

## Medical Foster Care (MFC) Transition Billing/Claims Quick Reference Guide

- December 1, 2018 started delivering MFC services to Managed Medical Assistance (MMA) plan members.
- On February 1, 2019 MFC services provided to all members placed with a Medical Foster Parent including children enrolled in our Staywell Plan and the Children's Medical Services (CMS) Health Plan.

### HOW MUCH WILL WELLCARE PAY FOR MFC SERVICES?

WellCare pays for MFC services at 100% of the Florida Medicaid rate specified on the MFC Fee Schedule.

### I AM A MFC FOSTER PARENT AND NOT A WELLCARE PROVIDER— WHAT SHOULD I DO?

WellCare streamlines the process of traditional provider contracting for MFC Parents. Instead, we load all MFC Foster Parents into our system with the minimum necessary information that we gather either from you directly, and/or through the assistance of our state partners, to ensure you can be paid timely when a member is in your care. We work with the Department of Health to obtain information about active MFC Parents and have reached out to all MFC Parents to verify your information and help orient you to working with WellCare.

Please contact Raymond Dalton who is dedicated to helping MFC Parents, or our Provider Relations Team, with questions you may have.

### WHAT IS CONTINUITY OF CARE?

Continuity of Care refers to the period during which WellCare honors all services previously authorized for members who are transitioning to us from another Florida Medicaid health plan, or the fee-for-service delivery system. MFC Parents submit claims to WellCare the same way whether your child is in the Continuity of Care period or not.

### HOW DO I SUBMIT A CLAIM?

WellCare recommends MFC Parents submit claims through our WellCare Portal. Our specialized team will help you navigate the portal and successfully submit claims. We included step-by-step claim instructions in our [Florida Medical Foster Care Parent Orientation](#) to help you, including how to submit a paper claim if you prefer. WellCare's current average payment timeframe is 9 days.

Claims must include a complete Procedure Code with the modifier appropriate for your child:

- Level I S5145 HA
- Level II S5145 TF
- Level III S5145 TG

For help with submitting a claim, or if you have questions about a claim that is in process, please contact Raymond Dalton or our Provider Relations Team.

### DOES WELLCARE DEDUCT STATE OR FEDERAL TAXES FROM MY REIMBURSEMENTS?

No. Based on current state and Federal guidelines, WellCare will not deduct taxes from MFC Parent payments or issue a 1099 Form.

### HOW WILL MFC SERVICES BE AUTHORIZED AFTER THE CONTINUITY OF CARE PERIOD?

WellCare creates an authorization for your child's MFC services. Your child's Care Manager will provide the authorization number to you if applicable.



## HOW WILL YOU COORDINATE WITH THE DEPARTMENT OF HEALTH AND OTHER AGENCIES?

WellCare will participate in all MFC staffings, and has designated staff in each region to maintain a close relationship with the CMAT team, Community Based Care Agencies and the Department of Children and Families.

WellCare's goal is to ensure your child receives the services they need, and partners with you and these agencies to ensure this happens.

## HOW WILL WELLCARE KNOW ABOUT MFC STAFFINGS?

The Department of Health and other agencies notify WellCare's Care Management Team.

## WILL MY CHILD STILL GET A PLAN OF CARE?

Yes. Your child's Care Manager will develop a person-centered Plan of Care. The Plan of Care will contain the same type of information as it currently does. If you have any questions about your child's Plan of Care, please contact your child's Care Manager.

## WHAT ABOUT OTHER MEDICAID SERVICES MY CHILD MAY NEED?

WellCare is currently responsible for ensuring children in Florida Medicaid receive all medically necessary services. This transition does not affect WellCare's responsibility to provide Medicaid services to its members. Members receiving MFC services are assigned a Care Manager. Our Care Manager will work with you, the Department of Health, and your child's other service providers to develop a care plan to fully address your child's needs.

## I HAVE QUESTIONS WHO WILL HELP ME DURING THIS TRANSITION AND BEYOND?

WellCare has a dedicated Provider Relations team in your area to answer any questions you may have during this transition, orient you to WellCare, and support you throughout your relationship with us. We also established a central single point of contact, Raymond Dalton, to help you with your specific

needs. Raymond will stay in contact with you throughout your relationship with us.

You also have the support of your child's Care Manager to discuss your child's needs, changes in their circumstances, and important events that may impact their care. You can contact your Care Manager at any time to discuss your child's needs, and should report important changes in circumstance within 24 hours. Your Care Manager will also be in touch regularly.

### Provider Relations Team

- Raymond Dalton  
*MFC Parent Provider Relations Specialist*  
Office: **(813) 206-2017**  
Mobile: **(813) 210-7644**
- Central Provider Relations Contact -  
**FloridaProviderRelations@wellcare.com**  
**1-407-551-3200, option 2.**

### Care Manager Team

- Staffing Notification -  
[STAFFING\\_FL@wellcare.com](mailto:STAFFING_FL@wellcare.com)
- MFC Parents -
  - Contact the member's Case Manager with questions about their care
  - Contact our 24-Hour Nurse Advice Line for clinical help  
**1-800-919-8807**

