

A Snapshot of the Florida Medicaid Managed Medical Assistance Program

Statewide Medicaid Managed Care (SMMC) Managed Medical Assistance Program (MMA)

- ❖ The Florida Medicaid program has implemented a new system through which Medicaid enrollees will receive services. This program is called the Statewide Medicaid Managed Care Managed Medical Assistance program.
- ❖ The Managed Medical Assistance program is comprised of several types of managed care plans
 - Health Maintenance Organizations
 - Provider Service Networks
 - Children's Medical Services Network
- ❖ Most Medicaid recipients must enroll in the MMA program.

Who is NOT required to participate?

- ❖ The following individuals are NOT required to enroll, although they may enroll if they choose to:
 - Medicaid recipients who have other creditable health care coverage, excluding Medicare
 - Persons eligible for refugee assistance
 - Medicaid recipients who are residents of a developmental disability center
 - Medicaid recipients enrolled in the developmental disabilities home and community based services waiver or Medicaid recipients waiting for waiver services
 - Children receiving services in a prescribed pediatric extended care center
 - Medicaid recipients residing in a group home facility licensed under chapter 393.

Who is NOT eligible to participate?

- ❖ The following individuals are NOT eligible to enroll:
 - Women who are eligible only for family planning services
 - Women who are eligible through the breast and cervical cancer services program
 - Persons who are eligible for emergency Medicaid for aliens
 - Dual eligible recipients whose Medicaid benefits are limited (partial duals) Qualified Medicare Beneficiaries, Specified Low-Income Medicare Beneficiaries, Qualifying Individuals
 - Persons who are eligible for the Medically Needy program

What region am I in?

Region	Counties
1	Escambia, Okaloosa, Santa Rosa, and Walton
2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
5	Pasco and Pinellas
6	Hardee, Highlands, Hillsborough, Manatee, and Polk
7	Brevard, Orange, Osceola, and Seminole
8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
9	Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
10	Broward
11	Miami-Dade and Monroe

When will I be notified and be required to enroll?

- ❖ Once determined to be eligible for Medicaid, recipients or their designee will receive a letter within 5 days of their notification of eligibility with information about the managed care plans in the region and information on how to enroll.
- ❖ Eligible recipients who must enroll will have a minimum of 30 days from the date they receive their welcome letter to choose from the plans available in their region.

What do I have to do to choose a Managed Medical Assistance plan?

- ❖ Choice counselors are available to assist recipients in selecting a plan that best meets their needs. This assistance will be provided by phone by calling 1-877-711-3662. In-person visits are also available by request for recipients with special needs.
- ❖ Recipients can also enroll online at: www.flmedicaidmanagedcare.com.

Can I change my MMA plan once I make a selection?

- ❖ Recipients are encouraged to work with a choice counselor to choose the managed care plan that best meets their needs.
- ❖ After joining a plan, the recipient has 90 days to change to another plan offered within their region.
- ❖ After the 90-day deadline, recipients may only change plans for good cause reasons.
- ❖ After the initial 12-month period, recipients may change plans during an open enrollment period.
- ❖ Recipients already enrolled in the MMA program will have an annual open enrollment period.

What MMA Standard (Non-Specialty) plans are available in my region?

	1	2	3	4	5	6	7	8	9	10	11
Amerigroup					X	X	X				X
Better Health						X				X	
Aetna											X
Humana	X					X			X	X	X
Molina	X			X		X	X	X	X	X	X
Prestige		X	X		X	X	X	X	X		X
Community Care Plan (CCP)										X	
Simply											X
Staywell		X	X	X	X	X	X	X			X
Sunshine			X	X	X	X	X	X	X	X	X
United Health			X	X			X				X

What are MMA Specialty plans?

- ❖ Specialty plans will serve populations with a distinct diagnosis or chronic condition. These plans are tailored to meet the specific needs of the specialty population.
- ❖ Information on each specialty plan is available through the choice counseling website: www.flmedicaidmanagedcare.com

What MMA Specialty plans are available in my region?

	1	2	3	4	5	6	7	8	9	10	11
Clear Health Alliance HIV/AIDS	X	X	X		X	X	X	X	X	X	X
Freedom Health- Duals Chronic conditions			X		X	X	X	X	X	X	X
Magellan Complete Care- Serious Mental Illness		X		X	X	X	X		X	X	X
Positive Healthcare Florida HIV/AIDS										X	X
Sunshine Health Plan Child Welfare	X	X	X	X	X	X	X	X	X	X	X
Children's Medical Services Children with chronic conditions	X	X	X	X	X	X	X	X	X	X	X

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What Medicaid covered services are provided under the Managed Medical Assistance program?

Minimum Covered Services	
Advanced registered nurse practitioner services	Laboratory and imaging services
Ambulatory surgical treatment center services	Medical supply, equipment, prostheses and orthoses
Assistive Care Services	Mental health services
Birth center services	Nursing care
Chiropractic services	Nursing facility services for enrollees under the age of 18 years
Dental services	Optical services and supplies
Early periodic screening diagnosis and treatment services for recipients under age 21	Optometrist services
	Physical, occupational, respiratory, and speech therapy
Emergency services	Podiatric services
Family planning services and supplies (some exception)	Physician services, including physician assistant services
Healthy Start Services (some exceptions)	Prescription drugs
Hearing services	Renal dialysis services
Home health agency services	Respiratory equipment and supplies
Hospice services	Rural health clinic services
Hospital inpatient services	Substance abuse treatment services
Hospital outpatient services	Transportation to access covered services

What benefits not otherwise covered by Medicaid are available from MMA plans?

List of Expanded Benefits	Amerigroup	Better	Aetna	Humana	Molina	Prestige	CCP	Simply	Staywell	Sunshine	United
	Adult dental services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Adult hearing services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Adult vision services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Art therapy	Y			Y	Y				Y	Y	
Equine therapy											Y
Home health care for non-pregnant adults	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Influenza vaccine	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Medically related lodging & food		Y	Y	Y	Y	Y	Y	Y	Y	Y	
Newborn circumcisions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Nutritional counseling	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Outpatient hospital services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Over the counter medication and supplies	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y
Pet therapy				Y	Y						Y
Physician home visits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Pneumonia vaccine	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Post-discharge meals	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
Prenatal/Perinatal visits	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Primary care visits for non-pregnant adults	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Shingles vaccine	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Waived co-payments	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Physical, Occupational, & Speech Therapy	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

NOTE: Details regarding scope of covered benefit may vary by managed care plan.

What providers will be included in the Managed Medical Assistance plans?

- Managed Medical Assistance plans may limit the providers in their networks based on credentials, quality indicators, and price but they must include certain providers sufficient to serve the needs of their plan enrollees.
- In addition, plans must include the following statewide essential providers:

Statewide MMA Program Required Essential Network Providers	
Faculty Plans of Florida Medical Schools	Regional Perinatal Intensive Care Centers (RPICCs)
Specialty Children's Hospitals	Health Care Providers serving Medically Complex Children, as determined by the State.

- Plans must have a sufficient provider network to serve the needs of their plan enrollees, as determined by the State.

Additional Qualified Providers Under the MMA Program Include:	
Anesthesiologists	Cardiologists
Cardiovascular Surgeons	Chiropractors
Dermatologists	Endocrinologists
Gastroenterologists	General Dentists
General Surgeons	Infectious Diseases
Midwives	Nephrologists
Neurologists	Neurosurgeons
Obstetrics/Gynecologists	Oncologists
Ophthalmologists	Optometrists
Oral Surgeons	Orthodontists
Orthopedic Surgeons	Otolaryngologists
Pathologists	Pediatric Primary Care Providers and Specialists
Podiatrists	Pedodontists
Pulmonologists	Rheumatologists
Therapists	Urologists
Pharmacies	Board Certified or Board Eligible Psychiatrists
Licensed Practitioners of the Healing Arts	Inpatient Substance Abuse Detoxification Units
Fully Accredited Psychiatric Community Hospitals or Crisis Stabilization Units (CSU)/ Freestanding Psychiatric Specialty Hospitals	

What if I have a complaint?

- We encourage any individual with a complaint or issue relating to the MMA program to complete the online complaint form created by the Agency to provide expedited handling: http://apps.ahca.myflorida.com/smmc_cirts/.
- To contact a Medicaid representative by phone please call: 1-877-254-1055

Where can I find more information?

- Visit our SMMC website at: <http://ahca.myflorida.com/SMMC>
- Keep up to date by signing up to receive program updates at <http://ahca.myflorida.com/SMMC>. Click the red "Sign Up for Program Updates" box on the right hand side of the page.

 [Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)

 [Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)

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