Medicaid Managed Care

A Florida Licensed Midwife’s Story

Jennie Joseph LM, CPM

Executive Director – Commonsense Childbirth Inc.
2014

- Florida Medicaid for Pregnant Women is managed by the Agency for Health Care Administration (AHCA)
- Multiple managed care organizations (MCOs/HMOs) received contracts to provide services to Medicaid recipients in 2014
- Florida LMs (CPMs are not recognized) are eligible to be Medicaid providers, also now MCO providers in theory
And so it began........

- “Not loaded in the system”
- New Medicaid fee schedule disregarded
- Prior contracts disregarded
- Prior codes/fees arbitrarily not honored
- Facility fees for birth centers ignored
- Newer, more complex ‘hoops’
- Patients ‘assigned’ to MCOs wantonly
- LMs unable to reach any resolve
Midwives, Others Having Trouble Getting Paid From Medicaid HMOs

“Data from the Agency for Health Care Administration show payment complaints spiked nearly doubled from a low in December 2014 to last September.

The biggest spike started this past July – to more than 300 complaints per month. The state says complaints dropped since then, though, and that the complaints come from fewer than 1 percent of providers.

The rate of complaints per 1,000 Medicaid enrollees has nearly doubled.

The rate of complaints per 1,000 Medicaid enrollees has nearly doubled.”

In response to our July 2, 2015 letter, AHCA requested specific information regarding the situation. We have recently completed collecting data from 17 midwives who are located across the state, and our findings are attached (Attachment B). In summary:

- 100% reported experiencing problems being reimbursed by MCOs.
- The majority of those began experiencing problems in mid-2014, corresponding to when the Medicaid program completed its transition to managed care.
- Nearly 60% of midwives reported a problem with Sunshine Health.
- Between 30% and 40% of midwives reported problems with Humana, Molina, Prestige, and Staywell.
- Between 10% and 20% of midwives reported problems with Amerigroup, Better Health, Simply, and United Health.
“Big Money”

60k – Birth Center – did get paid
50k – Birth Center – 2 years to get paid
30K – Birth Center – still not paid

The amount of money owed to a midwife or birth center ranges from $100 to $50,000. Every respondent reported having made attempts to collect the money owed to them. Responses indicate that appeals have been filed both directly with the plans and with AHCA. The reasons given for the denial of reimbursements include: failure to load fee schedule, reimbursement for service but not facility, reimbursement for facility but not service, not a “timely filing,” and bundling procedure. This is despite many years of billing before 2014 when these issues were not raised, and a significant amount of time by midwifery staff, and professional billing companies, since 2014, spent trying to work with MCOs to adequately remedy the situation.
Midwives Suffering.....

- “I have turned away at least a dozen Medicaid MMA participants due to the hassle of dealing with the MMA, the lack of or delay in reimbursement...,”

- [I am] “limiting number of patients due to loss of revenue,”

- “[W]e have stopped taking anyone with Humana, Better Health, Sunshine and Prestige...”

- “I am considering dropping Medicaid,”

- “May have to begin to turn women away,”

- “Quite simply if we cannot get paid correctly and in a timely manner we cannot continue caring for Medicaid clients,” and

- “[I] Can’t afford to keep practice open if they don’t pay us for services we provide.”
Really?

A Win for Everyone

Our managed care programs bring together resources for those who need it most. By creating an integrated health care delivery system, managed care creates a "win-win" for members, providers, government customers and taxpayers.
Sign this petition
56,467 supporters
18,533 needed to reach 75,000

Jennie Joseph
Orlando, FL

Share with Facebook friends

SUPPORTER COMMENT
I’m signing this petition because I want to be part of helping more mothers get the access to care they deserve.

debra duffy, New York, NY
Easy Access Clinic Staff – still here, still smiling, still serving, still OPEN!