




Learning Objectives

- Share basic Florida Medicaid compliance tips with new Florida Medicaid providers
- Refresh current Florida Medicaid providers' basic Medicaid compliance knowledge
- Improve compliance with Florida Medicaid policy




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Presentation Outline

- Section 1** Florida Medicaid Handbooks
- Section 2** Licensures and Certifications
- Section 3** Changes to provider enrollment file
- Section 4** Inspection of Records
- Section 5** Additional Resources
- Section 6** Summary




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Compliance Tips Florida Medicaid Providers

Section 1 Florida Medicaid Handbooks

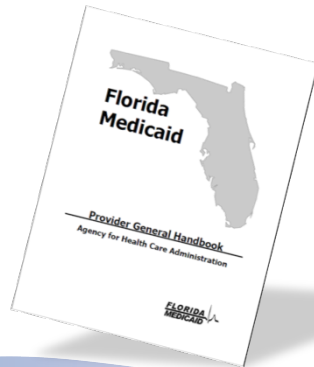


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General Handbook

General information for providers regarding the Florida Medicaid program, recipient eligibility, provider enrollment, fraud and abuse policy, and important resources are included in the *Florida Medicaid Provider General Handbook*.



Coverage and Limitations Handbook

The Coverage and Limitations Handbooks explains covered services and policies for each type of Medicaid Service.

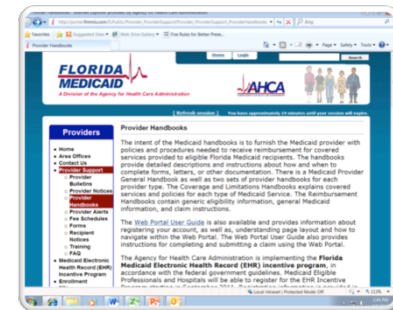
Handbooks				
Category	Title	Size (KB)	Effective Date	Version
COVERAGE AND LIMITATIONS	Community Behavioral Health Services	2895	10/1/2004	1.0
COVERAGE AND LIMITATIONS	County Health Department Certified Match Program	140	10/1/2003	1.0
COVERAGE AND LIMITATIONS	County Health Department Clinic Services	1877	4/1/2008	1.2
COVERAGE AND LIMITATIONS	Dental	669	5/17/2012	1.0
COVERAGE AND LIMITATIONS	Durable Medical Equipment/Medical Supply Services	1159	6/4/2012	1.2
COVERAGE AND LIMITATIONS	Services	2153	6/1/2010	1.0
COVERAGE AND LIMITATIONS	Early Intervention Services	1332	8/1/2007	1.3
COVERAGE AND LIMITATIONS	Federally Qualified Health Services	2037	4/1/2008	1.2
COVERAGE AND LIMITATIONS	Free-standing Dialysis Center	976	5/1/2009	1.1
COVERAGE AND LIMITATIONS	Hearing Services	2470	7/1/2006	1.1
COVERAGE AND LIMITATIONS	Home Health Services	1285	12/1/2011	1.0
COVERAGE AND LIMITATIONS	Hospice Services	4652	1/1/2007	1.2
COVERAGE AND LIMITATIONS	Hospital Services	3592	6/1/2005	1.0
COVERAGE AND LIMITATIONS	Independent Laboratory Services	613	1/1/2007	1.1

Reimbursement Handbooks

- Each reimbursement handbook is named for the claim form that describes and explains how to complete and file claims for reimbursement from Medicaid.
- The reimbursement handbooks also contain eligibility information, general Medicaid information, and claim instructions.

<http://mymedicaid-florida.com/>

All Florida Medicaid handbooks, fee schedules, forms, provider notices, and other important Medicaid information are available on the Medicaid fiscal agent's Web Portal.





Section 2 Licensure and Certification

Licenses

- The Medicaid provider shall possess the appropriate license at the time of signing the [Medicaid Provider Agreement](#).
- Maintain in good standing throughout the period of the agreement's effectiveness, a valid professional, occupational, facility (now commonly known as the business tax receipt), or other license pertinent to the services or goods being provided, as required by the state or locality in which the provider is located, and the Federal Government, if applicable.



Section 3 Changes to Provider Enrollment File

Resources

Florida Medicaid Fiscal Agent

- Some of the fiscal agent functions include: enroll non institutional providers, process Medicaid claims, serve as the enrollment broker for Medicaid recipients and distribute Medicaid forms and publications.
- General provider and recipient information can be found on [Florida Medicaid's Web Portal](#).
- For provider specific information, visit the [Provider Web Portal](#) and for recipient specific information, visit the [Recipient Web Portal](#).

Resources

[Contact Information Sheet](#) with important contact information for Florida Medicaid such as telephone numbers to reach the Florida Fiscal Agent.


FLORIDA MEDICAID IMPORTANT CONTACT INFORMATION FOR FLORIDA MEDICAID **hp**

<http://mymedicaid-florida.com>

Telephone Contact Information

Automated Voice Response System (AVRS) Self-Service Options (e.g., Eligibility Verification)	1-800-239-7360
Provider Services Main Telephone Line	1-800-285-7799 <ul style="list-style-type: none"> •Option 4: Provider Enrollment •Option 5: Renewal/Reinst •Option 7: Provider Services Contact Center and Field Service Representatives
Electronic Data Interchange (EDI)	1-866-536-0961
MegaFax Medicaid Administration, Inc. (Pharmacy)	1-800-403-1714

HP Enterprise Services Mailing Information
Return Mailing Address: P.O. Box 7060, Tallahassee, FL 32314-7060


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Compliance Tips Florida Medicaid Providers




Section 4

Inspection of Records


Right to Review Records



A Medicaid provider may be audited or reviewed by authorized state and federal agencies and their authorized representatives.



The review may include provider's or facility's records as well as physical location.


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Right to Review Records



This requirement applies to the provider's records and records for which the provider is the custodian.



The provider must give authorized state and federal agencies and their authorized representatives access to all Medicaid patient records and to other information that cannot be separated from Medicaid-related records.


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Sanctions

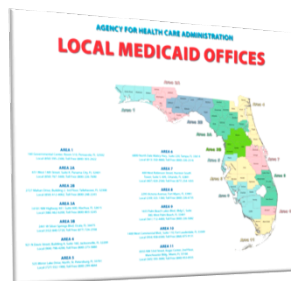
- AHCA shall impose sanctions on providers in accordance with Section 409.913 F.S. and [Rule 59G-9.070, F.A.C.](#)
- Sanctions include the following:
 - Suspension from participation in the Medicaid Program
 - Termination from participation in the Medicaid Program
 - Imposition of fines

Resources

- Video training on [Medicaid Provider Compliance Program & Provider Self Audits](#)
 - Present a high level overview of a Compliance Program
 - Increase understanding of the value of self-audits
 - Provide details on how to perform a self-audit and submit it to Medicaid Program Integrity

Medicaid Area Offices

- The Agency has thirteen [Medicaid Area Offices](#) in eleven areas throughout the state that serve as the local liaisons to providers and recipients.
- You can find your Area Medicaid Program Office by visiting: <http://www.mymedicaid-florida.com/>
- You will find information, publications, provider training calendars and beneficiaries' links at this site.



Florida Medicaid Provider Training e-Library



- [Florida Medicaid Provider Training e-Library](#) contains training resources for Medicaid providers on Medicaid policy. Look through the list of PowerPoint presentations and videos and select the information that is of interest to you. Among the benefits of using this site are:
 - Choosing the time that is convenient for you to review the training materials.
 - Learning at your own pace with self-paced learning materials, and
 - Building your knowledge of Medicaid policy, decreasing the risk of non-compliance and avoiding billing errors.

Health Care Alerts

- The Florida Medicaid program has an email alert system to notify registered providers or interested parties of "late-breaking" health care information.
- To subscribe to the automated alert system, you will need to complete the online form at:
<http://ahca.myflorida.com/Medicaid/alerts/alerts.shtml>.



Conclusion