

PROCEDURE

Series:	Operating Procedures	COA: NET 6.03 CFOP:
Procedure Name:	FPOCF Agency Performance Measurement	
Procedure Number:	OP 1212	
Reviewed Date:	04/06/17, 02/13/2020, 4/16/24, 12/3/2025	
Revision Date:	10/30/17	
Effective Date:	06/12/2017	

Applicable to: FPOCF staff and its subcontracted agencies

PURPOSE: The purpose of this procedure is to establish the method by which Family Partnerships of Central Florida (FPOCF) ensures compliance with the measured services that are identified within the Vendor Agreement.

PROCEDURE:

Cross Reference(s)

Contract #FP026 AHCA contract with Sunshine Health

Scope

This operating procedure applies to all Family Partnerships of Central Florida staff and its subcontracted agencies that are responsible for children who are enrolled in the Child Welfare Specialty Plan. If any of the responsibilities outlined in this procedure are contracted with an individual or other entity, the contracted provider must ensure compliance with this procedure, and the terms should be incorporated into the contract.

Key Terms

Sunshine Health Program Managers individuals employed by Sunshine who provide consultation and technical support, related to the Child Welfare Specialty Plan, to Community Based Care Lead Agencies.

Child Welfare Specialty Plan Enrollee—a child who is Medicaid eligible and is enrolled in the Sunshine Health, Child Welfare Specialty Plan, or the Sunshine Health Managed Medical Assistance Plan (MMA), due to an active status in the child welfare system of care. This includes children who have an open child welfare case, those who have been adopted and are receiving maintenance adoption subsidy and those who are receiving extended foster care or independent living services.

Community Based Care Lead Agency—an “eligible lead community-based provider” as defined in Section 409.1671(1) (e), F.S.

HEDIS (Healthcare Effectiveness Data and Information Set)—a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) which allows direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee represented by purchasers, consumers, health plans, health care providers, and policy makers. HEDIS allows for standardized measurement, standardized reporting, and accurate, objective side-by-side comparisons.

Standards

This procedure acknowledges that Family Partnerships of Central Florida (FPOCF) are required to achieve specified performance standards in accordance with the Vendor Agreement (i.e., Exhibit II, Schedule A, and measured services). Performance is measured based upon defined services, utilizing the National Committee for Quality Assurance, Healthcare Effectiveness Data, and Information Set (HEDIS).

- A. HEDIS measures are determined by the National Committee for Quality Assurance (NCQA) on an annual basis and are subject to change.
- B. Based upon Care Gap data, Incremental rates for each CBC are established and monitored for progress toward the established performance goals and based upon the Quality Incentive Program implemented by Sunshine Health as specified within the Vendor Agreement. FPOCF works jointly with Sunshine Health to develop an effective action plan, should the overall rates or an individual FPOCF rate be identified as not meeting the incremental goals.
- C. While HEDIS measures are subject to change, in general performance areas include:
 - Routine Medical Care and Screening
 - Routine Dental Care
 - Medication Follow-up
 - Psychiatric Hospitalization and Crisis Stabilization Follow-up
- D. FPOCF is required to implement procedures to ensure that CWSP enrollees attend appointments for medical, dental and behavioral health care, in accordance with Department of Children and Families requirements and as specified via the NCQA HEDIS measures.
- E. Sunshine Health Program Manager will incorporate discussion regarding HEDIS measure compliance into the quarterly monitoring process.
- F. Sunshine Health will report quality of care issues or services issues identified as part of the review for the identified measures to Sunshine Health in accordance with the Vendor Agreement.

Associated Forms & Attachments

- Sunshine Care Gaps Report

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 12/08/2025