| **Position/ Title** | **Florida Location Required (Yes/No)** | **CMS Requirements** |
| --- | --- | --- |
| **Key Staff** | | |
| Contract Manager for Respondent to CMS Plan | Yes | Dedicate one hundred percent of their time employed with the Managed Care Vendor to this CMS Plan Contract |
| Administrator/CEO/COO | No | Oversees entire operation of Respondent |
| CFO | No | Full-time FTE devoted to CMS Plan finance |
| Information System Director | No | * + - * 1. Full-time FTE devoted to CMS Plan IT         2. Experience and expertise in Medicaid and CHIP data analytics and data systems.         3. Knowledge of all federal and state laws governing the confidentiality and security of protected health information, including confidential mental health and SUD information. |
| Medical Director for Children’s Services  (AHCA Required) | Yes | * + - * 1. Florida license as a physician         2. Minimum of five years of experience working with children in managed care settings or clinical settings (at least two years must be in a clinical setting)         3. Board certified in Pediatrics         4. The designated medical director will have the experience and knowledge of the unique and complex needs of the Medically Complex population and all needed state child serving systems.         5. Time allocation for this position must be at a minimum of 1 FTE.         6. Respondent may submit a request to waive the minimum allocation of time with appropriate documentation for CMS’s review and approval. |
| Compliance Officer | Yes | * + - * 1. Dedicate one hundred percent of their time employed with the Managed Care Vendor to this CMS Plan Contract         2. Qualified by knowledge, training, and experience in health care or risk management |
| Clinical Director for Children’s Services | Yes | * + - * 1. Florida license as a clinical professional         2. Minimum of seven years of experience in a managed care setting or clinical setting, including at least two years of managed care experience (preferably Medicaid or CHIP managed care) and at least five years with children.         3. Knowledge of Florida child serving systems required.         4. If the Respondent has more than 60,000 enrollees under age 21, the percent of effort must be full-time. If the Respondent has less than 60,000 enrollees under age 21, the percent of effort may be less than full-time and be negotiated with the CMS Plan. |
| **Managerial Staff** | | |
| Member Services Manager | No | * + - * 1. Full time staff member. Experience in MC or clinical setting.         2. Experience managing member service call center operations.         3. Knowledge of the provider system serving children with medical complexity.         4. Knowledge of the benefits and program requirements for children, including the medically complex children’s populations. |
| Provider Services and Provider Relations Manager | Yes | * + - * 1. Full time staff member         2. Experience in MC or clinical setting.         3. Experience managing provider issues including resolving grievances, coordinating site visits, and maintaining quality of care.         4. Knowledge of the provider system serving children with BH needs medically complex children and specialized services for children.         5. Demonstrated experience in network development for medically complex children.         6. Knowledge of and experience with principles of physical-BH integration.         7. Knowledge of family-centered, youth guided principles and development of services for children.         8. Knowledge of specific PH service needs of the children population. |
| Program Integrity Manager | No | Responsible for Fraud and Abuse Detection |
| UM Manager | Yes | * + - * 1. Master’s Degree in health administration, public health, nursing or related health field. Licensed Practitioner (e.g., Nurse, Physician, or Physician’s assistant) required if making medical necessity determinations. With MC or clinical experience         2. Experience working with community and family-based services recommended. |
| QM Manager | No | * + - * 1. Master’s Degree in health administration, public health, nursing or related health field.         2. *Certified Professional in Health Care Quality (CPHQ) by the National Association for Health Care Quality (NAHQ) or Certified in Health Care Quality and Management (CHCQM) by the American Board of Quality Assurance and Utilization Review Providers is preferred.*         3. Experience and expertise in quality improvement for children who are medically complex, children with mental health and SUD service needs, ideally in publicly-operated or publicly-funded programs.         4. Experience with managed care delivery systems.         5. Familiarity with recovery-oriented services.         6. Familiarity with family-centered, youth‑guided service delivery for children and families.         7. Knowledge of appropriate performance measures (including HEDIS and QARR) for children. |
| Dispute and Appeal Manager | No | Responsible for member and provider disputes |
| CM Manager | Yes | * + - * 1. Five years of management/supervisory experience in the health care field.         2. RN or LCSW with at least three years’ experience providing care coordination and two years in managed care or children’s services.         3. Experience working in care management, children’s specialty clinics, or with Patient Centered Medical Homes recommended.         4. Experience working with community and family-based services and experience in working across child serving systems recommended.         5. Knowledge of Florida child serving systems required. |
| Care Coordination/Case Management Supervisor(s) | Yes | Oversee case management staff, which will have the qualifications of a Care Coordinator/Case Manager and a minimum of three years of management/supervisory experience in the health care field. |
| Training Manager | Yes | * + - * 1. Significant experience and expertise in developing, tracking, and executing training to the Respondent’s own and network provider’s staff.         2. Significant experience and expertise in developing training programs related to systems for children and families.         3. Knowledge of needs associated with medically complex children and specialized services. |
| Pharmacy Manager | No | Florida licensed pharmacist or physician who oversees and administers the prescription drug and pharmacy benefits. The Pharmacy Manager may be an employee or contractor of the Respondent. |
| Claims and Encounter Data Manager | No | * + - * 1. Experience managing provider issues including resolving payment and claims issues         2. Understanding of provider claims processing (i.e., professional and institutional) including appropriate claims submission requirements, coding updates, electronic claims transactions and electronic fund transfer, and available Respondent resources such as provider manuals, website, fee schedules, etc. |
| Behavioral Health Medical Director | Yes | Full time board certified psychiatrist in the State of Florida with 5 years of experience in MH and SUD |
| Liaison for Medically Complex Children | Yes | * + - * 1. Experience, expertise and knowledge of the unique complex needs (including trauma) of this population.         2. Knowledge of State child serving systems, Care Coordinators/Case Managers, patient centered health homes, children’s specialty hospitals and clinics, and specialty providers responsible for addressing the healthcare needs of medically complex children. |
| Maternal Health/EPSDT Coordinator | Yes | Florida licensed nurse, physician, or Physician’s assistant, or have a Master’s degree in health services, public health, or health care administration or other related field or a CPHQ or CHCQM |
| **Operational Staff** | | |
| UM | No | * + - * 1. Licensed Practitioner (e.g., Nurse or LCSW or other appropriate license for SUD review)         2. For UM, authorization decisions must be made by a licensed practitioner with minimum three years of experience treating children with similar conditions.         3. Knowledge and experience in Children’s health and BH services, HCBS, specialized services, EPSDT services and social service programs. |
| Clinical Peer Reviewers | No | * + - * 1. Includes panel of reviewers to conduct denial and appeal reviews, peer review of psychological testing, or complex case review and other related consultations.         2. Peer reviewers must include:         3. Physicians who are board certified in Pediatrics;         4. Physicians who are board certified in the condition under review;         5. Physicians who are board certified in child psychiatry; or         6. Licensed doctoral level psychologists with experience treating children. |
| QM Specialists | No | * + - * 1. Experience and expertise in quality improvement for physical health, developmental disabilities, mental health and SUD services programs, ideally in publicly-operated or publicly‑funded programs.         2. Knowledge of family‑centered, youth‑guided service delivery for children and families with complex needs.         3. Knowledge of appropriate performance measures (including HEDIS and QARR) for children. |
| Provider relations staff | Yes | * + - * 1. Experience in MC or clinical setting.         2. Experience managing children’s specialty provider issues including resolving grievances, coordinating site visits, and maintaining quality of care.         3. Knowledge of the provider system serving children with BH/DD needs, medically complex children. |
| Care Coordinators/Case Managers | Yes | * + - * 1. State of Florida Licensed Registered Nurse with at least 2 years of pediatric experience or Licensed Practical nurse with 4 years of pediatric experience, or MA degree in social work with at least 1 year of related professional experience         2. Experience in managing care for including high-risk groups, such as children with SED, with co-occurring major mental disorders and SUD, who are involved in multiple services systems (education, justice, medical, welfare, and child welfare); Children with medical fragility/complex medical conditions requiring significant medical or technological health supports. |