



JEB BUSH, GOVERNOR

RUBEN J. KING-SHAW, JR., DIRECTOR

Dear Florida Medicaid Provider:

Beginning July 1, 1999, Consultec, Inc., will become Medicaid's fiscal agent for the next five years. This letter gives you important information about the transition from the current Medicaid fiscal agent, Unisys, to the new Medicaid fiscal agent, Consultec, Inc.

Addresses, Phone Numbers and Getting Information-- Of the addresses you are currently using, only the fiscal agent street address will change; many of the phone numbers will change. For your convenience, a chart is attached to this letter that you can post on bulletin boards or at the desks of your staff who deal with Medicaid that gives phone numbers and addresses for all new fiscal agent functions. Changes are preceded by an asterisk and bolded for easy reference.

Claim Forms-- Consultec, Inc., will print all claim forms in red. Information concerning cut-off dates for submission of the older black claim forms will be sent to you in a later correspondence. In the meantime, it is important that you do not overstock on existing claim forms. However, this does not affect HCFA-1500 or UB-92 claim forms as they are currently printed in red.

Electronic Submission of Claims (ECS)-- If you file claims electronically, the last day you can submit claims to Unisys is June 24, 1999, at 11:59 P.M. eastern time. Electronic transmission of claims and tape submission to Consultec begins on June 25, 1999, at 12:01 A.M. eastern time.

You recently received a letter from Medicaid outlining the steps you needed to take to continue to submit claims electronically beginning June 25, 1999. If you have not completed the information form requested in that letter or returned a new ECS provider agreement, you should do so immediately. For a copy of the letter and the required forms, you can go to the Agency's Internet site at: www.fdhc.state.fl.us/medicaid/index.html

Changes In The Pharmacy System -- If you are a pharmacy provider, the last day for "Point Of Service" (POS) to Unisys is June 24, 1999, at 11:59 P.M. eastern time. On-line, real-time POS adjudication will begin June 29 at 7:00 A.M. eastern time, although pharmacies may choose to have Consultec "capture" POS claims in the interim. A separate letter to all pharmacy providers with additional instructions specific to the pharmacy system will follow within 10 days of this letter.

Hold on Enrollment Processing -- June will be a transition month. Providers submitting new applications or seeking to add new members during June, will experience a one-month hold on enrollment processing.

Unisys will stop processing enrollment applications on June 1, 1999. Consultec will resume enrollment



application processing on July 1, 1999.

The effective enrollment date for a provider application affected by the hold period, is the date the completed application package was received and date stamped by the fiscal agent or the state. The original receipt date is still the first day of eligibility, even if the enrollment package has to be returned to the provider for corrections.

The June hold period will not affect eligibility for claims payment and will help ensure a smooth transition between contractors.

Reenrollment -- All providers with an active number in the Florida Medicaid Management Information System (FMMIS) before July 1, 1999 will automatically be transferred to the new fiscal agent. Reenrollment for all non-institutional providers, provider groups, and facilities will begin in 2000.

Field Representatives -- The goal of fiscal agent field representatives is to furnish technical support, training, and assistance with claims to the Medicaid provider community in conjunction with area Medicaid offices. Sometime in June, as part of the fiscal agent transition, you will receive a listing of new field representative staff along with their phone and fax numbers. In the interim, if you need technical assistance or help with electronic billing software or claim resolution, please contact your area Medicaid office.

Thank you for your continued assistance, cooperation and ongoing service to Florida's Medicaid recipients.

Sincerely,

Gary L. Crayton
Deputy Director Medicaid

GC/ms

Important Telephone Numbers for Consultec, Inc.: Effective July 1, 1999

*** BOLDED TEXT: REPRESENTS NEW TELEPHONE NUMBERS**

Provider Support

Provider Inquiry (in-state).....	1-800-289-7799 (7am-6pm EASTERN TIME)
Provider Inquiry (out-of-state providers).....	1-800-955-7799 (7am-6pm EASTERN TIME)
*Provider Inquiry (in Tallahassee).....	1-850-201-1300 (7am-6pm EASTERN TIME)
*Provider Enrollment (in Tallahassee).....	1-850-201-1400 (8am-5pm EASTERN TIME)
Provider Enrollment.....	1-800-377-8216 (8am-5pm EASTERN TIME)

Electronic Claims Submission (ECS) Services

EDI Technical Support.....	1-800-829-0218 (8am-7pm EASTERN TIME)
*Electronic Claims Submission	1-850-201-1200 (24 hours)
*Automated Voice Response.....	1-800-239-7560 (24 hours)
*Automated Voice Response (in Tallahassee).....	1-850-201-1500 (24 hours)

Pharmacy Services

*Pharmacy Help Desk.....	1-800-603-1714 (7am-6pm EASTERN TIME)
*Pharmacy Prior Authorization(PA) Fax.....	1-877-614-1078 (8am-5pm EASTERN TIME)

IMPORTANT ADDRESSES

Consultec, Inc Provider Enrollment P.O. Box 7070 Tallahassee, FL 32314-7070	Consultec, Inc Non-Institutional Other P.O. Box 7050 Tallahassee, FL 32314-7050	Consultec, Inc Hospital Crossover P.O. Box 7064 Tallahassee, FL 32314-7064
Consultec, Inc Claims Inquiry P.O. Box 7070 Tallahassee, FL 32314-7070	Consultec, Inc Pharmacy P.O. Box 7082 Tallahassee, FL 32314-7082	Consultec, Inc UDR/DER/PA P.O. Box 7090 Tallahassee, FL 32314-7090
Consultec, Inc HCFA 1500 P.O. Box 7072 Tallahassee, FL 32314-7072	Consultec, Inc Transportation P.O. Box 7052 Tallahassee, FL 32314-7052	Consultec, Inc Member 88 P.O. Box 7092 Tallahassee, FL 32314-7092
Consultec, Inc Hospital P.O. Box 7062 Tallahassee, FL 32314-7062	Consultec, Inc Nursing Home TADS P.O. Box 7054 Tallahassee, FL 32314-7054	Consultec, Inc Adjustments and Voids P.O. Box 7080 Tallahassee, FL 32314-7080
Consultec, Inc CHC-Up [▲] /Dental/RPICC P.O. Box 7084 Tallahassee, FL 32314-7084	Consultec, Inc HCFA 1500 Crossover P.O. Box 7074 Tallahassee, FL 32314-7074	Consultec, Inc.* 2308 Killearn Center Blvd.#100 Tallahassee, FL 32308
▲ Child Health Care Check Up (CHC-Up) was formerly known as EPSDT		* ONLY for deliveries such as FedEx, UPS, etc.

Effective Date: July 1, 1999