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Managed Medical Assistance Program Goes Live in Tampa Bay and Southwest Regions

~ Welcome and Reminder letters sent to recipients in the Western panhandle and South Florida ~

Tallahassee, Fla.—The Agency for Health Care Administration (Agency) is rolling out the Managed Medical Assistance program on June 1 in the Tampa Bay and Southwest Florida regions.* As the Agency continues to notify and inform health care providers of the coming changes, recipients in three regions that include the counties surrounding Pensacola, Orlando, and West Palm Beach will soon be receiving their welcome packets.

Recipients in Medicaid Regions 1, 7 and 9** should watch their mail for an envelope containing information about the MMA program, including services that are covered and an overview of the plans that are available in their region. Recipients in those areas will need to make a plan selection no later than July 17, 2014. Otherwise, they will be automatically enrolled on August 1, 2014, into the plan that is outlined in their welcome letter.

The Agency is also mailing reminder letters to eligible recipients in Regions 10 and 11*** beginning this week. These individuals received their welcome packets in April and will be required to make their plan selection no later than June 19, 2014 in order to have their enrollment processed prior to the rollout date (July 1) for these regions.

In order to ensure the movement to the new program is a smooth one, the Agency has in place several core program requirements that will allow for seamless continuity of care during the transition period:

“It is extremely important for recipients to bring any issues to the Agency’s attention as soon as possible to avoid a delay in care,” said Deputy Secretary for Medicaid Justin Senior. “If any recipient or provider has questions or concerns as the program rolls out, we encourage them to contact us using our on-line form using the following link: https://apps.ahca.myflorida.com/smmc_cirts/, or by contacting their local Medicaid Office so that we can ensure they continue to receive care during the transition.”

During the rollout:

- **Health care providers should not cancel appointments with current patients.** Health plans must honor any ongoing treatment that was

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authorized prior to the recipient's enrollment into the plan for up to 60 days after MMA starts in each region.

- **Providers will be paid.** Providers should continue providing any services that were previously authorized, regardless of whether the provider is participating in the plan's network. Plans must pay for previously authorized services for up to 60 days after MMA starts in each region, and must pay providers at the rate previously received for up to 30 days.
- **Prescriptions will be honored.** Plans must allow recipients to continue to receive their prescriptions through their current provider, for up to 60 days after MMA starts in their respective region, until their prescriptions can be transferred to a provider in the plan's network.

For more information about Statewide Medicaid Managed Care and the Managed Medical Assistance program, please visit <http://ahca.myflorida.com/SMMC>.

** Regions 5, 6 and 8 include Charlotte, Collier, DeSoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota counties.*

*** Regions 1, 7 and 9 include Brevard, Escambia, Indian River, Martin, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Santa Rosa, Seminole, St. Lucie, and Walton counties.*

*** *Regions 10 and 11 include Broward, Miami-Dade, and Monroe counties.*

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 34 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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