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Agency Mails Welcome Packets for New Program to Medicaid Recipients in Southwest Florida

~ Reminds recipients in North Florida of April 17 enrollment deadline~

Tallahassee, Fla.— The Agency for Health Care Administration has taken the next step in its roll-out of the Managed Medical Assistance (MMA) program, the second part of Florida’s new system of Statewide Medicaid Managed Care (SMMC). This week, recipients in Medicaid Regions 5, 6 and 8*, which cover much of Florida’s Southwest coast, will be receiving welcome packets that outline their enrollment timeline and the MMA plans available in their region.

Recipients are encouraged to make their plan selection online at www.FLMedicaidManagedCare.com, over the phone by calling 1-877-711-3662, or in person with a representative of the Agency’s choice counselor, Automated Health Systems (AHS). AHS also offers remote or in-person choice counseling sessions, where they provide unbiased assistance in helping recipients understand their options and the benefit packages offered by each plan. Choice counseling is free for recipients.

The MMA program will affect nearly 85 percent of Florida’s 3.5 million Medicaid recipients when it is fully implemented statewide. 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:

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

“It is extremely important that we make provisions that allow recipients to transition into the SMMC program without missing any appointments, treatments, or prescriptions,” said Agency Secretary Liz Dudek. “We also want to make sure providers, whether they are in the managed care network or not, are honoring appointments around the roll-out date and that plans pay providers for these services timely.”



Regions 5, 6 and 8 make up the second group to shift to the MMA program. They are preceded by recipients in Regions 2, 3 and 4**, who will also receive letters this week reminding them of their April 17 enrollment deadline. The MMA program will officially begin on May 1, implementing around the state in a regional manner until the last three regions go live on August 1.

MMA Implementation Schedule				
Regions	2, 3, 4	5, 6, 8	10, 11	1, 7, 9
Go-Live Date	5/1/2014	6/1/2014	7/1/2014	8/1/2014

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 2, 3 and 4 include Alachua, Baker, Bradford, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hernando, Holmes, Jackson, Jefferson, Lafayette, Lake, Leon, Levy, Liberty, Madison, Marion, Nassau, Putnam, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, and Washington 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 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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