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Agency Focuses on Outcomes for Recipients as Long-term Care Rollout Continues
-Pre-welcome letters being mailed to Long-term Care recipients in Broward County and much of the Panhandle-

Tallahassee, Fla.— The Agency for Health Care Administration (Agency), the Department of Elder Affairs (DOEA) and partners are continuing to host outreach events around Florida to prepare providers for the regional rollout of the Long-term Care (LTC) program, which is part of Statewide Medicaid Managed Care (SMMC). At the end of June, Agency representatives traveled to Regions 8 and 9 (Sarasota, Fort Myers, West Palm Beach) to hold a series of outreach events that focused on educating local providers about SMMC and addressing any questions or concerns they may have regarding the Long-term Care program. The Long-term Care program will go live for approximately 13,450 recipients in these regions on September 1, 2013.

More recently, Agency and DOEA staff held similar meetings to connect with providers in Region 2, which covers most of the Panhandle including Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington Counties. These in-person meetings are intended to supplement the weekly provider-focused webinars the Agency hosts and publishes on its YouTube channel (YouTube.com/AHCAFlorida). After each region goes live, the Agency also conducts weekly Long-term Care provider calls to discuss the transition and provide assistance, if necessary. The process of conducting proactive outreach events followed by regular review sessions will be repeated in the future as the program moves to other regions around the state.

“The Agency and its partners are committed to making the transition to Statewide Medicaid Managed Care as seamless as possible. However, if there is a hiccup along the way, we have put a number of tools in place to fast-track those issues to the individuals who can make things right,” said Liz Dudek, Secretary of the Agency for Health Care Administration.

Conducting live and remote outreach with providers is just one of the methods the Agency and its partners have established to identify, report and address questions or concerns about the program. Other channels are available to providers as well as recipients, advocates and community stakeholders. Any complaints about the program should be brought to the Agency’s attention immediately for resolution. A complaint can be initiated by completing the complaint form on the SMMC website at <http://ahca.myflorida.com/SMMC> or by visiting <http://ahca.myflorida.com/AreaOffices> to find the information necessary to report their concerns to their local Agency office. Earlier this year, the Agency developed profiles on Facebook and Twitter, which can handle reports of complaints or concerns via private message.

In addition, the Agency and DOEA created the new Independent Consumer Support Program (ICSP) in partnership with the Long-Term Care Ombudsman Program. The ICSP expands the current Agency and DOEA systems to coordinate a robust program capable of quickly addressing consumer issues. The ICSP



will develop and support ongoing training sessions that will provide staff, including ombudsmen, with the familiarity necessary to identify and report areas of concern that recipients are expressing, whether they are receiving long-term care services in their private residences, adult family care homes, assisted living facilities or nursing facilities.

The Long-term Care program has been live as of August 1st, when recipients in the greater Orlando area (Region 7) began receiving services via the LTC plans. The program will continue implementation around the state on a regional basis through March 2014. Welcome letters containing information about LTC plans and choice counseling resources are being mailed to almost 12,000 recipients in Region 2 (panhandle) and Region 10 (Broward County) today. For more information about the Long-term Care Program, please visit <http://ahca.myflorida.com/SMMC>.

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 45,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via Facebook (AHCAFlorida), Twitter (@AHCA_FL) and YouTube (/AHCAFlorida).

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