



RICK SCOTT  
GOVERNOR

*Better Health Care for all Floridians*

ELIZABETH DUDEK  
SECRETARY

July 8, 2013

Ms. Heather Hostetler  
Project Officer  
Centers for Medicare and Medicaid Services  
7500 Security Boulevard, Mail Stop S2-01-16  
Baltimore, MD 21244-1850

Dear Ms. Hostetler:

Thank you for sending the approval letter of the Managed Medical Assistance (MMA) amendment to Florida's 1115 Research and Demonstration Waiver (Project Number 11-W-00206/4) dated June 14, 2013. We accept the special terms and conditions of the waiver that are listed in the approval letter.

The waiver permits Florida Medicaid to move from a fee-for-service system to the MMA program that will increase consumer protections as well as quality of care and access for Floridians in many ways including:

- Increases recipient participation on Florida's Medical Care Advisory Committee and convenes smaller advisory committees to focus on key special needs populations;
- Ensures the continuation of services until the primary care or behavioral health provider reviews the enrollee's treatment plan (no more than sixty calendar days after the effective date of enrollment);
- Ensures recipient complaints, grievances and appeals are reviewed immediately for resolution as part of the rapid cycle response system;
- Establishes Healthy Behaviors programs to encourage and reward healthy behaviors and, at a minimum, requires plans offer a medically approved smoking cessation program, a medically directed weight loss program and a substance abuse treatment plan;
- Requires Florida's External Quality Assurance Organization to validate each plan's encounter data every three years;
- Enhances consumer report cards to ensure recipient have access to understandable summary of quality, access, and timeliness regarding the performance of each participating managed care plan;
- Enhances the plan's performance improvement projects by focusing on six key areas with the goal of achieving improved patient care, population health and reducing per capita Medicaid expenditure;
- Enhances metrics on plan quality and access to care to improve plan accountability; and
- Creates a comprehensive state quality strategy to implement a comprehensive continuous quality improvement strategy to focus on all aspects of quality improvement in Medicaid.



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We appreciate your efforts in working with our staff on the amendment. Should you have any questions, please contact me at (850) 412-3603. We look forward to continuing to work with you.

Sincerely,

/s/

Elizabeth Dudek  
Secretary

ED/lam

cc: Jackie L. Glaze, CMS-RO  
Justin M. Senior, Deputy Secretary for Medicaid