

Provider News

A quarterly newsletter just for providers

Florida Community Care Community Outreach: In Action

Our Community Outreach team had the honor of representing Florida Community Care at three meaningful events showcasing our ICMC and LTC products.

2nd Annual NWF Disability Conference

Hosted by Florida State University Panama City, this inspirational event centered on the theme "Supporting Individuals Across the Lifespan." The conference brought together community members to network, find inspiration, and connect with valuable accessibility resources.

We were proud to be part of such an impactful gathering and to support our ICMC individuals.

Rise and Shine Inspirational Breakfast & Awards Ceremony

Held at the Sheraton Tampa/Brandon, Senior Connection Center's annual fundraiser is so much more than an awards ceremony — it is a pivotal community gathering and the organization's primary fundraiser for their Crisis Fund, which provides emergency assistance to older adults in need. Attendees celebrated the Salt & Pepper Award honorees while deepening their understanding of the Center's mission to support older adults, people with disabilities, and caregivers navigating the aging journey. Funds raised help seniors access essentials like housing, healthcare, and food in times of hardship. Our participation reflects our ongoing commitment to the Area Agency on Aging and ensuring that seniors across our community can live safely and with dignity.



(Image: left to right FCC' Tanya Smith and Dina Justice from The Arc of FL JAX.)

Community Recognition with the Miami Interconnection Lions Club

Florida Community Care was honored to be invited by the Miami Interconnection Lions Club and Vice Mayor of Doral, Digna Cabral, to a special recognition event celebrating the young members of the club's youth group. Florida Community Care was pleased to present each child with a small token of appreciation to commemorate the occasion.



(Image above left to right Vice Mayor Digna Cabral and FCC' Hilda Gabby Alvarado)

Understanding Medicaid: What Providers Should Know

Medicaid is a joint federal and state program administered in Florida by the Agency for Health Care Administration (AHCA), with eligibility determined by the Department of Children and Families (DCF).

Common Medicaid categories for Florida Community Care (FCC) members include:

- **Institutional Care Program (ICP): MI I (HCBS): MW A**
- **Home and Community-Based Services**
- **Hospice: MH H**

Medicaid Redeterminations

Medicaid eligibility must be renewed annually through DCF. Members will receive a Benefits Expiration Notice approximately 30 days before their renewal date. Renewal applications must be submitted by the 15th of the renewal month to avoid a lapse in coverage.

Florida Community Care Eligibility Assistance

FCC's Eligibility Department can assist members with renewals, reapplications, and general eligibility questions. Contacted them at: fcceligibilityteam@fcchealthplan.com

Automatic Medicaid Eligibility Through SSI

Individuals receiving Supplemental Security Income (SSI) payments are automatically eligible for Medicaid.

• SSI Category Code: MS

SSI recipients do not complete annual DCF renewals. However, if an SSI recipient transitions to a nursing facility, they must apply for ICP Medicaid through DCF using Form CF-ES 2506A.

• ICP Category Code for SSI Recipients: MI S

If a member's SSI benefits are terminated, the Care Manager must be notified immediately. An application for Medicaid must then be submitted to DCF to determine the member's ongoing eligibility.



Updates to Claims Adjudication Processes

Florida Community Care and Florida Complete Care are implementing updates to our claims adjudication processes to ensure continued compliance with state Medicaid and federal Medicare requirements.

While the overall impact on providers is expected to be minimal, these enhancements will incorporate additional information into our claims adjudication process and deliver more detailed remittance advice using industry-standard language. The expanded claims administration rules are designed to support regulatory requirements, contractual obligations, and industry best practices, and will apply to both paid and denied claims determinations.

Determinations will be supported by guidance from the American Medical Association (AMA), National Specialty Societies, national and regional CMS policies, state Medicaid requirements, and FCC/FC2-specific requirements.

As part of these changes, providers may notice more specific denial reason codes aligned with industry-standard Claims Adjustment Reason Codes (CARC) and Remittance Adjustment Reason Codes (RARC).

Providers will continue to have access to support and clarification through the provider portal and call center as needed.

Provider Satisfaction Survey Appreciation

We extend our sincere gratitude to the providers who participated in this year's annual Provider Satisfaction Survey. Your willingness to share feedback is invaluable to us, it is one of the most important tools we have to assess how well we are meeting your expectations and to identify opportunities to better support you in delivering the high-quality care our members deserve.

Our shared goal remains clear: to ensure that every member has access to the care they need to live their healthiest, most independent

lives. Please know that your feedback drives meaningful action. Florida Community Care remains committed to carefully reviewing all survey results and implementing improvements based on your insights.

We also want to remind you that your voice matters to us every day, not just during the annual survey period. Thank you for your partnership and your dedication to the members we are proud to serve together.



Heads Up: AHCA Provider Network Audits Are Coming

Florida's Agency for Health Care Administration (AHCA) has launched an Enhanced Provider Network Auditing (EPNA) Program in partnership with Myers and Stauffer LC. As part of this initiative, your practice may receive a telephonic or on-site review — including secret shopper calls — to verify that your directory information is accurate and that you are actively accepting Florida Medicaid patients.

Beginning **July 2026**, in-person site visits will also begin.

To stay prepared:

- Make sure front desk staff know your practice participates in Florida Community Care / Florida Medicaid and can confirm this to callers
- Verify that your address, phone number, hours, and patient acceptance status are up to date in the FCC provider directory
- Contact Provider Relations right away if anything needs to be corrected

For directory updates, email

FloridaCommunityCareAccuracyDirectory@fcchealthplan.com or reach Provider Relations at **ProviderRelations@FCC.com** or 833.FCC.PLAN (322.7526).

Keeping Your Credentials Current: A Shared Commitment to Seamless Member Care

Keeping credentialing information up to date is essential to uninterrupted network participation and continued member access to care. When requirements expire and are not renewed timely, we may need to deactivate providers — impacting claims processing, directory listings, referrals, and authorizations. Our Credentialing team begins outreach six months prior to expiration.

Watch for Credentialing Communications

Many delays occur because requests are overlooked or routed to spam. Add @ilshealth.com to your safe sender list to ensure you receive and can act on credentialing communications promptly.

For Practitioners

Recredentialing is initiated automatically using your CAQH profile. Keep the following current and properly attested in CAQH to avoid delays:

- DEA license, State license, Board certification
- Professional liability insurance
- Practice locations, contact information, and required attestations

For Facilities and Agencies

Facilities and agencies must submit credentialing documentation directly to FCC, **including a completed application, certificates of insurance, required attestations, and applicable licenses.** Submit early to allow time for review before expiration dates are reached.

We're Here to Help

Contact your Account Executive or Provider Relations at 833.322.7526 with any questions.



ICMC Program Monthly Town Halls — Get Informed, Get Involved

Each month, AHCA, Florida Community Care, and the Agency for Persons with Disabilities (APD) co-host community town halls dedicated to the Intellectual & Developmental Disabilities Comprehensive Managed Care (ICMC) Program. Sessions alternate between in-person and virtual formats, offering families, providers, and community members the opportunity to learn about the program, ask questions, and stay up to date on upcoming changes — including important updates ahead of the July launch.

Town halls include a presentation followed by open Q&A. Virtual attendees can participate using the "Raise Hand" feature or by submitting questions in the chat.

For more information about the ICMC Program, visit:

•**AHCA: ICMC Program | Florida Agency for Health Care Administration**

•**FCC: ICMC Program – Florida Community Care**

•**APD:**
apd.myflorida.com/medicaid/managed-care

For information about the iBudget Waiver, visit web page below:

iBudget Florida | APD – Agency for Persons with Disabilities

Spotlight: AHCA's "From the Start" Maternal Health Campaign

Florida Community Care is proud to support From the Start, a new statewide maternal health initiative led by the Florida Agency for Health Care Administration (AHCA) in partnership with Florida Medicaid and its managed care health plans — including FCC.

The campaign reflects Florida's commitment to ensuring that every mother — regardless of ZIP code, risk level, or circumstances — has access to the care and support needed to thrive from pregnancy through the first year postpartum. From the Start organizes its efforts around five core pillars:

- **Closing Care Gaps** — Removing barriers to maternal services such as limited coverage, transportation challenges, and lack of flexible care options
- **Holistic Support** — Providing emotional, physical, and supportive care throughout pregnancy, including unlimited access to doula services
- **Early Risk Identification** — Identifying high-risk pregnancies early and providing comprehensive monitoring, coordinated care, and nutrition assistance
- **Focus on Quality** — Aligning provider and patient incentives to discourage unnecessary procedures and reward quality outcomes
- **Postpartum Well-being** — Ensuring strong recovery through timely follow-up care, mental health screening, and breastfeeding support

A healthier Florida begins with a healthy start for every mother. We look forward to sharing more about how FCC is supporting this important initiative in the months ahead.