



# *Florida Community Care Participating Providers' Newsletter*

FALL 2022

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## **Greetings!**

The Florida Community Care newsletter sent on Wednesday, October 19th, included dates and information that have now been updated. Please refer to the newsletter below for the most accurate and up to date information.

Florida Community Care (FCC) is diligently preparing for the upcoming open enrollment period. To provide our currently enrolled and prospective members with the most up-to-date information during the open enrollment period, we ask you to please contact us with any changes to your office location, phone number, or hospital affiliation. You may provide us with updates by contacting Provider Relations at [\(866\) 962 6186](tel:8669626186).

At FCC, we take great pride in the service we deliver to our provider partners. Aside from the Provider Relations Customer Service staff that is accessible via the toll-free number provided above, FCC assigns an Account Executive to serve as the day-to-day contact in each of the state's eleven regions. Our experienced Account Executives can assist provider practices with a variety of matters including claim questions, information related to best practice standards, and provider portal issues. Your Account Executive team consists of:

<b>FCC Provider Relations Account Executive by Region</b>	
1 and 2	Eldon Rogers
3	Audrey Watkins
4	Keysha Wilcox
5	Stephen Christian
6	Christina Morales
7	Shreya Sharma
8	Joseph Dumeus
9	Matthew Harper and Marianne Hall
10	Julia Santeliz
11	Sonia Rodriguez and Angela Garcia

In this edition of the Provider Newsletter, we are including several articles on important health plan and quality topics including:

- **Town Hall Schedule**
- **FCC's Sister plan, Florida Complete Care (HMO I-SNP)**
- **Member Rights and Responsibilities**
- **Care Management Programs**
- **News from Quality Management**
- **Member Experience Survey Results**
- **November – National Diabetes Month**
- **Notice of Accreditation Survey Notice**

We hope that you find the information beneficial.

Wishing you good health,

**Florida Community Care**



## Town Hall Schedule

### PLEASE JOIN US!

As an FCC participating provider, come out and learn about FCC. Topics to be covered include:

- **Member Benefits**
- **FCC's Authorization Process (including the role of Care Managers)**
- **Billing & Claims Overview**
- **Electronic Visit Verification (EVV)**
- **FCC Provider Portal**
- **Key Contacts**
- **Florida Complete Care (I-SNP & IE-SNP Medicare plan)**
- **And much more!**

Region	Date	Location	Training Time
1	Mon., Dec. 5	Courtyard by Marriott Pensacola Downtown 700 East Chase St., Pensacola, FL 32502 (850) 439-3330	10am – Noon 2pm – 4pm
2	Wed., Dec. 7	Hilton Garden Inn Tallahassee North 3333 Thomasville Rd., Tallahassee, FL 32308 (850) 385-3553	10am – Noon 2pm – 4pm
3	Thur., Dec. 8	Homewood Suites by Hilton 4610 SW 49th Road. Ocala, FL 34474 (352) 369-4610	10am – Noon 2pm – 4pm
4	Fri., Dec. 9	Hyatt Place Jacksonville St. Johns Town Center 4742 Town Ctr. Pkwy., Jacksonville, FL 32246 (904) 632-7227	10am – Noon 2pm – 4pm
5 and 6	Tues., Nov. 29	St. Petersburg Marriott 12600 Roosevelt Blvd. N., St. Petersburg, FL 33716 (727) 572-7800	10am – Noon 2pm – 4pm
	Wed., Nov. 30	Marriott Tampa Westshore 1001 North Westshore, Tampa, FL 33607 (813) 287-2555	

Region	Date	Location	Training Time
7	Thur., Dec. 1	Holiday Inn and Suite Orlando International Drive South 12005 Regency Village Dr., Orlando, FL 32821 (407) 239-4177	10am – Noon 2pm – 4pm
	Fri., Dec. 2	Hampton Inn Orlando International Airport 5767 T.G. Lee Blvd., Orlando, FL 32822 (407) 888-2995	
8 <b>(Cancelled due to Hurricane Ian continuing Recovery.)</b>	Wed., Nov. 16	Courtyard Marriott Fort Myers at I-75 and Gulf Coast Town Center 10050 Gulf Center Dr., Fort Myers, FL 33913 (239) 332-4747	10am – Noon 2pm – 4pm
	Thur., Nov. 17	Courtyard by Marriott Naples 3250 Tamiami Trail N., Naples, FL 34103 (239) 434-8700	
9	Wed., Nov. 2	Courtyard Marriott at West Palm Beach 600 N. Point Pkwy., West Palm Beach, FL 33407 (561) 640-9000	10am – Noon 2pm – 4pm
	Thur., Nov. 3	Residence Inn by Marriott Port St. Lucie 1920 SW Fountainview Blvd., Port St. Lucie, FL 34986 (772) 344-7814	
10	Wed., Sept. 28	Hilton Garden Inn FT Lauderdale SW / Miramar 14501 Hotel Rd., Miramar, FL 33027 (954) 438-7700	10am – Noon 2pm – 4pm
	Thur., Sept. 29	Fort Lauderdale Marriott Coral Springs Hotel and Convention Center 11775 Heron Bay Blvd., Coral Springs, FL 33076 (954) 753-5598	
11	Thur., Oct. 6	Courtyard Marriott Homestead 2905 NE 9th St., Homestead, FL 33033 (305) 257-4333	10am – Noon 2pm – 4pm



Region	Date	Location	Training Time
	Wed., Oct. 12	Hilton Miami Dadeland (located at the Baptist Main Campus) 9100 North Kendall Dr., Miami, FL 33176 (786) 975-1920	
	Wed., Oct. 19	Hilton Garden Inn and Miami Dolphins Mall 1695 NW 111th Ave., Miami, FL 33172 (305) 500-9077	

Please RSVP by selecting a date and time (please select a morning or afternoon time for the session that you will attend) and email your selection to [prtraining@ilshealth.com](mailto:prtraining@ilshealth.com). Aside from your date and time preference, please be certain to include the provider name, your name, title, email, phone number, provider type (i.e., SNF, ALF, etc.), and number of attendees. If you have any questions, [please call Provider Relations at \(866\)962-6186](tel:8669626186).

[RSVP FORM - REGIONS 1 - 4](#)

[RSVP FORM - REGIONS 5 - 8](#)

[RSVP FORM - REGIONS 9 - 11](#)





# FLORIDA

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## COMPLETE CARE

Many FCC patients are also eligible for Medicare coverage through FCC's sister plan—**Florida Complete Care (HMO I-SNP)**. When patients are enrolled in both Medicaid and Medicare, getting coverage from sister plans that integrate services and support systems help both providers and patients.

Integration helps providers in the following ways:

- Payment for both Medicaid and Medicare comes from one source.
- Information about both benefits and authorizations comes from one source.
- One provider call number.
- One provider on-line portal platform.
- Contracting procedures are simplified and less time-consuming.
- Integration helps patients:
  - One care manager enables access to both Medicaid and Medicare benefits.
  - One assessment drives the care plan for both Medicaid and Medicare services.
  - Duplication of services is avoided.

Medicaid open enrollment begins October 1. The Medicare Annual Election Period (AEP) runs from October 15 through December 7th. Now is the time FCC members will consider changing their Medicare plans to align with their Medicaid plan and gain access to the benefits outlined above.

For providers who are also in the FC2 provider network, we want to remind you about taking our annual model of care training. The training and training attestation can be accessed on our website: <https://fc2healthplan.com/provider-documents/>



## Member Rights and Responsibilities

Florida Community Care (FCC) protects the rights and responsibilities of our members. As your partner in healthcare, we want to ensure that our members' rights are respected when receiving care and services. Additionally, we encourage our members to participate in their care while being respectful of the healthcare team and service providers. To review the Member's Rights and Responsibilities, refer to page 34 of the FCC Provider Handbook located in the "For Providers" section of the FCC website at [fcchealthplan.com/for-providers/](http://fcchealthplan.com/for-providers/).

## Care Management Programs

FCC Care Management Programs are designed to address the needs of plan members requiring services through interventions in the following programs: Care Management, Transition of Care, Complex Case Management, and Health Education and Wellness Promotion. The Programs promote early evaluation of healthcare risks to improve health outcomes, return to stabilized health states or the maximum potential, and improve quality of life in accordance with a member's medical conditions.

Florida Community Care (FCC) CARE MANAGEMENT PROGRAMS	
Program Name	Program Scope
Care Management	Activities performed by the care management, utilization management, and member services departments to develop and implement the member's plan of care and support a person-centered care planning and service delivery approach.
Transition of Care	Manages member transitions across different settings. It assists members to eliminating fragmented care and duplication of services while improving member's experience.
Complex Case Management	Provides case management to members with chronic medical conditions and/or have been stratified as high risk.
Health Education & Wellness Promotion	Provides educational mailings, referrals to activities and resources for members that opt out of other programs they are eligible for. Includes



Florida Community Care (FCC) CARE MANAGEMENT PROGRAMS	
	annual Fall Prevention and Smoking Cessation campaigns and health related newsletter articles.
<p><b>Providers can refer members to our care management programs for assistance by calling <a href="tel:1-833-322-7526">FCC Member Services at 1-833-322-7526</a>.</b></p>	

## News from Quality Measurement

Healthcare Effectiveness Data and Information Set (HEDIS®) is a performance measurement tool developed by the National Committee for Quality Assurance (NCQA). HEDIS consists of nationally recognized clinical quality measures and is an important factor in our accreditation. The Quality Management Department at FCC works with the entire health plan to increase our rates in quality measures to promote excellent health outcomes for our members.

FCC is committed to providing our members with access to high quality health care and long-term supports and services (LTSS). You can help us improve member outcomes and FCC's HEDIS and LTSS rates by ensuring patients receive preventive care and monitoring according to our adopted clinical practice guidelines and medical best practice.

Some of the Quality Measures we report and are working on improving in 2022 are:

HEDIS® Clinical Measures
Retinal Eye Exam for Diabetics
HbA1c Testing & control for Diabetics
Follow-up after Hospitalization for Mental Illness within 7 days
HEDIS® & CMS LTSS Measures
Comprehensive Care Plan & Update

HEDIS® Clinical Measures
Shared Care Plan with Primary Care Physician
Risk Assessment & Plan of Care to Prevent Future Falls

Despite the Public Health Emergency (PHE), many of our rates improved from 2020 to 2021. Most of our measures show an upward trend that demonstrates our commitment to continuous quality improvement. We use our rates to identify opportunities for improvement and implement an annual improvement plan. For information about Health Plan quality measures and outcomes, please log into our Provider Portal or ask your Provider Relations Representative.

We appreciate your partnership in delivering care and services to our members, your patients.

## Member Experience Survey

The annual Home & Community Based Services Consumer Assessment of Healthcare Providers and Systems (HCBS CAHPS) survey is targeted for adults receiving long-term services and supports. The core questions cover topics such as getting needed services; communication with providers, staff, and case managers; choice of services; medical transportation; and personal safety. Our goal is to score 80% or higher on all measures. The overall results were positive. Areas of improvement include two measures that fell short of the 80% goal and one measure did not show improvement from the prior year.

Below are the topics asked on the HCBS Survey. For more information about how our providers scored and opportunities for improvement, please log into the FCC Provider Portal or ask your Provider Relations Representative.

HCBS CAHPS Measures
<b>Composite Measures</b>
Staff is reliable and helpful
Staff listens and communicates well

<b>HCBS CAHPS Measures</b>
Choosing the services that matter
Transportation to medical appointments
Personal safety and respect
Planning your time and activities
<b>Global Rating Measures</b>
Global rating of personal assistance staff
Global rating of homemaker
<b>Recommendation Measures</b>
Would recommend personal assistance staff to family and friends
Would recommend homemaker to family and friends
<b>Physical Safety Measure</b>
Hit or hurt by staff

You too can enhance the member experience through excellent customer service, identifying concerns or needs early and reaching out to our care managers or call center for assistance. Your partnership supports improved outcomes for members and higher satisfaction ratings of our providers and FCC.

## November is National Diabetes Month

November is National Diabetes Month. Did you know the first insulin injection was administered more than 100 years ago? On January 23, 1922, 14-year-old Leonard Thompson became the first person to ever receive an insulin injection as treatment as he lay dying from diabetes in a Toronto hospital. Within 24 hours, Leonard's dangerously high blood glucose levels dropped to near-normal

levels. The news of insulin's success quickly spread worldwide. World Diabetes Day is November 14, 2021. Millions of people with diabetes around the world do not have access to adequate care for their disease. As you are aware, diabetics require ongoing care and support to manage their condition and avoid complications. As their health provider, please encourage your patients to complete their:

- Annual Diabetic Retinal Eye Exam
- Blood Sugar Testing (HbA1c)
- Annual Kidney Health Screening (urinalysis)

Thank you for the care and support you provide to our FCC members who suffer from diabetes.



## Accreditation Survey Notice

Public Notice of Survey



### Notice of Health Plan Accreditation Survey

The Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)

Will Conduct an Accreditation Survey of

Organization Name: Florida Community Care; HPMP of Florida dba Florida Complete Care

On

Survey Dates: November 16 - 18, 2022

This organization has voluntarily requested the survey as a means of assisting its efforts to improve the quality of health care and services it administers for its members. The survey will evaluate the organization's compliance with AAAHC Health Plan Standards to determine if accreditation should be awarded or retained by the organization.

All interested individuals holding pertinent and valid information about the organization's compliance with AAAHC standards may request a presentation with AAAHC surveyors or may communicate such information in writing or by telephone to AAAHC for consideration.

Requests for in person presentations must be received at least two weeks before the above scheduled survey date/s to allow for processing and scheduling.

To obtain a copy of the AAAHC Health Plan Standards, request an in person presentation, or submit information, please contact:

Accreditation Association for Ambulatory Health Care, Inc.  
Health Plan Program  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077

Telephone (847) 853-6060  
FAX (847) 853-9028  
Email: info@aaahc

10/06/2022

Date Posted

*Demetrius* MD, Chief Medical Officer

Name and Title

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Revised for Health Plans 04/2017