



RON DESANTIS  
GOVERNOR

MARY C. MAYHEW  
SECRETARY

<PayeeName>  
<AddressLine1> <AddressLine2> <Letter Date>  
<City> <State> <Zip Code>

<Recipient Name> must receive Medicaid health care services through the Managed Medical Assistance (MMA) program, a part of Statewide Medicaid Managed Care.

Our records show that your enrollment in <Old Health Plan Name> will end on <end date>, because you are no longer eligible for this plan. <Recipient Name> will be enrolled in <Health Plan Name> on <begin date>.

If you would like to choose a different plan you may do so using one of the following options:

- Enroll online at [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).
- Call the Statewide Medicaid Managed Care Hotline at 1-877-711-3662.

When you call, please have the birth year and Medicaid or Gold Card number for <Recipient Name>.

If you choose a new plan, your new plan will pay for any care that was scheduled before you enrolled even if your doctor is not in the new plan. This is true for up to 60 days after you are in the new plan.

**You have rights to change plans.  
See the back for Your Rights to Change Plans.**



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.

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## **YOUR RIGHTS TO CHANGE PLANS**

Once you are enrolled in your plan, you will have 120 days to change plans, unless you make a change during Open Enrollment. If you want to pick a different plan, you must pick that plan by <120-day cutoff>. 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 may need a state-approved good cause reason. For more information or to find out if you need a good cause reason, call 1-877-711-3662 or visit [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).