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SECRETARY

December 13, 2017

## Statewide Medicaid Managed Care (SMMC) Policy Transmittal

### Policy Transmittal: 17-23

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 (CMS) Plan

Applicable to enrollees in:

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

### Re: Revised Case Management File Audit Report Template and New Operational Guidelines

The managed care plan must submit the Case Management File Audit Report in accordance with the requirements in Chapter 20 of the Managed Care Plan Report Guide. (Attachment II, Section XIV.A.1.) The managed care plan must maintain enrollee records in accordance with the requirements in the contract. (Attachment II, Exhibit II-B, Section E.1.) The purpose of this policy transmittal is to notify the managed care plan of the revised Case Management File Audit Report Template attached to this policy transmittal, and the new Case Management File Audit Report Operational Guidelines attached to this policy transmittal.

The revised Case Management File Audit Report Template attached to this policy transmittal replaces the report template for Chapter 6 of the Managed Care Plan Report Guide. The new Case Management File Audit Operational Guidelines attached to this policy transmittal replaces the Interpretive Guidelines tab formerly included in the Case Management File Audit Report Template. The managed care plan must use the attached revised Case Management File Audit Report Template and the attached new Case Management File Audit Report Operational Guidelines beginning with the submission of the quarterly report due to the Agency on April 30, 2018, covering the time-period of January 1, 2018 through March 31, 2018.

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

Sincerely,

Shevaun Harris  
Assistant Deputy Secretary for  
Medicaid Policy and Quality

SH/sr

Attachment 1: Case Management File Audit Report Template

Attachment 2: Case Management File Audit Report Operational Guidelines

