Plan Contact Information

<table>
<thead>
<tr>
<th>Health Plans</th>
<th>Dental Plans</th>
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<tbody>
<tr>
<td>Aetna Better Health</td>
<td>DentaQuest</td>
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<tr>
<td>Phone numbers: 1-800-441-5501 (MMA) 1-844-645-7371 (LTC) TDD: 711</td>
<td>Phone number: 1-888-468-5509 TDD: 1-800-466-7566</td>
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<tr>
<td>Molina Healthcare</td>
<td>Liberty</td>
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<tr>
<td>Phone number: 1-866-472-4585 TDD: 711</td>
<td>Phone number: 1-833-276-0850 TDD: 1-877-855-8039</td>
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<tr>
<td>Clear Health Alliance</td>
<td>MCNA Dental</td>
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<tr>
<td>Phone number: 1-844-406-2398 TDD: 711</td>
<td>Phone number: 1-800-955-6926 TDD: 1-800-955-8771</td>
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<tr>
<td>Visit: <a href="http://www.clearhealthalliance.com/member">www.clearhealthalliance.com/member</a></td>
<td>Visit: <a href="http://www.mcnafl.net">www.mcnafl.net</a></td>
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<td>Positive Healthcare of Florida</td>
<td>Simply Healthcare</td>
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<td>Phone number: 888-997-0979 TDD: 711</td>
<td>Phone number: 1-844-406-2396 TDD: 711</td>
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<tr>
<td>Children’s Medical Services (CMS) Plan</td>
<td>Sun Life Health</td>
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<tr>
<td>Phone: 866-209-5022 TDD: 855-655-5303</td>
<td>Phone number: 866-796-0530 TDD: 1-800-995-8770</td>
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<tr>
<td>Community Care Plan</td>
<td>United Healthcare</td>
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<tr>
<td>Phone Number: 1-866-899-4828 TDD: 711</td>
<td>Phone number: 1-888-716-8787 TDD: 711</td>
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<tr>
<td>Florida Community Care</td>
<td>Humana Medical Plan</td>
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<tr>
<td>Phone number: 1-833-FCC-PLAN TDD: 711</td>
<td>Phone: 1-800-477-6931 (MMA) 1-888-998-7732 (LTC) TDD: 711</td>
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<tr>
<td>Staywell</td>
<td>Lighthouse Health Plan</td>
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<tr>
<td>Phone number: 1-866-334-7927 TDD: 711</td>
<td>Phone number: 1-844-243-5176 TDD: 711</td>
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<td>Prestige</td>
<td>Magellan Complete Care</td>
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<tr>
<td>Phone number: 1-855-355-9800 TDD: 1-855-358-5856</td>
<td>Phone number: 800-327-8613 TDD: 711</td>
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<tr>
<td>Simply Healthcare</td>
<td>Miami Children’s</td>
</tr>
<tr>
<td>Phone number: 1-844-406-2396 TDD: 711</td>
<td>Phone number: 1-844-243-5187 TDD: 711</td>
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<tr>
<td>Visit: <a href="http://www.simplyhealthcareplans.com/medicaid">www.simplyhealthcareplans.com/medicaid</a></td>
<td>Visit: <a href="http://www.miamichildrenshealthplan.com/">www.miamichildrenshealthplan.com/</a></td>
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<td>Sunshine Health</td>
<td>Positive Healthcare of Florida</td>
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<tr>
<td>Phone number: 1-866-796-0530 TDD: 1-800-995-8770</td>
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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
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 Partialles
- 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)
- 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.

Member Portal
Sign-up for a Member Portal account today by going to www.flmedicaidmanagedcare.com. Click on Login/Register at the top of the page to create an account.

- 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.