

## Plan Contact Information

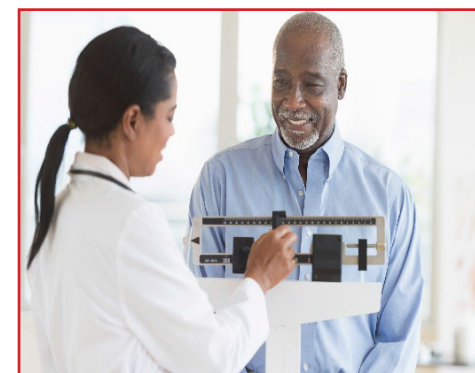
| Health Plans   |   |
|--|---|
| <b>Aetna Better Health of Florida, Inc.</b><br>Phone numbers: 1-800-441-5501 (MMA)<br>1-844-645-7371 (LTC)<br>TDD: 711<br>Visit: www.Aetnabetterhealth.com/florida | <b>Molina Healthcare</b><br>Phone number: 1-866-472-4585<br>TDD: 711<br>Visit: www.molinahealthcare.com   |
| <b>CMS Health Plan</b><br>Phone: 1-866-799-5321<br>TDD/TTY: 1-800-955-8770<br>Visit: www.SunshineHealth.com/CMS  | <b>Simply Healthcare Plans, Inc.</b><br>Phone number: 1-844-406-2396 (MMA)<br>1-877-440-3738 (LTC)<br>TDD: 711<br>Visit: www.simplyhealthcareplans.com/medicaid |
| <b>Community Care Plan</b><br>Phone Number: 1-866-899-4828<br>TDD: 1-855-655-5303<br>Visit: www.ccpcares.org   | <b>Sunshine State Health Plans, Inc.</b><br>Phone number: 1-866-796-0530<br>TDD: 1-800-955-8770<br>Visit: http://www.sunshinehealth.com                         |
| <b>Florida Community Care, LLC</b><br>Phone number: 1-833-FCC-PLAN<br>TDD: 711<br>Visit: www.fcchealthplan.com   | <b>UnitedHealthcare</b><br>Phone number: 1-888-716-8787 (MMA)<br>1-800-791-9233 (LTC)<br>TDD: 711<br>Visit: www.uhccommunityplan.com/fl.html                    |
| <b>Humana Medical Plan, Inc.</b><br>Phone numbers: 1-800-477-6931 (MMA)<br>1-888-998-7732 (LTC)<br>TDD: 711<br>Visit: www.humana.com/medicaid/florida-medicaid     |   |

# STATEWIDE MEDICAID MANAGED CARE



### INSIDE THIS BROCHURE:

- What is Statewide Medicaid Managed Care
- How to Enroll
- Services
- Continuing Care
- FL Medicaid Member Portal
- Plan Contact Information



## What Is Statewide Medicaid Managed Care?

In Florida, most Medicaid recipients are enrolled in the Statewide Medicaid Managed Care program. The program has three parts: Managed Medical Assistance, Long-Term Care, and Dental. People on Medicaid will get services using one or more of these benefit types:

- **Managed Medical Assistance (MMA):** Provides Medicaid covered medical services like doctor visits, hospital care, prescribed drugs, mental health care, and transportation to these services. Most people on Medicaid will receive their care from a plan that covers MMA services.
- **Long-Term Care (LTC):** Provides Medicaid LTC services like care in a nursing facility, assisted living facility, or at home. To get LTC you must be at least 18 years old and meet nursing home level of care (or meet hospital level of care if you have Cystic Fibrosis).
- **Dental:** Provides all Medicaid dental services for children and adults. All people on Medicaid must enroll in a dental plan.

For more information on the basic services provided by all plans, see the sections of this brochure titled **Services**.

## How to Enroll

### Use one of these ways:

1. Enroll online at [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)
2. Call a Choice Counselor toll-free at 1-877-711-3662. Telecommunications device for the deaf (TDD) 1-866-467-4970.

### The call center is open:

Monday – Thursday 8 a.m. - 8 p.m. and Friday 8 a.m. – 7 p.m.

To enroll, you must have the Florida Medicaid ID or Gold Card Number and Year of Birth for each person you wish to enroll.



## MMA Services

All MMA plans offer these health care services:

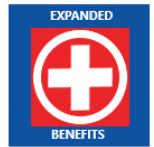
- Ambulatory Surgical Center
- Assistive Care Services
- Behavioral Analysis
- Birth Center and Licensed Midwife
- Chiropractic
- Clinic
- Emergency Care
- Family Planning Services and Supplies
- Healthy Start
- Hearing
- Home Health and Nursing Care
- Hospice
- Hospital
- Immunizations (shots)
- Laboratory and Imaging
- Medical Supplies, Equipment, Prostheses and Orthoses
- Mental Health and Substance Abuse Treatment
- Nursing Facility
- Physician, Physician Assistant, and Advance Practice Registered Nurse
- Podiatric
- Prescribed Drugs
- Renal Dialysis
- Therapy
- Transportation
- Visual Aids and Visual Care
- Well Child Visits



## LTC Services

All LTC plans offer these long-term care services:

- Adult Companion Care
- Adult Day Health Care
- Assistive Care
- Assisted Living
- Attendant Nursing Care
- Behavioral Management
- Caregiver Training
- Care Coordination/Case Management
- Home Accessibility Adaptation
- Home Delivered Meals
- Homemaker
- Hospice
- Intermittent and Skilled Nursing
- Medical Equipment and Supplies
- Medication Administration
- Medication Management
- Nutritional Assessment/Risk Reduction
- Nursing Facility
- Occupational Therapy
- Personal Care
- Personal Emergency Response System (PERS)
- Respite Care
- Physical Therapy
- Respiratory Therapy
- Speech Therapy
- Transportation to LTC Services



## Expanded Benefits Offered By All Plans

All plans offer these services: Please review the grid inside for a detailed list of all expanded benefits offered by each plan.

- Over-the-Counter Medications and supplies
- Waived Co-Pays
- Durable Medical Equipment Services and Supplies-BP monitors, hospital beds, etc.

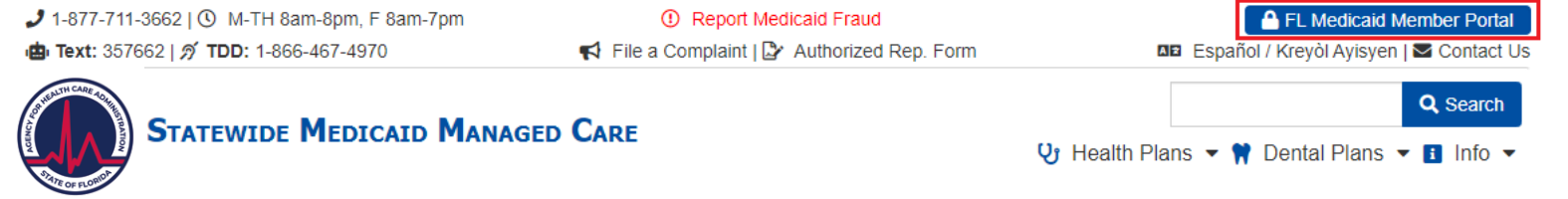
To see expanded benefits offered by CMS Specialty plan, you can view them online at [www.flmedicaidmanagedcare.com/health/comparehealthplans](http://www.flmedicaidmanagedcare.com/health/comparehealthplans)

## Continuing Care

If you are enrolling into a new plan you will be able to keep getting services that your plan or doctor already approved. This will last for a minimum of 90 days after you are in the new plan. During this time, health plans and dental plans must pay for these approved services, and you can keep going to the same provider, even if the provider is not in the new plan's network. After the continuing care period, you will need to get services through a provider that is in the new plan's network.

## FL Medicaid Member Portal

Sign-up for a FL Medicaid Member Portal account today by going to [www.flsmmc.com](http://www.flsmmc.com). Click on the FL Medicaid Member Portal at the top of the page to create an account.



### Why Sign Up for the FL Medicaid Member Portal?

- Check your Medicaid eligibility and enrollment status
- View and update your address
- Request help using secure messaging tool
- Enroll in a plan or change plans
- File complaints and see what is happening with your complaint
- Go paperless. Choose to only get letters from Medicaid electronically
- Receive text or email message alerts

If you need Choice Counseling materials in large print, audio or Braille, call the Helpline. I ou bezwen informasion un Kreyol, tanpris rele: 1-877-711-3662.