



# INTELLECTUAL AND DEVELOPMENTAL DISABILITIES PILOT PROGRAM FREQUENTLY ASKED QUESTIONS (FAQs)

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## General Questions

### **What is IDD?**

The Florida Legislature directed the Agency for Health Care Administration (AHCA) in partnership with the Agency for Persons with Disabilities (APD) in 2023 to develop an additional pathway to access services. IDD, or Intellectual and Developmental Disabilities pilot, is the technical name for the managed care model that AHCA and APD are implementing in Hardee, Highlands, Hillsborough, Manatee, Miami-Dade, Monroe, Polk counties for persons with intellectual and developmental disabilities. The pilot program will be commonly referred to as the Developmental Disabilities Managed Care program.

### **When will the pilot start?**

Preparations are underway and the pilot may begin enrolling members as early as October 1, 2024

### **How do I participate in the Intellectual and Developmental Disabilities Managed Care pilot program?**

Individuals who may be eligible should expect to receive an interest letter from APD which will include the next steps. Enrollment will be offered on a first-come, first-served basis to individuals who meet all components of eligibility criteria and will continue until appropriated funds for State Fiscal Year 2024-25 are no longer available.

### **What services are covered under the Intellectual and Developmental Disabilities Managed Care pilot program?**

A variety of social, medical, behavioral, therapeutic, and residential services as appropriate to meet individual needs will be available to participants. Examples of services include but are not limited to services such as personal supports, meaningful day activities (including employment and community integration), nursing, behavior analysis, supported living and residential care, and therapies, as well as managed medical assistance and other long term care waiver services.

### **What are the differences between the Intellectual and Developmental Disabilities Managed Care pilot program and the iBudget Florida waiver?**

**Coverage Area:** The Intellectual and Developmental Disabilities Managed Care program is only available to a specified number of eligible individuals who reside in Hardee, Highlands, Hillsborough, Manatee, Miami-Dade, Monroe, and Polk counties. The iBudget Florida waiver is available to eligible individuals statewide.

**Providers:** The Intellectual and Developmental Disabilities Managed Care program services will be delivered through Florida Community Care, LLC (FCC) and their designated providers. The iBudget Florida waiver services are delivered through Medicaid waiver enrolled providers.



### **What if I change my mind about participation in the Intellectual and Developmental Disabilities Managed Care pilot program?**

Participation in the Intellectual and Developmental Disabilities Managed Care program is voluntary, and individuals may disenroll at any time. Individuals who decide to disenroll from the Intellectual and Developmental Disabilities Managed Care Pilot Program may return to a pre-enrollment category or may be eligible for participation in other pathways.

### **What if I move to another county in Florida that isn't in the participation area for the Intellectual and Developmental Disabilities Managed Care pilot program?**

The Intellectual and Developmental Disabilities Managed Care pilot program is only available to individuals who reside in Hardee, Highlands, Hillsborough, Manatee, Miami-Dade, Monroe, and Polk counties. If you move out of the participation area, you may return to a pre-enrollment category, or may be eligible for participation in other pathways.

### **Will enrolling into the Intellectual and Developmental Disabilities Managed Care pilot program cancel my Medicare?**

No, the Intellectual and Developmental Disabilities Managed Care pilot program will not cancel your Medicare. Individuals are allowed to be enrolled in this program and Medicare at the same time because they cover different services.

### **What is FCC?**

Florida Community Care (FCC) is a Florida-based statewide Medicaid managed care plan providing comprehensive coverage to persons eligible for the State's Long-Term Care (LTC) program. FCC was selected as the Medicaid managed care plan for the pilot.

### **Do I have to pay anything to enroll in the program?**

No. The program is a Medicaid managed care plan and there are no payment requirements to participate.

### **Who do I call with questions?**

Please call 1-866-APD-CARES (1-866-273-2273). Our staff will be happy to answer any questions you may have.

### **Can a member be in both the LTC and IDD programs?**

No

### **How would someone become a care coordinator?**

FCC is actively recruiting Care Coordinators for the IDD Pilot Program! Current position openings can be found here: [Florida Community Care - Careers \(fcchealthplan.com/careers\)](https://fcchealthplan.com/careers). Click the link and then click on Search Our Jobs.

## Provider Questions

### General

#### **Where can the provider handbook be found?**

FCC's IDD Provider Handbook can be found here: [IDD Pilot Program Providers – Florida Community Care \(fcchealthplan.com/iddpilot/iddproviders\)](https://fcchealthplan.com/iddpilot/iddproviders).

#### **Who can we contact to get contracted for FCC IDD program?**

If you already have an account executive, please reach out to them. If not, please call 1-833-322-7526, Press option 1 for English, 2 for Spanish, or 3 for Creole, then press 1 for FCC, 2 for provider services, and 3 for a representative. There is also a form available online at: [IDD Pilot Program Providers – Florida Community Care \(fcchealthplan.com/iddpilot/iddproviders\)](https://fcchealthplan.com/iddpilot/iddproviders) to join our network.

#### **More details about transportation.**

FCC will provide transportation for our IDD Pilot Program members to services. Please call 1-833-322-7526, Press option 1 for English, 2 for Spanish, or 3 for Creole, then press 1 for FCC, and 1 for transportation assistance.

### Benefits

#### **What is Summer Camp Service?**

FCC will pay up to \$1,500 for an IDD Pilot member to go to Summer Camp each year.

### Billing

#### **Will we be using HHAeXchange to report for EVV?**

Yes, for personal support services providers will use HHAeXchange for EVV.

#### **Will there be billing training for AVAILITY?**

Reach out to your account executive when you're ready to submit your first bill through Availity and we will schedule training to walk you through it OR call 1-866-962-6186 and ask to be set up for billing training. Billing training is now available to assist you with submitting your first claim to FCC. You must have a member you are ready to bill for in order to complete the training.

#### **If you are already set up for ACH for the LTC program, is the IDD payment going to be included in that ACH?**

Yes, IDD payments will be processed with the same bank information that is currently on file with our LTC program.

**What if we use a third-party company for EVV and we usually send it to HHAeXchange, and they do the release?**

Same Process. Nothing Changes.

**Are we going to use the Medicaid web portal to bill?**

No. For services rendered to FCC IDD Pilot members, FCC will pay your claims directly. You should submit your claims through our clearinghouses, Availity or Ability. If you need help with this process, call 1-866-962-6186 and ask to be set up for billing training. Billing training is now available to assist you with submitting your first claim to FCC. You must have a member you are ready to bill for in order to complete the training. HHAeXchange for EVV.

## Authorizations

**Are Care Coordinators the same as waiver support coordinators with APD?**

In the IDD Pilot, the FCC Care Coordinator will manage all Medicaid services for FCC IDD Pilot members. There is not a separate support coordinator assigned to members in the IDD Pilot Program.

**Will the Service Request Form specify an IDD member vs an LTC member?**

Yes, our Service Request forms will specify the type of service we are authorizing in the CPT Code field. Based on the services being authorized, you will be able to differentiate between IDD or LTC. If providers are participating in the iBudget program today, they will see the same codes and modifiers used in the IDD Pilot Program for FCC IDD services.

**How would an agency receive an IDD patient?**

When someone enrolls into the IDD Pilot, FCC will assign a care coordinator to work with the member and their family to develop a person-centered support plan. All services the IDD Pilot member needs based on the person-centered support plan will be provided through FCC IDD in-network providers. Home health agencies will receive authorizations to fulfil from FCC via fax.

**If the member has both LTC and IDD, would we receive two different Service Authorizations and one Care Coordinator, or will that be separate?**

An FCC IDD Pilot member cannot be enrolled in both LTC and the IDD Pilot. Each FCC IDD Pilot service will have a separate authorization.

## Care Coordination

**How often would FCC get the file from AHCA/APD? What method does FCC have in place to match the member with the correct provider?**

- AHCA provides FCC with IDD Enrollment files on a daily basis for enrollment effective the following month. When FCC gets the enrollment files, a care coordinator is assigned to the member.



- If you are already servicing the FCC IDD Pilot program member, keep providing the services and FCC will pay you regardless of whether you are contracted in-network or not. FCC IDD Pilot care coordinators will maintain that continuation of care. For members that are not currently being serviced, the care coordinator will base the authorization for services on member choice or proximity to the member's residence.

**How many members will there be per care coordinator?**

Care coordinators will have no more than 18 members assigned to them.

**Will care coordinators come from FCC or a regular WSC as they do now for APD Waiver program?**

FCC will manage all Medicaid services for FCC IDD Pilot members. There is not a separate support coordinator assigned to members in the IDD Pilot Program.

**How would the coordinators reach providers? Will all providers have equal opportunity to service individuals?**

Your account executive will upload your information to our database so all our care coordinators will be aware of the services you provide. For members that are not currently being serviced, the care coordinator will base the authorization for services on member choice or proximity to the member's residence.

**How will FCC be able to find the agencies and send us patients who have IDD and need services?**

The agencies who are contracted with FCC for the IDD Pilot Program will receive authorizations for services from a members' care coordinator.

**I am currently a Waiver provider. Will the procedures used currently with APD change? What happens to the current WSC we have?**

In the IDD Pilot, the FCC Care Coordinator will manage all Medicaid services for FCC IDD Pilot members. There is not a separate support coordinator assigned to members in the IDD Pilot Program.

**Are your care coordinators employed with FCC or are they agencies that are contracted with FCC? (Care Coordination)**

FCC's Care Coordinators are employees of FCC. FCC does not use outside agencies for care coordination in the IDD Pilot Program.

## Enrollment

**How can providers help get the word out to the families on the wait list?**

Information about the IDD Pilot Program can be found here: [IDD Pilot Program – Florida Community Care \(fccchealthplan.com/iddpilot\)](https://fccchealthplan.com/iddpilot).