In an effort to assist health plans (Provider Type 70) with a smooth transition to the new Florida Health Plan Portal, the Agency and DXC invited health plans to participate in a series of Florida Health Plan Portal webinar sessions. The following questions were received during these Florida Health Plan Portal sessions.

**General Questions**

**Is this presentation [webinar] available in hard copy?**

The webinar is available on the Managed Care Support page of the public Web Portal, as well as the Health Plan Portal Resources page. An email was sent to all registrants to inform them that it is available.

**Will additional webinars be scheduled?**

The will be no more live webinars; however, a replay of this webinar is available on the public Web Portal and Health Plan Portal.

**Will the training presentation be under the Resources menu of the Health Plan Portal?**

Yes, it is available on the Resources page of the Health Plan Portal under the Training Presentations category.

**Will there be a help tool available to navigate through the Health Plan Portal?**

Yes, a Health Plan Portal User Manual is available on the left-hand side of the secure Web Portal landing page. To access the landing page, visit https://home.flmmis.com.

**Health Plan Portal Questions**

**Does each health plan have their own administrator to gain access? If yes, how can we find out who this person is?**

Yes, they do. If you do not know who your administrator is, email the Health Plan Support team at healthplan.support@dxc.com for assistance.

**Is the Provider Inquiry Newborn Spreadsheet being removed?**

No, the Provider Inquiry Newborn Spreadsheet is not being removed. The Florida Department of Children and Families (DCF) process has not changed.

**How can health plans receive newborn Medicaid IDs?**

If the pregnant mother is Medicaid eligible, but her unborn baby does not have a Medicaid number, providers may request eligibility for the baby by emailing a completed and password protected Master Unborn Provider Spreadsheet to DCF at SR_CCC_Babies@dcf.state.fl.us. The spreadsheet and instruction can be found at http://ahca.myflorida.com/medicaid/newborn/index.shtml.
If there are eligibility issues, are we allowed to use the email for support?

If eligibility information is incorrect, you will need to reach out to DCF. If you are having issues using the eligibility feature, then you can email the Health Plan Support team.

When will the Account menu be available?

The Account menu was made available on January 25, 2019. Depending on the user’s access, it can contain two submenus: Messages and Switch Provider.

Where do we access new recipient enrollment information?

New recipient enrollment information is available on the 5010 X12 834 files sent to health plans. 5010 X12 834 files are available via the Trade Files Download menu in Provider Tools, as well as each health plan’s SFTP location.

When a recipient changes health plans, can we look online and get a notification of the change of plan?

Please refer to the Recipient Eligibility Quick Reference Guide for more information.

Will providers be able to access managed medical assistance payment and denial reports from this portal?

Health plans and providers will continue to receive the same reports they are currently receiving. Providers do not have access to health plan reports.

Is there a bulk upload option?

No, there is not.

Currently, we can view prior authorizations. Will we still have access to these, and if so, where?

Prior authorizations are not a part of the Health Plan Portal. Providers can continue checking Medicaid fee-for-service prior authorizations via their secure Web Portal account.

Where will the DCF section of the website be located in the future?

Access will remain the same for anyone with previous access to the DCF Provider View link.

How can the remittance advice be accessed?

The remittance advice will continue to be accessible through the Reports menu under Provider Tools.

Do providers have access to the Florida Health Plan Portal?

Providers will not have access to the Health Plan Portal. The Health Plan Portal was designed specifically with our health plan community in mind. Providers will continue to use their existing secure Web Portal account. The secure Web Portal was updated to mirror the Health Plan Portal.

Can an encounter search results list be exported to Excel as a report, or can these only be viewed within the Health Plan Portal?

The encounter search results list cannot be exported as an Excel file.

This is not a tool to submit required Regulatory Reports, correct? Is the SFTP process changing?

Correct. This is not a tool to submit required Regulatory Reports and the SFTP process remains the same.
When uploading kick payments via the professional claim form, there are buttons on the bottom-right that show “adjust,” “void,” and “copy claim.” What is the purpose of these buttons?

For information on adjusting, voiding, or copying claims, please refer to the Overview of the Web Portal and Submission of Professional Claims presentation. The presentation can be found on the Training Presentations page of the public Web Portal. Once at this page, click Direct Data Entry (DDE) on the Web under the Professional Claim Form Presentations section.

Are we allowed to download 999 response files if we upload X12 837 test files?

Yes, 999 response files can be downloaded from the testing site. Please refer to the Managed Care Plan X12 Testing page for more information.

Will submitting newborn activations cause a delay in plan assignments?

No, the process should be more efficient.

What is the difference between “Plan Specific” and “All Plan View”?

“Plan Specific” on the Health Plan Portal Dashboard refers to the Statewide Medicaid Managed Care (SMMC) program health and dental plans are a part of. Health plans have the option to view analytical information for their individual plan, whereas “All Plan View” refers to an overall information view of the SMMC program (think peer-to-peer comparison) in which health plans have the option to compare their data to other health plans’ data.

What is the date the newborn activations must be submitted on the Health Plan Portal?

The fax line for newborn activation submissions was discontinued January 31, 2019. The email address designated for newborn activation submissions will be discontinued in the near future. An alert will be sent with the specific discontinuation date for email submissions.

Can providers submit a newborn activation request?

Yes, providers can submit a newborn activation request via their secure Web Portal account.

Do mothers still have to contact DCF?

Yes, Medicaid recipients are required to report changes, such as the birth of a baby. Please continue to follow your established internal procedures.

For More Information

DXC Technology

For additional questions regarding the new Florida Health Plan Portal, contact the Health Plan Support team at healthplan.support@dxc.com.