



Provider NewsFlash

March 2014

Florida True Health to End Medicaid Coverage in Volusia County

Purpose of this communication

- To inform you that, effective May 1, 2014, Florida True Health/True Blue will no longer provide coverage for Medicaid members residing in Volusia County, Florida. As such, **CareCentrix** will no longer coordinate services for Florida True Health/True Blue Medicaid members that reside in Volusia County, Florida beginning May 1, 2014.

What do I need to do?

- Transition any authorizations extending beyond April 30, 2014 for these patients to their new Medicaid plan. CareCentrix authorizations will end effective April 30, 2014, and no further authorizations will be provided by CareCentrix for these patients beyond this date.
- Submit claims for covered services provided to these patients with dates of service through April 30, 2014 to CareCentrix. These claims will be processed in accordance with the terms of your provider agreement. Claims with dates of service on or after May 1, 2014 should be submitted to the patient's new carrier.

Is there anything else I need to know?

- Please note that most Medicaid enrollees residing in Volusia County will transition to the Managed Medical Assistance (MMA) Medicaid program on May 1, 2014. To ensure continuity of care, the MMA plans are required by contract to provide services during transition. More information about the MMA program can be found at The Agency for Health Care Administration's (AHCA's) website: http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml#MMA
At this website you will find information on the plans that are available by region and obtain information on provider training, plan provider relations contacts, and upcoming webinars.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please reach out to:

Jennifer Roman in Network Management (888) 375-6435 ext 132116

Florida True Health



Dear Provider:

Please be advised that effective May 1, 2014, Florida True Health / True Blue, will no longer provide coverage for Medicaid in Volusia County, Florida. Our last date of coverage for Medicaid enrollees will be April 30, 2014. Most Medicaid enrollees in these counties will transition to the Managed Medical Assistance (MMA) Medicaid program on May 1, 2014. Please continue to work with us to process any remaining claims for services provided prior to May 1, 2014.

The Agency for Health Care Administration (AHCA) has information on the MMA program available online at: http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml#MMA. This website provides information about the MMA program, the plans that are available by region and, through the MMA provider tab, provides information on provider training, upcoming webinars and plan provider relations contacts. You can also sign up to receive email alerts on program updates by clicking on the "Program Updates" icon on the right side of the webpage. In addition, AHCA is hosting a series of choice counseling and continuity of care webinars at the following dates and times:

Thursday, March 27, 2014 from 2:30 to 3:30 p.m.

Thursday, June 19, 2014 from 3:30 to 4:30 p.m.

If you sign up for Program Updates on the AHCA web page, you will receive an email alert from AHCA before each webinar.

Please note to ensure continuity of care, the MMA plans are required by contract to provide services during transition. As always, please remember to continue to verify Medicaid eligibility and MMA plan enrollment to ensure that those you serve remain eligible for Medicaid and communications are with the appropriate managed care plan. If you have any additional questions or concerns, please contact your Medicaid Area Office for assistance at 800-273-5880.

Sincerely,

A handwritten signature in black ink that reads "Keith Johnson".

Provider Services, Florida True Health / True Blue
866-423-1080