



# Provider Manual

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Sunrise, Florida 33323

Website: [www.ccpcares.org](http://www.ccpcares.org)

March 2017

**COMMUNITY CARE PLAN (CCP)  
PROVIDER SERVICE NETWORK**

**PROVIDER MANUAL  
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## WELCOME

We are pleased to welcome you as a network provider in the Community Care Plan (CCP) Provider Service Network (PSN). CCP has entered into a contract with the State of Florida Agency for Health Care Administration (AHCA) to provide Medicaid services to eligible Medicaid beneficiaries as a Provider Service Network (PSN). Since 1970, Florida Medicaid has provided healthcare coverage for income-eligible children, seniors, disabled adults and pregnant women. It is funded by both the state and federal governments. You have chosen to become a provider of this unique network. Together, we will work with you as a team, bringing our individual expertise to achieve the high standards our community expects.

In October 2013, CCP was awarded by the State of Florida Agency for Health Care Administration (AHCA) to provide Medicaid services in the Statewide Medicaid Managed Care Program (SMMC) to eligible Medicaid beneficiaries in Broward County as a capitated Provider Service Network (PSN). The Statewide Medicaid Managed Care Program (SMMC) is 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.

You have committed to delivering quality medical care to CCP enrollees. This Provider Manual answers many of your questions about CCP and how it works. Outlined in your Provider Manual are the policies, procedures, and programs you have agreed to comply with, as presented in the Provider Services Agreement between you and Community Care Plan. We are requesting your expertise to ensure that the care provided to the enrollees meets the performance standards and indicators as outlined in your manual. Please review this material to better understand the importance of your role in the provision of services to CCP enrollees and compliance with designated program requirements.

A quick reference phone contact list is on the next page for your convenience. We urge you to call your Provider Relations representative if you have any questions or wish further information about the program or policies contained in this manual. Please note that this manual and its contents are subject to change. We will make every effort to inform you of significant changes in our policies and procedures through newsletters and bulletins.

You are a key part in the continuing success of this first Medicaid Provider Service Network in the State of Florida. We look forward to a very rewarding business relationship.

Thank you,

Community Care Plan

## IMPORTANT CONTACTS

Department	
Provider Relations (Toll-free State-wide)	1-855-819-9506
Enrollee Services (Toll-free State-wide)	1-866-899-4828
Claims	1-866-899-4828
Utilization/ Authorization	1-866-899-4828
Adult Psychiatric*	1-800-294-8642
Detox/Adolescent Psychiatric*	1-800-294-8642
Case Management	1-866-899-4828
Maternal Child	1-866-899-4828
Disease Management	1-866-899-4828

\***Note:** All CCP enrollees will obtain behavioral health and substance abuse dependency services through Concordia Behavioral Health

### For Dental Services:

Managed Care of North America (MCNA) Dental

**Toll-free No: 1-855-698-6262**

### For Pharmacy Services:

Magellan Pharmacy Solution

**Toll-free No: 1-800-424-7897**

### For Transportation Services:

LogistiCare Non-Emergency Medical Transportation

**24/7 Reservation Line: 1-866-306-9358**

**Ride Assistance: 1-866-306-9359**

### For Behavioral and Substance Abuse Services:

Concordia/Behavioral Health

**Address: 1320 S Dixie Hwy, Ste 400, Coral Gables, FL 33146**

**Telephone No: 1-800-294-8642**

**TTY/TTD Telephone No: 1-877-520-6254**

### For Health Plan Selection:

Enrollment Broker

**Telephone: 1-877-711-3662**

**Website: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)**

### Agency for Health Care Administration (AHCA) – Florida

**Address: 2727 Mahan Drive, Tallahassee, FL 32308**

**Telephone No: 1-888-419-3456**

**Website: [www.ahca.myflorida.com](http://www.ahca.myflorida.com)**

## CLAIM SUBMISSION

### ELECTRONIC CLAIMS:

A Availity, Payer ID 59065

### PAPER CLAIMS:

Community Care Plan

P. O. BOX 841309

Pembroke Pines, FL 33084

## PROVISION OF SERVICES

CCP covered services are provided in accordance with the Florida Medicaid State Plan and are required to be medically necessary as defined in the Florida Medicaid Provider General Handbook. These services are provided up to the coverage limits specified by the Medicaid program, which can be found in the respective Florida Medicaid Coverage and Limitations Handbooks and Medicaid Fee Schedules at:

<http://portal.flmmis.com/FLPublic/ProviderProviderSupport/ProviderProviderSupportProviderHandbooks/tabId/42/Default.aspx>

<b>Managed Medical Assistance (MMA) Covered Services:</b>
Advance Registered Nurse Practitioner
Ambulatory Surgical Services
Assistive Care Services
Behavioral Health Services
Birth Center and Licensed Midwife Service
Clinic Services
Chiropractic Services
Dental Services
Child Health Check-Up Services
Emergency Services
Emergency Behavioral Health Services
Family Planning Services and Supplies
Healthy Start Services
Hearing Services
Home Health Services and Nursing Care
Hospice Services
Hospital Services
Immunizations and Vaccines Services
Laboratory and Imaging Services
Medical Supplies, Equipment, Prostheses and Orthoses
Optometric and Vision Services
Nursing Facility Services
Physician Assistant Services
Podiatric Services
Physician Services
Prescribed Drug Services
Renal Dialysis Services
Therapy Services
Transportation Services

Approved MMA Expanded Benefits	
X	Unlimited Primary Care Visits (Non-Pregnant Adults)
X	Home Health Care (Non-Pregnant Adults) <ul style="list-style-type: none"> <li>• One (1) additional Visit per Week</li> </ul>
X	Unlimited Prenatal/Perinatal Visits
X	Outpatient Services
X	Adult Dental Services <ul style="list-style-type: none"> <li>• Cleaning and X-Rays</li> </ul>
X	Waived Copayments <ul style="list-style-type: none"> <li>• For Laboratory and Transportation</li> </ul>
X	Vision Services <ul style="list-style-type: none"> <li>• \$150.00 towards lenses or frames per year for children 18-20 years; \$100.00 towards lenses and frames for adults over the age of 21</li> </ul>
X	Hearing Services <ul style="list-style-type: none"> <li>• Adult Evaluation</li> </ul>
X	Newborn Circumcision <ul style="list-style-type: none"> <li>• Within the first 12 weeks of birth</li> </ul>
X	Adult Pneumonia Vaccine <ul style="list-style-type: none"> <li>• Meeting Medicaid Criteria</li> </ul>
X	Adult Influenza Vaccine <ul style="list-style-type: none"> <li>• Meeting Medicaid Criteria</li> </ul>
X	Adult Shingles Vaccine <ul style="list-style-type: none"> <li>• Meeting Medicaid Criteria</li> </ul>
X	Physician Home Visits
X	Post-Discharged Meals <ul style="list-style-type: none"> <li>• Maximum of 10 Meals per year</li> </ul>
X	Nutritional Counseling <ul style="list-style-type: none"> <li>• Maximum of 6 per year</li> </ul>
X	Medically Related Lodging and Food <ul style="list-style-type: none"> <li>• Maximum of \$150.00 per day</li> </ul>

Definition:

**Medically necessary** – Services that include medical or allied 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
  - 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 or allied goods or services does not, in itself, make such care, goods or services medically necessary, a medical necessity or a covered service/benefit.

**Child Health Check-Up Services & Immunizations:** A child health checkup is a routine health screening evaluation of children ages 20 and under that includes a comprehensive health and developmental history; hearing, vision, blood lead (ages 12 and 24 months) and dental screening; updating of routine immunizations; and referrals for further diagnosis and treatment as needed. Immunizations can be received at no charge through provider participation in the Vaccines for Children Program (VFC). The VFC program is administered by the Department of Health, Bureau of Immunizations. For more information about VFC, call 1-800-483-2543 or go to [http://www.doh.state.fl.us/DISEASE\\_CTRL/immune/vfc/index.html](http://www.doh.state.fl.us/DISEASE_CTRL/immune/vfc/index.html).

Providers are encouraged to assist enrollees in the timely provision of these services as required by the State of Florida periodicity schedule. The Child Health Check-Up periodicity schedule is based on the American Academy of Pediatrics, you can assess it at: <http://brightfutures.aap.org/pdfs/AAP%20Bright%20Futures%20Periodicity%20Sched%20101107.pdf>

If you would like to learn more about the Florida Medicaid Child Health Check Up coverage and limitation, you can access the handbook at: [http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Child\\_Health\\_Check-UpHB.pdf](http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Child_Health_Check-UpHB.pdf)

#### **Maternity Care:**

All pregnant enrollees will be offered a choice of a participating obstetrical doctor or nurse midwife for prenatal care and delivery of the newborn. All women of childbearing age will be offered counseling, testing, and treatment of blood-borne diseases that may affect them or their unborn child. Enrollee participation in Maternal/Child Case Management will assist a pregnant enrollee in obtaining all the services she needs to have a healthy pregnancy.

#### **Emergency Care:**

Emergency Services are those necessary to treat a condition, illness, or injury, which requires immediate attention. Enrollees should not be sent to the emergency room for the following conditions: routine follow-up care; follow-up for suture or staple removal and non-emergent care during normal business hours. Prior authorization is not warranted for emergency care service within the region or outside the region.

#### **Hospital:**

Hospital Inpatient Care includes all inpatient services authorized by CCP: room and board, nursing care, and medical supplies, diagnostic and therapeutic services. For adults 21 years of age and

older, reimbursement for inpatient hospital care is limited to 45 days per Florida Medicaid's fiscal year (July 1 through June 30). There is no limit on the number of inpatient days for recipients 20 years of age and younger. Hospital Outpatient Care includes all diagnostic and therapeutic services provided as an outpatient at a participating hospital or outpatient facility by a participating specialist. Pursuant to Medicaid Benefits there is a \$1,500.00 per (Medicaid) fiscal year cap on outpatient services for adults only.

**Behavioral Health:**

For mental health and substance abuse services, the current Medicaid benefits apply. CCP enrollees will have behavioral health services managed by Concordia Behavioral.

**Hearing and Vision Care Services:**

Hearing services include hearing evaluation, diagnostic testing and fitting of a hearing aid (one hearing aid every three years). Other hearing services may include cochlear implant services and newborn hearing screening. Vision services allowed by Medicaid include eyeglasses, eyeglass repairs as required, prosthetic eyes and contact lenses for eligible enrollees. Medicaid allows for two pairs of glasses per enrollee per year. Vision Services will be provided by South Florida Vision, phone number 1-888-930-3937.

**Family Planning:**

The purpose of family planning services is to allow enrollees to make informed decisions about family size and/or spacing of births. Family planning services offered include information and referral, education and counseling, diagnostic testing, contraceptives and follow-up care.

**Non-Emergency Transportation:**

CCP enrollees will have access to Non-Emergency Medical Transportation Services through CCP's transportation vendor, LogistiCare. Enrollees can access these services without a co-pay. To coordinate non-emergency medical transportation for CCP Enrollees, contact LogistiCare at 1-866-306-9358.

**Dental Services:**

CCP enrollees under the age of 21 are eligible to receive services as designated in the Florida Medicaid Dental Services Coverage and Limitations Handbook, which may include: partial and complete dentures, diagnostic exams, endodontics/periodontal treatment, oral surgery, orthodontic treatment, preventative services, medically appropriate radiographs (necessary to make a diagnosis), and restorations. Adult enrollees may receive services for acute emergencies to alleviate pain and/or infection, denture, and denture-related procedures, which may include the following: complete and removable partial dentures, comprehensive oral exam, denture-related procedures, extractions, incision and drainage of an abscess, necessary radiographs to make a diagnosis, problem-focused oral exams, and surgical procedures essential to the preparation of the mouth for dentures. CCP enrollees will have dental services managed by MCNA Dental, phone number 1-800-494-6262.

# PROVIDER RESPONSIBILITIES

## PROVIDER RESPONSIBILITIES

Providers who participate in CCP shall render medical care to enrollees of CCP, pursuant to all laws and regulations applicable to the Provider and CCP, including all requirements of the Florida Medicaid Program, the Florida Medicaid Coverage and Limitation Handbook, and the CCP Provider Manual.

## CCP SUBCONTRACTORS RESPONSIBILITIES

Community Care Plan contracts with subcontractors to provide behavioral health services, dental services, pharmacy services, transportation services, and vision services. These subcontractors are responsible to manage the provisions of medically necessary services pursuant to CCP Administration Agreement, Florida Statute and the Florida Medicaid Coverage and Limitation Handbook. The contact information for all the subcontractors is listed in the Important Contacts section of this manual.

## PROVIDER COMPLAINTS

Should a participating provider become dissatisfied with CCP's policies and procedures, or any aspect of CCP's administrative functions, including claims issues, the provider may file a complaint with Provider Relations. The provider may file a non-claim related complaint within forty-five (45) calendar days of the event.

CCP's dedicated Provider Relations Staff are available during regular business hours via telephone, electronic mail or in person to ask questions, file a complaint and/or resolve problems. The Provider Relations Staff will carefully record and thoroughly investigate each complaint according to the established procedure using applicable statutory, regulatory, contractual and provider contract provisions, and will collect all pertinent facts from all parties. The provider complaint will be review by the Provider Services Manager or Supervisor. Any complaints about claim issues will be review by the Claims Department Manager or Supervisor. Providers can call CCP's Provider Operations Department at 1-855-819-9506 to file any type of complaint including claims. The written complaint may be mailed to:

Community Care Plan  
1643 Harrison Parkway, H-200  
Sunrise, FL 33323  
Attention: Provider Operations

If the complaint has not been resolved within 15 days of receipt, the provider will receive a written notice of the status of the review and will continue to receive updates every 15 days thereafter.

All complaints are reviewed and resolved within 90 days of receipt. CCP will provide a written notice determination to the provider. The notice will be issued within five (5) days of the determination. CCP may require appropriate and timely corrective action from the provider(s) involved in the complaints, when warranted.

At least quarterly, the Quality Improvement Committee (QIC) will review aggregate data from provider complaints and trends identified will be addressed through appropriate remedial action and follow-up.

## CONTINUITY OF CARE REQUIREMENTS FOR NEW ENROLLEES

CCP is dedicated to coordinated care for all new enrollees enrolled into the plan. The coordination of care ensures all new enrollees receiving medical treatment through a previous health plan or fee-for-service Medicaid continue to receive the same course of treatment, without any prior authorization requirements and without regard to whether such medical treatment is being provided by participating or non-participating provider.

During the first thirty (30) days of an enrollee in the plan, CCP will reimburse non-participating providers the rate they received for services prior to enrolling in CCP.

CCP will provide continuation of services until the enrollee's PCP or behavioral health provider (as applicable to medical or behavioral health services, respectively), reviews the new enrollee's treatment plan. The continuation of care shall be no more than sixty (60) calendar days after the effective date of enrollment.

CCP will provide assistance with the coordination of care for the new enrollees.

## ID CARDS

Each CCP enrollee will receive from Medicaid a Medicaid identification card. This card is used to help identify the enrollee and check his/her eligibility in the Florida Medicaid Program. Each CCP enrollee will also receive a CCP identification card which has valuable information on both sides. **Possession of any of these identification cards does not guarantee current Medicaid or PSN eligibility.** The provider **must** verify eligibility by using CCP Provider Web Portal or call Enrollee Services. Enrollees have been asked to carry these cards at all times.

### Sample CCP ENROLLEE ID Card

FRONT



BACK



## VERIFICATION OF ENROLLMENT

All providers are strongly encouraged to verify eligibility prior to services being rendered. Eligibility needs to be verified even if a provider has a referral and authorization number. If you are the PCP or clinic of record in the AHCA information system, your name and the practice phone number should be present as PLAN/PROVIDER and MANAGED CARE PHONE NUMBER in the CCP Provider Web Portal. Please contact Enrollee Services for assistance with specific enrollee issues.

## PCP RESPONSIBILITIES, PROCEDURES and NEW ENROLLEE PROCESSING

To encourage enrollees to visit their PCP, the CCP Enrollee Services Department will contact each new enrollee by mail through an introductory letter that includes the name, address, and phone number of the enrollee's PCP. The mailing includes information regarding CCP benefits and it requests enrollees to make an appointment with his/her PCP for an initial health assessment. The mailing also includes a Health Risk Assessment and Medical Release Form. A postage-paid envelope is provided to enrollees for return to the CCP. When the Health Risk Assessment is received by the CCP Case Management Department, a nurse will review it to identify any need for the enrollee to be followed by case management or possibly benefit from a CCP Disease Management Program. The original form with valuable information will then be forwarded to the PCP for review, action, and for final placement in the enrollee's medical record. If you have not already initiated a medical record for the enrollee, one should be created at this time. In addition to the contact by CCP, PCP's should welcome their new enrollees and request they seek an initial health screening. **Be sure to document any attempts to reach the enrollee in the enrollee medical record.** At the first visit, enrollees should be requested to authorize the release of their medical records to you, their new PCP. Once received by you, you can identify if the enrollees have received past screenings according to the AHCA-approved schedules, and it facilitates continuity of medical care by having knowledge of the enrollee's past medical history and treatment.

Primary care providers are strongly encouraged to participate in the Florida SHOTS program, a free statewide, online immunization registry, sponsored by the Florida Department of Health. This program provides an easy tracking tool for providers; it prospectively forecasts upcoming immunizations needs, and is able to produce the 680 form required by law for schools and child care centers, eliminating additional work by providers. Additional information can be found on the Florida SHOTS website, [www.flshots.com](http://www.flshots.com), by phone at (877) 888-SHOT (7468), or by email at [flshots@doh.state.fl.us](mailto:flshots@doh.state.fl.us).

Primary care providers shall provide, or arrange for coverage of services, consultation or approval for referrals twenty-four hours per day, seven days per week (24/7) by Medicaid-enrolled providers who will accept Medicaid reimbursement. This coverage shall consist of an answering service, call forwarding, provider call coverage or other customary means approved by the Agency. The chosen method of 24/7 coverage must connect the caller to someone who can render a clinical decision or reach the caller to someone who can render a clinical decision. The after-hours coverage must be accessible using the medical office's daytime telephone number.

Primary care providers shall arrange for coverage of primary care services during absences due to vacation, illness or other situations that require the PCP to be unable to provide services. A Medicaid-eligible PCP must provide coverage.

### **PCP RESPONSIBILITIES WITH NON-COMPLIANT ENROLLEES**

PCP's have a responsibility to respond to enrollees who either fail to keep appointments or fail to follow a provider's plan of care as either can interrupt continuity of care and lead to a delay or failure on the part of the enrollee to get medical diagnosis or treatment. CCP expects providers/provider sites to have a procedure for dealing with non-compliant enrollees and enrollee notification. While it is the enrollee's responsibility to keep appointments and to comply with the plan of care prescribed by the attending physician, the provider in turn has responsibilities when this does not occur. The enrollee needs to be notified of his/her non-compliance and the provider needs to document this activity whether done orally or in writing. Both the CCP and AHCA will be monitoring this activity.

"Failure to show" is defined as an enrollee who has missed three (3) consecutive appointments within a six-month time period with the same health care provider or facility and does not notify the health care provider that he/she is unable to keep the scheduled appointment.

"Failure to follow plan of care" is when an enrollee chooses not to comply with the prescribed plan of care.

"Provider Requests to Remove an Enrollee from PCP Panel" is when providers need to make a reasonable effort to establish and maintain a satisfactory relationship with enrollees and if such a relationship cannot be established or a breakdown occurs, the PCP has the right to request termination of the relationship by withdrawing as the enrollee's PCP. Such a request needs to be communicated to your Provider Relations representative. Each case will be evaluated individually to ascertain if a change in PCP is an option. After ample notification by the provider, if the enrollee fails to correct the situation the PCP should notify by certified mail the enrollee and Provider Relations Department of the request to terminate his/her relationship with the enrollee as the PCP. The PCP is expected to continue providing care until the effective date of the change, which generally is the first day of the next month otherwise, it is the month following if the request is late in the month. The PCP should instruct the enrollee to seek assistance from the CCP Enrollee Services Department at 1-866-899-4828.

### **SPECIALIST RESPONSIBILITIES**

Selected specialty services require a formal referral from the PCP. The specialist may order diagnostic tests without PCP involvement by following CCP's referral guidelines. The specialist must abide by the prior authorization requirements when ordering diagnostic tests. However, the specialist may not refer to other specialists or admit to the hospital without the approval of CCP, except in a true emergency situation. All non-emergency inpatient admissions require prior authorization from CCP.

## **COMMUNITY OUTREACH GUIDELINE**

CCP's contract with AHCA defines how CCP and its providers advertise the program. CCP requires provider to submit to provider relations samples of any community outreach materials intended to distribute to CCP's enrollees for approval from AHCA prior to distribution or display at the office. CCP will submit the materials to AHCA within two (2) business days of receipt, and will send Providers written notice of approval or of any changes required by AHCA within two (2) business days of receiving notice from AHCA.

CCP 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 with regard to reaching out to our enrollees.

### **Provider Outreach Material Do's and Don'ts:**

- May display health plan specific materials in their own office
- May announce new affiliations with a health plan and give their patients a list of health plans with which they contracted
- May co-sponsor events such as health fairs or advertise as a health care provider
- May distribute non-health plan specific information/materials
- Cannot orally or in writing compare benefits or provider network among Health Plans other than to confirm participation in a Health Plan network
- Cannot furnish lists of their Medicaid patient to other Health Plan or entity
- Cannot assist with Health Plan enrollment

## **BILLING AND PAYMENT FOR SERVICES**

### *PRIMARY CARE PROVIDERS*

Primary Care Providers will receive compensation at the agreed upon rate for Medicaid covered services.

### *SPECIALISTS AND ANCILLARY PROVIDERS*

Specialist and ancillary providers will receive compensation at the agreed upon rate for Medicaid covered services.

### *BILLING PROHIBITIONS*

Provider shall accept payment made by CCP, in accordance with the terms and conditions of the "Provider Services Agreement," as payment in full and accept no payment from CCP enrollees, the enrollees' relatives or any other person or persons in charge as the enrollees' designated representative, in excess of the reimbursement rate made by the Agency. This does not include applicable Medicaid co-payments. In no event, including, but not limited to, non-payment by CCP or the Agency, insolvency of CCP or termination of your Agreement, shall Provider bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against any Enrollee or the Agency or persons, other than CCP, acting on the enrollees' behalf, for contracted services pursuant to your Provider Services Agreement.



### *COPAYMENT COLLECTIONS*

Enrollees have a co-payment established by Medicaid of \$1.00, \$2.00 or \$3.00 depending on the services being rendered. Providers are responsible for the co-payment collection. The co-payment dollars are deducted from the claim dollars paid by CCP when a service has a co-payment as delineated by Medicaid. The co-payments for laboratory and transportation are waived as an expanded benefit. This deduction occurs whether or not the provider collects it from the enrollee. These co-payments do not apply to enrollees under age 21 and pregnant enrollees.

### *MEDICAID CLAIMS/BILLING TRAINING CLASS*

Medicaid offers providers and their office staff Medicaid billing training classes. For more information, please contact CCP Provider Relation Department at 1-855-819-9506.

### *THIRD-PARTY LIABILITY (TPL) CASES*

It is the Provider's responsibility to alert CCP if an enrollee has coverage in addition to CCP enrollment. CCP will then forward this information to the Claims Department for research.

### *MEDICARE DUAL ELIGIBILITY*

CCP enrollees may have both Medicaid and Medicare. Billing and coordination of care should follow the normal dual eligibility requirements and claims rules.

### *ENCOUNTER DATA (Providers of capitated services ONLY)*

An encounter is defined by AHCA as an interaction between an enrollee and provider who delivers services or is professionally responsible for services delivered to an enrollee. Encounter data is a record of the services provided. CCP requires the collection and submission of encounter data for all capitated services. CCP providers who furnish capitated services will be required to submit documentation of enrollee encounters to CCP in the applicable HIPAA transaction format. This information will be collected and reviewed by CCP for submission to AHCA. CCP will work with providers of capitated services to ensure that the providers are recognized by the state Medicaid program, including its choice counselor/enrollment broker as participating providers of CCP and that providers' submissions of encounter data are accepted by the data warehouse.

## CLAIMS OVERVIEW

### BILLING ADDRESS

Providers are responsible for submitting clean, complete, and accurate claims to Community Care Plan in hard copy form or any other approved format to the following address:

<b>COMMUNITY CARE PLAN (CCP)</b> <b>CLAIMS DEPARTMENT</b> Availity Payor ID 59065
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For information on electronic submission of claims, please contact the CCP Provider Operations Department at 1-855-819-9506.

### CLAIMS SUBMISSION

Providers shall submit claims for CCP Managed Services promptly and in accordance with the Florida Medicaid program to CCP. Providers are required to submit all claims within (60) sixty days within date of service. Claims submitted after a six (6) month period from the date of service will automatically be denied by CCP for untimely filing. Claims should be submitted on the red CMS-1500 form, the red UB-04 form or in any other format approved by CCP.

Please ensure the claim contains the following information:

- Enrollee 10-digit Medicaid I.D. number (field 1a)
- Enrollee's name (field 2)
- Name of referring physician or other source (field 17)
- Referring physician's Medicaid ID number and appropriate qualifier code (field 17a) or NPI (field 17b)
- Diagnosis codes [ICD-9 ICD-10] (field 21)
- Authorization number (if applicable)\* [on UB-04 place in box 63, on CMS-1500 form place in box 23].
- Date of service (field 24a)
- Place of service (field 24b)
- Services rendered [CPT-4, DRG, Revenue code, etc.] (field 24d)
- Diagnosis code Pointer (field 24e; enter diagnosis code reference number in field 21)
- Usual and Customary Charge (field 24f, unshaded area)
- Third-Party Coverage (Fields 24f and 24g shaded area; if payment from a primary insurance carrier is expected or already received, enter the identifier IP for individual policy or GP for group policy and enter the paid or expected amount in the shaded areas of 24f and 24g)
- Units of service (field 24g)
- Child Health Check-up Referral Code or Family Planning Indicator (field 24h; if the service is a child health check-up, enter the referral code that identifies the status of

the child: V for patient refused for referral, U for patient not referred, 2 for under treatment and T for new services requested; enter an F if the services relate to a pregnancy or if the services were for family planning; enter an E if the patient was referred for the services as a result of a Child Health Check-up Screening)

- Rendering Provider ID Qualifier (field 24i shaded area) and Medicaid ID number (field 24j; enter a treating provider # if the provider in #33 is a group) or the NPI (unshaded area of 24j; if NPI is mapped to a taxonomy code, enter qualifier ZZ in the shaded field 24i and the taxonomy code in the shaded field 24j).
- Total charges (field 28)
- Payment from another insurance [never enter Medicaid co-payment or Medicare payment] (field 29)
- Sign and date the claim form [‘wet signature’ of provider] (field 31)
- Provider’s full name, Medicaid ID number(field 33b with Qualifier 1D), billing address, telephone number (field 33) or the NPI number (field 33a and if mapped to a taxonomy code, enter Qualifier Code ZZ and the taxonomy code in field 33b)

For medical services requiring authorization, see listing located under Utilization Management section of this manual.

Please refer to the Medicaid Physician Services Coverage and Limitations Handbook for claims requiring attachments. These claims are to be submitted to the applicable CCP claims address listed on the CCP contact sheets at the beginning of this manual.

Further details on clean claim submittal can be accessed in the Medicaid Provider Reimbursements handbooks, CMS-1500 or UB-04. All Medicaid handbooks can be found on the EDS website at:

<http://portal.flmmis.com/FLPublic/Provider ProviderSupport/Provider ProviderSupport ProviderHandbooks/tabId/42/Default.aspx>.

**CCP compliance with S. 641.3155.F.S., the Prompt Claims Payment statute of the Health Services Program Charter.**

## **CLAIM INQUIRIES**

### **CLAIMS PAYMENT**

CCP will pay claims at the agreed rate less any applicable co-payments directly to the provider. If you have inquiries regarding late claim payment or have other claim inquiries, please contact CCP at:

**COMMUNITY CARE PLAN (CCP)  
CLAIMS DEPARTMENT  
P.O. Box 841309  
Pembroke Pines, FL 33084  
  
Contact us: 866.899.4828**

### **PROVIDER CLAIMS APPEALS**

If a Claims denial is received from Community Care Plan (CCP), and you are requesting reconsideration of your claim, you must complete a Provider Claims Appeals Form and mail to:

**COMMUNITY CARE PLAN (CCP)  
PROVIDER\CLAIMS APPEALS  
P.O. Box 841309  
Pembroke Pines, FL 33084**

Providers may also call CCP's Provider Operations Department at 1-855-819-9506 to file claims complaint.

## **PROVIDER RESPONSIBILITIES REGARDING ADDRESS AND PRACTICE CHANGES**

### **OFFICE CHANGES**

It is imperative that you notify your Provider Relations Representative of changes in your practice, prior to the effective date of the change. This information is essential for Provider Directory revisions and ensures continuity of care for the enrollee. This information should include, but is not limited to:

- Address
- Phone Number
- Tax ID Number
- Change of Name/Practice Name
- Date Change Effective
- Provider Leaving/Joining Group Practice
- Addition/Deletion of Hospital Privileges

### **ADDING NEW ASSOCIATES**

If a new provider is being added to your practice, please contact your Provider Relations Representative to obtain a provider application. To be a participant in the CCP, the provider must have an active Florida Medicaid Provider number, and be a provider in good standing with the State of Florida Medicaid Program. The new provider must complete the application process and obtain credentialing approval prior to active participation in Community Care Plan.

### **PRIMARY CARE PROVIDER REQUESTING TO CLOSE PANEL**

Primary Care Providers need to submit to the CCP in writing any requests to close their panel to accept new enrollees. This letter needs to include the reason for closing their panel and an estimated time frame for non-acceptance of enrollees.

### **PROVIDERS REQUESTING TO TERMINATE FROM THE CCP**

A CCP provider wishing to terminate his/her agreement with CCP may do so by providing sixty (60) days advance written notice. Unless otherwise agreed to by both parties, termination shall be effective upon the first day of the month following expiration of the sixty (60) day advance written notice. The provider must continue care in progress during after the termination period for up to six months until a provision is made by CCP for the reassignment of the enrollees. Pregnant enrollees can continue receiving services through postpartum care.

## **PHARMACY SERVICES**

CCP covers prescription drugs when ordered by a CCP doctor. Utilization of prescription drugs is a major component in the cost structure of the network. Lack of control in this area will only serve to weaken our ability to effectively provide the superior care desired by all. Some medications require prior authorization (PA) or have limitations on age, dosage and/or maximum quantities. Your prudent use of network resources is of great benefit and value. We encourage you to utilize generics whenever possible. We request that you proactively educate your patients as you see them and that you participate with us in educational initiatives. Your cooperation will be greatly appreciated. CCP needs your active participation in the management of Prescribed Drug Services to CCP enrollees. The CCP Preferred Drug List (PDL) can be accessed at: [www.ccpcare.org](http://www.ccpcare.org).

### **WORKING WITH OUR PHARMACY BENEFIT MANAGER (PBM)**

CCP contracts with Magellan Pharmacy Solutions to process all pharmacy claims for prescribed drugs. Certain drugs require PA to be approved for payment by CCP. These include:

- All medications not listed on the CCP Preferred Drug List (PDL)
- Some CCP preferred drugs (designated PA on the PDL)

Magellan Pharmacy Solutions is responsible for administering the prior authorization process for all prescribed drugs requiring PA. Please follow these guidelines for efficient processing of your PA requests:

Prior Authorization Fax: 800-424-7913  
Prior Authorization Phone: 800-424-7897  
Mailing Address: Clinical Operations Department  
Community Care Plan (CCP)  
C/o Magellan Pharmacy Solutions  
11013 West Broad St., Suite 500  
Glen Allen, VA 23060

When calling, please have patient information, including Medicaid ID number, complete diagnosis, medical history and current medications readily available. Upon receipt of all necessary information, Magellan will respond by fax or phone within 24 hours except during weekends and holidays. If the request is approved, information in the on-line pharmacy claims processing system will be changed to allow the specific enrollee to receive this specific drug. If the request is denied, information about the denial will be provided to the prescribe provider.

*CCP providers are requested to utilize the PDL when prescribing medication for those patients covered by CCP pharmacy program.*

### **PSYCHOTROPIC MEDICATION PRESCRIBED DRUG SERVICES:**

In accordance with s. 409.912(51) F.S. effective September 1, 2011, prescriptions for psychotropic medication prescribed for a child under the age of thirteen must be accompanied

by the express written and informed consent of the enrollee's parent or legal guardian. Psychotropic (Psychotherapeutic) medications include antipsychotics, antidepressants, anti-anxiety medications, and mood stabilizers. Anticonvulsants and ADHD medications (stimulants and non-stimulants) are not included at this time. The prescriber must document the consent in the child's medical record and provide the pharmacy with a signed attestation of this documentation with the prescription. The prescriber must ensure completion of the Medicaid "Informed Consent for Psychotherapeutic Medication" attestation form, the Department of Children and Families CF1630 form; provide the court order for the medication, or an attestation form that includes all elements on the Medicaid attestation form. Every new prescription will require a new informed consent form.

The Medicaid attestation form can be accessed at:

[http://ahca.myflorida.com/Medicaid/Prescribed\\_Drug/med\\_resource.shtml](http://ahca.myflorida.com/Medicaid/Prescribed_Drug/med_resource.shtml)

The DCF CF1630 form can be accessed at:

<http://www.dcf.state.fl.us/dcforms/Search/DCFFormSearch.aspx>

## **PROVIDER COMPLIANCE**

CCP actively attempts to prevent and identify suspected incidents of fraud and abuse. All activities seen as fraud and/or abuse will be reported to AHCA's Medicaid Program Integrity Unit (MPI) as appropriate and as needed. CCP actively, prospectively, and retrospectively analyzes the potential for any occurrence of fraud and abuse, and monitors for fraud and abuse using resources such as (but not limited to) claims data, credentialing/re-credentialing, utilization management, quality management, and grievance/appeals. CCP additionally monthly accesses and uses the HHS Office of Inspector General List of Excluded Individuals/Entities and the Federal Excluded Parties List System (EPLS) to identify individuals excluded from participation in Medicaid, and therefore excluded from participation. Confidentiality will be maintained for the suspect person or entity, and all rights afforded to both providers and enrollees will be reserved and enforced during the process. Provider must comply with all aspects of the CCP fraud and abuse plan/requirements. Provider can access the CCP Compliance Program, Anti-Fraud Plan which include the policy and procedure, and training material at [www.ccpcare.org](http://www.ccpcare.org).

Report suspected fraud and abuse confidentially and without fear of retaliation to:

1. Florida Medicaid Program Integrity Office Fraud and Abuse Hotline: 1-888-419-3456
2. Florida Attorney General's Medicaid Fraud Control Hotline: 1-866-966-7226
3. Department of Health Human Services Office of the Inspector General Federal Hotline: 1-800-447-8477
4. CCP Compliance Hotline: (855) 843-1106

5. Provider can complete the Medicaid Fraud and Abuse Complaint Form and mail the form to:

Program Administrator, Intake Unit  
Medicaid Program Integrity  
Agency for Health Care Administration  
2727 Mahan Drive, MS #6  
Tallahassee, Florida 32308

To print a copy of Medicaid Fraud and Abuse Complaint Form, please go to:

[http://ahca.myflorida.com/Executive/Inspector\\_General/docs/MedicaidFraudandAbuseComplaintForm.doc](http://ahca.myflorida.com/Executive/Inspector_General/docs/MedicaidFraudandAbuseComplaintForm.doc)

6. Provider can complete the form online at:  
[https://apps.ahca.myflorida.com/InspectorGeneral/fraud\\_complaintform.aspx](https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx)

For additional information regarding Medicaid's Fraud and Abuse policies, provider rights relative to abuse and fraud investigations, provider responsibilities, etc., provider can access the Medicaid General Provider Handbook at:

[WWW.MYMEDICAID-FLORIDA.COM](http://WWW.MYMEDICAID-FLORIDA.COM)

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 (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to 25 percent 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.

## **CULTURAL COMPETENCY**

All providers are expected to be aware of the cultural backgrounds of the patients they serve and to be sensitive toward issues of cultural diversity and health literacy. Providers should post clear, multilingual signs in the reception area about the availability of linguistic services and services for the hearing impaired. Providers should also make certain the information used for health education reflects the cultural background and the literacy of their population. Staff training should include information about cultural diversity, the importance of non-verbal communication in patient care, and identifying and addressing patients with health literacy issues. Providers need to ask each patient about their language preference and include the information in their medical record. CCP requires all providers to be trained on the CCP Cultural Competency Plan. The plan includes a description of how providers can effectively provide services to people of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes values, affirms, and respects the worth of the individual enrollees and protects and preserves the dignity of each. Providers can access the full CCP Cultural Competency Plan at [www.ccpcare.org](http://www.ccpcare.org) or by calling Provider Services.



## **ABUSE, NEGLECT AND EXPLOITATION**

Suspected cases of abuse, neglect and/or exploitation must be reported to the Florida Department of Children and Families. The Florida Abuse Hotline number is 1-800-962-2873. The Florida Department of Children and Families is responsible to investigate allegations of abuse and neglect. In addition, CCP requires that all staff and providers to report the adverse incidents to the CCP Risk Manager within twenty-four (24) hours of the incident. (See CCP Adverse Incident Form on page 56) Reporting will include information: Enrollee's identity, description of the incident and outcomes including current status of the Enrollee. If the event involves a health and safety issue, CCP case manager will assist to relocate the Enrollee 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 Enrollee's case file, that is designated as confidential.

# ENROLLEE INFORMATION

## ENROLLEE SERVICES

The primary responsibility of the Enrollee Services Department is to facilitate and guide enrollees in accessing health care services and information about Community Care Plan. The main focus will be the following:

- Orient and educate new enrollees
- Determine and answer eligibility questions
- Provide information on covered and non-covered services
- Educate enrollees on CCP processes and services
- Provide referral/authorization status
- Provide enrollment status
- Direct enrollees to appropriate departments/resources
- Generate enrollee access to services
- Facilitate enrollee access to services
- Receive and process enrollee demographic changes
- Receive/investigate/resolve and document complaints
- Analyze/trend complaints for improvement in operations
- Log grievances received and forward to Grievance Coordinator
- Use customer feedback to improve quality of services and customer satisfaction
- Receive and process primary care provider assignment and transfer requests

## PRIMARY CARE PROVIDER ASSIGNMENT

Every enrollee within Community Care Plan must have an assigned CCP Primary Care Provider (PCP) who will coordinate his/her medical care within CCP. This provider/physician will handle

the enrollee's primary care medical needs and will arrange for specialty and hospital care when necessary.

When enrolling with CCP, each enrollee will either choose a Primary Care Provider or be assigned one when he/she does not make an active choice. If a new enrollee has chosen or is assigned to a clinic setting or a group practice by name, the provider office should internally assign the enrollee a PCP. The assigned PCP should be the PCP of record whenever possible in order to facilitate continuity of care.

### **PCP TRANSFER REQUESTS**

Community Care Plan (CCP) strives to maintain a positive relationship between the enrollee and his/her primary care provider. Enrollees may request a PCP change (transfer) by calling the CCP Enrollee Services Department at 1-866-899-4828. Transfer requests may be initiated by the enrollee or the enrollee's legal guardian. The enrollee will receive a new CCP ID Card from Enrollee Services indicating the new PCP name.

### **QUALITY ENHANCEMENTS**

CCP maintains information regarding programs and resources in the community known as Quality Enhancements (QEs). The QE program can include, but is not limited to the following:

- Children's Programs
- Domestic Violence
- Pregnancy Prevention
- Smoking Cessation
- Substance Abuse

Information regarding these programs is included in the new provider packet. Providers can also call CCP for additional information.

### **HEALTHY BEHAVIOR PROGRAMS**

CCP offers three (3) healthy behaviors programs to our enrollees. These programs are:

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

*\*Enrollee with a BMI  $\geq$  40*

Our smoking cessation program is offered through AHEC/Nova Southeastern University. Class sessions are weekly for six (6) weeks and are available at various times and locations throughout Broward and North Dade counties. Nicotine replacement therapy is provided free of charge as part of this class. Enrollees who complete all six sessions are provided a second month of nicotine replacement therapy free of charge as an incentive for graduating from this program.

For our enrollees with a BMI of 40 or more, CCP is offering a 12-week nutrition class. These classes will be taught by a registered dietician and cover nutrition, physical activity and the emotional causes of overeating. Incentives are provided throughout the program to encourage continued class participation. Enrollees who complete all 12 weeks are provided a one-month membership to a Broward Health or Memorial Healthcare System fitness center.

Changing Lives is a 6-12 week individualized substance abuse program offered by Concordia Behavioral Health. Enrollees with a substance abuse diagnosis will receive a personalized coaching program with weekly incentives throughout the program provided they remain free of substance use.

For more information on any of these programs or to obtain referral forms, please call us at: 1-866-899-4828

## **ENROLLEE RIGHTS AND RESPONSIBILITIES**

Community Care Plan strives to foster enrollee satisfaction, respect, and availability of information through open communications. We, therefore, have written the following Enrollee Rights and Responsibilities. Certain rights are provided for by law (42 CFR 438.100; 42 CFR 438.102; 45 CFR 164.524 and 45 CFR 164.526).

### **RIGHTS:**

- Each enrollee has the right to be treated with respect, courtesy, and dignity.
- Each enrollee has the right to have their privacy protected. Each enrollee has the right to ask for and get a copy of their medical records. Each enrollee has the right to request their medical records be changed or amended. Changes can only occur as allowed by law.
- Each enrollee has the right to ask questions and get answers they can understand. Each enrollee has the right to know about their treatment, to know what their options are, and to decide about their care. An enrollee can refuse treatment.
- Each enrollee has the right to get the care and services covered by Medicaid. Each enrollee has the right to get good medical care regardless of race, origin, religion, age, disability or illness.
- Each enrollee has the right to change providers at any time, ask for another primary care doctor (PCP) or specialist. Each enrollee has the right to get a second opinion from another doctor.
- Each enrollee has the right to not be restrained or secluded to make them act in a certain way or to get back at them for something.
- Each enrollee has the right to get service from out-of-network providers, if there is a network gap or meets medical necessity criteria. Each enrollee has the right to participate in experimental research once approved by Medical Management.
- Each enrollee has the right to file a complaint or grievance.
- Each enrollee has the right to get information about Advance Directives, if over 18 years old.

- Each enrollee has the right to exercise these rights and not have it affect the way they are treated.
- Each enrollee has the right to request any of the following information:
  - The authorization and referral process for health services
  - How CCP decides whether health care services are medically necessary
  - The quality improvement program
  - The prescription drug benefits program
  - Policies about keeping an enrollee medical record and medical information confidential
  - How CCP/PSN chooses its doctors
  - How the PSN is structured and operated, including any provider incentive plans

**This information can be obtained at [www.ccpcares.org](http://www.ccpcares.org) or by calling Enrollee Services.**

### **RESPONSIBILITIES:**

- Each enrollee has the responsibility to call their PCP before getting care unless it is an emergency. Each enrollee has the responsibility to call their PCP when they get sick and need care.
- Each enrollee has the responsibility to listen and work with their providers, to give their providers the information they need to provide care and to talk to their providers when they have questions or concerns.
- Each enrollee has the responsibility to carry their enrollee ID card at all times and call their doctor or other health care providers when an appointment cannot be kept.
- Each enrollee has the responsibility to call DCF, their doctor and the Enrollee Services Department if they have a change of address or telephone number.
- Each enrollee has the responsibility to tell CCP or Medicaid if they suspect fraud.

CCP will not impose enrollment fees, premium, or similar charges on Indians served by an Indian health care provider, Indian Health Services, an Indian Tribe, Tribal Organization, or through referral under contract health services, in accordance with the American Recovery and Reinvestment Act of 2009.

## **ENROLLEE GRIEVANCES AND APPEALS**

### **GRIEVANCE/APPEAL DEPARTMENT**

Office Hours: 8:00 a.m. – 5:00 p.m.

Phone: 1-866-899-4828 (Ask for Grievance/Appeal Coordinator)

Community Care Plan (CCP)

1643 Harrison Parkway, Building H, Suite 200

Sunrise, Florida 33323

If an enrollee is not satisfied with a service or provider and would like to file a complaint or grievance, he or she may do so by calling the CCP Enrollee Services Department at 1-866-899-4828 or may submit a grievance by using a CCP grievance form or submit a detail letter. A copy

of the form is attached (see page 27) and it can be duplicated for enrollee use. The following outlines the procedure. A complaint becomes a grievance after 24 hours if not resolved.

### **ENROLLEE GRIEVANCES**

If an enrollee is dissatisfied with services provided by CCP, you or the enrollee can call the CCP Enrollee Services Department at 1-866-899-4828 to request assistance.

You can assist the enrollee to file the grievance with written permission by fax, email, by calling us toll-free at 1-866-899-4828, or by sending a letter to us at:

Community Care Plan  
1643 Harrison Parkway, Building H, Suite 200  
Sunrise, Florida 33323

Attention: Grievance & Appeal Coordinator

We will send the enrollee a letter approximately five (5) days after we receive the grievance to let him/her know their rights and our procedures. If we have resolved the grievance within that time, we will also tell the enrollee the result of our investigation.

A copy of our grievance form is available for duplication by your office, as included in this provider manual. Should you need an additional copy, please contact your Provider Services Representative.

We will investigate the grievance, and provide the enrollee with a written explanation of our findings within 90 days.

### **ENROLLEE APPEALS**

If the enrollee receives an Adverse Benefit Determination Letter, he/she has the right to appeal. An action is:

1. The denial or limited authorization of a requested service, including type or level of service
2. The reduction, suspension, or termination of a previously authorized service
3. The denial, in whole or in part, or payment for a service
4. The failure to provide services in a timely manner, as defined by the state
5. The failure of CCP to act within the timeframes provided in Section 438.408

You can assist the enrollee to appeal on the phone, but it must then be sent to us in writing within 10 days. You must have the enrollee's permission in writing to appeal on their behalf. The appeal letter must be sent within 60 days from the date of our action letter to:

Community Care Plan  
1643 Harrison Parkway, Building H, Suite 200  
Sunrise, Florida 33323  
Attention: Grievance & Appeal Coordinator

Tel: 1-866-899-4828

We will review the appeal and tell the enrollee what we found no later than 30 days after we receive the request. If the appeal was in writing only, the 30 days starts from the day we receive the written appeal. If the appeal was by phone and then by letter, the 30 days starts the day of the verbal appeal. We will notify the enrollee in writing if we need an additional 14 days to process their appeal.

You can ask on the enrollee's behalf that the service being appealed be continued while we are making a decision if a letter is sent to us within 10 days of our letter to the enrollee of our action. But, the appeal has to be for the stopping or reducing of something we had already approved. And, it needs to be in its approved time period and ordered by a doctor we have approved. However, if the enrollee does not win the appeal, they may have to pay for their care.

The enrollee can must complete CCP's appeal process before asking for a Medicaid Fair Hearing. The enrollee has up to 120 days after the notice of plan appeal determination to request a Medicaid Fair Hearing. The enrollee may request the hearing by calling or writing to:

Agency for Health Care Administration  
Medicaid Hearing Unit  
P.O. Box 60127  
Ft. Myers, FL 33906  
1(877)254-1055, 1-(239)338-2642 (Fax)  
[MedicaidHearingUnit@ahca.myflorida.com](mailto:MedicaidHearingUnit@ahca.myflorida.com)

At this hearing, you can also represent the enrollee with the enrollee's written permission.

If CCP continues or restarts the enrollee's benefits while waiting for an Appeal Decision, services can continue until:

1. You (on the enrollee's behalf) or the enrollee asks us to stop reviewing the appeal.
2. Ten (10) days pass from our action and you (on the enrollee's behalf) or the enrollee have not asked for continuation of services.
3. The Medicaid Fair Hearing decision was ruled in our favor.
4. The authorization expires or the enrollee received all the services he/she is allowed.

### **EXPEDITED APPEALS**

Expedited appeals are appeals that need a faster review because of the enrollee's health. You or the enrollee can ask for a faster review (urgent appeal) by phone or by letter. We will notify you

and the enrollee of our decision within 72 hours. We will try to call you and the enrollee about the results right away. We will also mail the enrollee a letter within two (2) working days.

The letter of appeal should be sent to CCP:

Community Care Plan  
1643 Harrison Parkway, Building H, Ste. 200  
Sunrise, FL 33323  
Tel: 1-866-899-4828  
Attention: Grievance & Appeal Coordinator

No punitive action will be taken against a provider who files a grievance or an appeal on behalf of the enrollee or supports an enrollee's grievance or appeal. The grievance and appeal procedure is the same for all enrollees.

#### **SUBSCRIBER ASSISTANCE PROGRAM**

Enrollees have the right to access the Subscriber Assistance Program (SAP) as an additional level of appeal. An enrollee can access the SAP after exhausting the CCP's Appeals process, except when the enrollee has requested or is participating in a Medicaid fair hearing for the matter. The SAP must receive the request for review from the enrollee (or their designee with appropriate documentation for representation) within one (1) year of the receipt of the final decision letter from CCP. A review by the SAP can be requested in writing to, or by phone, at:

Agency for Healthcare Administration  
Subscriber Assistance Program  
Building 1, MS #45  
2727 Mahan Drive, Tallahassee, FL 32308  
(850) 413-0900 [fax]  
(888) 419-3456 [toll-free]





**--FOR CCP OFFICE USE ONLY--**

CASE NO.:

SUMMARY OF FINDINGS:

IDENTIFIED OPPORTUNITIES FOR QUALITY IMPROVEMENT:

DATE RECEIVED BY GRIEVANCE COMMITTEE: \_\_\_\_\_

GRIEVANCE RESOLVED TO SATISFACTION OF ENROLLEE: YES \_\_\_\_ NO \_\_\_\_

**SUBMIT TO: CCP 1643 Harrison Parkway, Building H, #200, Sunrise, FL 33323**

**FORM ADM-2**

# UTILIZATION MANAGEMENT

## REFERRAL PROCEDURES

Prior authorization requires the provider or practitioner to make a formal medical necessity determination request to the plan prior to the service being rendered. Upon receipt, the prior authorization request is screened for eligibility and benefit coverage and assessed for medical necessity and appropriateness of the health services proposed, including the setting in which the proposed care will take place.

Prior authorization is required for only those procedures and services for which the quality of care or financial impact can be favorably influenced by medical necessity or appropriateness of care review. CCP's Medical Management Department reviews the Prior Authorization List regularly to determine if any services should be added or removed from the list. Such decisions are made in collaboration with the Provider Services Department. Providers are notified forty five (45) days prior to any changes occur.

Authorization must be obtained prior to the delivery of certain elective and scheduled services. Authorizations can be requested by faxing the Prior Authorization form to the designated Utilization/Authorization number 1-844-870-0159. Providers who are registered to use EPIC Link are encouraged to use the Web Portal when requesting prior authorization of medical services. The timeframes below comply with AHCA Requirements for decision making. Turnaround times for authorization of requested services are as follows:

- Expedited requests will not exceed 3 business days.
- Standard requests will not exceed 14 calendar days.
- Retrospective / Post Service requests will not exceed 30 calendar days.

CCP has adopted utilization review criteria developed by McKesson InterQual Products and other nationally recognized criteria. InterQual is utilized as a screening guide and is not intended to be a substitute for practitioner judgment. As contractually indicated CCP will utilize the Florida Medicaid Coverage and Limitations Handbooks to evaluate requests for medical appropriateness / necessity. Utilization review decisions are made in accordance with currently accepted medical or healthcare practices, taking into account special circumstances of each case that may require deviation from the norm stated in the screening criteria. Criteria are used for the approval of medical necessity but not for the denial of services. All potential denial of medical necessity are reviewed by the Medical Director.

Requests for services that do not meet criteria due to lack of information will be pended and returned to the requesting physician/provider's office for additional information. If, after receiving the additional information, InterQual and other nationally recognized criteria and Medicaid Coverage and Limitations are still not met, the request will be forwarded to the Medical Director for review and determination. Practitioners have the opportunity to discuss any medical or behavioral UM denial decisions with a physician or other appropriate reviewer at the time of notification to the requesting practitioner/facility of an adverse determination.

Authorization will be required for all items listed on the SERVICES REQUIRING PRIOR AUTHORIZATION listing. (See page 34)

Providers may request authorization for medically necessary services to enrollees under the age of twenty-one (21) years when the service is not listed in the covered service in this manual or in the Florida Medicaid Coverage and Limitation Handbook, Florida Medicaid Coverage Policy or in the Medicaid Fee Schedule or if the service requested exceeds the amount, frequency or duration of the published limitation. Provider

Any services on the authorization list, which are rendered/performed without an authorization from the health plan, will be denied for lack of authorization. Authorization numbers will be assigned by CCP.

**PLEASE REFER TO THE ATTACHED LIST OF SERVICES THAT REQUIRE PRIOR AUTHORIZATION. AUTHORIZATIONS ARE VALID UP TO 60 DAYS UNLESS OTHERWISE INDICATED AT THE TIME AUTHORIZATION IS ISSUED.**

## **SERVICES REQUIRING AUTHORIZATION**

Prior Authorization is required for all Out-of-Network Services. The below services require prior authorization. Please submit supporting clinical documentation with your request so that we can determine medical necessity.

- Chemotherapy
- Consults – Outpatient:
- All out of network
- CT scan
- Dental Services specific to Orthodontics, Dentures, and Appliances (call MCNA at 1-800-494-6262)
- Dialysis (peritoneal and hemodialysis)
- Elective Surgery (Inpatient, Outpatient, Ambulatory Surgery)
- All Invasive Diagnostic procedures to include but not be limited to endoscopies, cardiac
- Catheterizations, electrophysiological studies (EPS), angiograms, cystograms, and amniocentesis
- Growth Hormone
- Home Health Care /DME/Oxygen & Related Equipment and Services
- Hyperbaric Oxygen Therapy
- Inpatient Admissions (Emergency and Non-Emergency, Acute Inpatient Rehab)
- Mental Health Inpatient Admissions (Call Concordia at 1-800-294-8642)
- MRI
- Nutritional Supplements

- Observational Stays
- Oral Surgery
- Orthotics /Prosthetics
- PET Scans
- Pharmacologic/Exercise/Echo Stress Tests (Thallium, Cardiolyte, etc.)
- Plastic Surgery
- Radiation therapy
- Sleep Apnea Studies and Related Care
- Therapy Services – Speech/Occupational/ Physical Therapies
- Transplants and Related Care

Any service authorizations / pending cases prescribed or authorized before the enrollee’s effective date with CCP.

**PRIOR AUTHORIZATION FOR NEW ENROLLEES TO CCP**

Enrollees become effective in CCP either via a voluntary process (the individual elects the CCP) or by an assigned process by AHCA when an individual does not choose a Medicaid managed care program.

For both voluntary and assigned enrollees, written documentation of prior authorization of ongoing services will be honored for up to sixty (60) days after the effective date of enrollment in CCP or until CCP’s PCP reviews the enrollee’s treatment plan, whichever comes first. Services need to have been pre-arranged prior to enrollment in CCP. These services include:

- a) Prior existing orders (including Home Health and Durable Medical Equipment)
- b) Prior appointments, surgeries
- c) Prescriptions (including prescriptions at non-participating pharmacies)

CCP will not delay authorization if written documentation is not available in a timely manner.

## **UTILIZATION PROCEDURES**

### **EMERGENCY SERVICES**

Notification of emergency room visits provides a mechanism for CCP to capture data, identify potential access to care issues and notify the Primary Care Provider (PCP) of the encounter in an effort to expedite follow-up care. The enrollee in the emergency room who becomes admitted will require an authorization number for the inpatient admission to be issued by CCP at the time of notification and determination of medical necessity.

#### **Scope of Service:**

Emergency services will be provided to all enrollees in accordance with State and Federal laws. Community Care Plan (CCP) will monitor emergency room utilization.

Emergency services and care are defined as: 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 is determined to exist, the care, treatment, or surgery for a covered service by a physician which is necessary to relieve or eliminate the emergency medical condition within the service capability of a hospital.

Once the CCP's Utilization Management Department is notified of the emergency room visit, the PCP will be notified as well via fax or telephone by CCP in order to initiate appropriate follow up care.

#### **Enrollees shall not be sent to the emergency room for the following conditions:**

- Routine follow-up care
- Follow-up for suture or staple removal
- Non-emergent care during normal business hours

### **OUTPATIENT HOSPITAL SERVICES**

Referrals for outpatient hospital services will be processed by the Utilization Management Department. Please refer to the Utilization Management section of this manual entitled "Referral/Authorization Process."

Outpatient hospital services are defined as preventative, diagnostic, therapeutic or palliative services provided at a licensed hospital on an outpatient basis under the direction of a physician or dentist. Outpatient hospital services include emergency room, dressings, splints, oxygen and physician ordered supplies necessary for the clinical treatment of a specific diagnosis or treatment as specified in the Medicaid Hospital Coverage and Limitations Handbook.

Reimbursement for outpatient hospital services is limited to \$1,500.00 per Medicaid fiscal year for recipients 21 years of age and older. There are no dollar limitations for recipients under the age of 21.

The reimbursement referred to above for outpatient hospital services excludes surgery, obstetrical procedures, dialysis services, the fitting of burn garments and the garments themselves.

CCP providers may not bill for office visits and related procedures as “outpatient” or “facility charges.” Primary care services provided in hospital-owned outpatient clinics and satellite facilities cannot be billed on the UB-04 claim form. Physician services must be billed using the CMS-1500 claim form.

## **HOME HEALTH SERVICES**

Home Health Services, whether at the time of discharge from a hospital or from the community, **MUST BE ORDERED BY THE ATTENDING PHYSICIAN or PRIMARY CARE PROVIDER (PCP)**. The request should be faxed to the Utilization Department either by the provider’s office or the designated accepted entity as per CCP.

Physician orders for home health services shall be accepted when provided in writing and minimally describe:

- The enrollee’s acute or chronic medical condition that causes the enrollee to need home health care
- Documentation supporting the medical necessity for the service(s) to be provided at home (enrollees must be deemed homebound)
- The specific home health service(s) needed, including the frequency and duration
- The minimum skill level of staff who can provide the service(s)

Follow-up with the enrollee during the course of treatment under Home Health will be conducted by Case Management. The CCP’s Case Management Department may also notify the PCP/ordering provider of the enrollee’s progress with treatment. This action does not replace the PCP-Home Health Agency communication, but enhances collaboration between all parties.

The attending physician/PCP must review the plan of care at least every 60 days. Each plan of care must incorporate or include as a separate document, physician orders for home health services. Photocopies of previous plans of care are not acceptable. Orders for recertification of services are the responsibility of the home health agency to initiate. Physician orders to initiate or continue home health services must be signed by the attending/ordering physician before submitting a request for precertification of service authorization. If the home health service does not require precertification or service authorization, physician orders to initiate or continue home health services must be signed by the attending/ordering physician before a claim for payment is submitted. Verbal orders must be in writing and countersigned by the attending/ordering physician or validated by physician faxed orders before requesting precertification or service authorization or submitting a claim for payment. Medicaid will reimburse home health services ordered by an ARNP or Physician Assistant only if the order is countersigned by the attending/ordering physician. Recertification is minimally required every

180 days to conform with the Medicaid Handbook.

If the PCP/provider does not certify a continued need, the enrollee and the Home Health Agency will be notified that CCP will not be authorizing continued services and will not be responsible for payment if the service is rendered past the date of the notification or disenrollment of the enrollee.

**PLEASE NOTE THAT CCP HAS CONTRACTED HOME HEALTH CARE AGENCIES. ENROLLEES MAY NOT DIRECTLY SEEK SERVICES OR CALL THE COMPANIES. YOU NEED TO SEEK AUTHORIZATION AND COORDINATE THE CARE WITH THE ENROLLEE.**

***PLEASE REFER TO CCP'S LIST OF PROVIDERS FOR HOME HEALTH.***

### **DURABLE MEDICAL EQUIPMENT**

Durable Medical Equipment (DME) must be ordered by the provider and the referral request must be submitted to the Utilization Department. A plan of care or clinical documentation supporting medical necessity / appropriateness should be submitted along with the Pre-authorization/Referral form.

The enrollee may be contacted by the CCP's Case Management Department during the course of treatment. The CCP's Case Management Department may also contact the provider to discuss the enrollee's progress with requested plan of care and may recommend alternatives, if indicated.

Note that a physician's order for DME will expire every year for rental items and every six (6) months for supplies. These will have to be re-certified. This re-certification will either be initiated by the Case Management Department or by the ancillary provider.

If the PCP/Provider does not certify a continued need, the enrollee and the DME provider will be notified if CCP will not be authorizing continued services and will not be responsible for payment if the service is rendered past the date of the notification or disenrollment of the enrollee.

**PLEASE NOTE THAT CCP HAS SPECIFIC CONTRACTED VENDORS FOR DME. PLEASE REFER TO THE LIST PROVIDED BY CCP FOR CONTRACTED DME.**

### **LABORATORY SERVICES**

Providers may utilize the CCP contracted laboratory for CCP enrollees. Outpatient lab services should be used when possible to preserve the maximum benefit for adults.

**PLEASE REFER TO THE LIST PROVIDED BY CCP FOR CONTRACTED LABORATORY.**



## **BEHAVIORAL HEALTH SERVICES**

Behavioral Health Services, both inpatient and outpatient, are managed by Concordia under contract with CCP for enrollees and require preauthorization from Concordia, except for emergencies or use of Community Mental Health Centers (CMHCs). Behavioral Health Services must be provided by a provider contracted with Concordia as a member of the Concordia Network. To obtain assistance in making a referral call-Concordia at 1-800-294-8642. Concordia will monitor use of emergency rooms and re-admission rates for Behavioral Health Services and will report regularly to the CCP.

It is the responsibility of Concordia to coordinate care during inpatient admissions including pre-discharge planning and post-discharge follow-up. Enrollees that are treated in an inpatient setting will receive continued services after discharge from an outpatient Concordia Network provider. Communications and coordination of care will involve the Primary Care Provider (PCP). The PCP will also be involved in maintaining the continuity of care of enrollees requiring Behavioral Health Services coordination. Enrollees and/or parent(s)/guardian(s) of minor must sign a release of information prior to any information being transmitted or released by a facility or provider relating to an enrollee receiving Behavioral Health Services.

**PLEASE NOTE: ON THE CCP ENROLLEE'S ID CARD, THE APPLICABLE PHONE NUMBER FOR INPATIENT BEHAVIORAL HEALTH SERVICE AUTHORIZATION IS INDICATED.**

## **ENROLLEE SELF REFERRAL**

Enrollees may self-refer without authorization to contracted, in-network chiropractic, dermatology, podiatry, gynecology, ophthalmology and optometry providers as described below:

- **Chiropractic** - up to ten (10) visits per calendar year (21 years of age and older). Total visits (authorized and direct access) capped by Medicaid at 24 visits per calendar year.
- **Dermatology** - may direct-access provider for office visits, minor surgical procedures and testing for up to five (5) office visits per calendar year. Any other services require PSN authorization.
- **Podiatry** - may direct-access provider for up to four (4) visits per calendar year. Services for procedures/surgeries will require PSN authorization in addition to compliance with Medicaid coverage and limitation guidelines.
- **Gynecology** - may direct-access provider for one annual visit and medically necessary follow-up care for a condition(s) detected at that visit.
- **Ophthalmology and Optometry** – may direct-access an in-network provider for an annual eye exam and medically necessary follow-up care for condition(s) detected at that visit.

Directly accessed chiropractic, dermatology, podiatry, ophthalmology, optometry and gynecology providers are required to submit claims to the CCP for processing.

### **OUT-OF-SERVICE-AREA MEDICAL NEEDS**

Out-of-Service-Area procedures/services must be pre-certified and deemed medically necessary by the Utilization Management Department. At the time of the referral to the Utilization Management Department, the supporting documentation must accompany the referral request. All Out-of-Service-Area requests for service will be reviewed and determinations on delivery of care will be made by the Medical Director. Out-of-Service-Area authorizations will be determined by the availability of services offered within the network and medical necessity.

### **MEDICAID HANDBOOKS AND OTHER RESOURCES**

The Florida Medicaid program has many handbooks available to providers to assist in delineating coverage benefits and limitations which CCP providers are responsible for following. These handbooks may be accessed online at: <http://mymedicaid-florida.com> [then to Public Information for Providers, then to Provider Support, then to Provider Handbooks] or they can be purchased from the Medicaid fiscal agent, EDS. These handbooks include immunization schedules, footnotes and applicable forms required by Medicaid.

Provider Support lines and resources currently available for Medicaid remain available to you through the Medicaid fiscal agent, and the Agency for Health Care Administration. In the CCP Program, all Florida Medicaid handbooks and other benefits and limitations are applicable.

### **MEDICAID WAIVER PROGRAMS**

The Florida Medicaid Program has waiver services that a Medicaid beneficiary (including those in CCP) may qualify for. These services provide benefits in addition to standard Medicaid benefits.

CCP does not manage these services. You may contact the local Area Medicaid Office for additional information if you believe a CCP enrollee may benefit from any of the programs.

Providers are requested to notify CCP Case Management of current waiver program participants in order to coordinate services and prevent duplication of services. In addition, waiver service providers are to send claims for waiver services directly to the Medicaid fiscal agent.

# CASE MANAGEMENT

## **CASE MANAGEMENT**

The Agency for Health Care Administration (AHCA) defines case management as the manner or practice of planning, directing and coordinating the health care and utilization of medical and allied services of Medicaid recipients. Case Management is a collaborative process. Nurses and other licensed healthcare professionals who staff CCP's Case Management programs will assist primary care providers by facilitating the case management process. Collaborative case management ultimately leads to continuity of care and quality care for CCP enrollees.

### **CASE MANAGEMENT REQUIREMENTS SET FORTH BY AHCA:**

- Scheduling of an initial appointment with the PCP within 90 days of enrollment for the purpose of completing a health risk assessment
- Appropriate referrals and scheduling assistance
- Documentation in the enrollee's case management files of referrals and emergency room encounters
- Coordinated hospital/institutional discharge planning that include post-discharge care
- Monitoring of enrollees with ongoing medical conditions specifically developmental disabilities, behavioral health conditions and certain chronic diseases
- Determining the need for non-covered services and referring the enrollee for assessment and referral to the appropriate service setting

### **CCP CASE MANAGEMENT STAFF WILL SUPPORT PROVIDERS AND THEIR OFFICE STAFF IN MEETING THESE REQUIREMENTS BY:**

- Notifying the PCP of admissions, discharges, arrangements for post-discharge care and emergency department visits by phone or fax
- Authorizing and coordinating the provision of durable medical equipment, medical supplies, home health care services, and prosthetics and orthotics
- Requesting a release from the enrollee or the parent/legal guardian to contact developmental and behavioral health service providers and participate in coordinating their care
- Referring enrollees with diabetes, asthma and/or AIDS to the appropriate disease management program within the CCP
- Referring enrollees or providers to community resources or the Area Medicaid Office for assistance when an identified need is a non-covered item or service under the Medicaid program

### **KEY COMPONENTS OF THE CASE MANAGEMENT PROCESS:**

- Initial contact with new enrollees for completion of a health risk assessment
- Early identification and referral of enrollees with special needs

- Follow-up after hospitalization or emergency department care
- Coordination of home health services and durable medical equipment
- Referral of enrollees who qualify to CCP disease management programs
- Referral to community resources for non-covered services

## **MATERNAL/CHILD CASE MANAGEMENT**

Maternal/Child Case Management Program is committed to providing the highest level of quality care for pregnant enrollees and their babies. The Maternal/Child Case Management Program is dedicated to continually improving and enhancing its services to mothers and babies.

The Maternal/Child Case Management Program is staffed by registered nurses. Once the enrollee is diagnosed with a positive pregnancy test or presents to her primary care provider for a first-time prenatal visit, the enrollees don't need to be referred to a network OB/GYN. The primary care provider's office is to notify the CCP Case Management Program of the pregnant enrollee. A list of participating obstetrical providers is available in the CCP Provider Directory.

CCP enrollees are required to use network obstetrical providers. Upon notification of a pregnant enrollee, the CCP Utilization Management Department will issue a block authorization for maternity care that will cover:

- prenatal care with lab work
- one ultrasound
- contracted hospital or contracted birthing center for delivery
- emergency room visits for labor checks
- one postpartum visit (GYN exam and voluntary family planning)

Additional ultrasounds, emergency room visits or an admission other than for delivery must be authorized by the CCP Utilization Management Department with a separate authorization number.

Once notification of the pregnant enrollee has occurred, the CCP Maternal/Child Case Manager shall provide the enrollee with prenatal educational material including AHCA required materials and educational materials for mother and infant including infant care. A first contact will be made by phone or by mail to notify enrollee of the availability of the CCP Maternal/Child Case Management and obstetrical services. The enrollee will be followed by the CCP Maternal/Child Case Manager until her six-week postpartum check-up and her newborn's four-week well-baby exam are completed. Follow-up contact will be made if the infant has an emergency room visit or hospital admission before the first well baby visit.

### **THE CCP MATERNAL/CHILD CASE MANAGER WILL:**

- Refer and assist in the scheduling of obstetrical care/transportation services
- Follow the enrollee throughout her pregnancy and assist enrollee as needed
- Assist the enrollee with choosing a participating hospital for her delivery
- Track emergency room visits and follow-up with enrollee

- Assist the enrollee in choosing her newborn’s pediatrician or appropriate primary care provider by the enrollee’s seventh month of pregnancy
- Assist the enrollee in enrolling in Childbirth Education, breast feeding, family planning and other classes

**ALL PREGNANT ENROLLEES WILL REQUIRE THE FOLLOWING SERVICES BY THE PRIMARY CARE OR OBSTETRICAL PROVIDER’S OFFICE:**

- WIC referral/nutritional counseling
- Florida Healthy Start Prenatal Risk Screening
- Prenatal Risk Assessment
- HIV pre-counseling and offering of HIV testing
- Hepatitis B surface antigen (HbsAg) screening
- Mental Health Services/Substance Abuse Treatment

**ONCE THE ENROLLEE GIVES BIRTH, THE MATERNAL/CHILD CASE MANAGER WILL:**

- Assist with the scheduling of postpartum and newborn follow-up visits before or soon after hospital discharge
- Concurrently review the care of infants remaining hospitalized after the mother’s discharge
- Provide the enrollee with a postnatal packet including postpartum and newborn educational material
- Assist the enrollee in obtaining referrals to WIC for self and infant, for breastfeeding education and support, and for nutritional services counseling
- Be available to enrollee for questions about postpartum and newborn care

To refer enrollees for Maternal/Child Case Management services, please refer to the contact list at the front of this manual.

**HEALTH RISK ASSESSMENT**

CCP mails a “Welcome” packet to all new enrollees who join CCP on a monthly basis. The packet will contain, among other things, a “Health Risk Assessment” (also known as the Health Needs Questionnaire) for the enrollee to complete and return to CCP in a postage paid, self-addressed envelope that will be provided in the packet as well. The completed assessments will go directly to the Case Management Departments.

CCP Case Managers will screen the assessments to identify enrollees who require case management services or who could benefit from a CCP Disease Management program. In addition, individuals with special health needs and related care coordination needs will be identified. The Case Manager will complete the appropriate referrals to initiate case or disease management for the enrollee. The Case Manager or Disease State Manager assigned to the enrollee’s case will contact the primary care provider to initiate a plan of care. The original assessment form will be mailed to the primary care provider for his/her review and placement in the enrollee’s medical record. The forms are color-coded for your easy identification; the English version is green and the Spanish version is peach. One form is used for either a pediatric or adult

enrollee. CCP's health risk assessment does not take the place of the primary care provider's health risk assessment.

CCP providers may use this Health Risk Assessment tool or perform their own health risk assessment during the initial appointment with new enrollees to meet AHCA and CCP contractual requirement of performing a Health Risk Assessment within the first 90 days of enrollment. The purpose of the health risk assessment is early identification of enrollees who need case/disease management and the identification of enrollees who are behind in periodicity screening as delineated by the Child Health Check-Up (formerly EPSDT) screening guidelines.

# DISEASE MANAGEMENT

## **DISEASE MANAGEMENT**

Community Care Plan defines disease management as a comprehensive, integrated approach to care that focuses on both clinical and non-clinical interventions when and where they are likely to have the most impact. It is proactive and preventative in nature and engages the enrollee as a partner of the healthcare team. CCP will work with providers and enrollees to improve clinical outcomes and system efficiencies. The goal is health management and illness avoidance as well as improved adherence to the treatment plan.

### **PROGRAM:**

Disease management is a collaborative process that facilitates the development and implementation of appropriate courses of care (based on clinical practice guidelines) to meet an enrollee's health care needs. Standardized programs for asthma, diabetes, hypertension, congestive heart failure, and HIV/AIDS have been developed. These programs include, but are not limited to, practice guidelines, enrollee education, provider education, and performance improvement measures. Additional Disease Management Programs may be developed for other chronic illness as the need is identified. Those enrollees who would benefit from interaction with a Case Manager, but do not qualify for inclusion in established Disease Management Programs, may be case managed. Enrollees can be referred by a primary care provider, or can self-refer.

### **PCP ROLE:**

- Primary responsibility for medical management of enrollee
- Identify and refer appropriate enrollees
- Ensure knowledge and implementation of accepted guidelines
- Interact with care manager to develop plan of care
- Monitor enrollee progress toward expected outcomes
- Assist in education and adherence monitoring with care manager and disease management program staff to develop performance improvement strategies and plans
- Maintain accurate and complete medical records

### **DISEASE MANAGER'S ROLE:**

- Assess each referred enrollee and risk-stratify him/her
- Develop a plan of care based upon the assessment and risk stratification in conjunction with the PCP
- Educate the enrollee
- Provide referrals to community resources
- Educate providers and their office staff
- Monitor enrollee adherence to plan of care
- Monitor enrollee outcomes
- Serve as a resource for benefit interpretation
- Facilitate and coordinate care

Please note that CCP enrollees may have participated in other disease management programs. They will now be part of the CCP Disease Management Programs and CCP Care Managers will assist in the transition.

**TO REFER ENROLLEES TO THE DISEASE MANAGEMENT PROGRAM, PLEASE UTILIZE THE FOLLOWING CONTACT INFORMATION:**

**Disease Management Department  
1-866-899-4828**



# QUALITY MANAGEMENT

## CCP QUALITY MANAGEMENT PROGRAM

Community Care Plan has as its mission to improve the quality of care to Medicaid recipients within a managed care system of delivery, to provide a high standard of health care and education, to improve the health status of the community, and to have satisfied enrollees and providers. We believe that this can best be accomplished with each enrollee having a Primary Care Provider as this fosters continuity of care. To accomplish this, a comprehensive Quality Improvement Program has been developed. An explanation of monitor methodologies, along with benchmarks and performance targets can be obtained from CCP/ Quality Improvement Department.

The medical services your practice provides will determine which of the following quality indicators will be assessed. The specific indicators include:

### Well Child\Other Preventive Care

- Well Child 1<sup>st</sup> 15 Months (W15)
- Well Child Years 3-6 (W34)
- Adolescent Well Care (AWC)
- Immunization for Adolescent (IMA)
- Lead Screening in Children (LSC)
- Childhood Immunization Status Combo 2 & 3 (CIS)
- Annual Dental Visits (ADV)
- Dental Treatment Services
- Dental Sealants (SEA)
- Dental Sealants for 6-9 year old children at Elevated Caries Risk (SEAL)
- Follow-up Care for Children Prescribed ADHD Medication (ADD)
- Child Health Check-Up
- Children and Adolescents' Access to Primary Care (CAP)
- HPV Vaccine for Female Adolescents (HPV)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children\Adolescents: Body Mass Index for Children/Adolescents (WCC)

### Adult Preventive Care

- Breast Cancer Screening (BCS)
- Chlamydia Screening for Women (CHL)
- Cervical Cancer Screening (CCS)
- BMI Assessment (ABA)
- Adults Access to Preventive/Ambulatory Health Services (AAP)
- Ambulatory Care (includes ER measure) (AMB)
- Medical Assistance with Smoking and Tobacco Use Cessation

**Other Chronic and Acute Care, including Comprehensive Diabetes Care**

- Comprehensive Diabetes Care (w/o BP) (CDC)
- Controlling Blood Pressure (CBP)
- Medication Management for people with Asthma (MMA)
- HIV-Related Medical Visits (HIVV)
- Highly Active Anti-Retroviral Treatment (HAART)
- Annual Monitoring for Patients on Persistent Medications (MPM)

**Pregnancy Related Care**

- Prenatal and Postpartum Care (PPC)
- Frequency of Ongoing Prenatal Care (FPC)
- Antenatal Steroid Use (ANT)

**Mental Health**

- Mental Health Readmission Rate (RER)
- F/U After Hospitalization for Mental Illness (FHM)
- Antidepressant Medication Management (AMM)
- Initiation and Engagement of Alcohol and other Drug Dependence Treatment (IET)
- Adherence to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)
- Use of multiple Concurrent Antipsychotics in Children and Adolescents (APC)

*Additional information on Preventive Health Guidelines can be accessed at . [www.ccpcares.org](http://www.ccpcares.org)*

**ENROLLEE AVAILABILITY/ACCESSIBILITY TO SERVICES**

Community Care Plan (CCP) providers are required to meet the following access to care standards:

- Emergency Medical Care - available 24 hours a day/7 days a week
- Urgent Care—within one day
- Routine Sick Care—within one week
- Well Care—within one month

**THE SCOPE OF THE QUALITY MONITORING PROGRAM INCORPORATES:**

- The generation of utilization reports for services provided by hospitals, emergency rooms, physician services, mental health facilities, home health agencies, durable medical equipment companies, and pharmacies
- Facility audits and medical record reviews to monitor services provided by PCP's and high volume specialists
- Monitoring practice guidelines through medical record reviews and utilization reports
- The monitoring of high volume/high risk services based on review of demographic and epidemiological distribution of enrollees
- Review of acute and chronic care services
- Continuity and coordination of care
- Over- and under-utilization of medical resources

- Provider and enrollee satisfaction surveys
- Complaint and grievance monitoring and analysis
- Compliance with practice guidelines including preventive health guidelines

#### **AFTER HOURS AVAILABILITY/ CALL COVERAGE**

- Access to the primary care provider or licensed clinician must be 24 hours a day/7 days a week
- After-hours access must be with someone who is licensed to render a clinical decision
- After-hours access does not include an answering machine unless it results in a prompt call back by a licensed clinician.

#### **CREDENTIALING AND RE-CREDENTIALING PROCESS**

All providers must go through the CCP credentialing and contracting process. The CCP criteria include:

- a. A copy of each Provider's current medical license pursuant to Section 641.495, F.S.
- b. No revocation, suspension, voluntary relinquishment, licensure probationary status, or other licensure conditions or limitation of the Provider's State License by the Division of Medical Quality Assurance, Department of Health or the Agency
- c. Verification that the Provider is an approved Medicaid provider with an active Medicaid Provider number
- d. Proof of the provider's medical school graduation, completion of residency and other post-graduation, completion of residency and other postgraduate training. Evidence of board certification shall suffice in lieu of proof of medical school graduation, residency and other postgraduate training
- e. Evidence of the Provider's professional liability claims history (National Providers Data Bank (NPDB) and Office of the Inspection General (OIG)
- f. Any sanctions imposed on the Provider by Medicare and Medicaid or any Licensing Agency
- g. Evidence of specialty board certification, if applicable
- h. 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. (A provider without an Active Medicaid Provider Number)
  - 1) Providers referenced above are required to submit fingerprints electronically following the process described on the Agency's Background Screening website. CCP shall verify the provider's Medicaid eligibility through the Agency's electronic background screening system.
  - 2) CCP 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.
- i. Disclosure related to ownership and management (42 CFR 455.104), business transactions (42 CFR 455.105) and conviction of crimes (42 CFR 455.106)
- j. Evidence of peer review and peer reference

CCP performs an onsite review of provider sites to assure that a minimum standard is maintained in the delivery of quality of care. The review consists of two parts, a structured site visit review and a medical record/preventive care audit. CCP will re-credential providers at three-year intervals. In addition to being in good standing with the Agency for Health Care Administration (AHCA), the credentialing process will review applicants for re-credentialing using their achievement of quality indicators, compliance with medical record standards, conformity to access and site maintenance standards including infection control and safety control, grievance trending, peer review outcomes, and utilization management practices. Providers and provider staff will be required to provide proof of licensure, certifications and professional qualifications including continuing education commensurate with job requirements.

#### **MEDICAL RECORD DOCUMENTATION STANDARDS**

The following medical record standards apply to each enrollee's record:

- Each record must contain identifying information on the enrollee, including name, enrollee identification number (Medicaid #), date of birth and sex; and legal guardianship.
- Each record must be legible and maintained in detail
- Each record must contain a summary of significant surgical procedures, past and current diagnosis or problems, allergies, untoward reactions to drugs and current medications
- All entries in each record must be dated and signed
- All entries in each record must indicate the chief complaint or purpose of the visit; the objective findings of practitioner, diagnosis, or medical impression
- All entries in each record must indicate studies ordered, for example: lab, X-Ray, EKG, and referral reports
- All entries in each record must indicate therapies administered and prescribed
- All entries in each record must include the name and profession of practitioner rendering services, for example: M.D., D.O., and O.D., including signature or initials of practitioner
- All entries in each record must include the disposition, recommendations, instructions to the patient, evidence of informed consent including risk and adverse outcome, whether there was follow-up, and outcome of services
- Each record must contain an immunization history
- Each record must contain information on smoking/ETOH (ethyl alcohol)/substance abuse

- Each record must contain a record of emergency care and hospital discharge summaries with appropriate medically indicated follow up
- Records must contain Blood measure and the member's BMI
- Each record must contain documentation of referral services (including Health & Wellness Program, if applicable)
- Each record must contain documentation of all services provided by providers
- All records must reflect the primary language spoken by the enrollee and translation needs of the enrollee
- All records must identify enrollees needing communication assistance in the delivery of health care services
- All records must contain documentation that the enrollee was provided written information concerning the enrollee's rights regarding advanced directives (written instructions for living will or power of attorney), and whether or not the enrollee has executed an advanced directive. The provider shall not, as a condition of treatment, require the enrollee to execute or waive an advanced directive in accordance with Section 765.110, F.S.
- All records must contain a Health Risk Assessment Form when one is returned by the enrollee and sent to the provider
- All records must contain documentation of significant findings and medical advice given to enrollee in person, by telephone, online or provider after-hours
- All records must contain record of enrollee treated elsewhere or transferred to another health care provider
- Records must contain copy of any consent or attestation form used or the court order for prescribed psychotherapeutic medication for a child under the age of thirteen (13)

### **PEER REVIEW**

It is the intent and purpose of Community Care Plan to continually improve the quality of the level of care and service provided to CCP enrollee. The methodology to achieve this goal is based on establishing standards and performance goals for the delivery of care, services measuring performance outcomes and taking appropriate interventions to improve the outcomes. Clinical indicators called Generic Outcome Screen Indicators (GOSI), medical record standards and preventive health initiatives have been established and reviewed by a committee of physician providers. The GOSI, included in this provider handbook, will be utilized to review medical cases for the appropriateness of diagnosis and corresponding treatment, unexpected outcomes including mortality and morbidity, in addition to complications from surgery for both elective and emergent conditions. Enrollee satisfaction surveys, complaint and grievance monitoring and analysis, and finally, compliance with disease management program guidelines are reviewed along with the other standards previously mentioned and are used to assess the performance of all primary care providers, including: Family Physicians, Internists, General Practitioners, Pediatricians, Obstetrician/Gynecologists and Advance Registered Nurse Practitioners (ARNP).

The peer review responsibilities reside in a committee or committees of licensed physicians who are enrollees of the physician network of that specific hospital system. Responsibilities minimally include:

1. Review of credentialing and re-credentialing applications
2. Following CCP's standards for availability and maintenance of medical records
3. Preventive care guideline compliance
4. Enrollee access to services
5. Enrollee grievances
6. Quality of care and services
7. Coordination of care and services

CCP's actions for unacceptable performance will increase in severity ranging from the tracking and trending of provider practices using available data sources, suspension of additional assignment/enrollment of new enrollees, to the transfer of enrollees to another physician provider and/or the termination of privileges under the CCP contract. Whenever an action must be taken immediately in the best interest of patient care, a provider's contract can be summarily suspended.

When a provider has his/her (1) Florida license, (2) DEA number, (3) Medicaid or (4) Medicare Provider numbers revoked or suspended, he/she must **IMMEDIATELY** notify CCP. The revocation or suspension of any of the above licenses or numbers will lead to an automatic suspension of the provider's CCP contract. The provider may re-apply to become a CCP provider, if and when the revoked or suspended license or number is reinstated.

There will be a process in place that will offer the provider several levels of appeals within CCP. The appellate process may be initiated by the provider contacting the Medical Director. CCP will be responsible for reporting adverse peer review determinations to the National Practitioner's Data Bank and the State of Florida Medicaid Program. Such determinations may result in the loss of status in CCP network either on a temporary or on a permanent basis.

The Agency for Health Care Administration, will be receiving CCP quality indicator outcome reports as defined in the quality management section of this manual. CCP in turn will be closely monitoring minimally these same quality indicators and the Generic Outcome screen Indicators (GOSI) in order to evaluate the performance of providers.

### **CHILD HEALTH CHECK-UP**

Primary Care Providers must participate in activities for Child Health Check-Up (also known as EPSDT), including timely provision of services required by the State of Florida periodicity schedule.

The schedule can be access at:

[http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Child\\_Health\\_Check-UpHB.pdf](http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/HANDBOOKS/Child_Health_Check-UpHB.pdf)

The Child Health Check-Up program is a preventative and comprehensive service for eligible children, from birth up to 21 years of age, and for children in the MediKids program. The Child Health Check-Up program provides for regular health check-ups that include a comprehensive

health and developmental history (including assessment of behavioral health status); a comprehensive physical exam; nutritional and developmental assessment; vision, hearing and dental screenings; lab tests (including testing for lead poisoning); appropriate immunizations (shots); health education/anticipatory guidance; diagnosis and treatment; and referral and follow-up, as needed.

Eligible children and young adults should have a health check-up at birth; 2-4 days for newborns discharged in less than 48 hours after delivery; by 1 month; 2 months; 4 months; 6 months; 9 months; 12 months; 15 months; 18 months; and once every year for ages 2-20. Individuals may also request a Child Health Check-Up at other times if they think their child needs it. Additional information on this quality and preventive health activity is available upon request.

### **Immunization**

Provider participation in the Vaccine for Children Program is mandatory for all primary care providers (primary care provider groups). If you are not currently participating in this program, please contact your Provider Services Representative for assistance. We provide this assistance via the Provider Hotline or by contacting the Provider Representative assigned to your area directly. Information regarding the Vaccine for Children Program can be obtained directly by calling 1-800-483-2543 or by going to:

[http://www.doh.state.fl.us/DISEASE\\_CTRL/immune/vfc/index.html](http://www.doh.state.fl.us/DISEASE_CTRL/immune/vfc/index.html)

### **Blood Lead Screening**

CCP CHCUP guideline includes Blood Lead Level Screenings for children from the ages of nine months through 72 months. As licensed health care professionals, you are aware that performing a blood test for lead is a federal requirement at specific intervals during the “Child Health Check-Up” (CHCUP). This note is to remind you how important it is to document the blood tests you are performing in compliance with this federal mandate. The federal regulation as referenced in the Child Health Check-Up Coverage and Limitations Handbook requires that all Medicaid children receive a screening blood lead test at the ages of ***12 months and 24 months***, and between the ages of 36 months and 72 months if they have not been previously screened for lead poisoning. The CPT code for the blood lead testing is ***83655***.

## GENERIC OUTCOME SCREENING INDICATORS (GOSI)

*(This information is confidential and proprietary in nature and for internal Quality Improvement purposes only.)*

<b>CRITERIA</b>
<p><b>1. Unexpected admissions or complication of admission for adverse results of outpatient management. The following selected admission diagnoses could possibly be indicative of inadequate or inappropriate care in the ambulatory setting, such as:</b></p> <ul style="list-style-type: none"> <li>A. Diabetic Coma or Acidosis</li> <li>B. Ruptured Appendix</li> <li>C. Hypertensive Crisis</li> <li>D. Bleeding or Perforation</li> <li>E. Gangrene</li> <li>F. Carcinoma of the Breast; Advanced (Primary)</li> <li>G. Carcinoma of the Cervix</li> <li>H. Drug Overdose/Toxicity/Sub-Therapeutic Drug Level(s)</li> <li>I. Fracture Management; Adverse results of</li> <li>J. Cellulitis/ Osteomyelitis</li> <li>K. Bowel/Intestinal Obstruction</li> <li>L. Bleeding Secondary to Anticoagulation</li> <li>M. Electrolyte Imbalance</li> <li>N. Septicemia</li> <li>O. Pulmonary Emboli</li> <li>P. Eclampsia/Pre-eclampsia</li> <li>Q. Fetal Deaths</li> <li>R. Thrombosis; Deep venous, on Oral Contraceptives</li> <li>S. CVA/TIA</li> <li>T. Dehydration</li> <li>U. Carcinoma of the Colon; Advanced Primary</li> <li>V. Carcinoma of the Lung-Advanced Primary</li> <li>W. Airway Disorders including Croup, Asthma and Bronchitis</li> <li>X. Gastroenteritis with Dehydration</li> <li>Y. Nosocomial Infection (including MRSA)</li> <li>Z. Postpartum Complication</li> <li>AA. Drug Reaction</li> </ul>
<p><b>2. Unexpected Readmissions within 30 days of Discharge, such as:</b></p> <ul style="list-style-type: none"> <li>A. Post-op complication</li> <li>B. Re-admission of the same problem/diagnosis</li> </ul>
<p><b>3. Unplanned transfer from a low level of care (general care) to a higher level of care (intensive care)</b></p>
<p><b>4. Hospital Incurred Incidents, such as:</b></p> <ul style="list-style-type: none"> <li>A. Fall- with or without fracture, dislocation, laceration requiring suturing, concussion, loss of consciousness</li> <li>B. Anesthesia complication(s)</li> <li>C. Major preventative allergic reaction to drug</li> <li>D. Transfusion error or life - threatening transfusion complication</li> <li>E. Hospital acquired decubitus ulcer</li> <li>F. Adverse drug reaction or complication from medication error:</li> <li>G. Any hospital occurrence which could potentially require an incident report</li> <li>H. Consent problems.</li> </ul>
<p><b>5. Unplanned removal, injury and/or repair of an organ (or part of an organ) during an operative procedure or surgery performed on the wrong patient.</b></p>



## CRITERIA

6. **An unplanned return for additional operative procedures, or an unplanned open surgery after closed or laparoscopic surgery.**
7. **Myocardial Infarction, such as:**
  - A. During or within 48 hours of a surgical procedure on this admission.
  - B. Death more than 24 hours after admission.
  - C. Hemorrhagic complications prior to discharge or transfer for patients receiving thrombolytic therapy.
8. **Concurrent Intervention, such as:**
  - A. Delay in seeing patient
  - B. Inappropriate care, failure in ordering or requesting a consultation
  - C. Inappropriate care relating to diagnosis
  - D. Delay in surgical intervention
9. **Organ failure not present on admission (kidney, heart, lung, brain etc.)**
10. **Burn not present on admission, cast (pressure), chemical, electrical, or thermal**
11. **Drug/Antibiotic utilization which is unjustified, excessive, inaccurate, results in patient injury, or is otherwise at variance with professional staff criterion.**
12. **Unexpected abnormal laboratory, x-ray, other test results or physical findings not addressed by physician**
13. **Complication of Vascular Access Lines**
  - A. Pneumothorax responding to rest or needle aspiration
  - B. Pneumothorax requiring closed chest drainage or thoracotomy
  - C. Pneumothorax requiring surgical intervention
  - D. Complication of Hickman ports
  - E. Dialysis ports removed/new ports
  - F. Iatrogenic pneumothorax
14. **Obstetrical (OB) complications such as:**
  - A. Pyemic embolism
  - B. Pulmonary embolism
  - C. Air embolism/Amniotic embolism
  - D. Obstetrical shock
  - E. Bleeding
  - F. Abortions
    1. Cervical lacerations during first trimester abortion
    2. Pelvic infections following first trimester abortion
  - G. Postpartum Infection
  - H. Unexpected low Apgar score
15. **Delay or Missed Diagnosis**
16. **Access to care, such as:**
  - A. Failure to obtain accepting physician(s)
  - A. Long wait to get an appointment
  - B. Failure in ordering or requesting a consultation
  - C. Inadequate access to PCP
  - D. Excessive/multiple emergency room usage
  - E. Adverse effect of inadequate access to PCP

CRITERIA
17. <b>Quality of Care—Adverse or unexpected outcomes</b>
18. Performance of Medically Unnecessary Procedures
19. <b>Sentinel events, such as:</b> <ul style="list-style-type: none"> <li>A. The death of a patient</li> <li>B. Brain or spinal damage to a patient</li> <li>C. The performance of a surgical procedure on the wrong patient, or</li> <li>D. The performance of a wrong –site surgical procedure</li> <li>E. The performance of a wrong surgical procedure</li> <li>F. The performance of a surgical procedure that is medically unnecessary or otherwise unrelated to the patient’s diagnosis or medical condition</li> <li>G. The surgical repair of damage resulting to a patient from a planned surgical procedure, where the damage is not a recognized specific risk, as disclosed to the patient and documented through the informed-consent process</li> <li>H. The performance of procedures to remove unplanned foreign objects remaining from surgical procedure</li> <li>I. Infant abduction or discharge to the wrong family</li> <li>J. Suicide or attempted suicide of patient</li> <li>K. Hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibility</li> <li>L. Patient escape/elopement</li> <li>M. Sexual battery on a patient</li> <li>N. Abuse, Neglect and Exploitation</li> </ul>

**RISK MANAGEMENT**

All network providers must participate in and cooperate with Community Care Plan (CCP) Risk Management Program. CCP developed and implemented an incident reporting system to minimize injury/incidents to our enrollees, employees or visitors. The Risk Management Program and incident reporting policy and procedures comply with 59A-12.012, Florida Administrative Code and 641.55, Florida Statute.

**Adverse Incident**

An event, as defined in Chapter 395.0197(5) of the Florida Statutes, over which health care personnel could exercise control which is associated, in whole or in part, with the medical intervention rather than the medical condition for which such medical intervention occurred which results in one of the following:

- A. Death
- B. Brain or spinal damage
- C. Permanent disfigurement
- D. Fracture or dislocation of bones or joints
- E. A resulting limitation of neurological, physical, or sensory function which continues after discharge from the facility
- F. Any condition that required specialized medical attention or surgical intervention resulting from non-emergency medical intervention, other than as Emergency Medical Condition, to which the enrollee has not given his/her informed consent

- G. Any condition that required the transfer of the enrollee, within or outside the facility, to a unit providing a more acute level of care due to the Adverse Incident, rather than the enrollee's condition prior to the Adverse Incident, including:
1. The performance of a surgical procedure on the wrong patient, a wrong surgical procedure or wrong-site surgical procedure, or a surgical procedure otherwise unrelated to the enrollee's diagnosis or medical condition
  2. Required surgical repair of damage resulting to an enrollee from a planned surgical procedure where the damage was not a recognized specific risk, as disclosed to the enrollee and documented through the informed-consent process
  3. A procedure to remove unplanned foreign objects remaining from a surgical procedure
  4. Any complaint or allegation of sexual misconduct and abuse, or contact by Provider employee or agent of Provider

If an **Adverse Incident** occurs to an enrollee, Provider must report the incident, as required by the Agency of Healthcare Administration, to CCP's Risk Manager within **twenty-four (24) hours** after the incident.

Provider must:

- Cooperate with the CCP's Risk Management Program
- Provide such medical and other records without charge within ten (10) days of report and/or request or upon receipt of written notice
- Share such investigation reports and other information as may be required or requested by CCP's Risk Manager to determine if an Adverse Incident is reportable as a "Code 15" to AHCA

When an incident occurs:

- Complete the Incident Report form (see attached) immediately when becoming aware of an Adverse Incident
- Fill each blank on the form, using N/A when something is not applicable to the particular occurrence
- Write legibly or type the information on the form
- Describe the incident carefully
- Indicate the body part injured location and extent of injury and document fully, including lack of injury
- Report any pertinent action taken in response to the occurrence
- Obtain the name and location information for any witness, including employees
- Sign and date the report. Include title/designation and contact phone number
- Fax to CCP's Risk Management at: 954-251-4161

*For assistance in completing the Incident Report form, please contact CCP's Risk Manager at 954-622-3327. (Please see page 63 for a copy of the Adverse Incident Form).*

**Note: Incident Reports are part of risk management files only and copies of Incident Reports must be maintained separately from Enrollee's medical record. All Incident Reports will be reviewed and date stamped upon receipt. Appropriate action will be initiated when indicated. Incident Reports will not be used to penalize Providers; however, failure to report an Adverse Incident may result in further action by the CCP.**





**PRE-CERTIFICATION/AUTHORIZATION FORM:**

For Registered Providers with EPIC Link, please use the web portal to request prior-authorization of medical services.

**Phone 1-866-899-4828 | Fax: 1-844-870-0159**

Line of Business: **EMMA (Medicaid)**

**Priority:**  **EXPEDITED** (up to 3 business days) When a provider indicates, or the Managed Care plan determines, that following the standard timeframe could seriously jeopardize the enrollee's life, health or ability to attain, maintain or regain maximum function.

**STANDARD** (up to 14 calendar days)

**All applicable fields must be completed for faster processing | ALL OUT OF NETWORK SERVICES REQUIRE PRIOR AUTH**

<b>MEMBER'S INFORMATION</b>		
Member's Name:	D.O.B:	
Member's Medicaid ID:	Phone:	
Member's Address:		
<b>REQUESTING PROVIDER INFORMATION (check one)</b>		
	<input type="checkbox"/> <b>PCP</b>	<input type="checkbox"/> <b>Specialist</b>
Office Contact Name:	Phone:	Fax:
Provider's Name:	Specialty:	
Signature:	Date Form Completed:	
<b>REFERRED TO PROVIDER (check one)</b>		
	<input type="checkbox"/> <b>In-Network</b>	<input type="checkbox"/> <b>Out-of-Network</b>
Provider/Facility Name:	Phone:	Fax:
Address:	Phone:	Fax:
NPI #:	TAX ID:	
<b>REQUESTED SERVICES (check one below)</b>		
<b>Date(s) of Service:</b>		
<input type="checkbox"/> Ambulatory Surgery Center <input type="checkbox"/> Home Health Services <input checked="" type="checkbox"/> Hospital Inpatient <input type="checkbox"/> Hospital Observation <input type="checkbox"/> Hospital Outpatient <input type="checkbox"/> Hyperbaric treatment <input type="checkbox"/> Obstetrical Global notification <input type="checkbox"/> Office <input type="checkbox"/> Therapy Services <input type="checkbox"/> Transplant related services		
Diagnosis:	ICD-10:	
Tests/Procedures:	CPT Code(s):	HCPCS:
Therapy Services: <input checked="" type="checkbox"/> PT (97110) <input checked="" type="checkbox"/> OT (97530) <input checked="" type="checkbox"/> ST (92507) Visits: _____ Weeks: _____ Total Units _____		
<b>Clinical Summary/Findings: Please Attach Pertinent Medical Records to Assist in Authorization</b>		

**Statement to Provider:** This authorization is for Medically Necessary Services Only. Payment is contingent on services being authorized, services being a covered benefit, coordination of benefits and patient eligibility at the time of service. Additionally, it is important that a report of the treatment provided or service(s) recommended be completed on this member and forwarded to the Primary Care Physician within 7 days of services.

**\*\*\*\*\*CONFIDENTIALITY STATEMENT\*\*\*\*\***

The information contained in this telecopy transmission contains confidential information, belonging to the sender that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information to any other party. If you received this telecopy in error, please notify the sender immediately to arrange for return or destruction of these documents.



## Potential Quality Issue (PQI) Referral Form

Risk Manager Confidential Fax:  
954-251-4161

**CONFIDENTIAL—DO NOT COPY (Please type or print clearly)**

<b>Section I</b>				<b>General Information</b>			
Member Name:		DOB:					
Sex:	Product: MMA CMS19 CMS21	ID#:					
Provider		Provider #:					
Referred By:		Date:					
Dept./Office:		Phone:					
<b>Section II</b>				<b>QI Department Only</b>			
Received By:		Date Received:					
Area Office:		Date Forwarded to MD:					
<b>Section III</b>				<b>GOSI (Deliver Report To Quality Dept. within 5 days)</b>			
<input type="checkbox"/> Unexpected admissions or complication of admission due to delay or quality issue regarding outpatient management							
<input type="checkbox"/> Unexpected Readmission within 30 days (post-op complication or same diagnosis, not cancer or hospice)							
Readmission Diagnosis:							
<input type="checkbox"/> Delay in access: <input type="checkbox"/> PCP <input type="checkbox"/> Specialist <input type="checkbox"/> Treatment							
<input type="checkbox"/> Primary cancers advanced: <input type="checkbox"/> Breast <input type="checkbox"/> Colon <input type="checkbox"/> Cervical <input type="checkbox"/> Prostate							
<input type="checkbox"/> Obstetrical (OB) Complication							
<input type="checkbox"/> Delay or Missed Diagnosis							
<input type="checkbox"/> Other							
<b>Section IV</b>				<b>Adverse Incident (Report to Risk Management within 24 hours)</b>			
<input type="checkbox"/> Unexpected Enrollee Death				<input type="checkbox"/> Permanent Disfigurement			
<input type="checkbox"/> Enrollee Brain damage				<input type="checkbox"/> Fracture or dislocation of bones or joints			
<input type="checkbox"/> Enrollee Spinal damage				<input type="checkbox"/> Any condition that extends the patient's length of stay			
<input type="checkbox"/> Any condition requiring definitive or specialized medical attention which is not consistent with the routine management of the patient's case or patient's pre-existing physical condition.				<input type="checkbox"/> Any condition that results in a limitation of neurological, physical, or sensory function which continues after discharge from the facility			
<input type="checkbox"/> Any condition that required transfer of the patient, within or outside the facility, to a unit providing a more acute level of care due to an adverse incident				<input type="checkbox"/> Any condition requiring surgical intervention to correct or control (i.e. foreign body, return to surgery)			
Date faxed to Risk Management:							
Sender - Print Name:				Signature:			



## Potential Quality Issue (PQI) Referral Form

Risk Manager Confidential Fax:  
954-251-4161

**CONFIDENTIAL—DO NOT COPY (Please type or print clearly)**

Section V				Occurrence Information	
<b>Member Name:</b>			<b>Member</b>		
<b>Date of Occurrence:</b>			<b>GOSI Code #:</b>		
<b>Description of Occurrence:</b>					
<b>Medical Director Only</b>					
<b>Level Assigned*:</b>	<input type="checkbox"/> Level I	<input type="checkbox"/> Level II	<input type="checkbox"/> Level III	<b>Date</b>	
<b>Recommendation:</b>					
<b>MD/DO Signature:</b>		<b>Print Name:</b>		<b>Date:</b>	
<b>* Legend:</b>	Level 1- Acceptable Medical Care Provided, No Further Review Needed Level 2- Opportunity for Improvement in Medical Care Provided Level 3- Medical Care Falls below the Standard of Medical Practice				
<b>Section VII</b>	<b>Risk</b>		<b>Referred Date:</b>		
<b>Risk Manager Evaluation:</b>					
<b>Actions:</b> <input type="checkbox"/> None Required <input type="checkbox"/> Legal/Adm. <input type="checkbox"/> CAP <input type="checkbox"/> Other:					
<b>Signature:</b>	<b>Print:</b>  Susan Ragazzo RN BSN LHCRM		<b>Date Closed:</b>		