



RICK SCOTT  
GOVERNOR

JUSTIN M. SENIOR  
SECRETARY

HeadOfHousehold  
AddressLine1 AddressLine2  
RecipientCity RecipientState 1234567890

June 27, 2017



Welcome to the Managed Medical Assistance (MMA) program. The MMA program is a part of Statewide Medicaid Managed Care. You are enrolled in the MMA plan listed below. You get to choose the MMA plan that is best for you. You can stay in the plan listed below or you can choose another plan. Until you make a choice, you are in the plan listed below.

To gain quicker access to your case, please use the following security PIN to enroll: XXXX

**IMPORTANT: If you choose not to change your plan, those listed in Step 2 will continue to be enrolled with the plan listed below.**

Plan Name: HealthPlanName

Plan Start Date: 7/1/2017

If you want to change to a different plan follow steps 1-3 below to make a change.

**Step 1: Look**



Look at the information in this packet. It includes:

- information on the MMA program
- a list of the plan(s) in your region
- a list of the extra benefits offered by the plan(s)
- the steps you need to take to join a plan
- how to enroll online or by phone
- answers to frequently asked questions

You can also find this same information online at: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)

**Step 2: Choose**



For each person, you will need:

- birth year **and**
- either the Medicaid ID or Gold Card number.

Name	Medicaid #
RecipientName	1234567890

**Step 3: Enroll**



**Online**

**OR**

**Call**

[www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com)

**Please note:** If you choose to enroll online you will need to use the Security PIN above. The PIN must be used along with your Medicaid ID or Gold Card number.

Toll-free at 1-877-711-3662 to talk to a choice counselor or request to meet with a choice counselor.

For additional information, please see the brochure in your packet.

Please read the back of this letter.



Return Address: Agency for Health Care Administration 2727 Mahan Drive, MS 62 Tallahassee, FL 32308  
Call Center Hours: Monday-Thursday - 8 a.m. - 8 p.m.; Friday - 8 a.m. - 7 p.m. TTY/TDD users ONLY call 1-866-467-4970  
If you need Choice Counseling materials in large print, audio or Braille, call the Toll-free Helpline 1-877-711-3662.

**Please note:** If your Medicaid eligibility changes, you may not be able to join a MMA plan. Be sure to keep all appointments and return information required by the Department of Children and Families or the Social Security Administration that relate to your eligibility.

### **What happens next?**

- You are now in Medicaid. You can start getting services.
- Your MMA plan(s) will send ID card(s), a member handbook, and a list of providers.
- Your plan will choose a Primary Care Provider (PCP) for you, You can change your PCP any time by calling your health plan.
- Make an appointment with your provider for a check-up.
- If you have questions about services your health plan offers, call the health plan.

## **YOUR RIGHTS TO CHANGE PLANS**

Once you are enrolled in your plan, you will have 120 days to change plans. If you want to pick a different plan, you must pick that plan by 10/29/2017. After this date, if you want to change your plan, you can do so once a year during a special time called Open Enrollment. Before your Open Enrollment period begins, you will receive a reminder letter and information about your plan choices.

If you want to change plans at a time other than during Open Enrollment, you must have a state-approved good cause reason. For more information or to find out if you have a good cause reason, call 1-877-711-3662 or visit [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).