <hr/> <hr/> <hr/>	
<hr/> <b>Office Representative or Physician Signature &amp; Title</b>	<b>Date</b> /    /
<hr/> <b>Provider Services Representative Signature</b>	<b>Date</b> /    /

University of Florida, Pediatric Integrated Care System, Chart Review

Group Name:	<input type="text"/>	Phone Number:	<input type="text"/>
D/B/A Name:	<input type="text"/>	Provider Type:	<input type="text"/>
Facility Name:	<input type="text"/>	County:	<input type="text"/>
Clinic Address:	<input type="text"/>		Sex: <input type="text"/>
Child's Name:	<input type="text"/>	Title:	<input type="text"/>
		Age:	<input type="text"/>
		Date of Birth:	<input type="text"/>
Date of Last Office Visit:	<input type="text"/>	Member Number:	<input type="text"/>
Time Period Reviewed:	<input type="text"/> to <input type="text"/>	Date of Last Review:	<input type="text"/>
Chart Review Breakdown: (M = Multiple)		Date of Review:	<input type="text"/>
<input type="checkbox"/> Visit(s)	<input type="checkbox"/> No Show(s)	Reviewed by:	

	Met	Partially Met	Not Met
1 The record is maintained in a predetermined, organized, and secure format.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2* Record contains identifying information on the Member, including name, address, phone number, date of birth, sex, race, and legal guardianship.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Individual pages contain appropriate patient identifying information; such as name, date of birth, and/or patient identification number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4* Name of emergency contact and phone number noted on record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5* If primary language spoken isn't English, translation and communication assistance needs are noted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6* Record contains a summary of medical problems, illnesses, significant surgical procedures, past and current diagnosis or problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Working diagnoses are consistent with findings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8* Allergies, reactions to drugs, and current prescription and non-prescription medications (including the name, dosage, and frequency) are listed and verified during each patient encounter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9* Entries indicate the chief complaint or purpose of the visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10* The history and physical examination identifies appropriate subjective and objective information pertinent to the patient's presenting complaints.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11* Entries indicate appropriate studies ordered and reports/results, for example: labs, X-Ray, EKG, referrals, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12* All entries in each record indicate therapies prescribed and administered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13* Documentation includes all services provided; such services must include, but not necessarily be limited to, family planning services, preventive services and services for the treatment of sexually transmitted diseases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 Documentation includes, when appropriate, health education and health promotion services whether they occur within the context of a clinical visit or not.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Treatment plans are consistent with diagnoses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Met	Partially Met	Not Met
16*	Entries include disposition, recommendations, and instructions provided to the member/guardian during visits and phone calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Entries include when there are changes in prescription and non-prescription medication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Specific time of return is noted in weeks, months, or as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19*	Entries include documentation of follow-up and outcome of services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20*	All entries in each record are dated and signed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21*	All entries in this record include the name and profession of practitioner rendering services, for example: M.D., D.O., or O.D., including signature or initials of practitioner. (Use of a signature log is acceptable.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22*	All entries in each record are legible, detailed, and timely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Procedure in place or documentation for members who are non-compliant with appointments or treatment plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Documentation of contact attempts if appointments are not kept.	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	All records from hospitals, specialists, and diagnostic centers have an indication that the record was reviewed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26*	The record contains an immunization history (Florida SHOTS is acceptable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Immunization waiver or exemption in record?	N/A <input type="checkbox"/>	Yes <input type="checkbox"/>	
28	Immunizations are up to date? (check below if missing)	N/A	UTD	Not UTD
a)	DTaP, DTP, DT <input type="checkbox"/> 2m <input type="checkbox"/> 4m <input type="checkbox"/> 6m <input type="checkbox"/> 15-28m <input type="checkbox"/> 4-6y	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Tdap/Td <input type="checkbox"/> 11-12y	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Hepatitis A <input type="checkbox"/> 12-23m <input type="checkbox"/> 2nd dose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Hepatitis B <input type="checkbox"/> B <input type="checkbox"/> 1-2m <input type="checkbox"/> 6-18m	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	Hib <input type="checkbox"/> 2m <input type="checkbox"/> 4m <input type="checkbox"/> 12-15m	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	HPV <input type="checkbox"/> 11-12y <input type="checkbox"/> 2nd dose <input type="checkbox"/> 3rd dose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	Influenza <input type="checkbox"/> yearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	Meningococcal <input type="checkbox"/> 11-12y <input type="checkbox"/> booster at 16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	Measles, Mumps, Rubella <input type="checkbox"/> 12-15m <input type="checkbox"/> 4-6y	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j)	Pneumococcal <input type="checkbox"/> 2m <input type="checkbox"/> 4m <input type="checkbox"/> 6m <input type="checkbox"/> 12-15m	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k)	Polio <input type="checkbox"/> 2m <input type="checkbox"/> 4m <input type="checkbox"/> 6-18m <input type="checkbox"/> 4-6y	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l)	Rotavirus <input type="checkbox"/> 2m <input type="checkbox"/> 4m	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m)	Varicella <input type="checkbox"/> 12-15m <input type="checkbox"/> 4-6y <input type="checkbox"/> Had disease.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	N/A	Yes	No
29 Child health check-ups are scheduled according to AAP guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30 Does the child return for check-up appointments as indicated by AAP?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date of Last Child Health Check-up: <input type="text"/>			
31 Physicals include age appropriate tests:			
a) Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Hemoglobin (hgb)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Lead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32 Physicals include age appropriate risk screenings:	N/A	Yes	No
a) TB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) STDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Anticipatory guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) BMI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33 For adolescent females, record has reference to family planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34 Contains record of:			
* a) Emergency care, inpatient, and hospital discharge summaries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* b) Communication(s) with/from the care coordinator.		<input type="checkbox"/>	<input type="checkbox"/>
c) Discussion of transition planning to non-pediatric/adult provider for children age 12 years and older.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35 Use of emergency room seems appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36 Routine, symptomatic, and urgent care access standards are met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37 Notes in chart match information on the claims.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38 There is appropriate documentation for any altered chart notes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39* Record contains information relating to the member's use of tobacco, alcohol, and drugs/substances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40* Record contains documentation the member was provided with written information concerning rights regarding advance directives, if the member is over 18 years old.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41* Record includes copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of 13 years old.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42* Documentation of all telemedicine services (if provided) are located in the record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:



MMA Medical Record Audit



Provider:		Date of Review:				
Provider ID:		Membership:				
Reviewer 1:		Charts Reviewed:				
Reviewer 2:		% of Sample Size:				
Item	Description	Y	N	N/A	% Score	
	The medical/case note reflects the quantity, quality, appropriateness and timeliness of services performed by the provider. See the scores for items: 8-24, 27-32, and 34					
1*	Enrollee's Name, Medicaid ID, Date of Birth & Sex identified on record.	#REF!	#REF!		#REF!	
2*	Enrollee's Name or ID# (Medicaid or Internal) included on all pages.	#REF!	#REF!		#REF!	
3*	Parent or Legal Guardian noted in record, if applicable.	#REF!	#REF!	#REF!	#REF!	
4*	Name of Emergency Contact & Phone Number noted in record.	#REF!	#REF!		#REF!	
5*	Primary language spoken, translation needs & communication assistance noted.	#REF!	#REF!		#REF!	
6	Living Arrangement/Marital Status noted in record.	#REF!	#REF!	#REF!	#REF!	
7*	Provider Identified on each visit, including signature & credentials.	#REF!	#REF!		#REF!	
8*	All entries are dated and signed by the appropriate party.	#REF!	#REF!		#REF!	
9*	Record is legible and maintained in detail.	#REF!	#REF!		#REF!	
10*	Clinical summary present with significant illness, surgery & medical conditions (past/present) updated and current.	#REF!	#REF!		#REF!	
11*	Current list of medications is noted.	#REF!	#REF!		#REF!	
12*	Allergies/Adverse Reactions or NKA noted.	#REF!	#REF!		#REF!	
13*	Past Medical History includes: tobacco use; ETOH; drugs/substance abuse; family history; psycho-social issues.	#REF!	#REF!		#REF!	
14*	Immunization status complete and up-to-date.	#REF!	#REF!	#REF!	#REF!	
15*	History and Physical exam is documented includes objective information.	#REF!	#REF!		#REF!	
16*	Each visit has documentation of chief complaint/purpose of visit and the objective, includes any therapies administered	#REF!	#REF!		#REF!	
17*	Lab, X-ray, EKG, and other studies ordered.	#REF!	#REF!	#REF!	#REF!	
18*	Diagnosis/Medical Findings or Impression noted.	#REF!	#REF!		#REF!	
19*	Lab Reports/Test Results reflect Provider review, (Initials & Date).	#REF!	#REF!	#REF!	#REF!	
20*	Plan/Treatment consistent with diagnosis.	#REF!	#REF!		#REF!	
21*	Follow-up Plan noted for each encounter including any therapies prescribed.	#REF!	#REF!		#REF!	
22*	Problems identified from previous visits addressed.	#REF!	#REF!		#REF!	
23*	Appropriate consultants utilized, noted on record.	#REF!	#REF!	#REF!	#REF!	
24	Records reflect notification to Enrollee of findings.	#REF!	#REF!	#REF!	#REF!	
25	Evidence of appropriate Informed Consent. Including risk and adverse outcome;	#REF!	#REF!	#REF!	#REF!	
26*	Advanced Directive information offered/discussed.	#REF!	#REF!	#REF!	#REF!	
27*	Documentation of medically appropriate health education.	#REF!	#REF!		#REF!	
28	All records must contain documentation of disposition, recommendations, instructions to the enrollee and follow up and outcome as necessary. Document advice given to enrollee in person, by telephone, online or provided after-hours.	#REF!	#REF!	#REF!	#REF!	
29	Records of enrollee treated elsewhere or transferred to another health care provider are present.	#REF!	#REF!	#REF!	#REF!	
30*	ED Visit/Hospitalization: documentation of provider notification.	#REF!	#REF!	#REF!	#REF!	
31*	ED Report/Hospital Discharge Summary present with medically indicated follow-up noted.	#REF!	#REF!	#REF!	#REF!	
32	Procedure in place/follow-up for enrollees who are non-compliant with appointments or plan of care.	#REF!	#REF!	#REF!	#REF!	
33	Release of Medical Information form completed and signed.	#REF!	#REF!		#REF!	
34*	Referral services documented.	#REF!	#REF!	#REF!	#REF!	
35*	All Services provided including but not limited to: family planning, preventive services, and services for the treatment of sexually transmitted diseases.	#REF!	#REF!	#REF!	#REF!	
36*	Includes copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of thirteen.	#REF!	#REF!	#REF!	#REF!	

Revised 12/13 kb/hs

Item	Description	Y	N	N/A	% Score
37*	Is there any documentation in the record between the provider and the CMS care coordinator about programs?	#REF!	#REF!	#REF!	#REF!
38*	If child is over age 12, is the provider beginning to discuss transition to non-pediatric/adult provider?	#REF!	#REF!	#REF!	#REF!
Overall Score (#Y/(#Y + #N)=%)		#REF!	#REF!	#REF!	#REF!
AHCA (*) Score (#Y/(#Y + #N)=%)		#REF!	#REF!	#REF!	#REF!
37	Completed Health Risk Assessment Present.	#REF!	#REF!	#REF!	#REF!
Note: Questions #36, #37, and #38 are not scored in the AHCA Score or Overall Score					

# XI. MEDICAL RECORDS REQUIREMENTS

Ped-I-Care and CCP network providers are the custodians of their medical records. Providers must retain medical records for a period of time reflective of current state and federal regulations from the date of last entry (or treatment). Medical records should include enough documentation to substantiate the quality, quantity, appropriateness, and timeliness of services performed.

Members have access to their medical records in accordance with state and federal laws. If a member changes providers, the medical record or a copy is forwarded to the newly-designated provider within 10 working days from receipt of the request. The member or authorized representative shall sign and date a release form before any clinical/case records can be released to another party. Clinical/case record release shall occur consistent with state and Federal law. Upon request, network providers allow Ped-I-Care, CCP, the Florida Department of Health, and/or The Florida Agency for Health Care Administration prompt access to all member medical records.

Ped-I-Care and CCP Quality Improvement (QI) nurses visit most primary care providers at least once every 3 years; for behavioral health providers the visits are conducted by Concordia. Audits of other providers are performed as needed. The purpose of the visits is to review a sample of medical records of members. Charts are reviewed by a QI nurse to evaluate the measures described in this manual in Section X. The results of the site visit are summarized in a letter sent to the provider. Data related to quality measures of the program are available to participating providers. Ped-I-Care and CCP will also conduct medical record reviews of all provider sites with a pattern of complaints or poor quality outcomes.

## General Requirements for Medical Records

**All service providers must meet the following requirements:**

1. Each record contains identifying information on the member, including name, address and phone number, member identification number, date of birth and sex, and legal guardianship (if any).
2. Individual pages contain appropriate patient identifying information; such as name, date of birth, and patient identification number.
3. Each record is legible and maintained in detail.
4. Each record reflects the primary language spoken by the member and any translation needs of the member, if not English.
5. Each record identifies members needing communication assistance in the delivery of health care services.
6. For emancipated minors and members over 18 years old, each record contains documentation that the member was provided written information concerning the member's rights regarding advance directives (written instructions for living will or power of attorney) and whether or not the member has executed an advance directive. The record must also contain any advance directives executed by the member.
7. Each record contains a summary of medical problems, illnesses, significant surgical procedures, past and current diagnosis or problems, allergies and new sensitivities, untoward reactions to drugs, and current medications with dosage (prescription, non-prescription or dietary supplement).
8. Each record contains information relating to the use of tobacco products and alcohol/substance abuse.
9. All entries in each record are dated and signed.
10. All entries in each record include the name and profession of the practitioner rendering services (for example: M.D., D.O., or O.D.), including signature or initials of the practitioner.
11. All entries in each record are legible and indicate the chief complaint or purpose of the visit, the objective findings of the practitioner, diagnoses, and medical findings or impression of the provider.
12. Working diagnoses are consistent with findings.
13. All entries in each record indicate appropriate studies as ordered (for example: lab, x-ray, EKG).

14. All entries in each record indicate therapies administered and prescribed.
15. Working diagnoses are consistent with clinical findings and treatment plans are consistent with diagnoses.
16. All entries in each record include the disposition, recommendations, instructions to the member, evidence of whether there was follow-up, and outcome of services.
17. Encounter forms or notes have a notation, when indicated, regarding follow-up care, calls, visits, or after-hours advice.
18. Each record contains the specific time of return is noted in weeks, months, or as needed.
19. Unresolved problems from previous visits are addressed in subsequent visits.
20. The history and physical examination identifies appropriate subjective and objective information pertinent to the patient's presenting complaints.
21. Each record contains a record of emergency care and hospital discharge summaries with appropriate medically indicated follow up.
22. Each record contains all services provided. Such services include, but are not limited to, family planning services, preventive services, and services for the treatment of sexually transmitted diseases.
23. Each record contains documentation of referrals and that notes were sent back to the referring provider regarding visits, testing, any care provided, and recommendations.
24. Notes in each record matches information on claims.
25. There is appropriate documentation for altered chart notes.
26. Each record contains documentation of contact attempts if appointments are not kept.
27. Each record contains documentation of communication with CMS Plan as appropriate.
28. When appropriate, each record contains documentation that the CMS Plan Chronic Conditions/Disease Management Programs are discussed with the member and appropriate referrals are made.
29. When appropriate, each record contains documentation that the CMS Plan Healthy Behaviors Programs are discussed with the member and appropriate referrals are made.

**In addition to the above requirements, providers are reminded that:**

1. Providers must maintain and safeguard the confidentiality of information obtained in accordance with the privacy and confidentiality requirements of federal and state law, including specifically 42 CFR, Part 431, Subpart F, regarding confidentiality and disclosure of information.
2. Confidentiality of a minor's consultation, examination, and treatment for a sexually transmissible disease in accordance with section 384.30(2), F.S. must be maintained.
3. Providers must maintain compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act (HIPAA).
4. Certain audit tools used by Concordia to conduct the site and chart reviews are available to providers for review.
  - a. Behavioral health providers: Visit the Florida Medicaid website to review the audit tools used by Concordia.  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/index.shtml](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/index.shtml)
    - i. Outpatient:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx)
    - ii. Inpatient:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx)
    - iii. Targeted Case Management:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGrouphttps://www.facebook.com/tconsaul/p/docs/Tools/TCMDefinitionsTool.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGrouphttps://www.facebook.com/tconsaul/p/docs/Tools/TCMDefinitionsTool.xlsx)

## **Additional Requirements for Primary Care Physicians**

In addition to the General Medical Record Requirements, Primary Care Providers must meet the following requirements:

1. Child health check-ups are scheduled according to AAP guidelines.
2. Each record contains an immunization history.
3. Physicals include age-appropriate tests: vision, hearing, hemoglobin, lead, urine, etc.
4. Physicals include age-appropriate anticipatory guidance and risk screenings: TB, lead, STDs, etc.
5. For adolescent females, record has reference to family planning.
6. Providers must include copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of 13.

## **Additional Requirements for Therapy & Behavioral Health Providers**

In addition to the General Medical Record Requirements, Therapy and Behavioral Health providers must meet the following requirements:

1. Maintain a medical record for each member. Each member's medical record:
  - a. Includes documentation sufficient to disclose the quality, quantity, appropriateness, and timeliness of services performed;
  - b. Is legible and maintained in detail consistent with the clinical and professional practice which facilitates effective internal and external peer review, medical audit, and adequate follow-up treatment; and
2. For each service provided, clear identification as to:
  - a. The physician or other service provider;
  - b. Date of service;
  - c. The units of service provided; and
  - d. The type of service provided.
3. Providers must include copies of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of 13.

## **Additional Requirements for Hospitals**

In addition to the General Medical Record Requirements, Hospitals must meet the following requirements:

1. Each record contains a record of the discharge plan.
2. Each record contains documentation that the member's PCP was notified of the member's hospitalizations, treatments, and medications.

## **Additional Requirements for Telemedicine**

If services are provided through telemedicine, all records must contain documentation to include the following items:

1. A brief explanation of the use of telemedicine in each progress note;
2. Documentation of telemedicine equipment used for the particular covered services provided;
3. A signed statement from the member or the member's representative indicating their choice to receive services through telemedicine. This statement may be for a set period of treatment or one-time visit, as applicable to the service(s) provided; and
4. For telepsychiatry, the results of the assessment, findings and practitioner(s) plan for next steps.

## XII. DENTAL SERVICES

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Dental services are a covered benefit under CMS Plan. Referrals and authorizations are not necessary for routine dental care or initial orthodontia evaluations. An authorization is needed for orthodontia treatment as well as inpatient oral surgery.

To request an authorization for orthodontia, please send request, treatment plan, and clinical notes documenting medical necessity, including photographs and any Panorex, x-rays, etc., to the appropriate UM Department listed below. Please note the request must also include the Medicaid Orthodontic Initial Assessment Form (IAF), which may be found in the Medicaid Dental Services Coverage and Limitations Handbook at:

<http://portal.flmmis.com/flpublic/Default.aspx>.

- **For Ped-I-Care**, send the above items to at MED3000 (866) 256-2015.
- **For CCP**, send the above items to (844) 806-0397.

Note: Orthodontia for cosmetic purposes is not an approved benefit under CMS Plan. Medical necessity must be documented.

Dental claims should be filed on an American Dental Association Dental Claim Form and mailed to:

MED3000/Ped-I-Care or CCP T19  
PO Box 981648  
El Paso, TX 79998-1648

For electronic claims filing, contact Change Healthcare at (877) 363-3666 or via their website at <http://www.changehealthcare.com/>.

To request authorizations for orthodontia:

**MED3000's UM Department  
(For Ped-I-Care)**  
(866) 256-2015

**CCP's UM Department**  
(866) 209-5022

Submit dental claims (using an ADA Dental Claim Form) to:

MED3000/Ped-I-Care  
or CCP T19  
PO Box 981648  
El Paso, TX 79998-1648

- Or -

File electronically with Change Healthcare:  
[www.changehealthcare.com](http://www.changehealthcare.com)  
(877) 363-3666

# XIV. TRANSPORTATION

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Emergency and non-emergency transportation are covered benefits.

- **For Ped-I-Care and CCP**, the contracted provider for non-emergency transportation services is Access2Care. Members should call Access2Care at (866) 411-8920 to arrange for transportation to appointments with providers.

Members should give a minimum of 48 hours' notice when scheduling transportation for routine appointments, however at least 72 hours' notice is preferred. The transportation companies may also be contacted to provide transportation if a member is sick. Every effort will be made to provide transportation with minimal notice in these situations. For members who are dependent on a ventilator or otherwise too medically complex for transport by Access2Care, please call the nursing director at the appropriate CMS office, listed on page 7 of this manual.

Authorizations for out of state travel must be made well in advance of anticipated departure time. Such arrangements and authorizations are only granted in cases of medical necessity, when in-state services are not available for the member's specific needs.

For facility discharges or transfers, please call the Access2Care scheduling line at 866-411-8920. At the time of scheduling include all pertinent medical information to ensure the appropriate level of transport is secured. Please allow for up to six hours between the completed request and arrival of transport staff,

# XV. BEHAVIORAL HEALTH SERVICES

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CMS Plan offers a full range of medically-necessary behavioral health services that are consistent with and described in the Florida Medicaid Mental Health Targeted Case Management Coverage, Limitations Handbook ([http://www.ahca.myflorida.com/medicaid/review/Specific/CL\\_07\\_070601\\_MH\\_Case\\_Mgmt\\_ver2\\_2.pdf](http://www.ahca.myflorida.com/medicaid/review/Specific/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf)) and the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook ([https://www.flrules.org/gateway/readRefFile.asp?refid=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook\\_Adoption.pdf](https://www.flrules.org/gateway/readRefFile.asp?refid=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook_Adoption.pdf)), and applicable fee schedules.

**Ped-I-Care's and CCP's Behavioral Health Services are managed by Concordia Behavioral Health.**

- For Ped-I-Care members, call Concordia at (877) 698-7789, option 2, option 1.
- For CCP members, call Concordia at (800) 294-8642.

Concordia's website is <http://www.concordiabh.com/>.

Members can receive the following benefits:

- a. Inpatient hospital services for behavioral health conditions
- b. Outpatient hospital services for behavioral health conditions
- c. Psychiatric physician services for behavioral health conditions and psychiatric specialty codes 42, 43, and 44
- d. Community behavioral health services for mental health conditions
- e. Community behavioral health services for substance abuse conditions
- f. Mental Health Targeted Case Management
- g. Mental Health Intensive Targeted Case Management
- h. Specialized therapeutic foster care
- i. Therapeutic group care services
- j. Comprehensive behavioral health assessment
- k. Behavioral health overlay services in child welfare settings
- l. Residential care
- m. Statewide Inpatient Psychiatric Program (SIPP) services for individuals under age 21 years.

Neither prior authorizations nor referrals by a PCP are required for behavioral health services.

CMS Plan offers all medically necessary evaluations, psychological testing, and treatment services for children/adolescents referred to CMS Plan by the Department of Children and Families (DCF), the Department of Juvenile Justice (DJJ), and schools (elementary, middle, and secondary). CMS Plan provides court-ordered evaluation and treatment required for children/adolescent members. See the specifications in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook for more information. CMS Plan does not offer substitute services to members.

**NOTE:** As of February 1, 2017, Applied Behavioral Analysis (ABA) will be referred to as Behavior Analysis (BA) services. These are part of the Medicaid plan but carved out of CMS Plan covered services.

The Agency for Health Care Administration (Agency) has contracted with eQHealth Solutions to administer an authorization review program for Behavior Analysis (BA) services. For questions, contact eQHealth at 1-855-444-3747 and via the web at: <http://fl.eqhs.org/>



## Emergency Behavioral Health Services

CMS Plan offers emergency behavioral health services pursuant, but not limited, to s. 394.463, F.S.; s. 641.513, F.S.; and Title 42 CFR Chapter IV.

**For Ped-I-Care**, emergency service providers must make a reasonable attempt to notify Concordia at (877) 698-7789 within 24 hours of the enrollee's presenting for emergency behavioral health services.

**For CCP**, emergency service providers must make a reasonable attempt to notify Concordia at (800) 294-8642 within 24 hours of the enrollee's presenting for emergency behavioral health services.

In cases in which the enrollee has no identification, or is unable to orally identify himself/herself when presenting for behavioral health services, the provider shall notify the MED3000 within 24 hours of learning the member's identity.

Providers must ensure the member has a follow-up appointment scheduled within 7 days after discharge; and all required prescriptions are authorized at the time of discharge.

**Ped-I-Care** members and providers can call the Ped-I-Care Mental Health Crisis Hotline at (800) 627-0510. This is available 24 hours a day, 7 days a week for assistance with a mental health crisis. A nurse answers the calls and a psychiatrist provides guidance and supervision.

## Activities

CMS Plan's Behavioral Health program encompasses many activities. These activities are performed by a combination of professionals and laypersons to include the CMS Care Coordinators and social workers, the Family Health Partner, the Primary Care Physician, the specialty physician, and the Ped-I-Care and CCP Member Services, Provider Relations, and Quality Improvement staff.

1. Through the process of enrollment, assessments, care planning, and service provision the opportunity for behavioral health services is shared with members. The CMS Plan Care Coordinators (CCs) are supervised by the CMS Plan Nursing Director of each CMS Plan Area Office.
2. Ped-I-Care and CCP Members Services staff maintain an active role in outreach. Specifically, staff provide accurate member materials and send them out to members in a timely manner. Member education includes information about the importance of good mental health and what resources are in our network for this service.
3. Ped-I-Care and CCP Quality Improvement Nurses perform visits to PCPs and Behavioral Health Providers. Facilities and charts are audited for compliance with standards and areas needing attention are identified. The providers are educated on the findings and the CMS Plan Care Coordinators are notified of any outreach and education they can provide to assist members and providers in meeting established standards.
4. Concurrent reviews of hospitalizations are monitored daily through our third-party administrator (TPA), MED3000. Concurrent review nurses coordinate services with the member, family, providers, case manager, discharge planner/social worker, home health agencies, community resource organizations with the county, and CMS Plan Care Coordinators. The CMS Plan Care Coordinators and social workers participate in discharge planning, appointment follow up, and assist the member and family in coordinating any resources that they need.
5. Behavioral Health Case Review Meetings are held bi-monthly to discuss complicated **Ped-I-Care** cases. The multi-disciplinary team includes the Ped-I-Care Behavioral Health Medical Director who is a board-certified psychiatrist in addition to nurses, social workers, other professionals, and community agencies involved in the care of the member. The CMS Plan Care Coordinator of each child implements and coordinates the recommendations of the team with the member, family, and providers.

6. Providers with pediatric patients who have a psychiatric disorder or behavioral health issue **assigned to Ped-I-Care** can call the University of Florida, Child Psychiatry Access Program at (877) 506-2720 for a free consultation with a board-certified psychiatrist. Providers with pediatric patients **assigned to CCP** with a psychiatric disorder or behavioral health issue can call the Behavioral Health Provider, Concordia, at (800) 294-8642 for a free consultation with a board-certified psychiatrist.

## Drug Utilization Review

CMS Plan's drug utilization review (DUR) program encourages coordination between a member's primary care physician and a prescriber of a psychotropic or similar prescription drug for behavioral health problems. The DUR program identifies those medications for other serious medical conditions (such as hypertension, diabetes, neurological disorders, or cardiac problems), where this is a significant risk to the member posed by potential drug interactions between drugs for these conditions and behavioral-related drugs. After the plan identifies the potential for such problems, the NCC notifies all related prescribers that certain drugs may be contraindicated due to the potential for drug interactions and encourages the prescribers to coordinate their care. Notice may be provided electronically or via mail, or by telephonic or direct consultation, as deemed appropriate.

An NCC may become aware of the use of a psychotropic drug or other Behavioral Health drug for a patient by parent/patient report, clinic notes from the PCP or specialty physician, from a pharmacist, during care coordination meetings, or from concurrent review reports. When this occurs, the NCC takes actions based on the CMS Plan Care Coordination Guidelines.

## Informed Consent for Psychotropic Medication

CMS Plan requires that prescriptions for psychotropic medication prescribed for a member under the age of 13 be accompanied by the express written and informed consent of the member's parent or legal guardian. Psychotropic (psychotherapeutic) medications include antipsychotics, antidepressants, anti-anxiety medications, and mood stabilizers. Anti-convulsion and attention-deficit/hyperactivity disorder (ADHD) medications (stimulants and non-stimulants) are not included at this time. In accordance with s. 409.912(51), F.S., Ped-I-Care and CCP providers must comply with the following requirements:

1. The prescriber must document the consent in the child's medical record and provide the pharmacy with a signed attestation of the consent with the prescription.
2. The prescriber must ensure completion of an appropriate attestation form.
3. Sample consent/attestation forms that may be used and pharmacies may receive are located at the following link: [http://ahca.myflorida.com/Medicaid/Prescribed\\_Drug/med\\_resource.shtml](http://ahca.myflorida.com/Medicaid/Prescribed_Drug/med_resource.shtml).
4. The completed form must be filed with the prescription (hardcopy of imaged) in the pharmacy and held for audit purposes for a minimum of 6 years.
5. Pharmacies may not add refills to old prescriptions to circumvent the need for an updated informed consent form.
6. Every **new** prescription will require a **new** informed consent form.
7. The informed consent forms do not replace prior authorization requirements for non-PDL medications or prior authorized antipsychotics for children and adolescents from birth through age 17.

## Release of Psychiatric Records

The member or authorized representative must sign and dates a release form before any psychiatric records can be released to another party. NCCs request current behavioral health care provider information on all new members upon enrollment. NCCs give the ICS Provider Liaisons contact information of providers that are not in the network; this is done for possible recruitment.

## Outreach Program

CMS Plan has an outreach program including but not limited to referral, training, consultation, and other behavioral health resources designed to assist PCPs and other non-behavioral health providers in the identification, management and treatment of:

- Members with severe and persistent mental illness;
- Children/adolescents with severe emotional disturbances; and
- Members with clinical depression.

## Physician Services

Physician services are those services rendered by a licensed physician who possesses the appropriate medical specialty requirements, when applicable. A psychiatrist must be Florida licensed and certified as a psychiatrist by the American Board of Psychiatry and Neurology or the American Osteopathic Board of Neurology and Psychiatry, or have completed a psychiatry residency accredited by the Accreditation Council for Graduate Medical Education (ACGME) or the Royal College of Physicians and Surgeons of Canada.

Physician services include specialty consultations for evaluations. A physician consultation includes an examination and evaluation of the member with information from family member(s) or significant others as appropriate. The consultation includes written documentation on an exchange of information with the attending provider. The components of the evaluation and management procedure code and diagnosis code must be documented in the member's medical record. A hospital visit to a member in an acute care hospital for a behavioral health diagnosis must be documented with a behavioral health procedure code and behavioral health diagnosis code. All procedures with a minimum time requirement are documented in the member's medical record to show the time spent providing the service to the member.

Physicians are required to coordinate medically necessary behavioral health services with the PCP and other providers involved with the member's care. CMS Plan has protocols that indicate when such coordination is required.

## Community Mental Health Services

Community mental health services include behavioral health services that are provided for the maximum reduction of the member's behavioral health disability and restoration to the best possible functional level. Such services can reasonably be expected to improve the member's condition or prevent further regression. CMS Plan offers medically necessary community mental health services rendered or recommended by a physician or psychiatrist and included in a treatment plan. Services are provided to members of all ages. Services emphasize the value of early intervention, are age-appropriate, and are sensitive to the member's developmental level. The term "community" is not intended to suggest that the services must be provided by state-funded facilities or to preclude state-funded centers from providing these services.

### Details:

1. Services meet the intent of those covered in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook ([https://www.flrules.org/gateway/readRefFile.asp?refId=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook Adoption.pdf](https://www.flrules.org/gateway/readRefFile.asp?refId=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook%20Adoption.pdf))
2. MED3000 (working under contract to Ped-I-Care) and CCP maintain medical necessity criteria, including those for admission, continuing stay, and discharge, for all mandatory and optional services. Criteria are specific to member ages and diagnoses and accounts for orders for involuntary outpatient placement pursuant to Florida Statute.
3. Treatment Plan Development and Modification
  - a. Treatment planning includes working with the member, the member's natural support system, and all involved treating providers to develop an individualized plan for addressing identified clinical

- needs. A behavioral health care provider must complete a face-to-face interview with the member during the development of the plan.
- b. In addition to the handbook requirements, the individualized treatment plan should:
    - i. Be recovery-oriented and promote resiliency
    - ii. Be member-directed
    - iii. Accurately reflect the presenting problems of the member
    - iv. Be based on the strengths of the member, family, and other natural support systems
    - v. Provide outcome-oriented objectives for the member
    - vi. Include an outcome-oriented schedule of services that will be provided to meet the member's needs
    - vii. Include the coordination of services not covered by CMS Plan
  - c. Individualized treatment plan reviews are conducted at 6-month intervals to assure that the services being provided are effective and remain appropriate for addressing individual member needs. Additionally, a review is expected whenever clinically-significant events occur or when treatment is not meeting the member's needs. The provider is expected to use the individualized treatment plan review process in the utilization management of medically necessary services. For further guidance, see the most recent Florida Medicaid Community Behavioral Health Services and Coverage Handbook.

## Evaluation and Assessment Services

Evaluation and testing services include psychological testing (standardized tests) and evaluations that assess the member's functioning in all areas. Evaluations completed prior to provision of treatment must include a holistic view of factors that underlie or may have contributed to the need for behavioral health services. Diagnostic evaluations are included in this category. Diagnostic evaluations must be comprehensive and must be used in the development of an individualized treatment plan. All evaluations must be appropriate to the age, developmental level, and functioning of the member. All evaluations must include a clinical summary that integrates all the information gathered and identifies the member's needs. The evaluation should prioritize the clinical needs, evaluate the effectiveness of any prior treatment, and include recommendations for interventions and mental health services to be provided. All new members who appear for treatment services should receive an evaluation unless there is sufficient collateral information that a new evaluation would not be necessary.

### Details:

1. Evaluation services, when determined medically necessary, must include assessment of mutual status, functional capacity, strengths, and service needs by trained mental health staff.
2. Before receiving any community mental health services, children ages 0-5 must have a current assessment (within 1 year) of presenting symptoms and behaviors; developmental and medical history; family psychosocial and medical history; assessment of family functioning; a clinical interview with the primary caretaker and an observation of the child's interaction with the caretaker; and an observation of the child's language, cognitive, sensory, motor, self-care, and social functioning.

## Medical & Psychiatric Services

These services include medically-necessary interventions that require the skills and expertise of a psychiatrist, psychiatric ARNP, or physician. Medical psychiatric interventions include the prescribing and management of medications, monitoring side effects associated with prescribed medications, individual or group medical psychotherapy, psychiatric evaluation (for diagnostic purposes and for initiating treatment), psychiatric review of treatment records for diagnostic purposes, and psychiatric consultation with a member's family or significant others, PCPs, and other treatment providers. Interventions related to specimen collections, taking vital signs, and administering injections are also covered services. Treatment services are distinguished from the physician services outlined above in that they are provided through a community mental health provider.

## **Behavioral Health Therapy Services**

Therapy services include individual and family therapy, group therapy, and behavioral health day services. These services may include psychotherapy or supportive counseling focused on assisting members with the problems or symptoms identified in an assessment. The focus should be on identifying and utilizing the strengths of the member, family, and other natural support systems. Therapy services should be geared to the individual needs of the member and should be sensitive to the age, developmental level, and functional level of the member.

Family and marital therapy are also included in this category. Examples of interventions include those that focus on resolution of a life crisis or an adjustment reaction to an external stressor or developmental challenge.

Behavioral health day services are designed to enable members to function successfully in the community in the least restrictive environment and to restore or enhance ability for social and pre-vocational life management services. The primary functions of behavioral health day services are stabilization of the symptoms related to a behavioral health disorder to reduce or eliminate the need for more intensive levels of care, to provide transitional treatment after an acute episode, or to provide a level of therapeutic intensity not possible in a traditional outpatient setting.

## **Community Support & Rehabilitative Services**

Psychosocial rehabilitation services may be provided in a facility, home, or community setting. These services assist members in functioning within the limits of a disability or disabilities resulting from a mental illness. Services focus on restoration of a previous level of functioning or improving the level of functioning. Services are individualized and directly related to goals for improving functioning within a major life domain.

The coverage includes a range of social, educational, vocational, behavioral, and cognitive interventions to improve members' potential for social relationships, occupational/educational achievement, and living skills development. Skills training development is also included in this category and includes activities aimed toward restoration of members' skills/abilities that are essential for managing their illness, actively participating in treatment, and conducting the requirements of daily independent living. Providers must offer the services in a setting best suited for desired outcomes, i.e., home or community-based settings.

Psychosocial rehabilitative services may also be provided to assist members in finding or maintaining appropriate housing arrangements or to maintain employment. Interventions should focus on the restoration of skills/abilities that are adversely affected by the mental illness and supports required to manage the member's housing or employment needs. The provider must be knowledgeable about TANF and is responsible for medically necessary mental health services that assist the individual in finding and maintaining employment.

## **Therapeutic Behavioral On-Site Services (TBOS) for Children & Adolescents**

TBOS services are community services and natural supports for children/adolescents with serious emotional disturbances. Clinical services include provision of a professional level therapeutic service that may include teaching problem-solving skills, behavioral strategies, normalization activities, and other treatment modalities that are determined to be medically necessary. These services should be designed to maximize strengths and reduce behavior problems or functional deficits stemming from the existence of a mental health disorder. Social services include interventions designed for the restoration, modification, and maintenance of social, personal adjustment, and basic living skills.

TBOS services are intended to maintain the child/adolescent in the home and to prevent reliance upon a more intensive, restrictive, and costly mental health placement. They are also focused on helping the child/adolescent possess the physical, emotional, and intellectual skills to live, learn, and work in the home community. Coverage includes the provision of these services outside of the traditional office setting. The services are provided where they are needed, in the home, school, childcare centers, or other community sites.

## Day Treatment Services

Child/adolescent day treatment services include therapy, rehabilitation and social interactions, and other therapeutic services that are designed to redevelop, maintain, or restore skills that are necessary for children/adolescents to function in their community. The approach must take into consideration developmental levels and delays in development due to emotional disorders. If the child/adolescent is school age, the services are coordinated with the school system. All therapeutic day treatment interventions for children/adolescents must have a component that addresses caregiver participation and involvement. Services for all children/adolescents should be coordinated with home care to the greatest extent possible. Day treatment services must include an array of programs with the following functions:

1. Stabilize the symptoms related to a behavioral health disorder to reduce or eliminate the need for more intensive levels of care;
2. Provide transitional treatment after an acute episode, admission to an inpatient program, or discharge from a residential treatment setting;
3. Provide a therapeutic intensity not possible in a traditional outpatient setting; and
4. Assist the child/adolescent in redeveloping age-appropriate skills required to conduct activities of everyday living in the community.

Staff providing children/adolescent day treatment services must have appropriate training and experience. Behavioral health care providers must be available to provide clinical services when necessary.

## Services for Children Ages 0 through 5 Years

Services include behavioral health day services and therapeutic behavioral on-site services for children ages 0 through 5 years. Prior to receiving these services, the members in this age group must have an assessment that meets the criteria in the Florida Medicaid Community Behavioral Health Services Coverage and Limitations Handbook.

## Mental Health Targeted Case Management

CMS Plan offers targeted case management services to children/adolescents with serious emotional disturbances as defined below. CMS Plan accepts a provider's mental health targeted case management certification program if it was approved by AHCA or another health plan. Individual practices are responsible for maintaining documentation of such approval and provider certification in the provider's personnel file.

At a minimum, case management services are to incorporate the principles of a strengths-based approach. Strengths-based case management services are an alternative service modality for working with individuals and families. This method stresses building on the strengths of individuals that can be used to resolve current problems and issues, countering more traditional approaches that focus almost exclusively on individual's deficits or needs.

### Target Populations

Mental health targeted case management services are available to all members:

1. Who require numerous services from different providers and also require advocacy and coordination to implement or access services;
2. Who would be unable to access or maintain consistent care within the service delivery system without case management services;
3. Who do not possess the strengths, skills, or support system to allow them to access or coordinate services;
4. Who may benefit from case management but lack the skills or knowledge necessary to access services; or
5. Who do not meet these criteria but may still be eligible for limited targeted case management services by meeting handbook exception criteria.

CMS Plan offers case management services to children/adolescents who have a serious emotional disturbance, which are:

1. A defined mental disorder
2. A level of functioning which requires two or more coordinated behavioral health services to be able to live in the community
3. At imminent risk of out-of-home behavioral health treatment placement.

### **Required Services**

Mental health targeted case management services include working with the member and the member's natural support system to develop and promote a service plan. The service plan reflects the services or supports needed to meet the needs identified in an individualized assessment of the following areas: education or employment, physical health, mental health, substance abuse, social skills, independent living skills, and support system status. The approach used should identify and utilize the strengths, abilities, cultural characteristics, and informal supports of the member, family, and other natural support systems. Targeted case managers focus on overcoming barriers by collaborating and coordinating with providers and the member to assist in the attainment of service plan goals. The targeted case manager takes the lead in both coordinating services/treatment and assessing the effectiveness of the services provided.

When targeted case management recipients enrolled in CMS Plan are hospitalized in an acute care setting or held in a county jail or juvenile detention facility, NCCs document efforts to ensure that contact is maintained with the member and participates actively in the discharge planning processes. Case managers are also responsible for coordination and collaboration with the parents or guardians of children/adolescents who receive mental health targeted case management services. Case managers should make and document reasonable efforts to include the parents or guardians of members in the process of providing targeted case management services. Integration of the parent's input and involvement with the case manager and other providers is reflected in medical record documentation and monitored through Ped-I-Care's and CCP's quality of care monitoring activities. Involvement with the child/adolescent's school and/or childcare center is also a component of case management with children/adolescents. CMS Plan offers mental health targeted case management services to children/adolescents in the care or custody of the state who need them.

### **Additional Requirements for Targeted Case Management**

Providers/practices must have a case management program, including guidelines and protocols that address:

1. Caseloads set to achieve the desired results. Size limitations must clearly state the ratio of members to each individual case manager. The limits are specified for children/adolescents, with a description of the clinical rationale for determining each limitation. If "mixed" caseloads, *i.e.*, children/adolescents and adults, are utilized a separate limitation is expected along with the rationale for the determination. Ratios must be no greater than the requirements set forth in the Florida Medicaid Mental Health Targeted Case Management Coverage and Limitations Handbook ([http://www.ahca.myflorida.com/medicaid/review/Specific/CL\\_07\\_070601\\_MH\\_Case\\_Mgmt\\_ver2\\_2.pdf](http://www.ahca.myflorida.com/medicaid/review/Specific/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf)).
2. A system to manage caseloads when positions become vacant
3. A description of the modality of service provision and the location that services will be provided
4. The expected frequency, duration, and intensity of the service with service limits and criteria no more restrictive than those in Medicaid policy
5. Issues related to recovery and self-care, including services to help members gain independence from the behavioral health and case management system
6. Services based on individual needs of the members receiving the service. The service system should also address the changing needs and abilities of members.
7. Case management staff with expertise and training necessary to competently and promptly assist members in working with Social Security Administration or Disability Determination in maintaining benefits from SSI

and SSDI. For members who wish to work, case management staff must have the expertise and training necessary to help members access Social Security Work Incentives.

## **Intensive Case Management**

This service is available to members for whom it is determined to be medically necessary, including members who meet the following criteria:

1. Has resided in a state mental health treatment facility for at least 6 of the past 36 months;
2. Resides in the community and has had 2 or more admissions to a state mental health treatment facility in the past 36 months;
3. Resides in the community and has had 3 or more admissions to a crisis stabilization unit, short-term residential facility, inpatient psychiatric unit, or any combination of these facilities within the past 12 months; or
4. Resides in the community and, due to a mental illness, exhibits behavior or symptoms that could result in long-term hospitalization if frequent interventions for an extended period of time were not provided.

Intensive case management services are frequent and intense and focus on helping the member attain skills and supports needed for independent living. Case management services are provided primarily in the member's residence and include community-based interventions.

This service should be provided in the least restrictive setting with the goal of improving the member's level of functioning, and providing ample opportunities for rehabilitation, recovery, and self-sufficiency. Intensive case management services are accessible 24 hours per day, 7 days per week.

## **Community Treatment of Patients Discharged from State Mental Health Facilities**

CMS Plan offers medically-necessary behavioral health services to members who have been discharged from any state mental health treatment facility, including, but not limited to, follow-up services and care. All members who have previously received services at a state mental health treatment facility must receive follow-up care.

### **Details:**

1. The plan of care should be aimed at encouraging members to achieve a high quality of life while living in the community in the least restrictive environment that is medically appropriate and reducing the likelihood that the members will be readmitted to a state mental health treatment facility.
2. Mental health targeted case managers must follow the progress of members.
3. CMS Plan is not responsible for court-ordered treatment.

## **Community Services for Medicaid Recipients Involved with the Justice System**

The CMS Plan Nurse Care Coordinator/Social Worker makes every effort as follows to provide medically necessary community-based services for Ped-I-Care members who have justice system involvement (juvenile justice system for members under 18 years and correctional system for members 18 and older):

1. Ensure a linkage to pre-booking sites for assessment, screening or diversion related to behavioral health services;
2. Provide psychiatric services within 24 hours of release from jail, juvenile detention facility, or other justice facility to assure that prescribed medications are available for all members.
3. Ensure a linkage to post-booking sites for discharge planning and assuring that prior Ped-I-Care members receive necessary services upon release from the facility. Ped-I-Care members should be linked to services and receive routine care within 7 days from the date they are released.



4. Provide outreach to homeless and other populations of Ped-I-Care members at risk of justice system involvement, as well as those CMS Plan members currently involved in this system, to assure that services are accessible and provided when necessary.

CMS Plan is not responsible when juvenile members are incarcerated while awaiting trial, etc.; the local facility housing the child is responsible for their medical needs. The Juvenile Justice System (JJS) is responsible for coordinating services at the time of release. JJS holds a staffing 30 days prior to release and puts a plan in place such as return home, group home, an independent living situation, etc. JJS coordinates with the Juvenile Probation Officer to ensure services occur. Refer to the Health Services section of the Department of Juvenile Justice's (DJJ) Frequently Asked Questions website at <http://www.djj.state.fl.us/AboutDJJ/faq.html> for more information. CMS Plan NCCs and the DJJ strive to ensure that the children and adolescents we serve have no unmet health needs and that there are no lapses in health care services.

## **Treatment & Coordination of Care for Members with Medically-Complex Conditions**

CMS Plan, through the provider network, ensures that appropriate resources are available to address the treatment of complex conditions that reflect both mental health and physical health involvement.

CMS Plan offers medically-necessary community mental health services to members who exhibit mental health disorders due to or involving a general medical condition, and eating disorders. The plan of care must include all appropriate collateral providers necessary to address the complex medical issues involved. Clinical care criteria address modalities of treatment that are effective for each diagnosis.

## **Coordination of Children's Services**

The delivery and coordination of child/adolescent mental health services are provided for all who exhibit the symptoms and behaviors of an emotional disturbance. The delivery of services addresses the needs of any child/adolescent served in an Emotional/Behavioral Disabilities school program. Developmentally-appropriate early childhood mental health services are available to children age birth to 5 years and their families.

CMS Plan offers services for all children/adolescents within a strengths-based, culturally-competent service design. The service design recognizes and ensures that services are family-driven and include the participation of family, significant others, informal support systems, school personnel, and any state entities or other service providers involved in the child/adolescent's life.

For all children/adolescents receiving services from CMS Plan, the provider works with the parents, guardians, or other responsible parties to monitor the results of services and determine whether progress is occurring. Active monitoring of the child/adolescent's status occurs to detect potential risk situations and emerging needs or problems.

When the court mandates a parental behavioral health assessment, and the parent is a member, the provider completes an assessment of the parent's mental health status and the effects on the child. Time frames for completion of this service are determined by the mandates issued by the courts.

## **Transition Plan for Members Changing from Non-Participating to Participating Providers**

A transition plan is a detailed description of the process of transferring members from non-participating providers to the behavioral health care provider network to ensure optimal continuity of care. The transition plan includes, but is not limited to, a timeline for transferring members, description of provider clinical record transfers, scheduling of

appointments, and proposed prescription drug protocols and claims approval for existing providers during the transition period.

## Individuals with Special Health Care Needs

In accordance with CFR 438.208(c)(3), an individualized treatment plan for a member determined to need a course of treatment or regular care monitoring must be:

1. Developed by the member's direct service mental health care professional with member participation and in consultation with any specialists caring for the member;
2. Approved by CMS Plan if approval is required; and
3. Developed in accordance with any applicable AHCA quality assurance and utilization review standards.

## Discharge Planning

Discharge planning is the evaluation of a member's medical care needs, behavioral health service needs, and substance abuse service needs in order to arrange for appropriate care after discharge from one level of care to another. Upon the admission of a member, the provider must make a good faith effort to ensure the member's smooth transition to the next service or to the community and requires that behavioral health care providers:

1. Oversee the care given to the member
2. Develop an individualized discharge plan, in collaboration with the member where appropriate, for the next service or program or the member's discharge, anticipating the member's movement along a continuum of services
3. Document all significant efforts related to these activities, including the member's active participation in discharge planning
4. Monitor and ensure that clinically indicated behavioral health services are offered and available to members within 7 calendar days of discharge from an inpatient setting

## Functional Assessments

Behavioral health care providers must administer functional assessments using the functional assessment rating scales (FARS) for all members over the age of 18 and child functional assessment rating scale (CFARS) for all members age 18 and under. Behavioral health care providers must administer and maintain the FARS and CFARS for all members receiving behavioral health services and upon termination of providing such services. The results of the FARS and CFARS assessments must be maintained in each member's clinical record.

## Behavioral Health Clinical Records

CMS Plan behavioral health providers must maintain a behavioral health clinical record of services for each member. The member's record includes, but is not limited to the member's demographics and eligibility information, is provided in accordance with the clinical documentation requirements of the Medicaid handbooks applicable to behavioral health.

Each member's behavioral health clinical record must:

1. Include documentation sufficient to disclose the quality, quantity, appropriateness, and timeliness of behavioral health services performed;
2. Be legible and maintained in detail consistent with the clinical and professional practice that facilitates effective internal and external peer review, medical audit, and adequate follow-up treatment; and
3. For each service provided, clearly identify:
  - a. The physician or other service provider;
  - b. Date of service;
  - c. The units of service provided; and
  - d. The type of service provided.

## Behavioral Health Quality Improvement (QI) Requirements

CMS Plan's QI plan includes a behavioral health component in order to monitor and assure that CMS Plan's behavioral health services are sufficient in quantity, of acceptable quality, and meet the needs of the members.

### Treatment plans must:

1. Identify reasonable and appropriate objectives;
2. Provide necessary services to meet the identified objectives; and
3. Include retrospective reviews that confirm that the care provided, and its outcomes, were consistent with the approved treatment plans and appropriate for member needs.

In determining if behavioral health services are acceptable according to current treatment standards, in most cases, Ped-I-Care or Concordia coordinates the scheduling of provider audits with selected providers. CMS Plan uses AHCA-approved tools for clinical and mental health targeted case management tools when reviewing provider records.

### AHCA-approved review tools:

- a. Behavioral health providers: Visit the Florida Medicaid website to review the audit tools used by Concordia.  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/index.shtml](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/index.shtml)
- iv. Outpatient:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/OutpatientClinicalRecordReviewTool-Definitions.xlsx)
- v. Inpatient:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/InpatientClinicalRecordReviewTool-Definitions.xlsx)
- vi. Targeted Case Management:  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/TCMDefinitionsTool.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/TCMDefinitionsTool.xlsx)  
  
[http://www.fdhc.state.fl.us/Medicaid/Policy\\_and\\_Quality/Quality/clinical\\_quality\\_compliance/BHGroup/docs/Tools/TCMRecordReviewTool.xlsx](http://www.fdhc.state.fl.us/Medicaid/Policy_and_Quality/Quality/clinical_quality_compliance/BHGroup/docs/Tools/TCMRecordReviewTool.xlsx)

Elements of these reviews include, but are not limited to:

1. Management of specific diagnoses
2. Appropriateness and timeliness of care
3. Comprehensiveness of and compliance with the plan of care
4. Evidence of special screening for high risk members and/or conditions
5. Evidence of appropriate coordination of care
6. Evidence of compliance with Medicaid handbooks including, but not limited to, the Medicaid Mental Health Targeted Case Management Coverage & Limitations Handbook ([http://www.ahca.myflorida.com/medicaid/review/Specific/CL\\_07\\_070601\\_MH\\_Case\\_Mgmt\\_ver2\\_2.pdf](http://www.ahca.myflorida.com/medicaid/review/Specific/CL_07_070601_MH_Case_Mgmt_ver2_2.pdf)) and the Community Behavioral Health Services Coverage & Limitations Handbook ([https://www.flrules.org/gateway/readRefFile.asp?refid=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook\\_Adoption.pdf](https://www.flrules.org/gateway/readRefFile.asp?refid=3749&filename=Community%20Behavioral%20Health%20Services%20Coverage%20and%20Limitations%20Handbook_Adoption.pdf)).

## Stakeholder Satisfaction Survey

In all service areas in which CMS Plan offers behavioral health services, CMS Plan, through The Institute for Child Health Policy (IHP), annually conducts a behavioral health services stakeholder satisfaction survey in both English and Spanish.

Record Audit Tool					
TestID	Section No	SectionName	QuestionNo	PossibleAnswers	Description
TRR	1	General Information	01a	Yes No	The medical record is legible
TRR	1	General Information	01b	Yes No	Member name noted on each page of medical record
TRR	1	General Information	01c	Yes No	Member ID noted on each page of medical record (can be Medicaid ID or Internal ID)
TRR	1	General Information	01d	Yes No	Member's Address
TRR	1	General Information	01e	Yes No N/A	Member's employer or school (if applicable)
TRR	1	General Information	01f	Yes No N/A	Home telephone number noted (if applicable)
TRR	1	General Information	01g	Yes No N/A	Work telephone number noted (if applicable)
TRR	1	General Information	01h	Yes No N/A	Guardianship information noted (if applicable)
TRR	1	General Information	01i	Yes No	Marital/legal status
TRR	1	General Information	01j	Yes No	Emergency Contacts
TRR	1	General Information	01k	Yes No	All entries are dated and signed by practitioner with professional degree and ID Number (if applicable)
TRR	2	Member Rights and Member Confidentiality	02a	Yes No	Signed treatment consent form
TRR	2	Member Rights and Member Confidentiality	02b	Yes No	Signed Patient Bill of Rights
TRR	2	Member Rights and Member Confidentiality	02c	Yes No	Signed Confidentiality Statement
TRR	2	Member Rights and Member Confidentiality	02d	Yes No N/A	Psychiatric advance directives are documented (if applicable)
TRR	2	Member Rights and Member Confidentiality	02e	Yes No N/A	Appropriate authorizations to disclose information are completed
TRR	2	Member Rights and Member Confidentiality	02f	Yes No N/A	Informed consent signed
TRR	2	Member Rights and Member Confidentiality	02g	Yes No N/A	If provider documents "member refused" in medical record, member must sign or initial.
TRR	2	Member Rights and Member Confidentiality	02h	Yes No N/A	Children's Psychotropic Medication Consent
TRR	3	Initial Evaluation	03a	Yes No N/A	Member's presenting problems, along with relevant psychological and social conditions affecting the member's medical and psychiatric status, are documented.
TRR	3	Initial Evaluation	03b	Yes No N/A	Psychiatric history includes previous providers and treatment dates (if applicable).
TRR	3	Initial Evaluation	03c	Yes No N/A	Psychiatric history includes previous treatment interventions.
TRR	3	Initial Evaluation	03d	Yes No N/A	Psychiatric history includes response to previous treatment.
TRR	3	Initial Evaluation	03e	Yes No	Psychiatric history includes sources of clinical data.
TRR	3	Initial Evaluation	03f	Yes No N/A	Psychiatric history includes relevant family information.
TRR	3	Initial Evaluation	03g	Yes No N/A	Psychiatric history includes results of lab tests and consultation reports, (if applicable).
TRR	3	Initial Evaluation	03h	Yes No N/A	Psychosocial information includes: Support systems, Legal history, Educational history
TRR	3	Initial Evaluation	03i	Yes No N/A	Relevant medical conditions are listed, prominently identified and revised.
TRR	3	Initial Evaluation	03j	Yes No N/A	Medical history includes current providers caring for member.
TRR	3	Initial Evaluation	03k	Yes No N/A	Medical history includes current medications and prescribed dosages and dates of initial prescription or refills, and use of over-the-counter medications.
TRR	3	Initial Evaluation	03l	Yes No N/A	For members age 12 and over, a substance abuse evaluation is completed to include nicotine, caffeine, as well as illicit misuse of prescribed and over-the-counter drugs.
TRR	3	Initial Evaluation	03m	Yes No N/A	For children and adolescents, prenatal and perinatal events are documented.
TRR	3	Initial Evaluation	03n	Yes No N/A	For children and adolescents, a complete developmental history (physical, psychological, social, intellectual, and academic) is documented.
TRR	3	Initial Evaluation	03o	Yes No	Allergies and adverse reactions, or no known allergies (NKA) or sensitivities, to foods, drugs and other substances are documented.
TRR	3	Initial Evaluation	03p	Yes No	Mental status exam documents member's Affect, Speech, Mood, Thought content, Judgment, Insight, Attention/concentration, Memory, Impulse control

TRR	3	Initial Evaluation	03q	Yes No N/A	Risk factors and special status situations are noted, doc and rev per written protocols (tx non-compliance, AMA/elopement potential, prior BH IP admits, Hx of mult BH IP admits, Hx of mult behav dx, Suic/homicidal ideation, Imminent risk of harm
TRR	3	Initial Evaluation	03r	Yes No	DSM-IV diagnosis (all five axes) is documented.
TRR	3	Initial Evaluation	03s	Yes No	DSM-IV diagnosis is consistent with the presenting problems, history, mental status exam and/or other assessment data.
TRR	3	Initial Evaluation	03t	Yes No N/A	Follow up appointment is scheduled following initial evaluation.
TRR	4	Coordination of Care	04a	Yes No N/A	Evidence of provider request of member for authorization for PCP communication
TRR	4	Coordination of Care	04b	Yes No N/A	Evidence member refused authorization for PCP communication.
TRR	4	Coordination of Care	04c	Yes No N/A	PCP communication after initial evaluation
TRR	4	Coordination of Care	04d	Yes No	Evidence of at least one PCP communication at other significant points in treatment, e.g. safety issues, medication changes, treatment plan changes, hospitalization, termination.
TRR	4	Coordination of Care	04e	Yes No N/A	Treatment record reflects continuity and coordination of care between the primary clinician and, (Circle all that apply) a) psychiatrist b) ancillary providers c) treatment programs/institutions d) other behavioral health providers e) consultants
TRR	4	Coordination of Care	04f	Yes No N/A	Treatment plan reflects that PCP was notified if member was admitted to an inpatient setting (if applicable).
TRR	5	Treatment Plan	05a	Yes No N/A	Individualized treatment plan included in member's record and is consistent with the diagnoses.
TRR	5	Treatment Plan	05b	Yes No N/A	The treatment plan reflects the member's cultural strengths.
TRR	5	Treatment Plan	05c	Yes No N/A	The treatment plan includes the member's environmental strengths and support system.
TRR	5	Treatment Plan	05d	Yes No N/A	Treatment plan goals are objective and measurable.
TRR	5	Treatment Plan	05e	Yes No N/A	Treatment plan goals have estimated time frames for goal attainment or problem resolution.
TRR	5	Treatment Plan	05f	Yes No N/A	Treatment interventions consistent with treatment plan goals.
TRR	5	Treatment Plan	05g	Yes No N/A	Member understanding of treatment plan is documented.
TRR	5	Treatment Plan	05h	Yes No N/A	Treatment plan is enrollee directed. Evidence that the member is involved in the development of the treatment plan.
TRR	5	Treatment Plan	05i	Yes No N/A	Treatment plan includes the coordination of services that will be provided to meet the member's needs.
TRR	5	Treatment Plan	05j	Yes No N/A	Treatment plan reviews are conducted at 6-month intervals.
TRR	6	Progress Noted in Treatment	06a	Yes No	Progress notes describe member's strengths and limitations in achieving treatment plan goals and interventions.
TRR	6	Progress Noted in Treatment	06b	Yes No	Progress notes reflect services that are sensitive to age, developmental level, and functional level of member.
TRR	6	Progress Noted in Treatment	06c	Yes No	Documentation of all referral services is clear.
TRR	6	Progress Noted in Treatment	06d	Yes No	Treatment record documents date of next appointment.
TRR	6	Progress Noted in Treatment	06e	Yes No	Treatment record includes preliminary discharge plan if applicable.
TRR	6	Progress Noted in Treatment	06f	Yes No	Documentation that member is referred for and receiving medication evaluations for psychotropic medication (if applicable).
TRR	6	Progress Noted in Treatment	06g	Yes No	Progress notes address member's compliance with treatment.
TRR	6	Progress Noted in Treatment	06h	Yes No	Discharge note documents achievement of goals or necessary referrals to assist in final attainment of goals.
TRR	6	Progress Noted in Treatment	06i	Yes No	Discharge note is completed within 60 days of last visit.
TRR	7	Medication	07a	Yes No N/A	Medication flow sheet completed or progress note includes documentation of current psychotropic medication, dosages, date(s) of dosage changes.
TRR	7	Medication	07b	Yes No N/A	Documentation of member education regarding possible medication side effects and reason for the medication.

TRR	7	Medication	07c	Yes No N/A	Documentation of memb educ of women of childbearing age to avoid becoming pregnant while taking psychotropic meds, and to notify psychiatrist immediately upon becoming pregnant.
TRR	7	Medication	07d	Yes No N/A	Documentation of member verbalization of understanding medication education.
TRR	7	Medication	07e	Yes No N/A	Record reflects that DEA scheduled drugs are avoided in treatment of mbrs with a hx of SA/dependency (if applicable).
TRR	8	Referral/Outreach	08a	Yes No N/A	Tx record documents preventive svcs as appropriate, relapse prevention, stress mgmt, wellness progs, lifestyle changes, referrals to comm resources
TRR	8	Referral/Outreach	08b	Yes No N/A	Members who become homicidal, suicidal, or unable to conduct activities of daily living, are referred to appropriate level of care, (if applicable)
TRR	9	Strength Based Interventions	09a	Yes No N/A	Does the member's treatment plan include, as a goal, identification of the client's personal strengths and resources (outstanding qualities and skills; how and with whom the client builds supportive, positive relationships; what behaviors, resources, or personal characteristics has helped the client cope well in the face of adversity in the past) which the client had not previously recognized or acknowledged in him/herself?
TRR	9	Strength Based Interventions	09b	Yes No N/A	Does the treatment plan address promoting and increasing the client's awareness of the strengths and resources he/she already possesses?
TRR	9	Strength Based Interventions	09c	Yes No N/A	Does the treatment plan address: ensuring that the client is utilizing the benefit from these strengths as much as possible?
TRR	9	Strength Based Interventions	09d	Yes No N/A	Does the treatment plan demonstrate significant emphasis on the client's assets instead of only their deficits while providing face to face services?
TRR	9	Strength Based Interventions	09e	Yes No N/A	Does the treatment plan demonstrate that therapist is stressing asset development?
TRR	9	Strength Based Interventions	09f	Yes No N/A	Are clients being taught to recognize their own strengths and to use them in dealing with daily stressors?
TRR	9	Strength Based Interventions	09g	Yes No N/A	Does the treatment plan demonstrate that clinicians are actively working on detection and utilization of client's strengths as a basic therapeutic intervention?
TRR	10	Clinical Reports and Assessments	10a	Yes No N/A	Psychological evaluation in file
TRR	10	Clinical Reports and Assessments	10b	Yes No N/A	Court-ordered mental health evaluation of member in file
TRR	10	Clinical Reports and Assessments	10c	Yes No N/A	Psychosocial assessment in file
TRR	10	Clinical Reports and Assessments	10d	Yes No N/A	Mental Status Exam in file
TRR	10	Clinical Reports and Assessments	10e	Yes No N/A	Psychiatric evaluation in file
TRR	10	Clinical Reports and Assessments	10f	Yes No N/A	Brief Behavioral Health Status examination in file
TRR	10	Clinical Reports and Assessments	10g	Yes No N/A	In-Depth assessment in file
TRR	10	Clinical Reports and Assessments	10h	Yes No N/A	FARS/CFARS in file
TRR	10	Clinical Reports and Assessments	10hh	Yes No N/A	FARS/CFARS trended chart in file
TRR	10	Clinical Reports and Assessments	10i	Yes No N/A	Evidence of medication monitoring in file
TRR	10	Clinical Reports and Assessments	10j	Yes No N/A	Documentation of Developmental History (if member is child or adolescent) in file
TRR	10	Clinical Reports and Assessments	10k	Yes No N/A	Documentation of Consultation Reports in file
TRR	10	Clinical Reports and Assessments	10l	Yes No N/A	Documentation of Denial of Services in file

# XVI. FRAUD, WASTE, & BILLING ABUSE

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The Agency for Health Care Administration (AHCA) and Children’s Medical Services (CMS) require that CMS Plan have a compliance program. This program is dedicated to the prevention and detection of fraud, waste, and billing abuse through a collaborative effort. Appropriate enforcement measures based on compliance findings will be undertaken after consultation with or notification of AHCA and CMS. Medicaid provider and member fraud can manifest in multiple ways and we solicit and anticipate the cooperation of diligent providers and members to uncover and report this type of activity.

Our goal is to prevent, detect, and correct any violations. CMS Plan, Ped-I-Care and CCP actively attempt to prevent and identify suspected incidents of Medicaid fraud, waste, and billing abuse. All activities seen as fraud, waste, and/or billing abuse will be reported to the Ped-I-Care or CCP Compliance Department for investigation and follow-up. Providers must comply with all aspects of Ped-I-Care’s and CCP’s Compliance Programs and its fraud, waste, and billing abuse plan/requirements.

## Compliance Activities and Investigations

Ped-I-Care and CCP proactively conduct both prospective and retrospective searches and analyses to seek potential fraud, waste, and billing abuse using resources such as (but not limited to) claims, utilization management, quality management, grievance/appeals, complaints, and random chart audits. Pursuant to Medicaid regulations, in the event of suspected fraud, waste, and/or abuse, chart audits may be conducted without prior notice. Findings suggestive of fraud, waste, and/or billing abuse will be reported to the Medicaid Office of Program Integrity as appropriate and needed. Note that any resolution to audit findings and investigations in no way binds the State of Florida nor precludes the State of Florida from taking further action for the circumstances that brought rise to the matter.

## Provider Training

The Ped-I-Care/CCP Compliance Programs train CMS Plan providers and their staff members and investigate fraud, waste, and billing abuse. Ped-I-Care’s provider webpage is <http://pedicare.pediatrics.med.ufl.edu/providers/claims-forms-support/> and CCP’s compliance webpage is <http://ccpcares.org/providers/compliance->

### ***Compliance Dashboard:***

- *Our goal is to prevent, detect, and correct any form of Medicaid fraud and/or abuse.*
- *Ped-I-Care’s training is recommended, but not required, and may be accessed at:*  
<http://pedicare.peds.ufl.edu/compliance/index.html>.
- *CCP’s online training tutorial is found at:*  
<http://ccpcares.org/providers/sfccn-provider-alerts>.

[plan](#). Each contains educational information for providers regarding fraud, waste, and billing abuse. Providers and practices are responsible for ensuring they and their staff are adequately trained regarding the prevention of fraud, waste, and billing abuse. Ped-I-Care's online training tutorial is available at <http://pedicare.peds.ufl.edu/compliance/index.html>. CCP's online training tutorial is available at <http://ccpcares.org/providers/sfccn-provider-alerts>. CMS Plan providers may use both tutorials, as Ped-I-Care and CCP work together under contract to CMS Plan. Completion of Ped-I-Care/CCP's online training is not mandatory but is recommended and may be utilized as a resource for practices to train providers and staff.

### **Compliance Requirements**

Ped-I-Care providers are expected to adhere to the following guidelines for medical records and claims. Note that it is not an all-inclusive list; it is a list of findings commonly identified during medical record and claims audits.

#### **Providers/practices must:**

1. Ensure documentation is legible;
2. Ensure documentation supports what is billed on the claim;
3. Ensure documentation supports billed modifiers;
4. Ensure the site/practice location of where services were rendered is documented in the note (*if a practice has multiple locations, the location for each encounter must be clear in each note*);
5. Ensure the Chief Complaint is documented (*the medical reason for a "follow-up" visit must be documented*);
6. Ensure each note's documentation is unique and specific to the presenting problem(s)/reason for the encounter (be careful of copy/paste, cloning, and bringing forward information from other encounters);
7. Ensure notes do not contain conflicting information (*i.e. an assessment of Acute Respiratory Infection with no complaint of cough, runny nose, or difficulty breathing and normal respiration, lungs, ears, nose, and throat documented on the exam*);
8. Ensure the exam and service(s) rendered support the medical necessity of the reason for the encounter/presenting problem(s);
9. Ensure all procedures are documented in medical record;
10. Ensure subsequent pages of each note contain patient identifying information;
11. Ensure if billing based on time, that the medical record documentation includes a statement regarding the total time spent with the patient AND a concise description of the content of the counseling that was provided;
12. Ensure notes are signed in a timely manner (*providers are expected to sign all records within a reasonable time frame, usually 48-72 hours of an encounter*);
13. Ensure electronic signatures are dated;
14. Ensure the claim is NOT billed before the note is signed by the attending provider;
15. Ensure each claim is submitted in the name of the provider that actually rendered services and signed (or co-signed in accordance with incident-to requirements) the note; and
16. Ensure errors in the chart are corrected appropriately.



**From the Medicare Handbook (Medicaid guidelines follow Medicare):**

		Signature Requirement	
		Met	Not Met
1	Legible full signature	X	
2	Legible first initial and last name	X	
3	Illegible signature over a typed or printed name	X	
4	Illegible signature where the letterhead, addressograph, or other information on the page indicates the identity of the signatory.  <i>Example: An illegible signature appears on a prescription. The letterhead of the prescription lists (3) physicians' names. One of the names is circled.</i>	X	
5	Illegible signature NOT over a typed/printed name and NOT on letterhead, but the submitted documentation is accompanied by: a signature log, or an attestation statement	X	
6	Illegible signature NOT over a typed/printed name, NOT on letterhead, and the documentation is UNaccompanied by: a signature log, or an attestation statement		X
7	Handwritten initials over a typed or printed name	X	
8	Handwritten initials NOT over a typed/printed name but accompanied by: a signature log, or an attestation statement	X	
9	Handwritten initials NOT over a typed/printed name UNaccompanied by: a signature log, or an attestation statement		X
10	Unsigned typed note with provider's typed name		X
11	Unsigned typed note without providers typed/printed name		X
12	Unsigned handwritten note, the only entry on the page		X
13	Unsigned handwritten note where other entries on the same page in the same handwriting are signed.	X	
14	"signature on file"		X

## Excluded Provider Notification

CMS Plan, Ped-I-Care and CCP routinely monitor the Health and Human Services (HHS) Office of the Inspector General's List of Excluded Individuals and Entities (LEIE), System for Award Management (SAM) (which includes the former Excluded Parties List System [EPLS]), Medicaid Termination lists, Florida Department of Health (DOH) license notifications, and AHCA Final Orders to identify individuals excluded from participation in Florida Medicaid, and therefore CMS, Ped-I-Care, and CCP. Providers, facilities, and groups must notify both CMS and the ICSS immediately if they become ineligible to participate in federally-funded programs or receive federal money.

## Reporting Fraud, Waste, & Billing Abuse

Confidentiality will be maintained for the suspect person or entity and the person reporting, and all rights afforded to both providers and members will be reserved and enforced during the investigation process.

You may report suspected cases of fraud, waste, and billing abuse anonymously. You may also report confidentially without fear of retaliation. You may report in one or more of the following ways:

- By phone to any of the following hotlines:
  1. The **Ped-I-Care** Compliance Fraud, Waste, and Billing Abuse Hotline toll-free at (866) 787-4557 or locally at (352) 627-9300
  2. The **CCP** Compliance Fraud, Waste, and Billing Abuse Hotline toll-free at (855) 843-1106
  3. The Florida Medicaid Fraud, Waste, and Billing Abuse Hotline at (888) 419-3456
  4. The Department of Health and Human Services Office of the Inspector General (OIG) at (800) 447-8477
  5. The Florida Attorney General’s Hotline for Reporting Medicaid fraud, waste, and billing abuse at (866) 966-7226
- Online by filling out the Medicaid Fraud and Abuse Complaint Form (to report suspected fraud, waste, and/or billing abuse in the Florida Medicaid system) at: <https://apps.ahca.myflorida.com/mpi-complaintform/>
- **For Ped-I-Care**, by emailing information to [pedicarecd@peds.ufl.edu](mailto:pedicarecd@peds.ufl.edu), faxing it to (352) 294-8080, or mailing it to:

Ped-I-Care Compliance Department  
1699 SW 16<sup>th</sup> Avenue, 3<sup>rd</sup> Floor  
Gainesville, FL 32608-1153

- **For CCP**, by mailing it to:

CCP Compliance Department  
1643 Harrison Pkwy., Bldg. H, Ste. 200  
Sunrise, FL 33323

If you report suspected fraud and your report results in a fine, penalty, or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General’s Fraud Rewards Program [(866) 966-7226 or (850) 414-3990]. The reward may be up to 25% of the amount recovered, or a maximum of \$500,000 per case (Florida statutes Chapter 409.9203). You can talk to the Attorney General’s Office about keeping your identity confidential and protected.

## Definitions & Examples

**Fraud:** An intentional deception or misrepresentation made by a person with the knowledge that the deception results in unauthorized benefit to herself or himself or another person. The term includes any act that constitutes fraud under applicable federal or state law.

### Examples of Provider Fraud:

- Billing for an office visit when there was none, or adding additional family members’ names to bills
- Billing for services that were not provided, e.g., a chest x-ray that was not taken
- Billing for more time than was actually provided, i.e., counseling, anesthesia, etc.
- Requiring the recipient to return to the office for more visits when another appointment is not necessary
- Ordering unnecessary x-rays, blood work, etc.

- Upcoding (billing for a more involved or time-consuming service than was actually provided), e.g., providing a simple office visit and billing for a comprehensive visit
- Billing for transportation that is not medically necessary or is not related to health care
- Billing for services that are not medically necessary, or are not for a medical purpose
- Accepting payment from another provider, including sharing in the reimbursement paid by the Medicaid program, as a result of referring a patient to the other provider
- Duplicate billing such as billing Medicaid and another payer and/or the recipient for the same service
- Having an unlicensed person perform services that only a licensed professional should render, and billing as if the professional provided the service
- Unbundling codes (billing separately for each component of the code) which results in increased payment, when one comprehensive code includes all related services at a lesser reimbursement rate. This also includes incidental procedures that are typically done as part of a larger procedure and, because they take little extra effort, are not usually reimbursed separately. Examples include laboratory blood test panels, surgical procedures, etc.

**Examples of Member Fraud:**

- Intentionally under-reporting income, assets, resources etc.
- Loaning a Medicaid Identification card to another person
- Using multiple ID cards and/or Medicaid numbers
- Forging or altering a prescription or fiscal order
- Intentionally receiving duplicative, excessive, contraindicated or conflicting health care services or supplies
- Re-selling items provided by the Medicaid program
- Misrepresentation of a medical condition

**Waste:** Overutilization of services or other practices that, directly or indirectly, result in unnecessary health care costs. It is not generally considered to be caused by criminally negligent actions, but by the misuse and/or mismanagement of resources.

**Examples of Waste:**

- **Failures of care delivery** – Poor execution or lack of widespread adoption of best practices, such as effective preventive care practices or patient safety best practices, which can result in patient injuries, worse clinical outcomes, and higher costs
- **Failures of care coordination** – Fragmented and disjointed care can lead to unnecessary hospital readmissions, avoidable complications, and declines in functional status, especially for the chronically ill
- **Overtreatment**
  - Excessive use of antibiotics
  - Care that is rooted in outmoded habits
  - Ordering clinical procedures, tests, medications, and other services that may not benefit patients
  - Providers' preferences for treatment that is beyond/outside of that considered necessary and appropriate by industry standards
  - Ordering unnecessary tests or diagnostic procedures to guard against liability in malpractice lawsuits
  - Over-diagnosis stemming from efforts to identify and treat disease in its earliest stages when the disease might never actually progress and when a strategy such as watchful waiting may have been preferred. For example, in July 2012 the US Preventive Services Task Force

recommended against prostate-specific antigen-based screening for prostate cancer because of "substantial over-diagnosis" of tumors, many of which are benign. Excessive treatment of these tumors, including surgery, leads to unnecessary harms, the task force said.

- **Administrative complexity** – Lack of standardized forms and procedures can result in needlessly complex and time-consuming work
- **Fraud and abuse** – Fake medical bills and scams

**Abuse:** Provider practices that are inconsistent with generally accepted business or medical practices and that result in an unnecessary cost to the Medicaid program or in reimbursement for goods or services that are not medically necessary or that fail to meet professionally recognized standards for health care, or recipient practices that result in unnecessary cost to the Medicaid program.

**Examples of Provider Abuse:**

- Over-utilization of health care services
- Billing a Child Health Check-up on the same day as a sick visit
- Provider billing irregularities
- Excessive charges for services or supplies
- Claims for services that are not medically necessary
- Improper billing practices
- Billing for services not provided
- Inaccurate coding
- Misrepresentation of professional credentials/licensing/status of licensure

**Examples of Member Abuse:**

- Residing out-of-state
- Tampering with prescriptions
- Drug-seeking behaviors
- Failure to report third-party liability

**Overpayment:** Overpayment defined in accordance with s. 409.913, F.S., includes any amount that is not authorized to be paid by the Medicaid program whether paid as a result of inaccurate or improper cost reporting, improper claiming, unacceptable practices, fraud, abuse, or mistake.

**Examples of Overpayment:**

- Payment for provider, supplier, or physician services after benefits have been exhausted, or where the member was not entitled to benefits.
- Payment for non-covered items and services, including medically unnecessary services or custodial care furnished to a member.
- Payment based on a charge that exceeds the reasonable charge.
- Duplicate processing of charges/claims.
- Payment to a physician on a non-assigned claim or to a member on an assigned claim. (Payment made to wrong payee.)
- Primary payment for items or services for which another entity is the primary payer.
- Payment for items or services rendered during a period of non-entitlement.

# XVII. Definitions

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**Abandoned Call** – A Call in which the caller elects an option and is either not permitted access to that option or disconnects from the system.

**Abuse (for program integrity functions)** – Provider practices that are inconsistent with generally accepted business or medical practices and that result in an unnecessary cost to the Medicaid program or in reimbursement for goods or services that are not medically necessary or that fail to meet professionally recognized standards for health care; or recipient practices that result in unnecessary cost to the Medicaid program.

**Abuse, Neglect, and Exploitation** – In accordance with Chapter 415, F.S., and Chapter 39, F.S.: “Abuse” means any willful act or threatened act by a caregiver that causes or is likely to cause significant impairment to an enrollee’s physical, mental, or emotional health. Abuse includes acts and omissions.

“Exploitation” of a vulnerable adult means a person who:

1. Stands in a position of trust and confidence with a vulnerable adult and knowingly, by deception or intimidation, obtains or uses, or endeavors to obtain or use, a vulnerable adult’s funds, assets, or property for the benefit of someone other than the vulnerable adult.
2. Knows or should know that the vulnerable adult lacks the capacity to consent and obtains or uses, or endeavors to obtain or uses, the vulnerable adult’s funds, assets, or property with the intent to temporarily or permanently deprive the vulnerable adult of the use, benefit, or possession of the funds, assets, or property for the benefit of someone other than the vulnerable adult.

“Neglect” of an adult means the failure or omission on the part of the caregiver to provide the care, supervision, and services necessary to maintain the physical and behavioral health of the vulnerable adult, including, but not limited to, food, clothing, medicine, shelter, supervision, and medical services, that a prudent person would consider essential for the well-being of the vulnerable adult. The term “neglect” also means the failure of a caregiver to make a reasonable effort to protect a vulnerable adult from abuse, neglect, or exploitation by others. “Neglect” is repeated conduct or a single incident of carelessness that produces, or could reasonably be expected to result in, serious physical or psychological injury or a substantial risk of death.

“Neglect” of a child occurs when a child is deprived of, or is allowed to be deprived of, necessary food, clothing, shelter, or medical treatment, or a child is permitted to live in an environment when such deprivation or environment causes the child’s physical, behavioral, or emotional health to be significantly impaired or to be in danger of being significantly impaired.

**Activities of Daily Living (ADL)** – Basic tasks of everyday life which include, dressing, grooming, bathing, eating, transferring in and out of bed or chair, walking, climbing stairs, toileting, bladder/bowel control, and the wearing or changing of incontinence briefs.

**Acute Care Services** – Short-term medical treatment that may include, but is not limited to, community behavioral health, dental, hearing, home health, independent laboratory and x-ray, inpatient hospital, outpatient hospital/emergency medical, practitioner, prescribed drug, vision, or hospice services.

**Adjudicated Claim** – A claim for which a determination has been made to pay or deny the claim.

**Advance Directive** – A written instruction, such as a living will or durable power of attorney for health care, recognized under state law (whether statutory or as recognized by the courts of the state), relating to the provision of health care when the individual is incapacitated.

**Advanced Registered Nurse Practitioner (ARNP)** – A licensed advanced practice registered nurse who works in collaboration with a practitioner according to Chapter 464, F.S., and protocols filed with the Board of Medicine.

**Adverse Benefit Determination** — The denial or limited authorization of a requested service, including the type or level of service, pursuant to 42 CFR 438.400(b); the reduction, suspension or termination of a previously authorized service. The denial, in whole or in part, of payment for a service; the failure to provide services in a timely manner, as defined by the state; the failure of the Managed Care Plan to act within ninety (90) days from the date the Managed Care Plan receives a grievance, or thirty (30) days from the date the Managed Care Plan receives an appeal; for a resident of a rural area with only one (1) managed care entity, the denial of an enrollee’s request to exercise the right to obtain services outside the network; and the denial of an enrollee’s request to dispute a financial liability.

**Adverse Incident** – Critical events that negatively impact the health, safety, or welfare of enrollees. Adverse incidents may include events involving abuse, neglect, exploitation, major illness or injury, involvement with law enforcement, elopement/missing, or major medication incidents.

**After Hours** – The hours between five PM (5pm) and eight AM (8am) local time, Monday through Friday inclusive, and all-day Saturday and Sunday. State holidays are included.

**Agency** – State of Florida, Agency for Health Care Administration (AHCA) or its designee

**Aging or Disability Resource Center (ADRC)** – An agency designated by the DOEA to develop and administer a plan for comprehensive and coordinated system of services for older and disabled persons.

**Ancillary Provider** – A provider of ancillary medical services who has contracted with the CMS Plan to serve the CMS Plan’s enrollees.

**Assistive Care Services** – A Medicaid service as defined in the Assistive Care Services Coverage and Limitations Handbook.

**Baker Act** – The Florida Mental Health Act, pursuant to ss. 394.451 through 394.47891, F.S.

**Bed Hold Day(s)** – The reservation of a bed in a nursing facility (including beds for individuals receiving hospice services), when a resident is admitted into the hospital or is on therapeutic leave during a Medicaid covered stay.

**Behavioral Health Care Provider** – A licensed or certified behavioral health professional, such as clinical psychologist under Chapter 490, F.S., clinical social worker, mental health professional under Chapter 491, F.S.; certified addictions professional; or registered nurse qualified due to training or competency in behavioral health care, who is responsible for the provision of behavioral health care to patients, or a physician licensed under Chapters 458 or 459, F.S., who is under contract to provide behavioral health services to enrollees.

**Behavioral Health Services** – Services listed in the Community Behavioral Health Services Handbook and the Mental Health Targeted Case Management Coverage and Limitations Handbook as specified in Section V. Covered Services.

**Benefits** – A schedule of health care services to be delivered to enrollees covered by the CMS Plan as set forth in Section V, Covered Services.

**Biometric Technology** – The use of computer technology to identify people based on physical or behavioral characteristics such as fingerprints, retinal or voice scans.

**Blocked Call** – A Call that cannot be connected immediately because no circuit is available at the time the call arrives or the telephone system is programmed to block calls from entering the queue when the queue backs up behind a defined threshold.

**Business Days** – Traditional workdays, which are Monday, Tuesday, Wednesday, Thursday, and Friday. State Holidays are excluded.

**Care Coordination/Case Management** – A process that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an enrollee’s health needs using communication and all available resources to promote quality outcomes. Proper care coordination/case management occurs across a continuum of care, addressing the ongoing individual needs of an enrollee rather than being restricted to a single practice setting.

**Case Record** – A record that includes information regarding the management of services for an enrollee including the plan of care and documentation of care coordination/case management activities.

**Cause** – Special reasons allow mandatory enrollees to change their Managed Care Plan choice outside their open enrollment period. May also be referred to as “good cause.” (See 59G-8.600, F.A.C.)

**Centers for Medicaid & Medicaid Services (CMS)** – The agency within the United States Department of Health & Human Services that provides administration and funding for Medicaid under Title XVIII, Medicaid under Title XIX, and the Children’s Health Insurance Program under Title XXI of the Social Security Act. May also be referred to as federal CMS.

**Certification** – The process of determining that a facility, equipment or an individual meets the requirements of federal or state law, or whether Medicaid payments are appropriate or shall be made in certain situations.

**Check Run Summary File** – Required Managed Care Plan file listing all amounts paid to providers for each provider payment adjudication cycle. For each provider payment in each adjudication cycle, the file must detail the total encounter payments to each respective provider. This file must be submitted along with the encounter data submissions. The file must be submitted in a format and in timeframes specified by the Agency.

**Child Health Check-Up Program (CHCUP)** – A set of comprehensive and preventative health examinations provided on a periodic basis to identify and correct medical conditions in children/adolescents. Policies and procedures are described in the Child Health Check-Up Services Coverage and Limitations Handbook. (See definition of Early and Periodic Screening Diagnosis and Treatment Program).

**Children/Adolescents** – Enrollees under the age of 21.

**Children’s Medical Services Network** – A primary care case management program for children from birth through age twenty (20) with special health care needs, administered by the Department of Health for physical health services and the Department of Children and Families for behavioral health.

**Children’s Medical Services Managed Care (CMS Plan) Plan** – A Medicaid specialty plan for children with chronic conditions operated by the Florida Department of Health’s Children’s Medical Services Network as specified in s. 409.974(4), F.S., through a single, statewide contract with the Agency that is not subject to the SMMC procurement requirements, or regional plan limits, but must meet all other plan requirements for the MMA program. Also referred to as the “Managed Care Plan” and “CMS Plan” for purposes of this contract.

**Claim** – (1) A bill for services, (2) a line item of service, or (3) all services for one (1) recipient within a bill, pursuant to 42 CFR 447.45, in a format prescribed by the Agency through its Medicaid provider handbook.

**Clean Claim** – A claim that can be processed without obtaining additional information from the provider of the service or from a third party. It does not include a claim for a provider who is under investigation for fraud or abuse, or a claim under review for medical necessity, pursuant to 42 CFR 447.45.

**Cold-Call Marketing** – Any unsolicited personal contact with a Medicaid recipient by the CMS Plan, its staff, its volunteers, or its vendors with the purpose of influencing the Medicaid recipient to enroll in the CMS Plan or either to not enroll in, or disenroll from, another Managed Care Plan.

**Commission for the Transportation Disadvantaged (CTD)** – An independent commission housed administratively within the Florida Department of Transportation. The CTD’s mission is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation-disadvantaged persons.

**Community Living Support Plan** – A written document prepared by or on behalf of a mental health resident of an assisted living facility with a limited mental health license and the resident’s mental health case manager in consultation with the administrator of the facility or administrator’s designee. A copy must be provided to the administrator. The plan must include information about the supports, services, and special needs that enable the resident to live in the assisted living facility and a method by which facility staff can recognize and respond to the signs and symptoms particular to that resident that indicate the need for professional services.  
CMS Plan CMS Plan

**Complaint** – Any oral or written expression of dissatisfaction by an enrollee submitted to the CMS Plan or to a state agency and resolved by close of business the following business day. Possible subjects for complaints include, but are not limited to, the quality of care, the quality of services provided, aspects of interpersonal relationships such as rudeness of a provider or CMS Plan employee, failure to respect the enrollee’s rights, CMS Plan administration, claims practices or provision of services that relates to the quality of care rendered by a provider pursuant to the CMS Plan’s Contract. A complaint is a subcomponent of the grievance system.

**Comprehensive Assessment and Review for Long-Term Care Services (CARES)** – A program operated by the DOEA that is Florida’s federally mandated long-term care preadmission screening program for Medicaid Institutional Care Program nursing facility and Medicaid waiver program applicants. An assessment is performed to identify long-term care needs; establish level of care (medical eligibility for nursing facility care); and recommend the least restrictive, most appropriate placement. Emphasis is on enabling people to remain in their homes through provision of home-based services or with alternative placements such as assisted living facilities.

**Continuous Quality Improvement** – A management philosophy that mandates continually pursuing efforts to improve the quality of products and services produced by an organization.

**Contract, CMS Plan** – As a result of successfully meeting all MMA plan readiness requirements and pursuant to s. 409.962(6), F.S., and s. 409.974(4), F.S., the agreement between the CMS Plan and the Agency where the CMS Plan will provide Medicaid-covered services to enrollees, comprising the Contract and any addenda, appendices, attachments, or amendments thereto, and be paid by the Agency as described in the terms of the agreement. Also referred to as the “Contract” for purposes of this contract.



**Contracting Officer** – The Secretary of the Agency or designee.

**County Health Department (CHD)** – Organizations administered by the Department of Health to provide health services as defined in Chapter 154, Part 1., F.S., including promoting public health, controlling and eradicating preventable diseases, and providing primary health care for special populations.

**Coverage and Limitations Handbook and/or Provider General Handbook (Handbook)** – A Florida Medicaid document that provides information to a Medicaid provider about enrollee eligibility; claims submission and processing; provider participation; covered care, goods, and services; limitations; procedure codes and fees; and other matters related to participation in the Medicaid program.

**Covered Services** – Those services provided by the CMS Plan in accordance with this Contract, and as outlined in Section V, Covered Services.

**Crisis Support** – Services for persons initially perceived to need emergency behavioral health services, but upon assessment, do not meet the criteria for such emergency care. These are acute care services available twenty-four hours a day, seven days a week (24/7) for intervention. Examples include: mobile crisis, crisis/emergency screening, a crisis hotline, and emergency walk-in.

**Department of Children and Families (DCF)** – The state agency responsible for overseeing programs involving behavioral health, childcare, family safety, domestic violence, economic self-sufficiency, refugee services, homelessness, and programs that identify and protect abused and neglected children and adults.

**Department of Elder Affairs (DOEA)** – The primary state agency responsible for administering human services programs to benefit Florida’s elders and developing policy recommendations for long-term care in addition to overseeing the implementation of federally funded and state-funded programs and services for the state’s elderly population.

**Department of Health (DOH)** – The state agency responsible for public health, public primary care and personal health, disease control, and licensing of health professionals.

**Direct Ownership Interest** – The ownership of stock, equity in capital or any interest in the profits of a disclosing entity.

**Direct Secure Messaging (DSM)** – Enables Managed Care Organizations and providers to securely send patient health information to many types of organizations.

**Direct Service Provider** – An individual qualified by education, training, or experience and credentialed by the plan to provide direct health care or behavioral health care services.

**Disclosing Entity** – A Medicaid provider, other than an individual practitioner or group of practitioners, or a fiscal agent that furnishes services or arranges for funding of services under Medicaid, or health-related services under the social services program.

**Disease Management** – A system of coordinated health care intervention and communication for populations with conditions in which patient self-care efforts are significant. Disease management supports the physician or practitioner/patient relationship and plan of care; emphasizes prevention of exacerbations and complications using evidence-based practice guidelines and patient empowerment strategies, and evaluates clinical, humanistic and economic outcomes on an ongoing basis with the goal of improving overall health.

**Disenrollment** – the Agency-approved discontinuance of an enrollee’s participation in a Managed Care Plan.

**Downward Substitution** – The use of less restrictive, lower cost services than otherwise might have been provided, that are considered clinically acceptable and necessary to meet specified objectives outlined in an enrollee’s plan of treatment, provided as an alternative to higher cost services.

**Dual Eligible** – An enrollee who is eligible for both Medicaid (Title XIX) and Medicare (Title XVII) programs.

**Durable Medical Equipment (DME)** – Medical equipment that can withstand repeated use, is customarily used to serve a medical purpose, is generally not useful in the absence of illness or injury and is appropriate for use in the enrollee’s home.

**Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT)** – As defined by 42 CFR 440.40(b)(2012) or its successive regulation, means: (1) Screening and diagnostic services to determine physical or mental defects in recipients under age 21; and (2) Health care, treatment, and other measures to correct or ameliorate any defects and chronic conditions discovered. Pursuant to s. 42 CFR 441.56 (2012) or its successive regulation, this is a program about which all eligible individuals and their families must be informed. EPSDT includes screening (periodic comprehensive child health assessments): consisting of regularly scheduled examinations and evaluations of the general physical and mental growth, development, and nutritional status of infants, children, and youth. As a minimum, these screenings must include, but are not limited to: (a) comprehensive health and developmental history, (b) comprehensive unclothed physical examination, (c) appropriate vision testing, (d) appropriate hearing testing, (e) appropriate laboratory tests, (vi) dental screening services furnished by direct referral to a dentist for children beginning at 3 years of age. Screening services must be provided in accordance with reasonable standards of medical and dental practice determined by the Agency after consultation with recognized medical and dental organizations involved in child health care. Requirements for screenings are contained in the Medicaid Child Health Check-Up Coverage and Limitations handbook. Diagnosis and treatment include: (a) diagnosis of and treatment for defects in vision and hearing, including eyeglasses and hearing aids, (b) dental care, at as early an age as necessary, needed for relief of pain and infections, restoration of teeth and maintenance of dental health; an (c) appropriate immunizations. (If it is determined at the time of screening that immunization is needed and appropriate to provide at the time of screening, then immunization treatment must be provided at that time.) (See definition of Child Health Check-up program).

**Early Intervention Services (EIS)** – A Medicaid program designed for children receiving services through the Department of Health’s Early Steps program. Early Steps serves eligible infants and toddlers from birth to thirty-six (36) months who have development delays or a condition likely to result in a developmental delay. EIS services are authorized in the child’s Early Steps Individualization Family Support Plan and are delivered by Medicaid-enrolled EIS providers throughout the state.

**Eligible Plan** – In accordance with S. 409.962(6), F.S., a health insurer authorized under Chapter 624, an exclusive provider organization (EPO) authorized under Chapter 627, a health maintenance organization (HMO) authorized under Chapter 641, F.S., or an accountable care assistance (MMA) SMMC program, the term also includes a provider service network (PSN) authorized under s. 409.912(4)(d), the Children’s Medical Services Network ( or Children’s Medical Service Network (CMS Plan) authorized under Chapter 391, or comprehensive long-term care plans authorized under s. 409.962(4), F.S.

**Emergency Behavioral Health Services** – Those services required to meet the needs of an individual who is experiencing an acute crisis, resulting from a mental illness, which is a level of severity that would meet the requirements for an involuntary examination (see s. 394.463, F.S.), an in the absence of a suitable alternative or psychiatric medication, would require hospitalization.

**Emergency Medical Condition** – (a) A Medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain or other acute symptoms, such that a prudent layperson who possesses an average knowledge of health and medicine, could reasonable expect that the absence of immediate medical attention could result in any of the following: (1) serious jeopardy to the health of a patient, including a pregnant women or fetus; (2) serious impairment to bodily functions; (3) serious dysfunction of any bodily organ or part. (b) With respect to a pregnant woman: (1) that there is inadequate time to effect safe transfer to another hospital prior to delivery; (2) that a transfer may pose a threat to the health and safety of the patient or fetus; (3) that there is evidence of the onset or persistence of uterine contractions or rupture of the membranes (see s. 395.002, F.S.).

**Emergency Services and Care** – Medical screening, examination and evaluation by a physician or, to the extent permitted by applicable laws, by other appropriate personnel under the supervision of a physician, to determine whether an emergency medical condition exists. If such a condition exists, emergency services and care include the care or treatment necessary to relieve or eliminate the emergency medical condition within the service capability of the facility.

**Emergency Transportation** – The provision of emergency transportation services in accordance with s. 409.908(13)(c)4., F.S.

**Encounter Data** – A record of diagnostic or treatment procedures or other medical, allied or long-term care provided to the CMS Plan’s Medicaid enrollees, excluding services paid by the Agency on a fee-for-service basis.

**Enrollees** – A Medicaid recipient enrolled in a Managed Care Plan.

**Enrollees with Special Health Care Needs** – Enrollees who face physical, behavioral or environmental challenges daily that place at risk their health and ability to fully function in society. This includes individuals with mental retardation or related conditions; individuals with serious chronic illnesses, such as human immunodeficiency virus (HIV), schizophrenia or degenerative neurological disorders; individuals with disabilities resulting from many years of chronic illness such as arthritis, emphysema, or diabetes; children/adolescents and adults with certain environmental risk factors such as homelessness or family problems that lead to the need for placement in foster care; and all enrollees in LTC Managed Care Plans.

**Enrollment** – The process by which an eligible Medicaid recipient signs up to participate in a Managed Care Plan.

**Enrollment Broker** – The state’s contracted or designated entity that performs functions related to outreach, education, enrollment, and disenrollment of potential enrollees into a Managed Care Plan.

**Enrollment Files** – X-12 834 files sent by the Agency’s Medicaid fiscal agent to the Managed Care Plans to provide the Managed Care Plans with their official Medicaid enrollment broker; these files contain additional demographic data and provide choice data not available on the X-12 834 enrollment files.

**Excluded Parties List System (EPLS)** – the EPLS, or its equivalent, is a federal database containing information regarding entities debarred, suspended, proposed for debarment, excluded, or disqualified under the non-procurement common rule, or otherwise declared ineligible from receiving federal contracts, certain subcontracts, and certain federal assistance and benefits.

**Expanded Benefit** – A benefit offered to all enrollees in specific population groups, covered by the Managed Care Plan for which the Managed Care Plan receives no direct payment from the Agency. These specific population groups are as follows : TANF; SSI No Medicare, non-LTC eligible; SSI with Medicare, non-LTC eligible; Dual Eligible, LTC eligible, Medicaid Only, LTC eligible; HIV/AIDS Specialty Population, with Medicare; HIV/AIDS Specialty

Population, No Medicare; and Child Welfare Specialty Population. Expanded benefits are not available to CMS Plan enrollees.

**Expedited Appeal Process** – The process by which the appeal of a Managed Care Plan’s adverse benefit determination is accelerated because the standard timeframe for resolution of the plan appeal could seriously jeopardize the enrollee’s life, health or ability to obtain, maintain or regain maximum function.

**External Quality Review (EQR)** – The analysis and evaluation by an EQRO of aggregated information on quality, timeliness, and access to the health care services that are furnished to Medicaid recipients by a Managed Care Plan.

**External Quality Review Organization (EQRO)** – An organization that meets the competence and independence requirements set forth in 42 CFR 438.354, and performs EQR, other related activities as set forth in federal regulations, or both.

**Facility-Based** – As the term relates to services, services the enrollee receives from a residential facility in which the enrollee lives. Under this Contract, assisted living facility services, assistive care services, adult family care homes and nursing facility care are facility-based services.

**Federal Fiscal Year** – The United States government’s fiscal year, which starts October 1 and ends on September 30.

**Federally Qualified Health Center (FQHC)** – An entity that is receiving a grant under section 330 of the Public Health Service Act, as amended. (Also see s. 1905(1)(2)(B) of the Social Security Act.) FQHCs provide primary health care and related diagnostic services and may provide dental, optometric, podiatry, chiropractic and behavioral health services.

**Fee-for-Service (FFS)** – A method of making payment by which the Agency sets prices for defined medical or allied care, goods or services.

**Fee Schedule** – A list of medical, dental or mental health services or products covered by the Florida Medicaid program which provides the associated reimbursement rates for each covered service or product and are promulgated into rule.

**Fiscal Agent** – Any corporation, or other legal entity, that enters into a contract with the Agency to receive, process and adjudicate claims under the Medicaid program.

**Fiscal Year** – The State of Florida’s Fiscal Year, which starts July 1 and ends on June 30.

**Florida Medicaid Management Information System (FMMIS or FL MMIS)** – The information system used to process Florida Medicaid claims and payments to Managed Care Plans, and to produce management information and reports relating to the Florida Medicaid program. This system is used to maintain Medicaid eligibility data and provider enrollment data.

**Florida Medical School Quality Network** – The network as specified in s. 409.975(2), F.S.

**Florida Mental Health Act** – Includes the Baker Act that covers admissions for persons who are considered to have an emergency mental health condition (a threat to themselves or others) as specified in ss. 394.451 through 394.47891, F.S.

**Fraud** – An intentional deception or misrepresentation made by a person with the knowledge that the deception results in unauthorized benefit to that person or another person. The term includes any act that constitutes fraud under applicable federal or state law.

**Full-Benefit Dual Eligible** – an enrollee who is eligible for full Medicaid benefits under Medicaid (Title XIX) and Medicare (Title XVIII) programs.

**Full-Time Equivalent (FTE) Position/Employee** – The equivalent of one (1) full-time employee who works forty (40) hours per week.

**Good Cause** – See Cause.

**Grievance** – An expression of dissatisfaction about any matter other than an adverse benefit determination. Possible subjects for grievances include, but are not limited to, the quality of care, the quality of services provided and aspects of interpersonal relationships such as rudeness of a provider or CMS Plan employee, failure to respect an enrollee’s rights, or an enrollee dispute of an extension of time proposed by the CMS Plan to make an authorization decision.

**Grievance Process** – The procedures for addressing enrollees’ grievances.

**Grievance and Appeal System** – The system for reviewing and resolving enrollee complaints, grievances and appeals. Components must include a complaint process, a grievance process, an appeal process, and access to a Medicaid Fair Hearing.

**Health Assessment** – A complete health evaluation combining health history, physical assessment and the monitoring of physical and psychological growth and development.

**Healthcare Effectiveness Data and Information Set (HEDIS)** – The data and information set developed and published by the National Committee for Quality Assurance. HEDIS includes technical specifications for the calculation of performance measures.

**Health Care-Acquired Condition (HCAC)** – A condition, occurring in any inpatient hospital or inpatient psychiatric hospital setting, including crisis stabilization units (CSUs), identified as a hospital-acquired condition (HAC) by the Secretary of Health and Human Services under section 1886(d)(4)(D)(iv) of the Social Security Act for purposes of the Medicare program as specified in the Florida Medicaid State Plan. By federal law, Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE), as related to total knee replacement or hip replacement surgery in pediatric and obstetric patients, are not reportable PPCs/HCACs. HCACs also include never events.

**Health Care Professional** – A physician or any of the following: podiatrist, optometrist, chiropractor, psychologist, dentist, physician assistant, physical or occupational therapist, therapist assistant, speech-language pathologist, audiologist, registered or practical nurse (including nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist and certified nurse midwife), a licensed clinical social worker, registered respiratory therapist and certified respiratory therapy technician.

**Health Information Exchange (HIE)** – The secure, electronic exchange of health information among authorized stakeholders in the health care community – such as care providers, patients, and public health agencies – to drive timely, efficient, high-quality, preventive, and patient-centered care.

**Health Insurance Premium Payment (HIPP) Program** – A program that reimburses part or all of a Medicaid recipient’s share of employer-sponsored health care coverage, if available and cost-effective.

**Healthy Behaviors (MMA Managed Care Plans Only)** – A program offered by Managed Care Plans that encourages and rewards behaviors designed to improve the enrollee’s overall health.

**Health Information Technology for Economic and Clinical Health (HITECH) Act** – A federal law enacted in 2009 to promote the adoption and meaningful use of health information technology. The Health Information Technology Act, found in Title XIII of the American Recovery and Reinvestment Act of 2009, Public Law 111-005.

**Health Insurance Portability and Accountability Act (HIPAA)** – Enacted in 1996. Public Law 104-191.

**Hospital** – A facility licensed in accordance with the provisions of Chapter 395, F.S., or the applicable laws of the state in which the service is furnished.

**Hospital Contract** – The agreement or contract between the CMS Plan and a hospital to provide medical services to the CMS Plan’s enrollees.

**Home and Community Based Services (HCBS)** – Services offered in the community setting designed to prevent or delay nursing facility placement of elderly or disabled adults.

**Hub Site** – The telecommunication distance site in Florida at which the consulting physician, dentist or therapist is delivering telemedicine services.

**Incentive\*** – Related to an MMA Healthy Behaviors Program, something offered to an enrollee that encourages or motivates him or her to take action. For example, an incentive may be offered for enrolling in a series of educational classes focused on the target behavior. Incentives should be linked to effective engagement strategies. For example, providing a financial incentive to address a substance abuse problem must be supported by an effective, evidence-based approach/program. \*Financial incentives are not available to CMS Plan enrollees.

**Indirect Ownership** – Ownership interest in an entity that has direct or indirect ownership interest in the disclosing entity. The amount of indirect ownership in the disclosing entity that is held by any other entity is determined by multiplying the percentage of ownership interest at each level. An indirect ownership interest must be reported if it equates to an ownership interest of five percent (5%) or more in the disclosing entity. Example: If “A” owns ten percent (10%) of the stock in a corporation that owns eighty percent (80%) of the stock of the disclosing entity, “A’s” interest equates to an eight percent (8%) indirect ownership and must be reported.

**Information** – As the term relates to Information Management and Systems (a) Structured Data: Data that adhere to specific properties and validation criteria that are stored as fields in database records. Structured queries can be created and run against structured data, where specific data can be used as criteria for querying a larger data set; (b) Document Information that does not meet the definition of structured data includes text files, spreadsheets, electronic messages and images of forms and pictures.

**Information System(s)** – A combination of computing and telecommunications hardware and software that is used in: (a) the capture, storage, manipulation, movement, control, display, interchange and/or transmission of

information, i.e., structured data (which may include digitized audio and video) and documents as well as non-digitalized audio and video; and/or (b) the processing and/or calculating of information and non-digitalized audio and video for the purposes of enabling and/or facilitating a business process or related transaction.

**Insolvency** – A financial condition that exists when an entity is unable to pay its debts as they become due in the usual course of business, or when the liabilities of the entity exceed its assets.

**Insurer** – Pursuant to s. 624.03, F.S., every person engaged as indemnitor, surety, or contractor in the business of entering into contracts of insurance or of annuity.

**Instrumental Activities of Daily Living (IADL)** – Activities related to independent living which include, but are not limited to, preparing meals, taking medications, using transportation, managing money, shopping for groceries or personal items, performing light or heavy housework and using a telephone.

**Kick Payment (MMA Managed Care Plans only)** – The method of reimbursing Managed Care Plans in the form of a separate one (1) time fixed payment for specific services. Kick payments do not apply to the CMS Plan.

**Level of Care (LOC)** – The type of Long-Term care required by an enrollee based on medical needs. The criteria for Intermediate LOC (Level I and II) are described in 59G-4.180, FAC, and the criteria for Skilled LOC are described in 59G-4.290, FAC. Department of Elder Affairs CARES staff establish level of care for Medicaid enrollees.

**Licensed** – A facility, equipment, or an individual that has formally met state, county, and local requirements, and has been granted a license by a local, state or federal government entity.

**Licensed Practitioner of the Healing Arts** – A psychiatric nurse, registered nurse, advanced registered nurse practitioner, physician assistant, clinical social worker, mental health counselor, marriage and family therapist, or psychologist.

**List of Excluded Individuals and Entities (LEIE)** – A database maintained by the Department of Health & Human Services, Office of the Inspector General. The LEIE provides information to the public, health care providers, patients and others relating to parties excluded from participation in Medicare, Medicaid and all other federal health care programs.

**Long-Term Care Plan (LTC Plan)** – A Managed Care Plan that provides the services described in s. 409.98, F.S., for the long-term care program of the statewide Medicaid managed care program.

**Managed Behavioral Health Organization (MBHO)** – A behavioral health care delivery system managing quality, utilization and cost of services. Additionally, an MBHO measures performance in the area of mental disorders.

**Managed Care Plan** – An eligible plan under Contract with the Agency to provide services in the LTC or MMA Statewide Medicaid Managed Care Program.

**Managed Care Plan Report Guide** – A companion guide to the SMMC LTC and MMA Managed Care Plan Contracts that provides detailed information about standard reports required by the Contract to be submitted by the Managed Care Plans to the Agency. Such detailed information includes report-specific format and submission requirements, instructions for completion, and report templates and supplemental tables.

**Mandatory Assignment** – The process the Agency uses to assign enrollees to a Managed Care Plan. The Agency automatically assigns those enrollees required to be in a Managed Care Plan who did not voluntarily choose one.

**Mandatory Enrollee** – The categories of eligible Medicaid recipients who must be enrolled in a Managed Care Plan.

**Mandatory Potential Enrollee** – A Medicaid recipient who is required to enroll in a managed Care Plan but has not yet made a choice.

**Marketing** – Any activity or communication conducted by or on behalf of any Managed Care Plan with a Medicaid recipient who is not enrolled with the Managed Care Plan or an individual potentially eligible for Medicaid that can reasonably be interpreted as intended to influence such individual to enroll in the particular Managed Care Plan.

**Medicaid** – The medical assistance program authorized by Title XIX of the Social Security Act, 42 U.S.C. §1396 et seq., and regulations thereunder, as administered in the State of Florida by the Agency under s. 409.901 et seq., F.S.

**Medicaid Fair Hearing** – An administrative hearing conducted by the Agency for Health Care Administration to review an action taken by a Managed Care Plan that limits, denies, or stops a requested service.

**Medicaid Program Integrity (MPI)** – The unit of the Agency responsible for preventing and identifying fraud and abuse in the Medicaid program.

**Medicaid Recipient** – Any individual whom DCF, or the Social Security Administration on behalf of DCF, determines is eligible, pursuant to federal and state law, to receive medical or allied care, goods, or services for which the Agency may make payments under the Medicaid program, and who is enrolled in the Medicaid program.

**Medicaid State Plan** – A written plan between a state and the federal government that outlines the state’s Medicaid eligibility standards, provider requirements, payment methods, and health benefit packages. A Medicaid State Plan is submitted by each state and approved by the Centers for Medicare and Medicaid Services (CMS).

**Medical Assistance Plan (MMA Plan)** – A Managed Care Plan that provides the services described in s. 409.973, F.S., for the medical assistance (MMA) Statewide Medicaid Managed Care (SMMC) Program.

**Medical/Case Record** – Documents corresponding to clinical, allied, or long-term care, goods or services furnished in any place of business. The records may be on paper, magnetic material, film or other media. In order to qualify as a basis for reimbursement, the records must be dated, legible and signed or otherwise attested to, as appropriate to the media, and meet the requirements of 42 CFR 456.111 and 42 CFR 456.211.

**Medically Complex** – An individual who is medically fragile who may have multiple co-morbidities or be technologically dependent on medical apparatus or procedures to sustain life.

**Medically Fragile** – An individual who is medically complex and whose medical condition is of such a nature they are technologically dependent, requiring medical apparatus or procedures to sustain life, e.g., requires total parenteral nutrition (TPN), is ventilator dependent, or is dependent on a heightened level of medical supervision to sustain life, and without such services is likely to expire without warning as defined in Chapter 59G 1.010 FAC.

**Medically Necessary or Medical Necessity** – Services that include medical, allied, or long-term care, goods or services furnished or ordered to:

1. Meet the following conditions:
  - a. Be necessary to protect life, to prevent significant illness or significant disability or to alleviate severe pain;
  - b. Be individualized, specific and consistent with symptoms or confirm diagnosis of the illness or injury under treatment and not in excess of the patient’s needs;



- c. Be consistent with the generally accepted professional medical standards as determined by the Medicaid program, and not be experimental or investigational;
  - d. Be reflective of the level of service that can be furnished safely and for which no equally effective and more conservative or less costly treatment is available statewide; and
  - e. Be furnished in a manner not primarily intended for the convenience of the enrollee, the enrollee's caretaker or the provider.
2. For those services furnished in a hospital on an inpatient basis, medical necessity means that appropriate medical care cannot be effectively furnished more economically on an outpatient basis or in an inpatient facility of a different type.
  3. The fact that a provider has prescribed, recommended or approved medical, allied, or long-term care goods or services does not, in itself, make such care, goods or services medically necessary, a medical necessity or a covered service/benefit.

**Medicare** – The medical assistance program authorized by Title XVIII of the Social Security Act.

**Meds AD** – Individuals who have income up to 88% of federal poverty level and assets up to \$5,000.00 (\$6,000.00 for a couple) and who do not have Medicare, or who have Medicare and are receiving institutional care or hospice care, are enrolled in PACE or an HCBS waiver program, or live in an assisted living facility or adult family care home licensed to provide assistive care services.

**Mental Health Targeted Case Manager** – An individual who provides mental health targeted case management services directly to or on behalf of an enrollee on an individual basis in accordance with 65E-15, F.A.C. and the Florida Medicaid Mental Health Targeted Case Management Coverage and Limitations Handbook.

**Mixed Services** –

Medicaid services that include the following services: assistive care services, home health and nursing care (intermittent and skilled nursing), hospice services, medical equipment and supplies (including durable medical equipment), therapy services (physical, occupational, respiratory and speech) and non-emergency transportation services.

**National Provider Identifier (NPI)** – An identification number assigned through the National Plan and Provider Enumerator System of the federal Department of Health & Human Services. NPIs can be obtained online at <https://nppes.cms.hhs.gov>.

**Never Event (NE)** – As defined by the National Quality Forum (NQF), an error in medical care that is of concern to both the public and health care professionals and providers, clearly identifiable and measurable (and thus feasible to include in a reporting system), and of a nature such that the risk of occurrence is significantly influenced by the policies and procedures of the health care organization. Currently, in Florida Medicaid, never event health care settings are limited to inpatient hospitals and inpatient psychiatric hospitals, including CSUs.

**Newborn** – A live child born to an enrollee who is a member of the CMS Plan.

**Nominal Value** – A gift of nominal value as indicated below:

1. Nominal value is defined as an individual item/service worth fifteen dollars (\$15.00) or less (based on the retail value of the item).
2. If a nominal gift is one large gift that is enjoyed by all in attendance (e.g., a concert), the total retail cost must be fifteen dollars (\$15.00) or less when it is divided by the estimated attendance.

Nominal gifts may not be in the form of cash or other monetary rebates. Nominal gifts that are cash are prohibited even if their worth is less than fifteen dollars (\$15.00).

**Non-Covered Service** – A service that is not a benefit under either the Medicaid State Plan or the CMS Plan.

**Non-Participating Provider** – A person or entity eligible to provide Medicaid services that does not have a contractual agreement with the CMS Plan to provide services. In order to receive payment for covered services, non-participating providers, other than pharmacy providers, must be eligible for a Medicaid provider agreement and recognized in the Medicaid system (FMMIS) as either actively enrolled Medicaid providers or as CMS Plan registered providers.

**Normal Business Hours** – The hours between eight AM (8 a.m.) and five PM (5 p.m.) local time, Monday through Friday inclusive. State holidays are excluded.

**Nursing Facility** – An institutional care facility that furnishes medical or allied inpatient care and services to individuals needing such services. (See Chapters 395 and 400, F.S.)

**Open Enrollment** – The sixty (60)-day period before the end of certain enrollees' enrollment year, during which the enrollee may choose to change Managed Care Plans for the following enrollment year.

**Other Provider-Preventable Condition (OPPC)** – A condition occurring in any health care setting that:

- Is identified in the Florida Medicaid State Plan,
- Is reasonable preventable through the application of procedures supported by evidence-based guidelines,
- Has a negative consequence for the beneficiary,
- Is auditable, and
- Includes, at a minimum, the following:
  - Wrong surgical or other invasive procedure performed on a patient
  - Surgical or other invasive procedure performed on the wrong body part, and
  - Surgical or other invasive procedure performed on the wrong patient.

**Office of Fair Hearing (Office)** – The hearing authority within the Agency for Health Care Administration designated to conduct Medicaid fair hearings per s. 409.985(2), F.S.

**Outpatient** – A patient of an organized medical facility, or distinct part of that facility, who is expected by the facility to receive, and who does receive, professional services for less than a twenty-four (24) hour period, regardless of the hours of admission, whether or not a bed is used and/or whether or not the patient remains in the facility past midnight.

**Overpayment** – Overpayment defined in accordance with s. 409.913, F.S., includes any amount that is not authorized to be paid by the Medicaid program whether paid as a result of inaccurate or improper cost reporting, improper claiming, unacceptable practices, fraud, abuse, or mistake.

**PACC Annual Recertification Period** – On an annual basis, by a date determined by the Agency, children participating in the PACC program must be recertified as medically eligible for the PACC program. To recertify, the child's primary care provider or specialty physician must recertify that the child remains diagnosed with a potentially life threatening condition and is at risk for a death event prior to reaching 21 years of age.

**Participating Provider** – A health care practitioner or entity authorized to do business in Florida and contracted with the CMS Plan to provide services to the CMS Plan's enrollees. The CMS Plan uses Medicaid's pharmacy provider network; therefore, no separate pharmacy contract with the CMS Plan is required.

**Participating Specialist** – A physician, licensed to practice medicine in the state of Florida, who contracts with the CMS Plan to provide specialized medical services to the CMS Plan’s enrollees.

**Peer Review** – An evaluation of the professional practices of a provider by the provider’s peers. The evaluator assesses the necessity, appropriateness and quality of care furnished by comparing the care to that customarily furnished by the provider’s peers and to recognized health care standards.

**Penultimate Saturday** – The Saturday preceding the last Saturday of the month.

**Person (entity)** – Any natural person, corporation, partnership, association, clinic, group, or other entity, whether or not such person is enrolled in the Medicaid program or is a provider of health care. (See Florida Medicaid Provider General Handbook.)

**Pharmacy Benefits Administrator** – An entity contracted to or included in a Managed Care Plan that accepts pharmacy prescription claims for enrollees in the Managed Care Plan; assures these claims conform to coverage policy; and determines the allowed payment.

**Physician Assistant (PA)** – A person who is a graduate of an approved program or its equivalent or meets standards approved by the Board of Medicine or the Board of Osteopathic Medicine, and is certified to perform medical services delegated by the supervising physician in accordance with Chapter 458, F.S.

**Physicians’ Current Procedural Terminology (CPT)®** - A systematic listing and coding of procedures and services published annually by the American Medical Association.

**Plan Appeal** – A formal request from an enrollee to seek a review of an adverse benefit determination made by the Managed Care Plan pursuant to 42 CFR 438.400(b).

**Plan of Care** – A plan which describes the service needs of each enrollee, showing the projected duration, desired frequency, type of provider furnishing each service, and scope of the services to be provided.

**Portable X-Ray Equipment** – X-ray equipment transported to a setting other than a hospital, clinic or office of a physician or other licensed practitioner of the healing arts.

**Post-Stabilization Care Services** – Covered services related to an emergency medical condition that are provided after an enrollee is stabilized in order to maintain, improve or resolve the enrollee’s condition pursuant to 42 CFR 422.113.

**Potential Enrollee** – Pursuant to 42 CFR 438.10(a), an eligible Medicaid recipient who is subject to mandatory assignment or who may voluntarily elect to enroll in a given Managed Care Plan, but is not yet an enrollee of a specific Managed Care Plan.

**Preadmission Screening and Resident Review (PASRR)** – Pursuant to 42 CFR Part 483 and in accordance with rule 59G.1.040, F.A.C., the process of screening and determining if nursing facility services and specialized mental health services or mental retardation services are needed by nursing facility applicants and residents. A DCF Office of Mental Health contractor completes the Level II reviews for those residents identified as having a mental illness. Agency for Persons with Disabilities staff complete reviews for those residents identified with a diagnosis of mental retardation.

**Pre-Enrollment** – The provision of marketing materials to a Medicaid recipient.

**Preferred Drug List** – A listing of prescription products selected by a pharmaceutical and therapeutics committee as cost-effective choices for clinician consideration when prescribing for Medicaid recipients.

**Prescribed Pediatric Extended Care (PPEC)** – A non-residential health care center for children who are medically complex or technologically dependent and require continuous therapeutic intervention or skilled nursing services.

**Primary Care** – Comprehensive, coordinated and readily accessible medical care including: health promotion and maintenance; treatment of illness and injury; early detection of disease; and referral to specialists when appropriate.

**Primary Care Case Management** – The provision or arrangement of enrollees' primary care and the referral of enrollees for other necessary medical services on a 24-hour basis.

**Primary Care Provider (PCP)** – A Managed Care Plan staff or participating provider practicing as a general or family practitioner, internist, pediatrician, obstetrician, gynecologist, advanced registered nurse practitioner, physician assistant or other specialty approved by the Agency, who furnishes primary care and patient management services to an enrollee.

**Primary Dental Provider (PDP)** – A Managed Care Plan staff or subcontracted dentist practicing as a general dentist or pediatric dentist who furnishes primary dental care and patient management services to an enrollee.

**Prior Authorization** – The act of authorizing specific services before they are rendered.

**Program of All-Inclusive Care for Children (PACC)** – A palliative care program for children enrolled in CMS Plan with a potentially life-limiting condition. PACC is the name of the national program model and the one used by Florida Medicaid.

**Program of All-Inclusive Care for the Elderly (PACE)** – A program that is operated by an approved PACE organization and that provides comprehensive services to PACE enrollees in accordance with a PACE program agreement. PACE provides a capitated benefit for individuals age 55 and older who meet nursing home level of care as determined by CARES. It features a comprehensive service delivery system and integrated Medicare and Medicaid financing. (See ss.1894 and 1934 of the Social Security Act and 42 CFR Part 460.)

**Protected Health Information (PHI)** – For purposes of this Attachment, protected health information shall have the same meaning and effect as defined in 45 CFR 160 and 164, limited to the information created, received, maintained or transmitted by the CMS Plan from, or on behalf of, the Agency.

**Protocols** – Written guidelines or documentation outlining steps to be followed for handling a particular situation, resolving a problem or implementing a plan of medical, nursing, psychosocial, developmental and educational services.

**Provider** – A person or entity eligible for a Medicaid provider agreement. CMS Plan pharmacy providers and PACC providers must have an active Medicaid provider agreement.

**Provider-Preventable Condition (PPC)** – A condition that meets the definition of a health care-acquired condition or other provider-preventable condition as defined in 42 CFR 447.26(b). PPCs include health care-acquired conditions (HCACs) and other provider-preventable conditions (OPPCs) in inpatient hospital and inpatient psychiatric hospital settings, including crisis stabilization units (CSUs).

**Provider Contract** – An agreement between the CMS Plan and a health care provider to serve CMS Plan enrollees.

**Public Event** – An event planned or sponsored by an organization to benefit and educate or assist the community with information concerning health-related matters or public awareness. At least two (2) community organizations not affiliated under common ownership must actively participate in the public event.

**Public Event Materials** — Materials used by the Managed Care Plan to educate or assist the community by providing information concerning health-related topics or topics which require public awareness. Such materials do not require Agency review or approval.

**Quality** – The degree to which a Managed Care Plan increases the likelihood of desired health outcomes of its enrollees through its structural and operational characteristics and through the provision of health services that are consistent with current professional knowledge.

**Quality Enhancements** – Certain health-related, community-based services that the CMS Plan must offer and coordinate access to its enrollees. Managed Care Plans are not reimbursed by the Agency/Medicaid for these types of services.

**Quality Improvement (QI)** – The process of monitoring that the delivery of health care services is available, accessible, timely, and medically necessary. The CMS Plan must have a quality improvement program (QI program) that includes standards of excellence. It also must have a written quality improvement plan (QI plan) that draws on its quality monitoring to improve health care outcomes for enrollees.

**Region** – The designated geographical area within which the CMS Plan is authorized by the Contract to furnish covered services to enrollees. The CMS Plan must serve all counties in the Region(s) for which it is contracted. The 67 Florida counties are divided into 11 regions pursuant s. 409.966(2), F.S. May also be referred to as “service area.”

**Registered Nurse (RN)** – An individual who is licensed to practice professional nursing in accordance with Chapter 464, F.S.

**Registered Provider** – A provider that is registered with FMMIS via the CMS Plan. Such providers cannot bill Medicaid through fee-for-service claims submissions. Registered providers are assigned to a Medicaid provider identification number for encounter data purposes only.

**Residential Commitment Facilities** – As applied to the Department of Juvenile Justice, refers to the out-of-home placement of adjudicated youth who are assessed and deemed by the court to be a low or moderate risk to their own safety and to the safety of the public; for use in a level 4, 6, 8, or 10 facility as a result of a delinquency disposition order. Also referred to as a residential commitment program.

**Residential Facility** – Those facilities where individuals live and that are licensed under Chapter 400 or 429, F.S., including nursing facilities, assisted living facilities and adult family care homes.

**Reward** — Related to an MMA Healthy Behaviors Program, if used in the program, something that may be offered to an enrollee after successful completion of a milestone (meaningful step towards meeting the goal) or goal attainment. A reward should be linked to positive behavior change. For example, a reward may be offered after successful completion of the series of educational classes focused on the target behavior.

**Risk Assessment** – The process of collecting information from a person about hereditary, lifestyle and environmental factors to determine specific diseases or conditions for which the person is at risk.

**Rural** – An area with a population density of less than one hundred (100) individuals per square mile, or an area defined by the most recent United States Census as rural, i.e., lacking a metropolitan statistical area (MSA).

**Rural Health Clinic (RHC)** – A clinic that is located in an area that has a health care provider shortage. An RHC provides primary health care and related diagnostic services and may provide optometric, podiatry, chiropractic and behavioral health services. An RHC employs, contracts or obtains volunteer services from licensed health care practitioners to provide services.

**Sanctions** – In relation to Section VII.F: Any monetary or non-monetary penalty imposed upon a provider, entity, or person (e.g., a provider entity, or person being suspended from the Medicaid program). A monetary sanction under Rule 59G-9.070, F.A.C. may be referred to as a “fine.” A sanction may also be referred to as a disincentive.

**Screen or Screening** – A brief process, using standardized health screening instruments, used to make judgments about an enrollee’s health risks in order to determine if a referral for further assessment and evaluation is necessary.

**Service Authorization** – The CMS Plan’s approval for services to be rendered. The process of authorization must at least include an enrollee’s or a provider’s request for the provision of a service.

**Service Delivery Systems** – Mechanisms that enable provision of certain health care benefits and related services for Medicaid recipients as provided in s. 409.973, F.S., which include but are not limited to the Medicaid fee-for-service program and the Medicaid Managed Medical Assistance Program.

**Service Location** – Any location at which an enrollee obtains any health care service provided by the CMS Plan under the terms of the Contract.

**Sick Care** – Non-urgent problems that do not substantially restrict normal activity, but could develop complications if left untreated (e.g. chronic disease).

**Social Networking** – Web-based applications and services (excluding the CMS Plan’s state-mandated website content, member portal, and provider portal) that provide a variety of ways for users to interact, such as email, comment posting, image sharing, invitation and instant messaging services.

**Span of Control** – Information systems and telecommunications capabilities that the CMS Plan itself operates or for which it is otherwise legally responsible according to the terms and conditions of this Contract. The span of control also includes systems and telecommunications capabilities outsourced by the CMS Plan.

**Special Supplemental Nutrition Program for Women, Infants & Children (WIC)** – Program administered by the Department of Health that provides nutritional counseling; nutritional education; breast-feeding promotion and nutritious foods to pregnant, postpartum and breast-feeding women, infants and children up to the age of five (5) who are determined to be at nutritional risk and who have a low to moderate income, an individual who is eligible for Medicaid is automatically income eligible for WIC benefits. Additionally, WIC income eligibility is automatically provided to an enrollee’s family that includes a pregnant woman or infant certified eligible to receive Medicaid.

**Specialty Plan** – An MMA plan that serves Medicaid recipients who meet specified criteria based on age, medical condition, or diagnosis.

**Spoken Script** – Standardized text used by CMS Plan staff in verbal interactions with enrollees and/or potential enrollees designed to provide information and/or to respond to questions and requests. Spoken scripts also

include interactive voice recognition (IVR) and on-hold messages. Marketing scripts are intended to influence such individual to enroll in the particular Managed Care Plan.

**Spoke Site** – The provider office location in Florida where an approved service is being furnished through telemedicine. For purposes of this Contract, spoke sites are limited to DOH CMS Network offices and DOH CMS-authorized academic medical centers, provider offices or hospitals.

**State** – State of Florida.

**Statewide Inpatient Psychiatric Program (SIPP)** – A twenty-four (24) hour inpatient residential treatment program funded by Medicaid that provides mental health services to children under twenty-one (21) years of age.

**Statewide Medicaid Managed Care Program** – A program authorized by the 2011 Florida Legislature through House Bill 7107, creating Part IV of Chapter 409, F.S., to establish the Florida Medicaid program as a statewide, integrated managed care program for all covered services, including long-term care services. This program is referred to as statewide Medicaid managed care (SMMC) and includes two programs: one for managed medical assistance (MMA) and one for long-term care (LTC).

**Subcontract** – An agreement entered into by the CMS Plan for the delegation of some of its functions, services or responsibilities for providing services under this Contract.

**Subcontractor** – Any person or entity with which the CMS Plan has contracted or delegated some of its functions, services or responsibilities for providing services under this Contract.

**Substitute Service (MMA only)** – In relation to behavioral health, a service covered by the Managed Care Plan as a downward substitution for a covered behavioral health service for which the Managed Care Plan receives no direct payment from the Agency. Substitute services do not apply to the CMS Plan.

**Surface Mail** – Mail delivery via land, sea, or air, rather than via electronic transmission.

**Surplus** – Net worth (i.e., total assets minus total liabilities).

**System Unavailability** – As measured within the CMS Plan’s information systems’ span of control, when a system user does not get the complete, correct full-screen response to an input command within three (3) minutes after depressing the “enter” or other function key.

**Systems** – See Information Systems.

**Telecommunication Equipment** – Electronic equipment that includes, at a minimum, audio and video equipment permitting two-way, real-time, interactive communication between the enrollee and the provider for the provision of covered services through telemedicine.

**Telemedicine** – The practice of health care delivery using telecommunication equipment by the treating provider (at the spoke site) for the provision of approved covered services by the consulting provider (at the hub site) for the purpose of evaluation, diagnosis, or treatment.

**Telepsychiatry** – The use of telemedicine to provide behavioral health medication management.

**Temporary Assistance to Needy Families (TANF)** – Public financial assistance provided to low-income families through DCF.

**Temporary Loss Period** – Period in which an enrollee loses eligibility and regains it, allowing the recipient to be re-enrolled in the Managed Care Plan in which the recipient was enrolled prior to the eligibility loss.

**Timely Files** – When an enrollee files for continuation of benefits on or before the later of the following:

1. Within ten (10) days of the CMS Plan sending the notice of adverse benefit determination; or
2. The intended effective date of the CMS Plan’s proposed adverse benefit determination.

**Transportation** – An appropriate means of conveyance furnished to an enrollee to obtain Medicaid authorized/covered services.

**Unborn Activation** – The process by which an unborn child, who has been assigned a Medicaid ID number, is made Medicaid eligible upon birth.

**Urban** – An area with a population density of greater than one-hundred (100) individuals per square mile or an area defined by the most recent United States Census as urban, i.e., as having a metropolitan statistical area (MSA).

**Urgent Behavioral Health Care** – Those situations that require immediate attention and assessment within twenty-three (23) hours even though the enrollee is not in immediate danger to self or others and is able to cooperate in treatment.

**Urgent Care** – Services for conditions, which, though not life-threatening, could result in serious injury or disability unless medical attention is received (e.g., high fever, animal bites, fractures, severe pain) or substantially restrict an enrollee’s activity (e.g., infectious illnesses, influenza, respiratory ailments).

**Validation** – The review of information, data, and procedures to determine the extent to which they are accurate, reliable, free from bias and in accord with standards for data collection and analysis.

**Violation** – A determination by the Agency that a Managed Care Plan failed to act as specified in this Contract or applicable statutes, rules or regulations governing Managed Care Plans. For the purposes of this Contract, each day that an ongoing violation continues shall be considered to be a separate violation. In addition, each instance of failing to furnish necessary and/or required medical services or items to each enrollee shall be considered to be a separate violation. As well, each day that the Managed Care Plan fails to furnish necessary and/or required medical services or items to enrollees shall be considered to be a separate violation.

**Voluntary Enrollee** – A Medicaid recipient who is not mandated to enroll in a Managed Care Plan, but chooses to do so.

**Well Care Visit** – A routine medical visit for one of the following: CHCUP visit, family planning, routine follow-up to a previously treated condition or illness, adult physical or any other routine visit for other than the treatment of an illness.