

## MCO: Concordia

Contact Date	Contact Method	County Contact	MCO Contact	Nature of Communication
				By end of 2016:
				Adding Detox Services to Letter of Agreement still under discussion, since those services are not covered by Concordia's Medicaid Plans but they could be included under commercial line of business
				County rates for Detox Inpatient \$450/diem and SA Residential \$375/diem were still under consideration By Concordia
15-Mar-2016				Once agreed upon rates, Concordia will update 2-year LOA initially sent to us on 3/2/16 to replace one expired on 2/1/16.
31-Mar-2016				We returned redlined document to Concordia.
17-Nov-2016	Email	Francisco Munoz	Grace Roque	Concordia's Compliance Department reviewing/discussing our redlined MCO Agreement sent to them on 3/31/16 .
5-Jan-2017	Email	Francisco Munoz	Grace Roque	To request update on pending matters; received automated email response stating, "I will be out of the office should you need immediate assistance [sic], please contact Provider Relations Department at 305-514-5300/800-294-8642. " There was no indication as to the length of Ms. Roque's absence from the office, neither when the absence started nor when it would end.
12-Jan-2017	Email and Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no automated email response received indicating that Ms. Roque was out of the office and no voicemail greeting on the telephone indicating her absence.
13-Jan-2017	Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no voicemail greeting on the telephone indicating that Ms. Roque was out of the office.
17-Jan-2017	Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no voicemail greeting on the telephone indicating that Ms. Roque was out of the office.
20-Jan-2017	Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no voicemail greeting on the telephone indicating that Ms. Roque was out of the office.
26-Jan-2017	Email and Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no automated email response received indicating that Ms. Roque was out of the office and no voicemail greeting on the telephone indicating her absence.
1-Feb-2017	Telephone	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no voicemail greeting on the telephone indicating that Ms. Roque was out of the office.
10-Feb-2017	Email	Francisco Munoz	Grace Roque	To request update on pending matters - No response - no automated response received indicating that Ms. Roque was out of the office.
13-Feb-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque responded to Francisco's emails, informing him that she had been out on maternity leave since December 2016. Ms. Roque reported that Concordia's Compliance Department forwarded her the updated redlined MCO Agreement; and that not all of our comments were accepted. She'll review changes. She recommended a conference call.
15-Feb-2017	Conference Call	Francisco Munoz, Verol Collins and Joseph Ciarmartaro	Grace Roque	Ms. Roque reports: Letter of Agreement (LOA) must be agreed upon and executed before further discussion on MCO Agreement. Parties need to fill gap elapsed since 2/01/16. Not all of our comments to the MCO Agreement can be considered because of flow-down provisions that they can't change without AHCA's authorization.
15-Feb-2017	Email	Francisco Munoz	Grace Roque	Concordia made some edits to LOA; added Detox Services under their commercial line of business; and agreed on County rates for Detox Inpatient \$450/diem and SA Residential \$375/diem. Document sent out for review by EVSD and BARC staff.
24-Feb-2017	Email	Francisco Munoz	Karen Gordon	LOA with BARC comments and copy of expired LOA sent to County Attorney's Office
7-Mar-2017	Email	Francisco Munoz	Grace Roque	EVSD returned to Concordia the Letter of Agreement with comments from the County Attorney's Office for Concordia to review.
13-Mar-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque acknowledged receiving LOA with our comments. She will be reviewing requested changes and then send us a revised version.
21-Mar-2017	Email exchange	Francisco Munoz	Grace Roque	Ms. Roque responds Concordia is still reviewing the document.
23-Mar-2017	Email	Francisco Munoz	Grace Roque	To request update on pending review - No response
27-Mar-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque reports that there were some concerns about the language that County is requesting to revise or remove from the LOA. She said: "Normally these agreements are not revised." She forwarded LOA to their Compliance Department for review as there were several requests to remove language that it is required. She is waiting for the agreement to be return and share their recommendations with us.
6-Apr-2017	Email	Francisco Munoz	Grace Roque	No updates yet. Compliance Department was undergoing an audit and had been unable to complete all the language revisions in the agreement. She'll update us, once she receives confirmation our comments were reviewed.
19-Apr-2017	Email exchange	Francisco Munoz	Grace Roque	Ms. Roque reports she was informed by the Compliance Department that the LOA was reviewed and it was approved to remove the Medicaid Addendum. She was waiting for the final copy of the redlined agreement to forward to us for review.

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28-Apr-2017	Email exchange	Francisco Munoz	Grace Roque	No updates yet on LOA. Ms. Roque responded not being familiar with Medicaid 270/271 Companion Guide about which we inquired. She had never been asked for that document by any other provider. I informed staff and followed up on 5/4/17 with documentation about Concordia's Medicare and Medicaid authorization guidelines. that seemed to suffice.
10-May-2017	Email	Francisco Munoz	Grace Roque	No response
16-May-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque responded by requesting a phone call for next day to discuss the matter.
17-May-2017	Phone Call	Francisco Munoz	Grace Roque	Ms. Roque explained she received revised LOA from Compliance Department; they accepted many County comments and removed the Medicaid Addendum. However, some revisions were not included. She was trying to get a few of those approved. MCOs used to have more autonomy to review and make changes, approved by Community Care Planning. The process changed and now involves mandatory feedback from CMS and AHCA Medicaid. She also gave us a heads-up that upcoming MCO Agreement will have Medicaid Addendums per AHCA flowdown master provisions. Concordia managed to remove it this time because we are only dealing with a LOA.
22-May-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque forwarded revised LOA and its redlined version as well. I forwarded it to staff for review
16-Jun-2017	Email	Francisco Munoz	Grace Roque	Staff reviewed LOA. We sent it back to Ms. Roque with question and comments. Ms. Roque responded she forwarded it right away to Compliance Department.
6-Jul-2017	Email	Francisco Munoz	Grace Roque	Sent follow up regarding status of review
10-Jul-2017		Francisco Munoz	Grace Roque	Ms. Roque sent revised document from Compliance Department.
21-Jul-2017	Email	Francisco Munoz	Grace Roque	We forwarded LOA with comments. BARC requests adding location and clarification on authorization language.
15-Aug-2017	Email	Francisco Munoz	Grace Roque	Ms. Roque returned revised LOA. We copied everyone involved. County Attorney's Office commented on 8/24/17 that LOA was almost ready and that the only legally problematic issue pertained to the expiration term: Two years or until signing a permanent agreement.
6-Oct-2017	Email Exchange	Francisco Munoz	Grace Roque	Concordia decided to delete the expiration term of two years which had been initially requested by County 1-1/2 years ago. The term is now until parties sign a permanent agreement. LOA is back with County Attorney's Office for final review and approval.
23-Oct-2017	Email	Francisco Munoz	Grace Roque	LOA returned to Concordia with comments and demands to put back terms previously agreed upon. There was some back and forth with this.
17-Nov-2017	Email	Francisco Munoz	N/A	Revised LOA received from Concordia and emailed to County Attorney's Office for approval
1-Dec-2017	Email	Francisco Munoz	N/A	County Attorney's Office approves Concordia LOA
4-Dec-2017	Hand-Carried	Francisco Munoz	N/A	Staff brings to County Attorney's Office three originals of LOA for signature
14-Dec-2017	Hand-Carried	Francisco Munoz	N/A	Staff picks-up from County Attorney's Office three approved originals of LOA
8-Jan-2018	Email	Francisco Munoz	Polly Cacurack	Concordia requests additional information from BARC pertaining to its ongoing business with Concordia
17-Jan-2018	Email	Francisco Munoz	Sherjuana Carr	BARC information received and forwarded to Concordia