



RICK SCOTT  
GOVERNOR

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SECRETARY

July 22, 2014

## Statewide Medicaid Managed Care (SMMC) Policy Transmittal

### Policy Transmittal: 14-11

Applicable to:

- Comprehensive Long-term Care (LTC) Plan
- Managed Medical Assistance Health Maintenance Organization
- Managed Medical Assistance Provider Service Network
- Managed Medical Assistance Specialty Plan

Re: Unable to Locate Enrollee Process

The purpose of this policy transmittal is to notify Comprehensive Long-term Care (LTC) plans of the process for notifying the Agency of enrollees whom the plan is unable to locate.

The LTC plans are required to submit an ad hoc report for notifying the Agency of enrollees whom LTC plans are unable to locate or contact. Rather than e-mailing or calling the Agency Contract Manager within thirty (30) calendar days from the enrollee's date of enrollment, the LTC plan shall submit an "Unable to Locate/Contact Enrollee" ad hoc report consisting of all currently enrolled enrollees for whom the plan is unable to locate/contact. This report shall be submitted monthly on the fifth (5<sup>th</sup>) calendar day following the end of the month being reported. LTC plans shall submit these reports to the Agency's Statewide Medicaid Managed Care (SMMC) secure file transfer protocol site using the enclosed report template. When the revised SMMC Managed Care Plan Report Guide becomes effective on October 1, 2014, plans will no longer be required to submit this report as an ad hoc report.

Once the Agency determines that the LTC plans have complied with the contractually required enrollee contact requirements and there is no other information available that may lead the plan to locate an enrollee, the Agency will disenroll the enrollee from the LTC program.

The Agency will recoup the capitation/administrative payments for enrollees for the months the enrollee was identified as unable to locate.

If you have any questions, please contact your Agency contract manager at (850) 412-4004.

Sincerely,

A handwritten signature in blue ink, appearing to read "Beth Kidder".

Beth Kidder  
Assistant Deputy Secretary  
for Medicaid Operations

BK/sb

Enclosure: Unable to Locate/Contact Ad Hoc Template

