



SFCCN Provider Manual

Memorial Healthcare System

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**SOUTH FLORIDA COMMUNITY CARE NETWORK
PROVIDER SERVICE NETWORK**

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WELCOME

We are pleased to welcome you as a network provider in the South Florida Community Care Network (SFCCN) Provider Service Network (PSN). The South Florida Community Care Network is a partnership formed by the Public Health Trust of Miami-Dade County, the North Broward Hospital District (Broward Health), and the Memorial Healthcare System (South Broward Hospital District) under the Florida Cooperation Act of 1969, F.S. 163.01. Throughout this manual these three health systems will be referred to as “Subnetworks” of the SFCCN.

SFCCN has entered into a contract with the State of Florida Agency for Health Care Administration to provide Medicaid services to eligible Medicaid beneficiaries as a Provider Service Network (PSN). Since 1970, Florida Medicaid has provided healthcare coverage for income-eligible children, seniors, disabled adults and pregnant women. It is funded by both the state and federal governments. You have chosen to become a provider of this very unique network. Together we will work with you as a team, bringing our individual expertise to achieve the high standards our community expects. The SFCCN’s Provider Service Network (PSN) is a Reform PSN in Broward County, and a non-Reform PSN in Miami-Dade County. Therefore, in Broward County, the North Broward Hospital District and Memorial Healthcare System are contracted as a Reform PSN, and will provide services required as such. Medicaid Reform is a demonstration pilot that began in July 2006.

You have committed to delivering quality medical care to SFCCN enrollees. This provider manual answers many of your questions about the SFCCN and how it works. Outlined in your Provider Manual are the policies, procedures, and programs you have agreed to comply with, as presented in the Provider Services Agreement between you and the South Florida Community Care Network. We are requesting your expertise to ensure that the care provided to the enrollees meets the performance standards and indicators as outlined in your manual. Please review this material to better understand the importance of your role in the provision of services to SFCCN enrollees and compliance with designated program requirements.

A quick reference phone contact list is on the next page for your convenience. We urge you to call your Provider Relations representative if you have any questions or wish further information about the program or policies contained in this manual. Please note that this manual and its contents are subject to change. We will make every effort to inform you of significant changes in our policies and procedures through newsletters and bulletins.

You are a key part in the continuing success of this first Medicaid Provider Service Network in the State of Florida. We look forward to a very rewarding business relationship.

Thank you,

South Florida Community Care Network

IMPORTANT CONTACTS

PSN Department	Public Health Trust	Memorial Healthcare System	North Broward Hospital District
Provider Relations (Toll-free State-wide)	305-575-3700 (after language selection, prompt 2) 1-877-838-7526	954-276-3131 (prompt 2) 1-866-899-4828	954-767-5640 (prompt 3) 1-866-899-4828
Enrollee Services (Toll-free State-wide)	1-877-838-7526	1-866-899-4828	1-866-899-4828
Claims	305-575-3700 (after language selection, prompt 2 then 5)	954-276-3131 (prompt 3)	954-767-5500
Utilization/ Authorization	305-575-3700 (after language selection, prompt 2 then 4)	954-276-3131 (prompt 4)	954-767-5640 (for inpatient, prompt 4 then 1; for outpatient, prompt 4 then 2)
Adult Psychiatric*	1-800-294-8642	1-800-294-8642	1-800-294-8642
Detox/Adolescent Psychiatric*	1-800-294-8642	1-800-294-8642	1-800-294-8642
Case Management	305-575-3700 (after language selection, prompt 2 then 6)	954-276-3131	954-767-5640 (prompt 4 then 3)
Maternal Child	786-466-8272	954-276-3136	954-767-5614
Disease Management	305-585-8070	954-276-3149	954-767-5614

***Note:** All SFCCN enrollees will obtain behavioral health services through UMBH

Area 11 Medicaid Office/Miami-Dade County

Address: 8333 NW 53rd St, Suite 200,
Doral, FL 33166

Telephone No: 305-593-3000/**Fax No:** 305-718-5940
Toll-free No: 1-800-953-0555

Area 10 Medicaid Office/Broward County

Address: 1400 W. Commercial Blvd, Ste 110
Ft Lauderdale, FL 33309

Telephone No: 954-958-6500/**Fax No:** 954-202-3220
Toll-free No: 1-866-875-9131

Miami-Dade Non-Emergency Medicaid Transportation

1-866-726-1457

Broward Reform Non-Emergency Medical Transportation

LogistiCare 24/7 Reservation Line: 1-866-306-9358
Ride Assistance: 1-866-306-9359

University of Miami Behavioral Health (UMBH)

Address: 1320 S Dixie Hwy, Ste 400, Coral Gables, FL 33146
Telephone No: 1-800-294-8642
TTY/TTD Telephone No: 1-877-520-6254

Agency for Health Care Administration (AHCA) – Florida

Address: 2727 Mahan Drive, Tallahassee, FL 32308
Telephone No: 1-888-419-3456
Website: www.ahca.myflorida.com

EDS, Medicaid Fiscal Agent

Address: 2671 Executive Center Circle, Ste 100,
Tallahassee, FL 32301
Telephone No: 1-800-289-7799
Website: <http://mymedicaid-florida.com>

Medicaid Options Program (Miami-Dade) & Reform Choice Counseling (Broward County): The entity contracted with AHCA to provide all Medicaid beneficiaries with unbiased information to make managed care program selections and process voluntary disenrollment.

For Miami Dade County: go to www.medicaidoptions.net or call 1-888-367-6554 (TDD 1-800-653-9803), Monday-Friday 8:00AM-7:00 PM

For Broward County: go to www.flmedicaidreform.com or call 1-866-454-3959 (TDD 1-866-467-4970), Monday-Friday 8:00AM-7:00 PM, Saturday 9:00AM-1:00 PM

If you should have any questions, please call the applicable Provider Relations Department as listed above.

CLAIM ADDRESSES BY SUBNETWORK

For providers contracted or services managed by the PSN, direct claims to the following PSN Subnetwork claims address. Note: The claim is to be sent to the Subnetwork of the enrollee.

Public Health Trust

South Florida Community Care Network (PHT)
Attn: Claims Department
1801 NW 9th Ave, Suite 100
Miami, Florida 33136

Memorial Healthcare System

South Florida Community Care Network (MHS)
P.O. Box 849029
Pembroke Pines, Florida 33084

North Broward Hospital District

South Florida Community Care Network (NBHD)
P.O. Box 21128
Ft. Lauderdale, Florida 33335-1128

PROVISION OF SERVICES

PSN covered services are provided in accordance with the Florida Medicaid State Plan and are required to be medically necessary as defined in the Florida Medicaid Provider General Handbook. These services are provided up to the coverage limits specified by the Medicaid program which can be found in the respective Florida Medicaid Coverage and Limitations Handbooks located on the EDS website.

PSN Covered Service	Area
ARNP, Physician, Physician Assistant Service	Broward and Dade
Ambulatory Surgical Centers	Broward and Dade
Birth Center & Licensed Midwife Services	Broward and Dade
Child Health Check-Up Services	Broward and Dade
Community Mental Health & Target Case Management Services	Broward and Dade
County Health Department Services	Broward and Dade
Dental Services	Broward Only
Dialysis Services/Free Standing Dialysis Centers	Broward and Dade
Durable Medical Equipment and Medical Supplies	Broward and Dade
Emergency Room Services	Broward and Dade
Family Planning Services	Broward and Dade
Federally Qualified Health Center Services	Broward and Dade
Hearing and Vision Services	Broward and Dade
Home Health Care Services	Broward and Dade
Hospital Services – Inpatient & Outpatient	Broward and Dade
Immunizations	Broward and Dade
Independent Laboratory Services	Broward and Dade
Optometric Services	Broward and Dade
Podiatry Services	Broward and Dade
Portable X-Ray Services	Broward and Dade
Prescribed Drug Services	Broward and Dade
Primary Care Case Management Services	Broward and Dade
Rural Health Clinic Services	Broward and Dade
Therapy Services – Physical, Occupational, Respiratory & Speech	Broward and Dade
Transplant Services	Broward and Dade
Transportation Services	Broward only

Child Health Check-Up Services & Immunizations: A child health checkup is a routine health screening evaluation of children ages 20 and under that includes a health and developmental history; hearing, vision and dental screening; updating of routine immunizations; and referrals for further diagnosis and treatment as needed. Immunizations can be received at no charge through provider participation in the Vaccines for Children Program (for more information, call 1-800-483-2543 or go to http://www.doh.state.fl.us/DISEASE_CTRL/immune/vfc/index.html). Providers are encouraged to assist enrollees in the timely provision of these services as required by the State of Florida periodicity schedule.

Maternity Care:

All pregnant enrollees will be offered a choice of a participating obstetrical doctor or nurse midwife for prenatal care and delivery of the newborn. All women of childbearing age will be offered counseling, testing, and treatment of blood-borne diseases that may affect them or their

unborn child. Enrollee participation in Maternal/Child Case Management will assist a pregnant enrollee in obtaining all the services she needs to have a healthy pregnancy.

Emergency Care:

Emergency Services are those necessary to treat a condition, illness, or injury, which requires immediate attention. Enrollees should not be sent to the emergency room for the following conditions: routine follow-up care; follow-up for suture or staple removal and non-emergent care during normal business hours.

Hospital:

Hospital Inpatient Care includes all inpatient services authorized by the SFCCN: room and board, nursing care, medical supplies, diagnostic and therapeutic services. There is an annual (Medicaid fiscal year) forty-five (45) day cap on inpatient care, pursuant to Medicaid Benefits. Hospital Outpatient Care includes all diagnostic and therapeutic services provided as an outpatient at a participating hospital or outpatient facility by a participating specialist. Pursuant to Medicaid Benefits there is a \$1,500.00 per (Medicaid) fiscal year cap on outpatient services for adults only.

Behavioral Health:

For mental health and substance abuse services the current Medicaid benefits apply. SFCCN enrollees will have behavioral health services managed by University of Miami Behavioral Health (UMBH).

Hearing and Vision Care Services:

Hearing services include hearing evaluation, diagnostic testing and fitting of a hearing aid (one hearing aid every three years). Other hearing services may include cochlear implant services and newborn hearing screening. Vision services allowed by Medicaid include eyeglasses, eyeglass repairs as required, prosthetic eyes, and contact lenses for eligible enrollees. Medicaid allows for two pair of glasses per enrollee per year.

Family Planning:

The purpose of family planning services is to allow enrollees to make informed decisions about family size and/or spacing of births. Family planning services offered include information and referral, education and counseling, diagnostic testing, contraceptives and follow up care.

Non-Emergency Transportation:

SFCCN Reform (Broward County only) enrollees will have access to Non-Emergency Medical Transportation Services through the SFCCN's PSN transportation vendor, LogistiCare. Reform enrollees can access these services without a co-pay. To coordinate non-emergency medical transportation for SFCCN Enrollees in Broward County, contact LogistiCare at 1-866-306-9358. Transportation in Miami-Dade County is not managed by SFCCN. SFCCN-PHT enrollees can call 1-866-726-1457 to access Medicaid Non-Emergency Medical Transportation Services.

Dental Services:

SFCCN enrollees under the age of 21 are eligible to receive services as designated in the Florida Medicaid Dental Services Coverage and Limitations Handbook, which may include: partial and complete dentures, diagnostic exams, endodontics/periodontal treatment, oral surgery, orthodontic treatment, preventive services, medically appropriate radiographs (necessary to make a diagnosis), and restorations. Adult enrollees may receive services for acute emergencies to alleviate pain and/or infection, denture, and denture-related procedures, which may include the following: complete and removable partial dentures, comprehensive oral exam, denture-related

procedures, extractions, incision and drainage of an abscess, necessary radiographs to make a diagnosis, problem-focused oral exams, and surgical procedures essential to the preparation of the mouth for dentures. SFCCN manages dental services in Broward County (Reform enrollees only). SFCCN enrollees in Miami-Dade County may receive dental services via regular fee-for-service Medicaid.

Prescribed Drug Services:

Prescribed drug services can be obtained at any Medicaid participating pharmacy. To determine what medications are covered, the Preferred Drug List can be accessed at http://www.ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml.

PROVIDER RESPONSIBILITIES