

From: [Paul Ledford](#)
To: [solicitation.questions](#)
Cc: [Christie Grant](#)
Subject: Re-Procurement of the Statewide Medicaid Managed Care Program
Date: Friday, May 27, 2022 5:14:07 PM
Attachments: [image001.png](#)

Dear Cody,

Please see comments below from FHPCA. FHPCA represents the hospice programs of Florida, which serve 98.8% of hospice admissions in the state.

- **Improve provider's experience with SMMC** - Recoupment made by the Managed Care Organization (MCO) should include specific details of what is being recouped, and why it is being recouped, to reconcile to specific hospice claims.

- **Improve provider's experience with SMMC**

- **Improve coordination of care for Medicare/Medicaid dual eligible &**

- **Increase timely access to providers and services**

To ensure dual eligible patients (Medicare Hospice Benefit patient in a Medicaid Nursing Home bed) receive access to hospice care from their choice of hospice provider in that service area, MCOs should be required to accept the patient's choice for hospice provider and contract with that hospice to provide the Medicaid Room and Board portion of the service. Currently the MCO are only required to have two hospice providers per service area. This has not been a problem in the past but could become one as new hospice programs or MCO's enter the market.

- **Best practices for maximizing communication**

One MCO (Humana) has been holding monthly virtual meetings with hospice providers to discuss system changes and current issues providers are experiencing. This has given the opportunity for the MCO to announce system updates, to discover system dysfunctions providers may be experiencing, and creates greater satisfaction and open communication between MCO and providers.

- **Improve provider's experience with SMMC**

- **Increase timely access to providers and services**

New MCOs/Transition/Mergers can cause havoc with claims processing and delays in accurate claims processing. Piloting with the specialty services like hospice are recommended to minimize the disruption in payments (e.g., Sunshine/Wellcare merger).

Sincerely,

Paul

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