STATEWIDE MEDICAID MANAGED CARE

Plan Contact Information

<table>
<thead>
<tr>
<th>Health Plans</th>
<th>Dental Plans</th>
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</table>
| Aetna Better Health  
Phone numbers: 1-800-441-5501 (MMA)  
1-844-645-7371 (LTC)  
TDD: 711  
Visit: www.Aetnabetterhealth.com/Florida |
| 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: www.clearhealthalliance.com/member |
| Positive Healthcare of Florida  
Phone number: 888-997-0979  
TDD: 711  
Visit: http://www.phc-fl.org |
| Children’s Medical Services (CMS) Plan  
Phone: 866-209-5022  
TDD: 855-655-5303  
Visit: http://www.CMSPlanFlorida.gov |
| Prestige  
Phone number: 1-855-355-9800  
TDD: 1-855-355-9506  
Visit: www.prestigepatientchoice.com |
| Community Care Plan  
Phone Number: 1-888-899-4828  
TDD: 1-855-655-5303  
Visit: www.cccpcares.org |
| Simply Healthcare  
(Company as Amerigroup and Better Health)  
Phone number: 1-844-406-2396  
TDD: 711  
Visit: www.simplyhealthcareplans.com/medicaid |
| Florida Community Care  
Phone number: 1-833-FCC-PLAN  
TDD: 711  
Visit: www.fchealthplan.com |
| Staywell  
Phone number: 1-866-334-7927  
TDD: 711  
Visit: www.wellcare.com/Florida |
| Humana Medical Plan  
Phone numbers: 1-800-477-6931 (MMA)  
1-888-998-7732 (LTC)  
TDD: 711  
Visit: www.humana.com/medicaid/Florida |
| Sunshine Health  
Phone number: 1-866-796-0530  
TDD: 1-800-995-8770  
Visit: http://www.sunshinehealth.com |
| Lighthouse Health Plan  
Phone number: 1-844-243-5176  
TDD: 711  
Visit: www.lighthousehealthplan.com/ |
| UnitedHealthcare  
Phone number: 1-888-716-8787  
TDD: 711  
Visit: www.uhcommunityplan.com/Fl.html |
| Magellan Complete Care  
Phone number: 800-327-8813  
TDD: 711  
Visit: http://www.magellancompletecareoffl.com |
| Vivida Health  
Phone number: 1-844-243-5131  
TDD: 711  
Visit: www.VividaHealth.com |
| Miami Children’s  
Phone number: 1-844-243-5187  
TDD: 711  
Visit: www.miamichildrenshealthplan.com/ |
| 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.mcnaff.net |

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 (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
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
- 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 Partials
- 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
- Teeth Cleanings (basic and deep)
- Fillings (silver and white)
- Extractions (removal of teeth)
- Fluoride
- Oral Health Instructions
- Sealants
- Teeth Cleanings (basic and deep)

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

- 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
- Problem focused exam
- Sedation (dental services while asleep or partly asleep)

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.

Why Sign Up for the 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.