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GOVERNOR

ELIZABETH DUDEK
SECRETARY

November 25, 2014

Statewide Medicaid Managed Care (SMMC) Policy Transmittal

Policy Transmittal: 14-23

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
- Children's Medical Services Network Plan

Re: Notice of Action Template

As amended in the Core Contract Provisions of the Model Contract on October 1, 2014, the managed care plan is required to provide the enrollee with a written notice of action using the template provided by the Agency (Attachment II, Section VII.G.6.a.¹). Managed care plans are required to implement the required template no later than January 25, 2015. The purpose of this policy transmittal is to provide managed care plans with the Agency-prescribed Notice of Action template and instructions for implementation of the template.

Managed care plans were invited during the past months to provide feedback on the proposed template. The Agency carefully considered these comments in developing the final version of the template.

Please note that the attached template may be modified only for plan letterhead and header information, to appropriately fill dynamic text, and to incorporate additional fields that provide specific information in relation to the notice of action about the enrollee, the provider, or the service authorization.

The managed care plan must submit final draft versions of the template for Agency approval, reflecting modifications as permitted above and prior to implementation of the required template. Your Agency contract manager will work with you to review and approve the final template and all associated materials affected as a result of implementing this template.

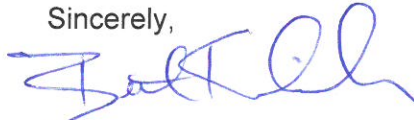
If you have any questions, please contact your Agency contract manager at (850) 412-4004.

¹ Standards related to the notice of action template in the CMSN Plan contract are codified in Attachment I, Section VII.G.6.a., Quality and Utilization Management



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Sincerely,



Beth Kidder
Assistant Deputy Secretary
for Medicaid Operations

BK/dp
Enclosure