

Plan Contact Information

Health Plans	
Aetna Better Health Phone numbers: 1-800-441-5501 (MMA) 1-844-645-7371 (LTC) TDD: 711 Visit: www.Aetnabetterhealth.com/florida	Humana Healthy Horizons in Florida Phone numbers: 1-800-477-6931 (MMA) 1-888-998-7732 (LTC) TDD: 711 Visit: www.humana.com/medicaid/florida-medicaid
AmeriHealth Caritas Florida Phone number: 1-855-355-9800 TDD: 1-855-358-5856 Visit: http://www.amerihhealthcaritasfl.com	Molina Healthcare Phone number: 1-866-472-4585 TDD: 711 Visit: www.molinahealthcare.com
Clear Health Alliance Phone number: 1-844-406-2398 TDD: 711 Visit: https://www.clearhealthalliance.com/florida/home.html	Simply Healthcare Phone number: 1-844-406-2396 (MMA) 1-877-440-3738 (LTC) TDD: 711 Visit: www.simplyhealthcareplans.com/medicaid
CMS Health Plan Phone: 1-866-799-5321 TDD/TTY: 1-800-955-8770 Visit: www.SunshineHealth.com/CMS	Sunshine Health Phone number: 1-866-796-0530 TDD: 1-800-955-8770 Visit: http://www.sunshinehealth.com
Community Care Plan Phone Number: 1-866-899-4828 TDD: 1-855-655-5303 Visit: www.ccpcares.org	UnitedHealthcare Phone number: 1-888-716-8787 (MMA) 1-800-791-9233 (LTC) TDD: 711 Visit: www.uhcccommunityplan.com/fl.html
Florida Community Care Phone number: 1-833-FCC-PLAN TDD: 711 Visit: www.fcchealthplan.com	
Dental Plans	
DentaQuest Phone number: 1-888-468-5509 TDD: 1-800-466-7566 Visit: http://dentaquest.com/state-plans/regions/florida/	Liberty Phone number: 1-833-276-0850 TDD: 1-877-855-8039 Visit: www.libertydentalplan.com/FLMedicaid
MCNA Dental Phone number: 1-855-699-6262 TDD: 1-800-955-8771 Visit: www.mcnafl.net	

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, 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
2. Call a Choice Counselor toll-free at 1-877-711-3662. Telecommunications device for the deaf (TDD) 1-866-467-4970.
3. If you have special medical needs, you may set up a face-to-face meeting with a Choice Counselor by calling 1-877-711-3662.

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
- 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



Dental Services (Under 21)

All Dental plans offer these dental services if you are under age 21:

- Ambulatory Surgical Center or Hospital-based Dental Services
- Dental Exams
- Dental Screenings
- Dental X-rays
- Dentures and Partial
- Extractions (removal of teeth)
- Fillings and Crowns
- Fluoride
- Oral Health Instructions
- Orthodontics (Braces)
- Periodontics
- Root Canals
- Sealants
- Sedation (dental services while asleep or partly asleep)
- Space Maintainers
- Teeth Cleanings



Dental Services (21 or older)

All Dental plans offer these dental services if you are 21 or older:

- Dental Exams (limited)
- Dental X-rays (limited)
- Dentures
- Extractions (removal of teeth)
- Pain Management
- Problem focused exam
- Sedation (dental services while asleep or partly asleep)



Expanded Dental Benefits (21 or older)

All Dental plans offer these expanded dental benefits if you are 21 or older with prior approval from your dental plan:

- Additional dental exams
- Additional dental x-rays
- Additional extractions
- Dental screenings
- Fillings (silver and white)
- Fluoride
- Oral Health Instructions
- Sealants
- Teeth cleanings (basic and deep)

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 up to 60 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 60 days, 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.flmedicaidmanagedcare.com. Click on the FL Medicaid Member Portal at the top of the page to create an account.

1-877-711-3662 | M-TH 8am-8pm, F 8am-7pm
 Text: 357662 | TDD: 1-866-467-4970
 Report Medicaid Fraud
 File a Complaint | Authorized Rep. Form
 FL Medicaid Member Portal
 Español / Kreyòl Ayisyen | Contact Us
 STATEWIDE MEDICAID MANAGED CARE
 Health Plans | Dental Plans | Info

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.