

Important Provider Notice

Date: October 23rd, 2023
To: Skilled Nursing Facility Providers
Subject: Roles and Responsibilities

Community Care Plan is committed to ensuring the highest quality of care and services for our enrollees. To this end, we would like to remind you of your essential roles and responsibilities as Skilled Nursing Facility (SNF) providers in our network.

1. **Day-to-Day Care Management:** SNFs must ensure day-to-day care management that addresses the medical, nursing, mental, and psychosocial needs of enrollees while they are in the nursing facility. Care must be provided in accordance with individualized Plans of Care.
2. **Participation in Transition Planning Process:** SNFs must actively participate in the transition planning process for enrollees. This includes attending Transition Planning Process meetings and collaborating with the Medicaid Managed Care Plan Care Coordinator to assist enrollees in transitioning to lower levels of care when appropriate.
3. **Participation in Multidisciplinary Team Meetings:** SNFs are required to participate in multidisciplinary team meetings convened by the Medicaid Managed Care Plan Care Coordinator to ensure comprehensive and coordinated care for enrollees.
4. **Assessment and Plan of Care:** SNFs must conduct an initial assessment upon admission and subsequent assessments every twelve months, with reviews at least every 120 days or after a significant change in the enrollee's condition. Plans of Care must be developed by an interdisciplinary team and include objectives and timeframes to address enrollees' medical, nursing, mental, and psychosocial needs identified in the assessment.
5. **Post-Discharge Plan of Care:** SNFs must provide a comprehensive assessment of the enrollee's functional capacity and a post-discharge plan of care upon admission and quarterly as part of the Plan of Care. The post-discharge plan of care must outline plans, actions, and goals to transition the enrollee to a home and community-based, non-institutional setting.
6. **Provision of Therapies and Enrichment Activities:** SNFs must provide therapies and enrichment activities in accordance with the enrollee's individual needs and Plan of Care.
7. **Compliance with PASRR Requirements:** SNFs must comply with PASRR requirements in accordance with 42 CFR Part 483 and 59G-1.040m Florida Administrative Code. Completed PASRR assessments must be maintained in the enrollee's Nursing Facility record.

8. **Utilization of Health Plan's Secure Provider Portal:** SNFs are required to utilize the applicable health plan's secure Provider Portal for information-sharing related to the enrollee's health.
9. **Communication with Medicaid Managed Care Plan Care Coordinator:** SNFs must promptly communicate any changes in an enrollee's health status to the enrollee's Medicaid Managed Care Plan Care Coordinator.
10. **Collaboration with the Public School System:** For enrollees under 21 years of age, SNFs must collaborate with the public school system to ensure intellectual needs are met and age-appropriate educational programming is provided to enhance the enrollee's quality of life.
11. **Inclusion of Enrollee and Family:** SNFs must include the enrollee and family, at their option, as well as other members of the enrollee's care team in the development, implementation, maintenance, and evaluation of the enrollee's Plan of Care.
12. **Instruction of Parents/Guardians/Authorized Representatives:** SNFs must instruct or arrange for the instruction of parents, legal guardians, or other caretakers on how to provide necessary interventions and manage unexpected responses to facilitate a smooth transition from the Nursing Facility to the home.
13. **Referral to Medicaid Managed Care Plan Care Coordinator:** SNFs must direct the enrollee or parent/guardian/authorized representative to the Medicaid Managed Care Plan Care Coordinator for any roles, functions, or responsibilities described in the Medicaid Managed Care Plan Care Coordinator section.
14. **Responsibilities:** It is the responsibility of the Skilled Nursing Facility to ensure compliance with this policy and to provide necessary resources and training to staff to meet these requirements.

Failure to comply with the above requirements may result in corrective actions, up to and including termination of the agreement between the SNF and the health plan.

We appreciate your dedication to providing high-quality care to our enrollees and look forward to your continued partnership. If you have any questions or need further clarification on any of these responsibilities, please do not hesitate to contact our Provider Operations Department at (855) 819-9506 or email us CCP.PROVIDER@ccpcares.org.

Thank you for your commitment to the well-being of our enrollees.