



Improvements to the Recipient and Provider Experience In the New SMMC Contracts

The Agency for Health Care Administration (Agency) contracts with Medicaid health and dental plans to provide services to health plan enrollees. The Agency recently entered into new contracts with health and dental plans that will greatly benefit enrollees and providers. This document is part of a series that highlights the program changes in the new Statewide Medicaid Managed Care (SMMC) health and dental plan contracts. [Under the new SMMC contracts, there will be improvements to the recipient and provider experience.](#)

The benefits described in this document will be offered under the new SMMC health and dental plan contracts. The Agency will transition to the new contracts through a regional phased roll-out. Recipient letters will start mailing out approximately 45 days prior to each phase going live. Below is when the Agency will transition to the new contracts and when letters will begin mailing for each Medicaid region.

Phase	Transition Date	Recipient Letter Date	Region	Counties
1	12/01/18	Mid-October	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
			10	Broward
			11	Miami-Dade, Monroe
2	01/01/19	Mid-November	5	Pasco, Pinellas
			6	Hardee, Highlands, Hillsborough, Manatee, Polk
			7	Brevard, Orange, Osceola, Seminole
			8	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
3	02/01/19	Mid-December	1	Escambia, Okaloosa, Santa Rosa, Walton
			2	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
			3	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union
			4	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

SMMC Program Enhancements

The following charts illustrate improvements for recipients and providers for both the health and dental plan components of the SMMC program. Recipients must be enrolled in a health plan to receive these benefits, and the provider must be participating in a health plan network.

Improvements for Recipients

	Health Plans	Dental Plans
Access to Care When you Need it: Double the primary care providers in each network	✓	
Access to Care When you Need it: Guaranteed access to after hour care and telemedicine where available	✓	✓
Improved Transportation: New level of accountability with benchmarks to ensure recipients arrive and are picked up from appointments in a timely manner.	✓	
Best Benefit Package Ever: Additional benefits at no extra cost to the state. More than 55 benefits offered by health plans and extensive adult dental benefits offered by dental plans.*	✓	✓
Model Enrollee Handbook: Information and content has been standardized across all health plans' enrollee handbooks for greater ease of use.	✓	✓

* The best benefit package ever is comprised of an array of expanded benefits including pet therapy, swimming lessons, nutritional counseling, home delivered meals, doula services, new behavioral health and pain management services and so much more depending on the health plan.

Improvements for Providers

	Health Plans	Dental Plans
Better Pay: More pediatric physicians will be eligible to receive Medicare level of reimbursement through the Medicaid Physician Incentive Program	✓	
Less Administrative Burden: High performing providers can bypass prior authorization	✓	✓
Less Administrative Burden: Plans will complete credentialing for network contracts in 60 days	✓	✓
Prompt Authorization of Services: Health plans will provide authorization decisions: <ul style="list-style-type: none"> • Within 7 days of receipt of standard request. • Within 2 days of an expedited request. 	✓	✓
Smoother Process for Complaints, Grievances, and Appeals: Health plans agreed not to delegate any aspect of the grievance system to subcontractors.	✓	✓

For more information on the SMMC program, visit: http://ahca.myflorida.com/medicaid/statewide_mc.

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

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