

**The Florida Senate**  
**COMMITTEE MEETING EXPANDED AGENDA**

**HEALTH POLICY**  
**Senator Burton, Chair**  
**Senator Brodeur, Vice Chair**

**MEETING DATE:** Monday, January 23, 2023

**TIME:** 3:30—5:30 p.m.

**PLACE:** *Pat Thomas Committee Room, 412 Knott Building*

**MEMBERS:** Senator Burton, Chair; Senator Brodeur, Vice Chair; Senators Albritton, Avila, Book, Broxson, Burgess, Calatayud, Davis, Garcia, Harrell, and Osgood

TAB		BILL NO. and INTRODUCER	BILL DESCRIPTION and SENATE COMMITTEE ACTIONS	COMMITTEE ACTION
1		Update on the Upcoming Procurement for Statewide Medicaid Managed Care – Agency for Health Care Administration		Presented
2		Update on Medicaid Unwinding as Provided Under the Federal Consolidated Appropriations Act – Agency for Health Care Administration and the Department of Children and Families		Presented
Other Related Meeting Documents				

# Agency for Health Care Administration AND Department of Children and Families

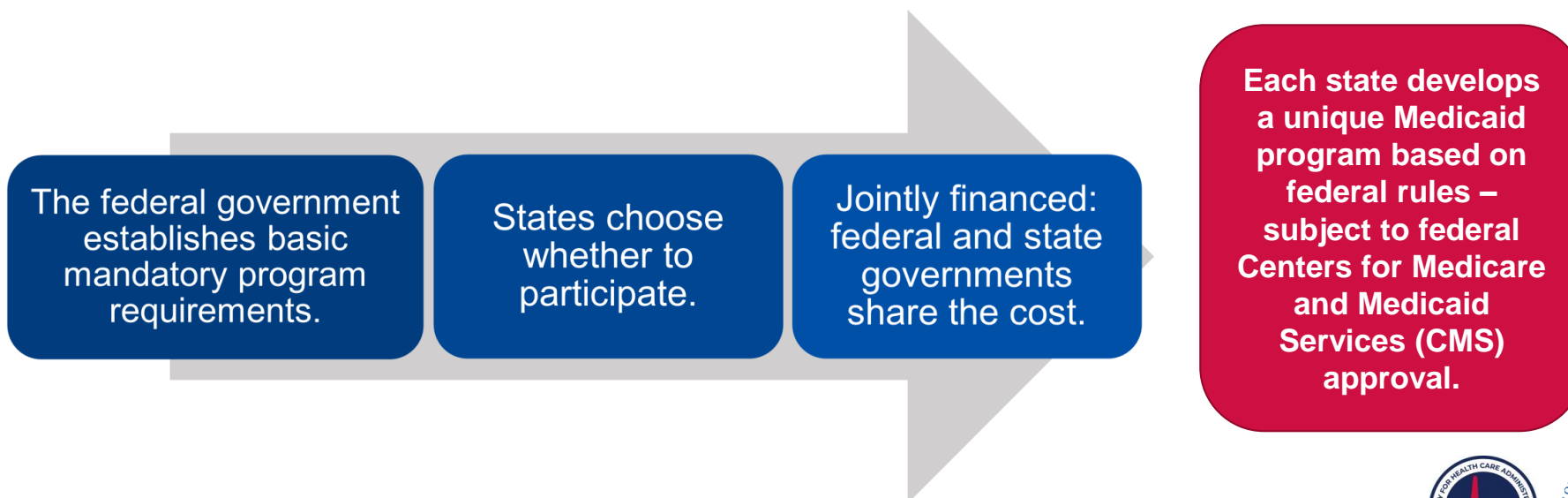
Senate Health Policy Committee  
January 23, 2023



# What is Medicaid?

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Medicaid is a federal program through which states partner with the federal government to provide health care coverage to low-income children, families, elders, and people with disabilities.



# Who does Florida Medicaid Serve?

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Medicaid serves more than 5.5 million Floridians

<b>Over 2.6 million</b>	• Adults - parents, elderly, and disabled
<b>54%</b>	• Children in Florida
<b>54.24%</b>	• Birth deliveries in Florida (CY 2020)
<b>60.26%</b>	• Nursing home days in Florida

- Since March 2020, Medicaid enrollment has increased by over 1.7 million recipients to more than 5.5 million (as of November 30, 2022).
- Approximately 25% of all Floridians are covered by Medicaid.
- A majority of Florida's Medicaid population receives Medicaid services through a managed care delivery system.

Statewide Medicaid Managed  
Care (SMMC) Program

- Implemented in 2013-2014
- 95% of Full Benefit Medicaid Enrollees



# Statewide Medicaid Managed Care Program

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- Since 2013-2014, most Florida Medicaid recipients have been required to enroll in the Statewide Medicaid Managed Care program (SMMC) to receive services.
- The Agency initially procured SMMC medical and long-term care contracts in 2013.
- The Agency re-procured SMMC Contracts in 2017, with contract awards in 2018 for medical, long-term care and dental services.
- Six year contracting period for plans.
  - Current Contracts: 2018-2024



# SMMC: Multiple Managed Care Program Components

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## Managed Medical Assistance (MMA)

### COVERAGE:

Preventive, acute, behavioral, and therapeutics services, including pharmacy and transportation services.

### ENROLLMENT:

Most Medicaid recipients must enroll in an MMA plan.

## Long-Term Care (LTC)

### COVERAGE:

Nursing facility, assisted living, and Home and Community-Based services.

### ENROLLMENT:

65 years of age or older, or age 18 or older and eligible for Medicaid by reason of a disability.

Requires Nursing Facility level of care or Hospital level of care for individuals diagnosed with cystic fibrosis.

## Dental

### COVERAGE:

Preventive and therapeutic dental services.

### ENROLLMENT:

All Medicaid recipients in managed care and all fully Medicaid eligible fee-for-service individuals.

## **SMMC: The First Two Contract Terms**

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The first 5 years of the program were very successful. In negotiating the current 6-year contracts, major additional improvements were achieved.

- **Robust Expanded Benefits, Enhanced Provider Networks, and Care Management gave us:**
  - Improved health quality outcomes
  - High patient satisfaction
  - Increased opportunity for individuals needing long-term care to transition from nursing facilities to their own homes or other community living
- **Managed Care Controlled Costs**

- **Competitive procurement and negotiation gave us:**
  - More & Richer Expanded Benefits
  - Enhanced Quality Performance Goals
  - Enhanced provider access with after hours care and telemedicine and more primary care providers



# Statewide Medicaid Managed Care Program

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- SB 1950
  - Realigns Florida counties from 11 to 9 SMMC regions
  - Single statewide procurement for MMA and LTC
  - Authorizes the Agency to award contracts on a regional or statewide basis
  - Specifies requirements for the minimum number of plans which the Agency must procure for each region
- The re-procurement process for the next contract period has begun.
- New contract will begin at the end of 2024 and go through 2030.
- Currently, estimated expenditures for the SMMC program for FY 22-23 are \$24.4 billion.

Florida statutes require AHCA to publish a Data Book at least 90 days before issuing the Invitation to Negotiate (ITN). The Data Book was released November 22, 2022. The earliest the ITN can be posted is February 20, 2023.





The Florida Senate

**APPEARANCE RECORD**

Deliver both copies of this form to  
Senate professional staff conducting the meeting

Update on Procurement  
Bill Number or Topic

Amendment Barcode (if applicable)

1/23/2023  
Meeting Date

Health Policy  
Committee

Name Tom Wallace Phone 850-412-4117

Address 2727 Mahan Dr Email thomas.wallace@ahca.myflorida.com  
Street

Tallahassee FL 32307  
City State Zip

Speaking: ☐ For ☐ Against ☒ Information **OR** Waive Speaking: ☐ In Support ☐ Against

**PLEASE CHECK ONE OF THE FOLLOWING:**

☒ I am appearing without  
compensation or sponsorship.

☐ I am a registered lobbyist,  
representing:

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something of value for my appearance  
(travel, meals, lodging, etc.),  
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While it is a tradition to encourage public testimony, time may not permit all persons wishing to speak to be heard at this hearing. Those who do speak may be asked to limit their remarks so that as many persons as possible can be heard. If you have questions about registering to lobby please see Fla. Stat. §11.045 and Joint Rule 1. [2020-2022 Joint Rules.pdf \(flsenate.gov\)](#)

This form is part of the public record for this meeting.

S-001 (08/10/2021)

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# **Impact of the Public Health Emergency on Medicaid Enrollment**



# The Public Health Emergency and Enhanced Federal Medical Assistance Percentage (FMAP)

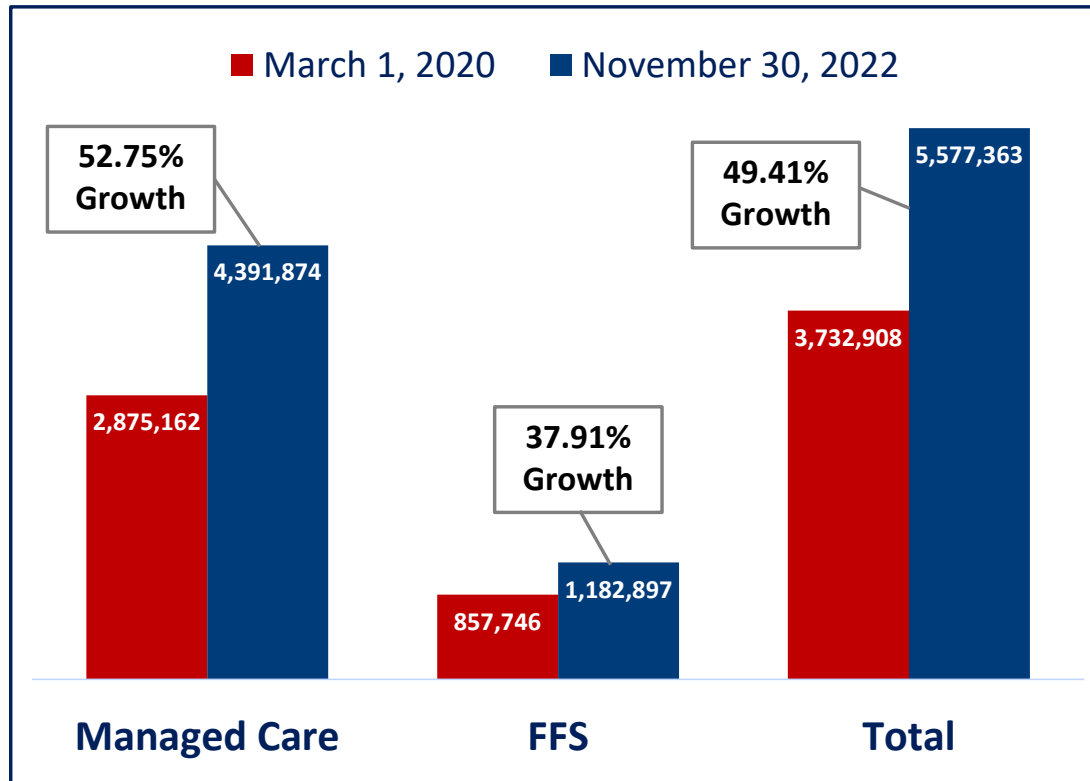
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In January, 2020, Federal Department of Health and Human Services declared a Public Health Emergency (PHE); in March, Congress passed the CARES ACT.

- The FFCRA amended by the CARES Act provided a **6.2 percentage point increase** in federal Medicaid matching funds (FMAP) to help states respond to the COVID-19 pandemic.
- The enhanced FMAP was effective January 1, 2020, through the end of the PHE.
- States accepting the enhanced FMAP were required to provide **continuous Medicaid eligibility** through the end of the PHE. This applies to people enrolled as of March 18, 2020, or any time thereafter during the PHE.
- Florida's FMAP with the PHE enhancement, is 66.25%: for every dollar we spend on services, the federal government pays 66.25 cents and the state pays 33.75 cents.



# Impact of Public Health Emergency on Enrollment



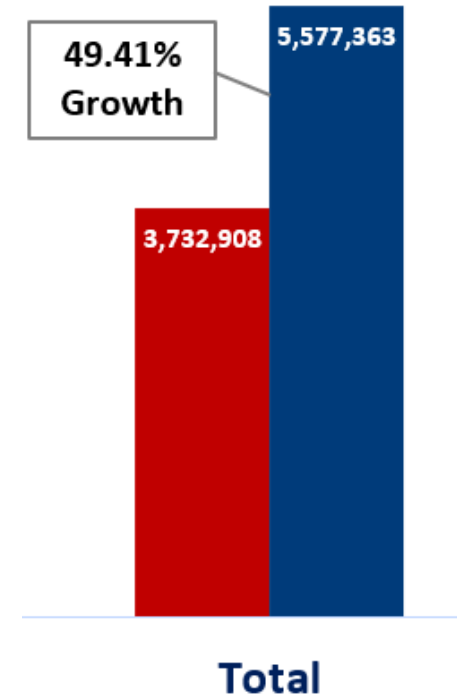
- Since March 2020, Medicaid enrollment has increased by over 1.8 million recipients to nearly 5.58 million (as of November 30, 2022).

The chart reflects the change in enrollment from March 1, 2020 through November 30, 2022.



# Impact of Public Health Emergency by Eligibility Category

- Overall, Medicaid enrollment has increased by 49.41% since March of 2020.
- Some groups have experienced higher growth:
  - For example, Temporary Assistance for Needy Families (TANF) (includes Children, Parents/Caretakers and Pregnant Women) with a 67.6% increase or 1,682,777.
  - Per member per month cost for those in the TANF category: \$222.92
- While others experienced lower growth:
  - For example, SSI eligible (the aged, blind and disabled) saw an increase of just 8.5% or 32,189.
  - Per member per month cost for those in the SSI category: \$911.19



# Federal Consolidated Appropriations Act, 2023

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- States must provide coverage for children under 19 for 12 months (currently 12 months up to age 5 and 6 months 5-19)
- Makes permanent the state option for Medicaid postpartum coverage for 12 months
- Ends “Continuous Coverage” effective April 1, 2023
- Updates to Enhanced FMAP rate:
  - 5% from April to June of 2023 (currently 6.2%)
  - 2.5% from June to September 2023
  - 1.5% from October to December 2023
- To continue receiving the enhanced Medicaid matching rate, states must:
  - Follow federal Medicaid eligibility requirements
  - Attempt to ensure updated beneficiary contact information
  - Make a good faith effort to contact current enrollees by using more than one modality (e.g., hard copy letter and text message)



# Core Tenets for Returning to Normal Medicaid Redetermination Processing

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- Prioritize exceptional customer service through strong communication and community collaboration
- Leverage technology and operational efficiencies
- Ensure continuity of coverage for eligible individuals while promoting the availability of alternative health insurance options for those who are no longer eligible



# Enhanced Customer Experience/Engagement

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- Implementation of system protections to ensure that Medicaid recipients' coverage will not end until a full redetermination has been completed
- Aligning Medicaid redeterminations with Supplemental Nutrition Assistance Program (SNAP), if applicable, to streamline the customer experience and provide more efficient business operations
- Well-coordinated communications plan that incorporates industry and partner feedback
- Medicaid recipient address validation campaign
- Targeted call center operations, including self-service interactive voice response (IVR) options, and dedicated staff
- Stakeholder meetings:
  - Community organizations
  - Associations
  - Medicaid Health Plans





# Communication Strategy

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## Direct Communication

- Client Call Center
- Postcards
- Yellow Stripe Renewal Notices

## Digital Communication

- Email/text messaging
- Social Media
- Call Center Virtual Assistant

## Partners

- Validating contact information
- How to assist
- Partner packets



# Technology Enhancements

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## Auto-Review

- Remove filters
- Expand sources

## Returned Mail

- Identify renewals
- Text/emails

## Chatbots/Videos

- “How To” portal
- Automated assistance

## Protections

- Prevent closure before renewal



# Alternative Coverage Options

- Current enrollees will receive a notice prior to their renewal date with instructions on how to complete the renewal process
- Automatic partner referrals to organizations like Florida Healthy Kids and other subsidized programs
- Referral information on website for healthcare navigators

## If you are no longer eligible for Medicaid...



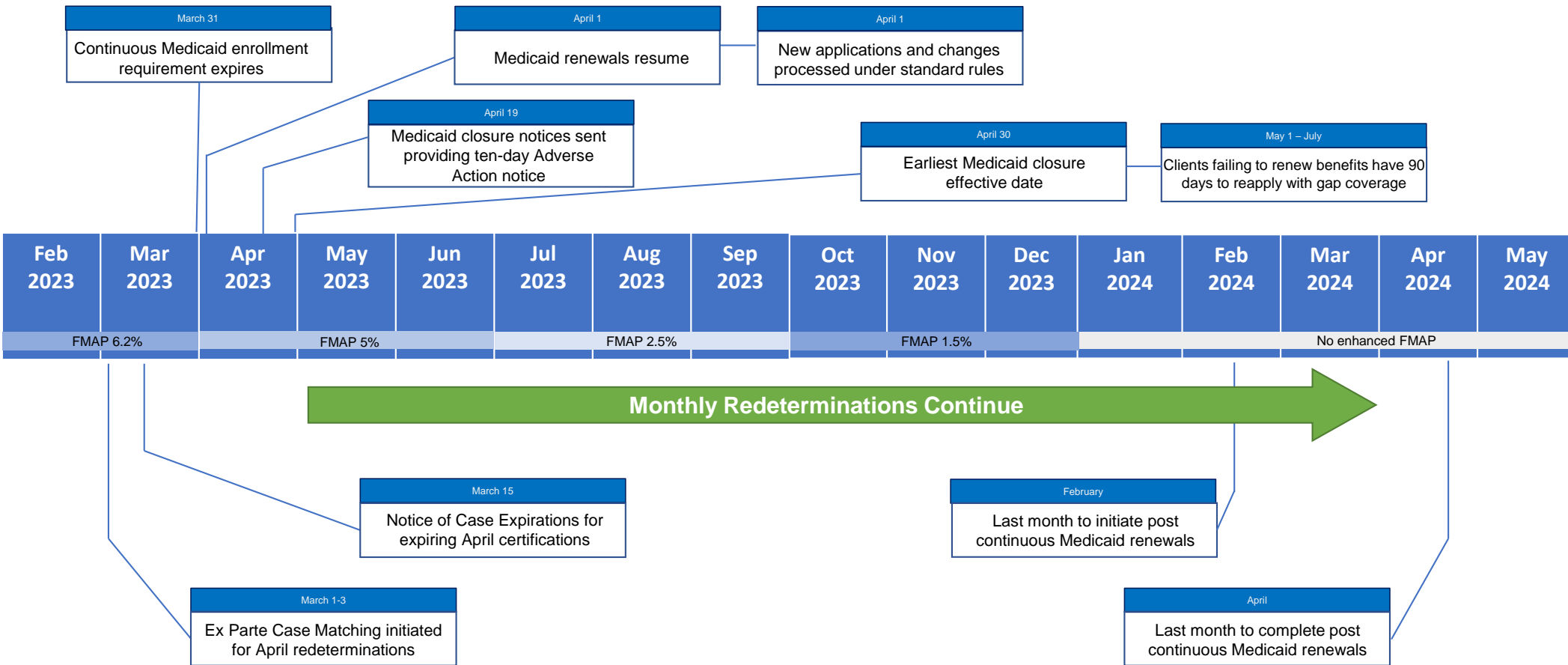
# Redetermination Schedule

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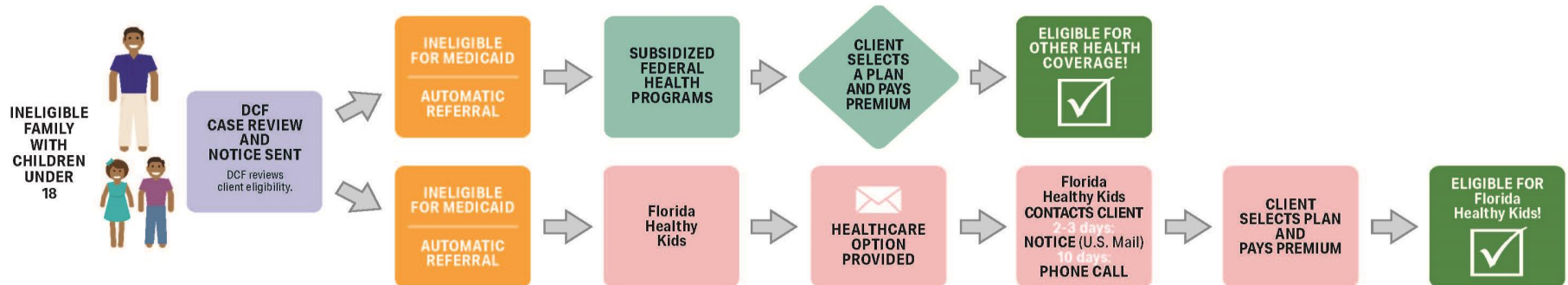
- The Department will prioritize redeterminations for the following:
  - Individuals who are no longer eligible based on information on file from their last redetermination review.
  - Recipients who have not used their Medicaid benefit in the last 12 months.
  - Recipients who have not responded to requests for updated eligibility information.
- The remaining recipients will be reviewed on their next regularly scheduled renewal date except when the Department can align the renewal date to coincide with:
  - The date of other members within the household/family unit; or
  - Their renewal date for SNAP or TANF benefits.
- Vulnerable populations (e.g., children with complex medical conditions) will be last in the redetermination schedule



# FLORIDA'S MEDICAID REDETERMINATION OPERATIONS



# Florida's MEDICAID ELIGIBILITY REDETERMINATION PROCESS



# Strategies for Partners

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Ensure Customer Contact Information is up-to-date

- Assist with updating address on the DCF customer portal

Stay Informed

Sign up for DCF Email Alerts

[Sign Up Now](#)

- Join DCF's Medicaid email distribution list
- Check our web page for up-to-date information – [www.myflfamilies.com/Medicaid](http://www.myflfamilies.com/Medicaid)
- Participate in informational calls, meetings and feedback sessions
- Flyers, social media posts, and content creation to be shared with customers seeking assistance

Stay Connected

- Constant feedback loop with our state and federal partners to ensure Floridians are informed



# What's Next

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- Federal Guidance
  - Awaiting final federal guidance from CMS on implementation of Federal Consolidated Appropriations Act, 2023
- Medicaid Recipients
  - Update address and contact information with DCF via MyACCESS Account
  - Be on the lookout for the yellow stripe envelope
- Partners
  - Sign up for updates through DCF's distribution list
  - Partner Packet and Communications





Joint Presentation by  
Mr. Wallace and Mr.  
Penn

The Florida Senate

**APPEARANCE RECORD**

Deliver both copies of this form to  
Senate professional staff conducting the meeting

Update on Procurement  
Bill Number or Topic

Amendment Barcode (if applicable)

1/23/2023  
Meeting Date

Health Policy  
Committee

Name Tom Wallace Phone 850-412-4117

Address 2727 Mahan Dr Email thomas.wallace@ahca.myflorida.com  
Street

Tallahassee FL 32307  
City State Zip

Speaking: ☐ For ☐ Against ☒ Information **OR** Waive Speaking: ☐ In Support ☐ Against

**PLEASE CHECK ONE OF THE FOLLOWING:**

☒ I am appearing without  
compensation or sponsorship.

☐ I am a registered lobbyist,  
representing:

☐ I am not a lobbyist, but received  
something of value for my appearance  
(travel, meals, lodging, etc.),  
sponsored by:

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The Florida Senate

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1.23.2023

Meeting Date

S. Health Policy

Committee

n/a

Bill Number or Topic

Amendment Barcode (if applicable)

Name Mr. Casey Penn, Assistant Secretary

Phone 850-488-9410

Address 2415 North Monroe St.

Email casey.penn@myflfamilies.com

Street

Tallahassee

FL

32303

City

State

Zip

Speaking: ☐ For ☐ Against ☒ Information **OR** Waive Speaking: ☐ In Support ☐ Against

**PLEASE CHECK ONE OF THE FOLLOWING:**

☒ I am appearing without  
compensation or sponsorship.

☐ I am a registered lobbyist,  
representing:

Department of Children and  
Families

☐ I am not a lobbyist, but received  
something of value for my appearance  
(travel, meals, lodging, etc.),  
sponsored by:

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S-001 (08/10/2021)



## THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

### COMMITTEES:

Appropriations, *Chair*  
Appropriations Committee on Education  
Banking and Insurance  
Finance and Tax  
Health Policy  
Judiciary  
Rules  
Transportation

### JOINT COMMITTEE:

Joint Legislative Budget Commission, *Alternating Chair*

### SENATOR DOUG BROXSON

1st District

January 23, 2023

The Honorable Colleen Burton, Chair  
Committee on Health Policy  
530 Knott Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

Dear Chair Burton,

I respectfully request an excused absence from the Committee on Health Policy meeting scheduled for January 23, 2023.

Please let me know if I may be of any further assistance with this request.

Respectfully,

A handwritten signature in dark ink, appearing to read "Doug Broxson", with a long horizontal flourish extending to the right.

Senator Doug Broxson  
District 1

#### REPLY TO:

- ☐ 418 West Garden Street, Room 403, Pensacola, Florida 32502 (850) 595-1036
- ☐ 208 Senate Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5001

Senate's Website: [www.flsenate.gov](http://www.flsenate.gov)

**KATHLEEN PASSIDOMO**  
President of the Senate

**DENNIS BAXLEY**  
President Pro Tempore

The Florida Senate

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Public Health Emergency  
Bill Number or Topic

1/23/2023  
Meeting Date  
Health Policy  
Committee

Amendment Barcode (if applicable)

Name Karen Woodall Phone 850-321-9386

Address 579 E. Call St. Email fcfep@yahoo.com  
Street

Tallahassee FL 32301  
City State Zip

Speaking: ☐ For ☐ Against ☒ Information **OR** Waive Speaking: ☐ In Support ☐ Against

**PLEASE CHECK ONE OF THE FOLLOWING:**

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compensation or sponsorship.

☒ I am a registered lobbyist,  
representing:  
Florida Center for  
Fiscal & Economic Policy

☐ I am not a lobbyist, but received  
something of value for my appearance  
(travel, meals, lodging, etc.),  
sponsored by:

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S-001 (08/10/2021)

# CourtSmart Tag Report

Room: KB 412

Case No.: -

Type:

Caption: Senate Committee on Health Policy

Judge:

Started: 1/23/2023 3:32:00 PM

Ends: 1/23/2023 4:58:10 PM

Length: 01:26:11

3:32:03 PM Chair Burton calls meeting to order  
3:32:16 PM Attendance Roll call. A quorum if present  
3:32:47 PM Senator Broxson is excused from today's meeting  
3:33:18 PM Chair Burton takes up Tab 1: Update on the Upcoming Procurement for Statewide Medicaid Managed Care – Agency for Health Care Administration  
3:33:58 PM Appearance and presentation by Mr. Tom Wallace, Deputy Director, Agency for Health Care Administration  
3:34:28 PM Tom Wallace speaks on the expansion of the Medicaid Program in Florida  
3:36:21 PM Mr Wallace states 5.5 million Floridians are on Medicaid  
3:38:01 PM Mr. Wallace speaks on the Managed Medical Program, Long Term Care, and Dental Progra  
3:39:55 PM Mr. Wallace speaks about SB 1950  
3:42:02 PM Chair Burton announces Senator Garcia is present  
3:43:02 PM Question by Senator Osgood  
3:43:21 PM Response by Mr. Wallace  
3:43:41 PM Question by Senator Osgood  
3:44:27 PM Response by Mr. Wallace  
3:44:55 PM Question by Senator Osgood  
3:45:04 PM Response by Mr. Wallace  
3:45:23 PM Question by Senator Harrell  
3:45:24 PM Response by Mr. Wallace  
3:45:45 PM Question by Senator Harrell  
3:46:17 PM Response by Mr. Wallace  
3:46:23 PM Question by Senator Harrell  
3:46:53 PM Response by Mr. Wallace  
3:47:13 PM Question by Senator Avila  
3:47:36 PM Response by Mr. Wallace  
3:47:56 PM Question by Senator Avila  
3:48:23 PM Mr. Wallace responds  
3:48:46 PM Question by Senator Davis  
3:49:12 PM Response by Mr. Wallace  
3:49:43 PM Question by Chair Burton  
3:50:43 PM Response by Mr. Wallace  
3:51:02 PM Question by Senator Avila  
3:52:02 PM Response by Mr. Wallace  
3:52:12 PM Chair Burton takes up Tab 2: Update on Medicaid Unwinding as Provided Under the Federal Consolidated Appropriations Act – Agency for Health Care Administration and the Department of Children and Families  
3:53:11 PM Comment by Chair Burton  
3:53:43 PM Mr. Wallace speaks on Enrollment and presentation of power point  
3:54:59 PM Mr. Wallace speaks about Federal and State dollar match  
3:56:56 PM Mr. Wallace speaks on the FMAP and the CARES, ACT  
3:57:56 PM Mr. Wallac speaks on the increase of enrollment  
3:59:40 PM Chair Burton recognizes Casey Penn Asst. Secretary Economic Self Sufficiency with DCF  
4:00:40 PM Mr. Penn speaks on the Federal Consolidated approps. Act 2023  
4:01:38 PM Mr Penn speaks about the requirements  
4:02:07 PM Mr. Penn speaks on the returning to normal for redetermination process  
4:04:12 PM Mr. Penn speaks on customer experience/engagement  
4:06:27 PM Mr. Penn speaks on the communication strategy  
4:07:55 PM Mr Penn speaks on the technology enhancements  
4:09:01 PM Mr. Penn speaks on coverage options  
4:10:48 PM Mr. Penn speaks on the redetermination schedule  
4:12:42 PM Mr. Penn speaks on Florida's Medicaid Redetermination Operations Schedule  
4:14:00 PM Mr. Penn further expands on the process

4:15:00 PM	Mr. Penn speaks on community partners
4:15:46 PM	Mr. Penn speaks about what's next for the future
4:16:22 PM	Chair Burton asks Members for questions
4:16:46 PM	Question by Senator Calatayud
4:17:39 PM	Response by Mr. Wallace
4:19:02 PM	Question by Senator Harrell
4:19:18 PM	Question by Senator Harrell
4:19:53 PM	Mr. Penn responds
4:20:25 PM	Question by Senator Harrell
4:20:34 PM	Response by Mr. Penn
4:20:43 PM	Question by Senator Garcia
4:21:35 PM	Response by Mr. Wallace
4:22:06 PM	Mr. Penn speaks on income eligibility
4:22:26 PM	Question by Senator Garcia
4:22:39 PM	Response by Mr. Penn
4:23:01 PM	Follow up by Senator Garcia
4:23:14 PM	Comment by Senator Garcia
4:23:57 PM	Response by Mr. Penn
4:24:37 PM	Question by Senator Davis
4:25:01 PM	Question by Senator Davis
4:25:24 PM	Response by Mr. Penn
4:25:55 PM	Question by Senator Osgood
4:26:54 PM	Response by Mr. Penn
4:27:23 PM	Follow up by Senator Osgood
4:27:48 PM	Response by Mr. Penn
4:28:05 PM	Question by Senator Osgood
4:28:33 PM	Question by Senator Harrell
4:28:52 PM	Question by Senator Harrell
4:29:46 PM	Response by Mr. Wallace
4:29:58 PM	Question by Senator Harrell
4:30:57 PM	Response by Mr. Wallace
4:31:26 PM	Question by Senator Davis
4:32:25 PM	Response by Mr. Penn
4:33:20 PM	Question by Senator Book
4:34:20 PM	Senator Books expands about young foster kids with kids
4:34:53 PM	Response by Mr. Penn
4:35:12 PM	Follow up by Senator Book
4:35:50 PM	Question by Senator Book
4:36:10 PM	Response by Mr. Wallace
4:36:21 PM	Question by Senator Book
4:36:46 PM	Response by Mr. Wallace
4:36:59 PM	Question by Senator Book
4:37:49 PM	Response by Mr. Wallace
4:38:19 PM	Question by Senator Book
4:38:44 PM	Response by Mr. Wallace
4:39:21 PM	Question by Senator Osgood
4:40:02 PM	Response by Mr. Wallace
4:40:12 PM	Question by Senator Osgood
4:40:46 PM	Response by Mr. Penn
4:41:11 PM	Question by Senator Osgood
4:42:11 PM	Response by Mr. Penn
4:42:26 PM	Question by Senator Osgood
4:43:05 PM	Response by Mr. Penn
4:43:11 PM	Question by Chair Burton
4:43:45 PM	Question by Chair Burton
4:44:45 PM	Question by Chair Burton
4:46:02 PM	Comment by Chair Burton
4:47:02 PM	Question by Chair Burton
4:47:33 PM	Response by Mr. Penn
4:47:49 PM	Questions by Chair Burton
4:49:22 PM	Question by Senator Garcia
4:50:22 PM	Question by Senator Garcia

<b>4:50:54 PM</b>	Response by Mr. Penn
<b>4:51:46 PM</b>	Question by Senator Calatayud
<b>4:52:18 PM</b>	Response by Mr. Penn
<b>4:52:57 PM</b>	Chair Burton thanks both Mr. Wallace and Mr. Penn for their attendance
<b>4:53:13 PM</b>	Appearance and public testimony by Karen Woodall
<b>4:57:43 PM</b>	No further business, Senator Calatayud moves to adjourn
<b>4:58:00 PM</b>	Meeting adjourned