



License Match Coding Initiative

On November 3, 2011, the Agency for Health Care Administration implemented a license match coding system to analyze and track licensing credentials on file with the Florida Medicaid Management Information System. This new coding system is designed to ensure that the Agency has valid licenses on file for each provider.

All provider files have now been analyzed and compared to the Department of Health (DOH) and the Agency for Healthcare Administration (AHCA) license files. The following criteria were used for this comparison:

- Providers with an expired license on file, or
- Providers with licenses on file with Florida Medicaid not matching the license on file with DOH.

If you have received this letter and are unclear on which criteria above was used, please fax a copy of your active license to Medicaid's Fiscal Agent, HP, at 1-866-270-1497.

Results of the License Match

Providers meeting the above criteria, who have expired or invalid licenses, have been placed in a suspended status with Florida Medicaid. Impacted providers were mailed a letter explaining the Coding Initiative, the suspension of claims, and the necessary actions for correction. All unpaid claims for the provider will pend until the licensing information is corrected.

Next Steps for Providers

The invalid or expired license number is listed at the top of the letter. To resolve this issue, please fax valid proof of the corrected licensing information to HP at 1-866-270-1497.

Providers need to ensure that their provider ID is referenced on the submitted license in order for HP to effectively update the provider file. If possible, **please fax a copy of the letter along with the valid, active license.**

Follow-up Actions

Corrected information must be received **within 30 days**, or the Medicaid ID will be terminated and all pending claims will be denied.

Once the corrected information is received, the provider file will be corrected in 24-48 hours. Claims are cycled on Thursday evenings. If the provider file is updated Monday-Thursday, the suspended claims will be released for proper adjudication for the next week's payment. If updates occur on a Friday, claims will not be released until the following Thursday cycle. Providers will receive a confirmation letter once their information has been corrected.



Questions and Answers

I renewed my license last year. Who do I contact to resolve this issue?

- If your license on file with Florida Medicaid has expired, simply fax in a copy of the current license, including your provider ID, to HP at 1-866-270-1497.

My license is current, but I still received the letter. Who can I contact for assistance with this matter?

- The letter was sent to not only providers with expired licenses on file, but also to providers that had a license number on file with Florida Medicaid that did not match the license number on file with DOH. Please fax in a copy of your active license and the letter you received to HP, 1-866-270-1497.

When will my claims be released for payment? I have already faxed in my license.

- Once HP receives a copy of the license, the provider file will be updated within 24 – 48 hours and the suspension on the file will be released. Note: Claims are cycled each Thursday evening. Please see the below example:

Provider faxes documentation on Thursday, 11/10/11. HP updates provider's file on Monday, 11/14/11. Claims will be released for adjudication on Thursday evening, 11/17/11. Claims will appear on remittance advice dated, 11/18/11 and payment will occur the next Wednesday, 11/23/11.

I have been a provider for several years. Why is this just now occurring?

- We thank you for your participation in the Florida Medicaid Program. Federal regulations limit participation in the Medicaid program to licensed practitioners. This new Coding Initiative is necessary and will continue from this point forward. Please contact HP Enrollment if we can be of assistance, 1-800-289-7799, option 4.