



# STATEWIDE MEDICAID MANAGED CARE LONG-TERM CARE SERVICES (Nursing home and In-home care services)

## Choosing a Long-term Care (LTC) Plan

Welcome to the Statewide Medicaid Managed Care Program.

In Florida, managed care is a way to receive services for your long-term care needs, including nursing home and in-home care services.

Medicaid Choice Counselors are available to guide you through the enrollment process and to answer any questions you may have. They will enroll you into the plan of your choice and give you important information about when your plan starts. Please select one of the options below to start your enrollment or to contact a Choice Counselor for assistance:

1) Enroll on-line at [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)

**OR**

2) Schedule a visit with a Choice Counselor in your community. You may call 1-877-711-3662 to set up a face-to-face meeting with a Choice Counselor. This meeting can take place in your home or at a place that is convenient for you.

**OR**

3) Call a Choice Counselor toll-free 1-877-711-3662; Telecommunications device for the deaf (TDD) 1-866-467-4970.

Please refer to the letter that came with this brochure for your rights after enrolling into a plan.

Call Center Hours: Monday – Thursdays 8 a.m. – 8 p.m.;  
Friday 8 a.m. – 7 p.m.

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## STEPS TO HELP YOU SELECT YOUR LONG-TERM CARE PLAN

- 1) Look at the Long-term Care plans in the insert or on the web at [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com) to see the basic benefits offered by all plans and the extra benefits each plan offers.
- 2) Look at the extra benefits offered by each plan.
- 3) Call or visit with a Choice Counselor.
- 4) Decide which Long-term Care plan best serves the needs of you and your family member.



### You should consider the following when choosing a Long-term Care plan:

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- What services do I think I need? Assisted Living? Personal Care? Adult Day Care? **(Note: These are also known as direct service providers and must be in the plans network.)**
- Which plan has the direct service providers I currently use or think I will need?
- Are the direct service providers I need a part of the plan?

### Plan Choice and Change Period/Rights

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- You must select a plan by the date listed in the letter or one will be chosen for you.
- After you start services with a plan, you have 120 days to change your mind and select another plan. The 120 day change period begins with the first date of plan enrollment.
- Once a year you will have a chance to change plans during Open Enrollment. You will receive a reminder letter before this time.
- You will only be able to change plans if there is a state approved good cause reason.





## Starting Services before Medicaid Approval

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- Medicaid Pending is an option for receiving home and community based services without having to wait until the Department of Children and Families approves an individual for Medicaid.
- If the application is not approved, you may be financially responsible for any services received.
- If you stop the home and community based services you are receiving before being approved for Medicaid, you will have to wait until you receive Medicaid approval before receiving services again.

## WAYS TO ENROLL

**You must have the Florida Medicaid Number or Gold Card Number and birth year for each person you are enrolling.**

### On-Line

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Enroll anytime at: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)

- **Step 1:** On the main page, you may select your language preference: English, Spanish or Creole.
- **Step 2:** Select your county.
- **Step 3:** On the Plan Information tab you will find information on the Long-term Care plans available in your region and what extra services they offer.
- **Step 4:** Select the enroll button and fill out the information required to enroll online.

### In-Person

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**OR**

In-person enrollment assistance and choice counseling is available in your region.

- Call 1-877-711-3662 if you want to meet with a Choice Counselor.
- If you are disabled and not able to travel, a Choice Counselor will come to you.

### Call

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**OR**

- Call Choice Counseling at 1-877-711-3662  
Monday – Thursdays 8 a.m. – 8 p.m.; Friday 8 a.m. – 7 p.m.
- Telecommunications device for the deaf (TDD) users ONLY  
call 1-866-467-4970



# REFERENCE INFORMATION

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## *Important Phone Numbers & Websites*

### **ABUSE Hotline**

*(Report cases or concerns of abuse, neglect, or exploitation on children and vulnerable adults)*

1-800-962-2873

Visit: <http://www.myflfamilies.com/service-programs/abuse-hotline>

### **Agency for Health Care Administration Consumer Complaint**

*(Complaints about patient care, health plan, health care facilities, or to receive publications)*

1-888-419-3456

Visit: <http://apps.ahca.myflorida.com/hcfc/>

### **Comprehensive Assessment & Review for Long-Term Care Services (CARES)**

*(To inquire about in-home and community based services, and to request an assessment of a person's medical, social and psychological needs)*

1-800-963-5337

Visit: <http://elderaffairs.state.fl.us/doea/cares.php>

### **Department of Children and Families, Financial Access**

*(To inquire about Medicaid, food stamps or temporary cash assistance)*

1-866-762-2237

Visit: <https://myaccessaccount.dcf.state.fl.us/Register/Register1.aspx>

### **Department of Elder Affairs (DOEA) & Aging and Disability Resource Center**

*(To inquire about senior employment, housing opportunities, long-term care program screening, and health & wellness programs)*

1-800-963-5337

Visit: [www.elderaffairs.state.fl.us/doea/arc.php](http://www.elderaffairs.state.fl.us/doea/arc.php)

### **Medicaid Fraud Hotline**

*(If you suspect Medicaid Fraud or wish to receive publications on the matter)*

1-866-966-7226

Visit: [https://apps.ahca.myflorida.com/InspectorGeneral/fraud\\_complaintform.aspx](https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx)

### **Social Security Administration**

*(Apply for retirement, disability or Medicare, SSDI, or survivor benefits as well as to get extra help with Medicare prescription drug costs)*

1-800-772-1213

Visit: <http://www.ssa.gov/pgm/reach.htm>