



RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
SECRETARY

October 18, 2017

Statewide Medicaid Managed Care (SMMC) Policy Transmittal

Policy Transmittal: 17-21

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 (CMS) Plan

Applicable to enrollees in:

- Managed Medical Assistance (MMA)
- Long-term Care (LTC)

Re: Missed Services Report

The managed care plan must submit a monthly summary report of all missed services in accordance with Section XIV, Reporting Requirements, and the Managed Care Plan Report Guide. For any month the managed care plan's enrollees did not have missed services, the managed care plan must submit a report explaining there were no missed services during that month. (Attachment II, Exhibit II-B, Section V.D.5.) On August 22, 2016, the Agency sent out Policy Transmittal 16-22, *Suspension of Missed Services Report*, to notify managed care plans that the Long-term Care Missed Services Report would be suspended until further notice.

The purpose of this policy transmittal is to notify managed care plans of the reactivation of the Long-term Care Missed Services Report.

Effective November 1, 2017, managed care plans must resume submission of the Long-term Care Missed Services Report in accordance with the SMMC Managed Care Plan Report Guide.

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

Sincerely,

A handwritten signature in blue ink that reads "Shevaun Harris" with a stylized flourish.

Shevaun Harris
Assistant Deputy Secretary for
Medicaid Policy and Quality

SH/nw

