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# Health Care Appropriations Subcommittee

## Meeting Packet

October 9, 2013  
4:00 PM—6:00 PM

Webster Hall



### **AGENDA**

Health Care Appropriations Subcommittee

October 9, 2013

4:00 p.m.—6:00 p.m.

Webster Hall

- I. Call to Order/Roll Call
- II. Opening Remarks
- III. Update on Statewide Medicaid Managed Care Expansion
  - Liz Dudek, Secretary for the Agency for Health Care Administration
- IV. Update on Community Action Teams (CAT Teams) and the expansion of Substance Abuse Services for Pregnant Women and their Affected Families Pilot Programs
  - Nevin Smith, Interim Assistant Secretary, Substance Abuse and Mental Health, Department of Children & Families
- V. Closing Remarks/Adjournment



# Statewide Medicaid Managed Care Update

Elizabeth Dudek  
Secretary, Agency for Health Care  
Administration

House Health Care Appropriations  
Subcommittee

October 9, 2013

# Statewide Medicaid Managed Care Program

- The Agency is in the process of implementing the Statewide Medicaid Managed Care (SMMC) program
  - Part IV of Chapter 409, F.S., created during the 2011 Legislative Session.
- The SMMC program has two key components:
  - the Long-term Care (LTC) Managed Care program
  - the Managed Medical Assistance (MMA) program

# Statewide Medicaid Managed Care Goals

The goals of the Statewide Medicaid Managed Care Program are:

- improved coordination of care
- a system that focuses on improving the health of recipients, not just paying claims when people are sick
- enhanced accountability
- recipient choice of plans and benefit packages
- flexibility to offer services not otherwise covered
- enhanced fraud and abuse prevention through contract requirements.

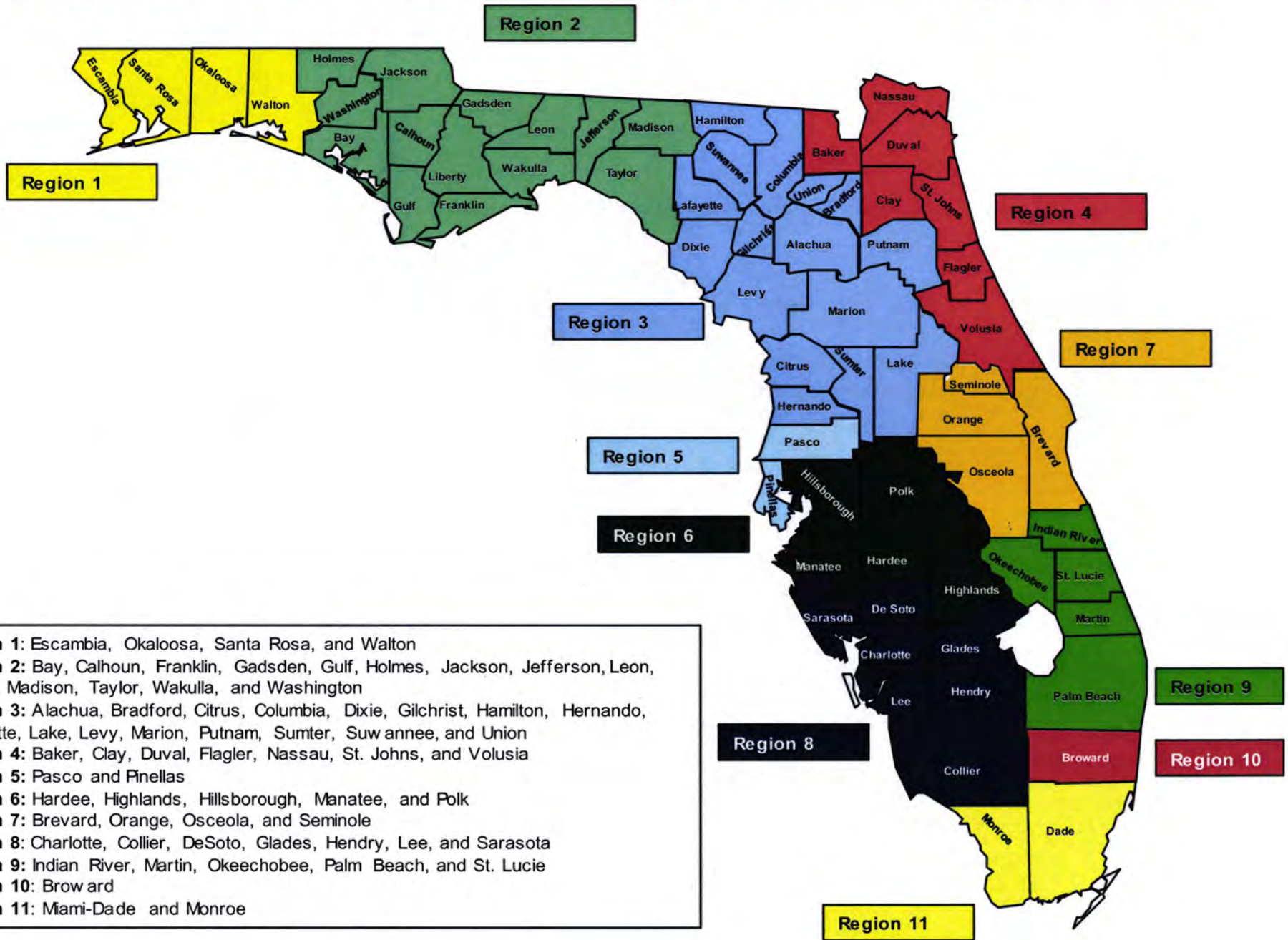
# Long-term Care Program

# Long-term Care Program Implementation

- On February 1, 2013, the Agency received federal approval of the waiver it needed to implement the LTC component of the SMMC program.
- The Agency completed its competitive procurement in early 2013 and has already navigated the bid protest process. The Agency selected seven plans to participate in the LTC program – six HMOs and one PSN.
- LTC program began on August 1, 2013, in the Orlando area and is being rolled out on a regional basis.



# Statewide Medicaid Managed Care Region Map



- Region 1:** Escambia, Okaloosa, Santa Rosa, and Walton
- Region 2:** Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington
- Region 3:** Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union
- Region 4:** Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia
- Region 5:** Pasco and Pinellas
- Region 6:** Hardee, Highlands, Hillsborough, Manatee, and Polk
- Region 7:** Brevard, Orange, Osceola, and Seminole
- Region 8:** Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota
- Region 9:** Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie
- Region 10:** Broward
- Region 11:** Miami-Dade and Monroe

# Goals of the Long-term Care Program Rollout

- No services missed
- No recipients required to move

## Long-term Care Program Roll Out Schedule

| Region | Date Enrolled in LTC Plans |
|--------|----------------------------|
| 1      | March 1, 2014              |
| 2      | November 1, 2013           |
| 3      | March 1, 2014              |
| 4      | March 1, 2014              |
| 5      | February 1, 2014           |
| 6      | February 1, 2014           |
| *7     | August 1, 2013             |
| *8     | September 1, 2013          |
| *9     | September 1, 2013          |
| 10     | November 1, 2013           |
| 11     | December 1, 2013           |

***\*LTC recipients in Regions 7, 8, and 9 are now enrolled in LTC managed care plans.***

# Plans Selected for Long-term Care Program Participation

| Region | LTC Plans                |                          |                      |                           |                                    |                            |                                    |
|--------|--------------------------|--------------------------|----------------------|---------------------------|------------------------------------|----------------------------|------------------------------------|
|        | American Eldercare, Inc. | Amerigroup Florida, Inc. | Coventry Health Plan | Humana Medical Plan, Inc. | Molina Healthcare of Florida, Inc. | Sunshine State Health Plan | United Healthcare of Florida, Inc. |
| 1      | X                        |                          |                      |                           |                                    | X                          |                                    |
| 2      | X                        |                          |                      |                           |                                    |                            | X                                  |
| 3      | X                        |                          |                      |                           |                                    | X                          | X                                  |
| 4      | X                        |                          |                      | X                         |                                    | X                          | X                                  |
| 5      | X                        |                          |                      |                           | X                                  | X                          | X                                  |
| 6      | X                        |                          | X                    |                           | X                                  | X                          | X                                  |
| 7      | X                        |                          | X                    |                           |                                    | X                          | X                                  |
| 8      | X                        |                          |                      |                           |                                    | X                          | X                                  |
| 9      | X                        |                          | X                    |                           |                                    | X                          | X                                  |
| 10     | X                        | X                        |                      | X                         |                                    | X                          |                                    |
| 11     | X                        | X                        | X                    | X                         | X                                  | X                          | X                                  |

# Current Long-term Care Program Enrollment by Plan

| August 1, 2013 and September 1, 2013 |                |                   |
|--------------------------------------|----------------|-------------------|
|                                      | August 1, 2013 | September 1, 2013 |
| American Eldercare, Inc.             | 2,974          | 5,942             |
| United Healthcare of Florida, Inc.   | 2,227          | 5,331             |
| Coventry Health Plan                 | 1,040          | 2,243             |
| Sunshine State Health Plan           | 2,524          | 7,023             |
| <b>Total</b>                         | <b>8,765</b>   | <b>20,539</b>     |

# Managed Medical Assistance Program

# Managed Medical Assistance Program Implementation

- Florida Medicaid will implement the Managed Medical Assistance program beginning in 2014.
- The Managed Medical Assistance procurement may be the largest procurement in Florida government.
  - The MMA ITN was released on December 28, 2012.
  - The Agency posted awards on September 23, 2013.

# Managed Medical Assistance Program Implementation

- The Agency selected 10 companies to serve as general, non-specialty MMA plans.
- Five different companies were selected to provide specialty plans that will serve populations with a distinct diagnosis or chronic condition; these plans are tailored to meet the specific needs of the specialty population.
- The Agency selected eight Florida-based plans: Better Health, LLC; First Coast Advantage, LLC; Integral Health Plan, Inc. d/b/a Integral Quality Care; Preferred Medical Plan, Inc.; Prestige Health Choice; Wellcare of Florida, Inc. d/b/a Staywell Health Plan of Florida; Freedom Health, Inc.; and Simply Healthcare Plans, Inc. d/b/a Clear Health Alliance HIV/AIDS Specialty Plan.
- Comprehensive plans will be available in all regions except Region 2.





# Goals of the Managed Medical Assistance Program Rollout

- Ensure continuity of care
- Ensure networks are strong
- Ensure all providers are paid timely

# Managed Medical Assistance Program Roll Out Schedule

- Due to pending protests the Agency does not currently have a roll out schedule.
- Florida Statute requires the roll out to be completed by October 2014.
- Roll out schedule will be submitted to federal CMS by October 31, 2013.

## Plans Selected for Managed Medical Assistance Program Participation (General, Non-specialty Plans)

| Region | MMA Plans                |                    |                            |                           |  |                              |                        |                                  |                                    |   |
|--------|--------------------------|--------------------|----------------------------|---------------------------|--|------------------------------|------------------------|----------------------------------|------------------------------------|---|
|        | Amerigroup Florida, Inc. | Better Health, LLC | First Coast Advantage, LLC | Humana Medical Plan, Inc. | Integral Health Plan, Inc. d/b/a Integral Quality Care | Preferred Medical Plan, Inc. | Prestige Health Choice | Sunshine State Health Plan, Inc. | United Healthcare of Florida, Inc. | Wellcare of Florida, Inc. d/b/a Staywell Health Plan of Florida |
| 1      |                          | X                  |                            | X                         |  |                              |                        |                                  |                                    |   |
| 2      |                          |                    |                            |                           |  |                              | X                      |                                  |                                    | X   |
| 3      |                          |                    |                            |                           |  |                              | X                      | X                                |                                    | X   |
| 4      |                          |                    | X                          |                           |  |                              |                        | X                                | X                                  |   |
| 5      | X                        |                    |                            |                           |  |                              | X                      | X                                |                                    | X   |
| 6      | X                        | X                  |                            | X                         | X  |                              | X                      | X                                |                                    | X   |
| 7      |                          |                    |                            |                           |  |                              | X                      | X                                |                                    | X   |
| 8      |                          |                    |                            |                           | X  |                              |                        | X                                |                                    | X   |
| 9      |                          |                    |                            | X                         |  |                              | X                      | X                                |                                    |   |
| 10     |                          | X                  |                            | X                         |  |                              |                        | X                                |                                    |   |
| 11     |                          |                    |                            | X                         |  | X                            | X                      | X                                | X                                  | X   |



## Added Value/ Benefits

- The Agency negotiated added value/benefits with selected managed care plans in the Managed Medical Assistance portion of the Statewide Medicaid Managed Care program.
- Areas where added value/benefits were achieved include:
  - Expanded benefits
  - Enhanced network adequacy standards
  - Establishing minimum thresholds for electronic health records (meaningful use) adoption
  - Enhanced standards related to claims processing, prior authorization, and enrollee/provider help line (call center operations).

# Expanded Benefits

| List of Expanded Benefits                            | # of Plans Offering |
|--|---------------------|
| Expanded adult dental services                       | 9                   |
| Expanded primary care visits for non-pregnant adults | 10                  |
| Expanded home health care for non-pregnant adults    | 8                   |
| Expanded physician home visits                       | 7                   |
| Expanded prenatal/perinatal visits                   | 9                   |
| Expanded outpatient hospital services                | 8                   |
| Over the counter medication and supplies             | 9                   |
| Waived co-payments                                   | 9                   |
| Expanded vision services                             | 10                  |
| Expanded hearing services                            | 8                   |
| Newborn circumcisions                                | 9                   |
| Pneumonia vaccine                                    | 9                   |
| Influenza vaccine                                    | 10                  |
| Shingles vaccine                                     | 8                   |
| Post-discharge meals                                 | 8                   |
| Nutritional counseling                               | 8                   |
| Pet therapy  | 2                   |
| Art therapy  | 4                   |
| Equine therapy                                       | 1                   |
| Medically related lodging & food                     | 5                   |

## Network Adequacy Standards

- The managed care plans agreed to enhanced network adequacy standards, which include:
  - Increasing the number of primary care and specialist providers in a region that are accepting new Medicaid enrollees;
  - Increasing the number of primary care providers that offer after hour appointment availability; and
  - Establishing utilization rates for out-of-network specialty care and hospital admissions.

## Electronic Health Records

- The Agency selected plans that were committed to assisting the Agency in our efforts to increase electronic health record adoption.
  - Managed Care Plans agreed to establish thresholds for the number of physicians and hospitals that would adopt meaningful use standards by the end of the second contract year.
  - Managed Care Plans agreed to establish thresholds for the number of enrollees who are assigned to primary care providers meeting meaningful use requirements.



## Additional Enhanced Standards

- **Claims processing:** The Agency negotiated more timely claims processing timeframes than are required in state and federal regulations.
  - Examples:
    - Selected managed care plans will pay, deny, or contest electronic claims within 15 calendar days.
    - Selected managed care plans will pay, deny, or contest paper claims within 20 calendar days.
    - Selected managed care plans agree to pay 50% all clean claims within 7 calendar days of receipt.

## Additional Enhanced Standards

- **Prior Authorization:** Selected managed care plans agreed to process standard and expedited prior authorization requests more timely. For many of the standards, the timeframes for processing the authorization request have been reduced by almost half.
- **Enrollee/Provider Help Line:** Selected managed care plans agreed to adhere to more stringent call center performance standards. Areas where we achieved added value include: reduced time for the average speed to answer, reduced call blockage rates, reduced call abandonment rates, and reduced wait times for calls placed in the queue.

## New Contracting Requirement

- Managed care plans are expected to coordinate care, manage chronic disease, and prevent the need for more costly services. Plans achieve this performance standard when physician payment rates equal or exceed Medicare rates for similar services. (Section 409.967 (2)(a), F.S.)
  - The Agency may impose fines or other sanctions including liquidated damages on a plan that fails to meet this performance standard after 2 years of continuous operation.

## Resources

- Questions can be emailed to:  
[FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)
- Updates about the Statewide Medicaid Managed Care program are posted at: <http://ahca.myflorida.com/SMMC>
- Upcoming events and news can be found on the “News and Events” tab on the SMMC website.
  - Keep up to date on information by signing up to receive program updates through our interested parties list by clicking the red “Sign Up for Program Updates” box on the right hand side of the page.
- For information about the enrollment process and enhanced benefits of each plan, recipients and enrollees may visit <http://www.FLMedicaidManagedCare.com>.

**You can find more information on the SMMC  
program at:**



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



[Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)



[Twitter.com/AHCA FL](https://www.twitter.com/AHCA_FL)

# Questions?





**Rick Scott, Governor**  
**Esther Jacobo, Interim Secretary**



# FY 2013-14 Proviso Update

October 9, 2013

**Nevin Smith, PhD, Interim Assistant Secretary**  
**Substance Abuse and Mental Health**

**Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families,  
and Advance Personal and Family Recovery and Resiliency.**



# FY 2013-14 GAA Proviso Projects

- Appropriation 352a
  - Community Action Teams (CATs)
- Appropriation 375
  - Substance Abuse Services for Pregnant Women

# Community Action Teams

- Department contracted directly with 10 providers to pilot CATs.
- CATs provide community-based services to children ages 11-21 with a mental health diagnosis or co-occurring substance abuse diagnosis and additional characteristics such as:
  - At risk of out-of-home placement
  - Two or more hospitalizations
  - Involvement with criminal justice
  - Poor academic performance including suspensions

|                      |                    |
|----------------------|--------------------|
| <b>Recurring</b>     | <b>\$675,000</b>   |
| <b>Non-Recurring</b> | <b>\$6,075,000</b> |
| <b>Total</b>         | <b>\$6,750,000</b> |

# Contract Execution

| <b>PROVIDER</b>                                    | <b>CONTRACTED WITH DCF AS OF</b> |
|--|----------------------------------|
| Manatee Glens                                      | July 26, 2013                    |
| David Lawrence Center                              | July 26, 2013                    |
| Mental Health Care                                 | July 26, 2013                    |
| Personal Enrichment through Mental Health Services | July 26, 2013                    |
| SalusCare (Lee Mental Health)                      | August 20, 2013                  |
| Life Management Center                             | July 1, 2013                     |
| Institute for Child & Family Health                | July 26, 2013                    |
| Child Guidance Center                              | July 19, 2013                    |
| Circles of Care                                    | July 31, 2013                    |
| Peace River Center                                 | August 1, 2013                   |

# Providers & Output Targets

| Provider  | County(s) Served               | Output Target<br>(Minimum #<br>Served Annually) | Funding        |
|---|--------------------------------|---|----------------|
| Manatee Glens   | Manatee, & Sarasota,<br>Desoto | 60  | \$675,000 (NR) |
| David Lawrence Center                                 | Collier                        | 60  | \$675,000 (NR) |
| Mental Health Care                                    | Hillsborough                   | 60  | \$675,000 (NR) |
| Personal Enrichment through<br>Mental Health Services | Pinellas                       | 60  | \$675,000 (NR) |
| SalusCare (Lee Mental Health)                         | Lee                            | 60  | \$675,000 (R)  |
| Life Management Center                                | Brevard                        | 60  | \$675,000 (NR) |
| Institute for Child & Family<br>Health                | Polk, Highlands, &<br>Hardee   | 60  | \$675,000 (NR) |
| Child Guidance Center                                 | Miami-Dade                     | 60  | \$675,000 (NR) |
| Circles of Care                                       | Duval                          | 60  | \$675,000 (NR) |
| Peace River Center                                    | Bay                            | 60  | \$675,000 (NR) |
|   |                                |   |                |
|   | 14 Counties Served             | Minimum of 600<br>Individuals<br>Served         | \$6,750,000    |

# Expected Outcomes for Youth and Families

- A minimum of 65% of enrollees will be diverted from being placed in child welfare, juvenile or criminal justice, or residential care;
- A minimum of 65% of enrollees will improve their level of functioning;
- Each enrollee will attend a minimum of 80% school days;
- Each enrollee older than school age will spend a minimum of 80% of the days in the community;
- A minimum of 65% of enrollees and their families will improve family functioning.

# Service Data

| <b>PROVIDER</b>                                       | <b>Individuals served as of<br/>9/30/2013</b> |
|---|---|
| Manatee Glens   | 16  |
| David Lawrence Center                                 | 10  |
| Mental Health Care                                    | 14  |
| Personal Enrichment through Mental Health<br>Services | 14  |
| SalusCare (Lee Mental Health)                         | 42  |
| Life Management Center                                | 11  |
| Institute for Child & Family Health                   | 7   |
| Child Guidance Center                                 | 27  |
| Circles of Care                                       | 20  |
| Peace River Center                                    | 17  |
| <b>Totals:</b>  | <b>178</b>                                    |

# Substance Abuse Family Treatment Appropriation

- Specific Appropriation 375 allocated \$8,967,000 for substance abuse services
- The Department allocated through the Managing Entities:

|                                   | Allocation  |
|-----------------------------------|-------------|
| Central Florida Behavioral Health | \$1,821,021 |
| Central Florida Cares             | \$1,689,000 |
| South Florida                     | \$1,625,596 |
| Lutheran                          | \$1,278,352 |
| Broward                           | \$935,500   |
| Southeast                         | \$891,724   |
| Big Bend                          | \$725,807   |

# Managing Entity Status

- Managing Entities have adopted variations in strategy to target the use of this funding source

| Central Florida Behavioral Health |           |            |                      |
|-----------------------------------|-----------|------------|----------------------|
| Baycare                           |           | Pending ex | Residential Services |
| Operation PAR                     | \$392,268 | Pending ex | Residential Services |
| Tricounty                         | \$239,483 | Pending ex | Residential Services |
| First Step of Sarasota            |           | Pending ex | Residential Services |
| Manatee Glens                     |           | Pending ex | Residential Service  |
| Coastal                           | \$240,656 | Pending ex | Residential Services |
| DACCO                             |           | Pending ex | Residential Services |
| ACTS                              |           | Pending ex | Residential Services |
| Centre for Women                  | \$294,484 | Pending ex | Residential Services |
| Saluscare                         |           | Pending ex | Residential Services |
| David Lawrence                    | \$232,439 | Pending ex | Residential Services |
| Baycare                           | \$422,390 | Pending ex | NICU Diversion       |



# Managing Entity Status

## South Florida Behavioral Health

|               |           |            |                      |
|---------------|-----------|------------|----------------------|
| Agape House   | \$870,635 | ex. 7/12   | Residential Services |
| Village South | \$755,961 | Pending ex | Residential Services |

## Southeast Florida Behavioral Health

|  |           |                                  |                      |
|--|-----------|----------------------------------|----------------------|
| Gratitude House                          | \$145,000 | ex 10/1                          | Residential Services |
| PANDA                                    | \$80,190  | ex 10/1                          | Residential Services |
| Counseling and Recovery Center           | \$240,570 | ex 10/1                          | Residential Services |
| Competitive award for diversion services | \$425,964 | RFQ posted, anticipated ex. 11/1 |                      |

# Managing Entity Status

| <b>Broward Behavioral</b>                |           |            |                      |
|--|-----------|------------|----------------------|
| Susan B Anthony House                    | \$599,543 | ex 9/5     | Residential Services |
| House of Hope                            | \$67,281  | ex 9/5     | Residential Services |
| Competitive award for diversion services | \$268,676 | Pending ex |                      |

| <b>Central Florida Cares</b> |             |         |   |
|------------------------------|-------------|---------|---|
| Ctr for Drug Free Living     | \$1,096,656 | ex 10/1 | Residential, Outpatient, Case management, Housing overlay         |
| STEPS                        | \$592,344   | ex 10/1 | Residential, Outpatient, Transition/Supported, Housing, Aftercare |

# Managing Entity Status

| Big Bend       |           |                    |                                  |
|----------------|-----------|--------------------|----------------------------------|
| CARE           | \$303,795 | ex 10/1            | Residential, Outpatient Services |
| DISC Village   | \$188,879 | ex 10/1            | Residential, Case Management     |
| CARE           | \$128,605 | ex 10/1            | Residential, Outpatient Services |
| Emergency Fund | \$104,528 | Services as needed |                                  |

| Lutheran Services |           |                    |                      |
|-------------------|-----------|--------------------|----------------------|
| Gateway           | \$311,654 | ex 9/13            | Residential Services |
| River Region      | \$280,955 | ex 9/13            | Residential Services |
| SMA               | \$93,797  | ex 9/13            | Residential Services |
| MBH               | \$333,299 | ex 9/13            | Residential Services |
| The Centers       | \$53,599  | ex 9/13            | Residential Services |
| Lifestream        | \$53,598  | ex 9/13            | Residential Services |
| Healthy Families  | \$51,450  | ex 9/13            | Diversion            |
| Emergency Fund    | \$99,909  | Services as needed |                      |

# Service Status

|  | Served YTD |
|--|------------|
| Big Bend Community Based Care          | 56         |
| Broward Behavioral Health Coalition    | 5          |
| Central FL Behavioral Health Network   | 372        |
| Central Florida Cares Health System    | 43         |
| Lutheran Services Florida, Inc.        | 56         |
| South FL Behavioral Health Network     | 37         |
| Southeast FL Behavioral Health Network | 31         |
| <b>Total Served</b>                    | <b>600</b> |

Questions?