



RICK SCOTT  
GOVERNOR

ELIZABETH DUDEK  
SECRETARY

July 31, 2014

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 three-year extension of the Managed Medical Assistance (MMA) program to Florida's 1115 Research and Demonstration Waiver (Project Number 11-W-00206/4) dated July 31, 2014. We accept the special terms and conditions of the waiver that are listed in the approval letter.

The waiver permits Florida Medicaid to continue 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 year;
- Enhances consumer report cards to ensure recipients have access to an understandable summary of quality, access, and satisfaction 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 continuous quality improvement that focuses on all aspects of Medicaid.



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

Sincerely,

  
Elizabeth Dudek  
Secretary

ED/lam

cc: Jackie L. Glaze, CMS-RO

Justin M. Senior, Deputy Secretary for Medicaid