



RICK SCOTT
GOVERNOR

ELIZABETH DUDEK
SECRETARY

June 29, 2015

Statewide Medicaid Managed Care (SMMC) Contract Interpretation

Contract Interpretation: 15-05

Applicable to:

- Long-term Care Provider Service Network (PSN)
- 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 (CMSN) Plan

Re: Submission of Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Report and Action Plan

The managed care plan must report Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results to the Agency with an action plan to address the results of the CAHPS survey by July 1 of each Contract year. (Attachment II, Exhibit II-A, Section VIII.D.1.d.¹)

The purpose of this contract interpretation is to clarify that the managed care plans must submit the CAHPS survey vendor's final report to the Agency, along with the plan's action plan to address the results of the CAHPS survey, by October 1, 2015.

Pursuant to Attachment II, Section XII.I.² Disputes, the managed care plan must submit, within twenty-one (21) days after the interpretation of the Contract, a written dispute of the Contract Interpretation directly to the Deputy Secretary; this submission shall include all arguments, materials, data, and information necessary to resolve the dispute (to include all evidence, documentation and exhibits). All other provisions in this section apply.

Please submit such written requests to the following address:

Attn: Mr. Justin Senior
Deputy Secretary for Medicaid
Agency for Healthcare Administration
Managed Care Appeals/Disputes, MS #70
2727 Mahan Drive
Tallahassee, FL 32308

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


¹ The citation for the CMSN plan is Attachment I, Section VII.D.1.f.

² The citation for the CMSN plan is Attachment I, Section XI.F.



Medicaid Managed Care (SMMC) Contract Interpretation 15-05
Re: Submission of Consumer Assessment of Healthcare Providers and Systems (CAHPS)
Survey Report and Action Plan
June 29, 2015
Page Two

Sincerely,

for 
Beth Kidder
Assistant Deputy Secretary for
Medicaid Policy and Quality

BK/sr