

# Florida Medicaid **Member Handbook**

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**Communitycare**  
*the health plan with a heart* PLAN

**"If you do not speak English**, call us at 1-866-899-4828. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can talk with you in your language."

**Spanish: Si usted no habla inglés**, llámenos al 1-866-899-4828. Ofrecemos servicios de interpretación y podemos ayudarle a responder preguntas en su idioma. También podemos ayudarle a encontrar un proveedor de salud que pueda comunicarse con usted en su idioma.

**French: Si vous ne parlez pas anglais**, appelez-nous au 1-866-899-4828. Nous avons accès à des services d'interprétariat pour vous aider à répondre aux questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé qui peut communiquer avec vous dans votre langue.

**Haitian Creole: Si ou pa pale lang Anglè**, rele nou nan 1-866-899-4828. Nou ka jwenn sèvis entèprèt pou ou, epitou nou kapab ede reponn kesyon ou yo nan lang ou pale a. Nou kapab ede ou jwenn yon pwofesyonèl swen sante ki kapab kominike avèk ou nan lang ou pale a."

**Italian: "Se non parli inglese** chiamaci al 1-866-899-4828. Disponiamo di servizi di interpretariato e siamo in grado di rispondere alle tue domande nella tua lingua. Possiamo anche aiutarti a trovare un fornitore di servizi sanitari che parli la tua lingua."

**Russian: «Если вы не разговариваете по-английски**, позвоните нам по номеру 1-866-899-4828. У нас есть возможность воспользоваться услугами переводчика, и мы поможем вам получить ответы на вопросы на вашем родном языке. Кроме того, мы можем оказать вам помощь в поиске поставщика медицинских услуг, который может общаться с вами на вашем родном языке».

## Important Contact Information

Member Helpline	1-866-899-4828	Available 24 hours
Member Help Line TTY	1-855-655-5303	Available 24 hours
Website	<a href="http://www.ccpcares.org">www.ccpcares.org</a>	
Address	1643 Harrison Parkway Suite H-200 Sunrise, FL 33323	

Transportation	LogistiCare 1-866-306-9358 (Reservations) 1-866-306-9359 (Ride Assistance)
Behavioral Health	Carisk 1-800-294-8642
Vision Services	20/20 Vision 1-877-296-0799
Dental Services	Contact your case manager directly or 1-866-899-4828 for help with arranging these services.
To report suspected cases of abuse, neglect, abandonment, or exploitation of children or vulnerable adults	1-800-96-ABUSE (1-800-962-2873) TTY: 711 or 1-800-955-8771 <a href="http://www.myflfamilies.com/service-programs/abuse-hotline">www.myflfamilies.com/service-programs/abuse-hotline</a>
For Medicaid Eligibility	1-866-762-2237 TTY: 711 or 1-800-955-8771 <a href="http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/medicaid">www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/medicaid</a>
To report Medicaid Fraud and/or Abuse	1-888-419-3456 <a href="https://apps.ahca.myflorida.com/mpi-complaintform/">https://apps.ahca.myflorida.com/mpi-complaintform/</a>

To file a complaint about a health care facility	1-888-419-3450 <a href="http://ahca.myflorida.com/MCHQ/Field_Ops/CAU.shtml">http://ahca.myflorida.com/MCHQ/Field_Ops/CAU.shtml</a>
To request a Medicaid Fair Hearing	1-877-254-1055 1-239-338-2642 (fax) <a href="mailto:MedicaidHearingUnit@ahca.myflorida.com">MedicaidHearingUnit@ahca.myflorida.com</a>
To file a complaint about Medicaid services	1-877-254-1055 TDD: 1-866-467-4970 <a href="http://ahca.myflorida.com/Medicaid/complaints/">http://ahca.myflorida.com/Medicaid/complaints/</a>
To find information for elders	1-800-96-ELDER (1-800-963-5337) <a href="http://elderaffairs.state.fl.us/doea/arc.php">http://elderaffairs.state.fl.us/doea/arc.php</a>
To find out information about domestic violence	1-800-799-7233 TTY: 1-800-787-3224 <a href="http://www.thehotline.org/">www.thehotline.org/</a>
To find information about health facilities in Florida	<a href="http://www.floridahealthfinder.gov/index.html">www.floridahealthfinder.gov/index.html</a>
To find information about urgent care	Please contact Member Services at 1-866-899-4828 or go to our website <a href="http://www.ccpcares.org">www.ccpcares.org</a>
For an emergency	9-1-1 Or go to the nearest emergency room

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**Welcome to Community Care Plan’s Statewide Medicaid Managed Care Plan**

Community Care Plan has a contract with the Florida Agency for Health Care Administration (Agency) to provide health care services to people with Medicaid. This is called the **Statewide Medicaid Managed Care (SMMC) Program**. You are enrolled in our SMMC plan. This means that we will offer you Medicaid services. We work with a group of health care providers to help meet your needs.

There are many types of Medicaid services that you can receive in the SMMC program. You can receive medical services, like doctor visits, labs, and emergency care, from a **Managed Medical Assistance (MMA)** plan. If you are an elder or adult with disabilities, you can receive nursing facility and home and community-based services in a **Long-Term Care (LTC)** plan. If you have a certain health condition, like AIDS, you can receive care that is designed to meet your needs in a **Specialty** plan.

If your child is enrolled in the Florida KidCare **MediKids** program, most of the information in this handbook applies to you. We will let you know if something does not apply.

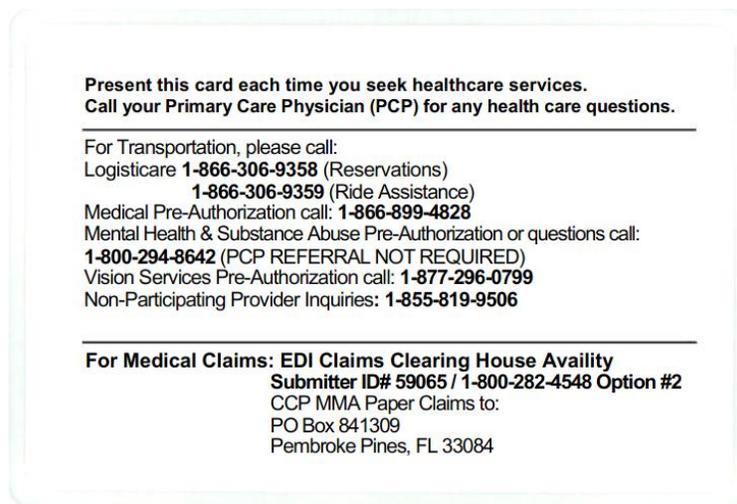
This handbook will be your guide for all health care services available to you. You can ask us any questions, or get help making appointments. If you need to speak with us, just call us at 1-866-899-4828.

## Section 1: Your Plan Identification Card (ID card)

You should have received your ID card in the mail. Call us if you have not received your card or if the information on your card is wrong. Each member of your family in our plan should have their own ID card.

Carry your ID card at all times and show it each time you go to a health care appointment. Never give your ID card to anyone else to use. If your card is lost or stolen, call us so we can give you a new card.

Your ID card will look like this:



## **Section 2: Your Privacy**

Your privacy is important to us. You have rights when it comes to protecting your health information, such as your name, Plan identification number, race, ethnicity, and other things that identify you. We will not share any health information about you that is not allowed by law.

If you have any questions, call Member Services. Our privacy policies and protections are:

Community Care Plan will never give out your history without your written consent. The only persons that will have your info will be your doctors and your representative. Community Care Plan staff have been trained to keep your info private.

## **Section 3: Getting Help from Our Member Services**

Our Member Services Department can answer all of your questions. We can help you choose or change your Primary Care Provider (PCP for short), find out if a service is covered, get referrals, find a provider, replace a lost ID card, report the birth of a new baby, and explain any changes that might affect you or your family's benefits.

### **Contacting Member Services**

You may call us at 1-866-899-4828, or 1-855-655-5303, Monday to Friday, 8:00 a.m. to 7:00 p.m., but not on State approved holidays (like Christmas Day and Thanksgiving Day). When you call, make sure you have your identification card (ID card) with you so we can help you. (If you lose your ID card, or if it is stolen, call Member Services.)

### **Contacting Member Services after Hours**

If you call when we are closed, please leave a message. We will call you back the next business day. If you have an urgent question, you may call our 24/7 Nurse Help Line at 1-855-541-6404. Our nurses are available to help you 24 hours a day, 7 days a week.

## Section 4: Do You Need Help Communicating?

### If you do not speak English

we can help. We have people who help us talk to you in your language. We provide this help for free.

### For people with disabilities

If you use a wheelchair, or are blind, or have trouble hearing or understanding, call us if you need extra help. We can tell you if a provider's office is wheelchair accessible or has devices for communication. Also, we have services like:

- Telecommunications Relay Service. This helps people who have trouble hearing or talking to make phone calls. Call 711 and give them our Member Services phone number. It is 1-866-899-4828. They will connect you to us
- Information and materials in large print, audio (sound); and braille
- Help in making or getting to appointments
- Names and addresses of providers who specialize in your disability

All of these services are provided free to you.

## Section 5: When Your Information Changes

If any of your personal information changes, let us know as soon as possible. You can do so by calling Member Services. We need to be able to reach you about your health care needs.

The Department of Children and Families (DCF) needs to know when your name, address, county, or telephone number changes as well. Call DCF toll free at 1-866-762-2237 (TTY 1-800-955-8771) Monday through Friday from 8 a.m. to 5:30 p.m. You can also go online and make the changes in your Automated Community Connection to Economic Self Sufficiency (ACCESS) account at <https://dcf-access.dcf.state.fl.us/access/index.do>. You may also contact the Social Security Administration (SSA) to report changes. Call SSA toll free at 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday from 7 a.m. to 7 p.m. You may also contact your local Social Security office or go online and make changes in your Social Security account at <https://secure.ssa.gov/RIL/SiView.do>.

## Section 6: Your Medicaid Eligibility

In order for you to go to your health care appointments and for Community Care Plan to pay for your services, you have to be covered by Medicaid and enrolled in our plan. This is called having **Medicaid eligibility**. DCF decides if someone qualifies for Medicaid.

Sometimes things in your life might change, and these changes can affect whether or not you can still have Medicaid. It is very important to make sure that you have Medicaid before you go to any appointments. Just because you have a Plan ID Card does not mean that you still have Medicaid. Do not worry! If you think your Medicaid has changed

or if you have any questions about your Medicaid, call Member Services and we can help you check on it.

### **If you Lose your Medicaid Eligibility**

If you lose your Medicaid and get it back within 180 days, you will be enrolled back into our plan.

### **If you have Medicare**

If you have Medicare, continue to use your Medicare ID card when you need medical services (like going to the doctor or the hospital), but also give the provider your Medicaid Plan ID card too.

### **If you are having a baby**

If you have a baby, he or she will be covered by us on the date of birth. Call Member Services to let us know that your baby has arrived, and we will help make sure your baby is covered and has Medicaid right away.

It is helpful if you let us know that you are pregnant **before** your baby is born to make sure that your baby has Medicaid. Call DCF toll free at 1-866-762-2237 while you are pregnant. If you need help talking to DCF, call us. DCF will make sure your baby has Medicaid from the day he or she is born. They will give you a Medicaid number for your baby. Let us know the baby's Medicaid number when you get it.

## **Section 7: Enrollment in Our Plan**

When you first join our plan, you have 120 days to try our plan. If you do not like it for any reason, you can enroll in another SMMC plan in this region. Once those 120 days are over, you are enrolled in our plan for the rest of the year. This is called being **locked-in** to a plan. Every year you have Medicaid and are in the SMMC program, you will have an open enrollment period.

### **Open Enrollment**

Open enrollment is a period that starts 60 days before the end of your year in our plan. The State's Enrollment Broker will send you a letter letting you know that you can change plans if you want. This is called your **Open Enrollment** period. You do not have to change plans. If you leave our plan and enroll in a new one, you will start with your new plan at the end of your year in our plan. Once you are enrolled in the new plan, you will have another 60 days to decide if you want to stay in that plan or change to a new one before you are locked-in for the year. You can call the Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970).

### **Enrollment in the SMMC Long-Term Care Program**

The SMMC Long-Term Care (LTC) program provides nursing facility services and home and community-based care to elders and adults (ages 18 years and older) with disabilities. Home and community-based services help people stay in their homes, with services like help with bathing, dressing, and eating; help with chores; help with shopping; or supervision.

We pay for services that are provided at the nursing facility. If you live in a Medicaid nursing facility full-time, you are probably already in the LTC program. If you don't know, or don't think you are enrolled in the LTC program, call Member Services. We can help you.

The LTC program also provides help for people living in their home. But space is limited for these in-home services, so before you can receive these services, you have to speak to someone who will ask you questions about your health. This is called a screening. The Department of Elder Affairs' Aging and Disability Resource Centers (ADRCs) complete these screenings. Once the screening is complete, your name will go on a waiting list. When you get to the top of the wait list, the Department of Elder Affairs Comprehensive Assessment and Review for Long-Term Care Services (CARES) program will ask you to provide more information about yourself to make sure you meet other medical criteria to receive services from the LTC program. Once you are enrolled in the LTC program, we will make sure you continue to meet requirements for the program each year.

You can find the phone number for your local ADRC using the following map. They can also help answer any other questions that you have about the LTC program.



## AREA AGENCIES ON AGING OFFICES

### PSA 1

Northwest Florida Area Agency on Aging, Inc.  
5090 Commerce Park Circle  
Pensacola, FL 32505  
(850) 494-7101  
[www.nwflaaa.org](http://www.nwflaaa.org)

### PSA 2

Area Agency on Aging for North Florida, Inc.  
2414 Mahan Drive  
Tallahassee, FL 32308  
(850) 488-0055  
[www.aaanf.org](http://www.aaanf.org)

### PSA 3

Elder Options  
100 SW 75th Street, #301  
Gainesville, FL 32607  
(352) 378-6649  
[www.agingresources.org](http://www.agingresources.org)

### PSA 4

ElderSource,  
The Area Agency on Aging of Northeast Florida  
10688 Old St Augustine Road  
Jacksonville, FL 32257  
(904) 391-6600  
[www.myeldersource.org](http://www.myeldersource.org)

### PSA 5

Area Agency on Aging of Pasco-Pinellas, Inc.  
9549 Koger Boulevard,  
Gadsden Bldg., Suite 100  
St. Petersburg, FL 33702  
(727) 570-9696  
[www.agingcarefl.org](http://www.agingcarefl.org)

### PSA 6

Senior Connection Center, Inc.  
8928 Brittany Way  
Tampa, Florida 33619  
(813) 740-3888  
[www.seniorconnectioncenter.org](http://www.seniorconnectioncenter.org)

### PSA 7

Senior Resource Alliance  
988 Woodcock Road, Suite 200  
Orlando, FL 32803  
(407) 514-1800  
[www.seniorresourcealliance.org](http://www.seniorresourcealliance.org)

### PSA 8

Area Agency on Aging for Southwest Florida  
15201 North Cleveland Avenue  
Suite 1100  
North Fort Myers, FL 33903  
(239) 652-6900  
[www.aaaswfl.org](http://www.aaaswfl.org)

### PSA 9

Area Agency on Aging of Palm Beach/Treasure Coast,  
4400 N. Congress Avenue  
West Palm Beach, FL 33407  
(561) 684-5885  
[www.youragingresourcecenter.org](http://www.youragingresourcecenter.org)

### PSA 10

Aging and Disability Resource Center of Broward County, Inc.  
5300 Hiatus Road  
Sunrise, FL 33351  
(954) 745-9567  
[www.adrcbroward.org](http://www.adrcbroward.org)

### PSA 11

Alliance for Aging, Inc.  
760 NW 107th Avenue  
Suite 214, 2nd Floor  
Miami, FL 33172  
(305) 670-6500  
[www.allianceforaging.org](http://www.allianceforaging.org)

PSA - Planning and Service Area

## **Section 8: Leaving Our Plan (Disenrollment)**

Leaving a plan is called **disenrolling**. If you want to leave our plan while you are locked-in, you have to call the State's Enrollment Broker. By law, people cannot leave or change plans while they are locked-in except for very special reasons. The Enrollment Broker will talk to you about why you want to leave the plan. The Enrollment Broker will also let you know if the reason you stated allows you to change plans.

You can leave our plan at any time for the following reasons (also known as **Good Cause Disenrollment** reasons<sup>1</sup>):

- You are getting care at this time from a provider that is not part of our plan but is a part of another Plan
- We do not cover a service for moral or religious reasons
- You are an American Indian or Alaskan Native
- You live in and get your Long-Term Care services from an assisted living facility, adult family care home, or nursing facility provider that was in our network but is no longer in our network

You can also leave our plan for the following reasons, if you have completed our grievance and appeal process<sup>2</sup>:

- You receive poor quality of care, and the Agency agrees with you after they have looked at your medical records
- You cannot get the services you need through our plan, but you can get the services you need through another plan
- Your services were delayed without a good reason

If you have any questions about whether you can change plans, call Member Services or the State's Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970).

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<sup>1</sup> For the full list of Good Cause Disenrollment reasons, please see Florida Administrative Rule 59G-8.600:

[www.flrules.org/gateway/RuleNo.asp?title=MANAGED\\_CARE&ID=59G-8.600](http://www.flrules.org/gateway/RuleNo.asp?title=MANAGED_CARE&ID=59G-8.600)

<sup>2</sup> To learn how to ask for an appeal, please turn to Section 15, Member Satisfaction, on page 43.

## **Removal from Our Plan (Involuntary Disenrollment)**

The Agency can remove you from our plan (and sometimes the SMMC program entirely) for certain reasons. This is called **involuntary disenrollment**. These reasons include:

- You lose your Medicaid
- You move outside of where we operate, or outside the State of Florida
- You knowingly use your Plan ID card incorrectly or let someone else use your Plan ID card
- You fake or forge prescriptions
- You or your caregivers behave in a way that makes it hard for us to provide you with care
- You are in the LTC program and live in an assisted living facility or adult family care home that is not home-like and you will not move into a facility that is home-like<sup>3</sup>

If the Agency removes you from our plan because you broke the law or for your behavior, you cannot come back to the SMMC program.

## **Section 9: Managing Your Care**

If you have a medical condition or illness that requires extra support and coordination, we may assign a case manager to work with you. Your case manager will help you get the services you need. The case manager will work with your other providers to manage your health care. If we provide you with a case manager and you do not want one, call Member Services to let us know.

Case managers can help you get services that are on your plan of care. Case management members often have several conditions, see several doctors, have a new diagnosis, or need help arranging services the doctor has ordered. CCP case managers assist in coordinating health services and community resources working in collaboration with the social work team to connect you to resources in your community. This can include services like food banks, WIC services, or housing support. If you or a loved one think case management may be able to help, call our Member Services department at 1-866-899-4828 TTY/TDD 1-855-655-5303 for more information. You can ask to speak to a case manager.

If you have a problem with your care, or something in your life changes, let your case manager know and they will help you decide if your services need to change to better support you.

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<sup>3</sup> This is for Long-Term Care program enrollees only. If you have questions about your facility's compliance with this federal requirement, please call Member Services or your case manager.

## Changing Case Managers

If you want to choose a different case manager, call Member Services. There may be times when we will have to change your case manager. If we need to do this, we will send a letter to let you know.

## Important Things to Tell Your Case Manager

If something changes in your life or you don't like a service or provider, let your case manager know. You should tell your case manager if:

- You don't like a service
- You have concerns about a service provider
- Your services aren't right
- You get new health insurance
- You go to the hospital or emergency room
- Your caregiver can't help you anymore
- Your living situation changes
- Your name, telephone number, address, or county changes

## Request to Put Your Services on Hold

If something changes in your life and you need to stop your service(s) for a while, let your case manager know. Your case manager will ask you to fill out and sign a form to put your service(s) on hold.

## Section 10: Accessing Services

Before you get a service or go to a health care appointment, we have to make sure that you need the service and that it is medically right for you. This is called **prior authorization**. To do this, we look at your medical history and information from your doctor or other health care providers. Then we will decide if that service can help you. We use rules from the Agency to make these decisions.

## Providers in Our Plan

For the most part, you must use doctors, hospitals, and other health care providers that are in our **provider network**. Our provider network is the group of doctors, therapists, hospitals, facilities, and other health care providers that we work with. You can choose from any provider in our provider network. This is called your **freedom of choice**. If you use a health care provider that is not in our network, you may have to pay for that appointment or service.

You will find a list of providers that are in our network in our provider directory. If you want a copy of the provider directory, call 1-866-899-4828 to get a copy or visit our website at [www.ccpcares.org](http://www.ccpcares.org).

If you are in the LTC program, your case manager is the person who will help you choose a service provider for each of your services. Once you choose a service provider, they will contact them to begin your services. This is how services are

**approved** in the LTC program. Your case manager will work with you, your family, your caregivers, your doctors and other providers to make sure that your LTC services work with your medical care and other parts of your life.

**Providers Not in Our Plan**

There are some services that you can get from providers who are not in our provider network. These services are:

- Family planning services and supplies
- Women’s preventative health services, such as breast exams, screenings for cervical cancer, and prenatal care
- Treatment of sexually transmitted diseases
- Emergency care

If we cannot find a provider in our provider network for these services, we will help you find another provider that is not in our network. Remember to check with us first before you use a provider that is not in our provider network. If you have questions, call Member Services.

Your dental plan will cover most of your dental services, but some services may be covered by Community Care Plan. The table below will help you to decide which plan pays for a service.

Type of Dental Service(s):	Dental Plan Covers:	Medical Plan Covers:
<b>Dental Services</b>	Covered when you see your dentist or dental hygienist	Covered when you see your doctor or nurse
<b>Scheduled dental services in a hospital or surgery center</b>	Covered for dental services by your dentist	Covered for doctors, nurses, hospitals, and surgery centers
<b>Hospital visit for a dental problem</b>	<i>Not covered</i>	Covered
<b>Prescription drugs for a dental visit or problem</b>	<i>Not covered</i>	Covered
<b>Transportation to your dental service or appointment</b>	<i>Not covered</i>	Covered

Contact Member Services at 1-866-899-4828 for help with arranging these services.

**What Do I Have to Pay For?**

You may have to pay for appointments or services that are not covered. A covered service is a service that we have to provide in the Medicaid program. All of the services listed in this handbook are covered services. Remember, just because a service is

covered, does not mean that you will need it. You may have to pay for services if we did not approve it first.

If you get a bill from a provider, call Member Services. Do not pay the bill until you have spoken to us. We will help you.

### **Services for Children<sup>4</sup>**

We must provide all medically necessary services for our members who are ages 0 – 20 years old. This is the law. This is true even if we do not cover a service or the service has a limit. As long as your child’s services are medically necessary, services have:

- No dollar limits; or
- No time limits, like hourly or daily limits

Your provider may need to ask us for approval before giving your child the service. Call Member Services if you want to know how to ask for these services.

### **Services Covered by the Medicaid Fee-for-service Delivery System, Not Covered Through Community Care Plan**

The Medicaid fee-for-service program is responsible for covering the following services, instead of Community Care Plan covering these services:

- Behavior Analysis (BA)
- County Health Department (CHD) Certified Match Program
- Developmental Disabilities Individual Budgeting (iBudget) Home and Community-Based Services Waiver
- Familial Dysautonomia (FD) Home and Community-Based Services Waiver
- Hemophilia Factor-related Drugs
- Intermediate Care Facility Services for Individuals with Intellectual Disabilities (ICF/IID)
- Medicaid Certified School Match (MCSM) Program
- Model Home and Community-Based Services Waiver
- Newborn Hearing Services
- Prescribed Pediatric Extended Care
- Substance Abuse County Match Program

This Agency webpage provides details about each of the services listed above and how to access these services:

[http://ahca.myflorida.com/Medicaid/Policy\\_and\\_Quality/Policy/Covered\\_Services\\_HCBS\\_Waivers.shtml](http://ahca.myflorida.com/Medicaid/Policy_and_Quality/Policy/Covered_Services_HCBS_Waivers.shtml).

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<sup>4</sup> Also known as “Early and Periodic Screening, Diagnosis, and Treatment” or “EPSDT” requirements.

## **Moral or Religious Objections**

If we do not cover a service because of a religious or moral reason, we will tell you that the service is not covered. In these cases, you must call the State's Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970). The Enrollment Broker will help you find a provider for these services.

## **Section 11: Helpful Information About Your Benefits**

### **Choosing a Primary Care Provider (PCP)**

If you have Medicare, please contact the number on your Medicare ID card for information about your PCP.

One of the first things you will need to do when you enroll in our plan is choose a PCP. This can be a doctor, nurse practitioner, or a physician assistant. You will see your PCP for regular check-ups, shots (immunizations), or when you are sick. Your PCP will also help you get care from other providers or specialists. This is called a **referral**. You can choose your PCP by calling Member Services.

You can choose a different PCP for each family member or you can choose one PCP for the entire family. If you do not choose a PCP, we will assign a PCP for you and your family.

You can change your PCP at any time. To change your PCP, call Member Services.

### **Choosing a PCP for Your Child**

You can pick a PCP for your baby before your baby is born. We can help you with this by calling Member Services. If you do not pick a PCP by the time your baby is born, we will pick one for you. If you want to change your baby's PCP, call us.

It is important that you select a PCP for your child to make sure they get their well child visits each year. Well child visits are for children 0 – 20 years old. These visits are regular check-ups that help you and your child's PCP know what is going on with your child and how they are growing. Your child may also receive shots (immunizations) at these visits. These visits can help find problems and keep your child healthy.<sup>5</sup>

You can take your child to a pediatrician, family practice provider, or other health care provider.

You do not need a referral for well child visits.

There is no charge for well child visits.

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<sup>5</sup> For more information about the screenings and assessments that are recommended for children, please refer to the "Recommendations for Preventative Pediatric Health Care – Periodicity Schedule" at [www.aap.org](http://www.aap.org).

## **Specialist Care and Referrals**

Sometimes, you may need to see a provider other than your PCP for medical problems like special conditions, injuries, or illnesses. Talk to your PCP first. Your PCP will refer you to a **specialist**. A specialist is a provider who works in one health care area.

If you have a case manager, make sure you tell your case manager about your **referrals**. The case manager will work with the specialist to get you care.

## **Second Opinions**

You have the right to get a **second opinion** about your care. This means talking to a different provider to see what they have to say about your care. The second provider will give you their point of view. This may help you decide if certain services or treatments are best for you. There is no cost to you to get a second opinion.

Your PCP, case manager or Member Services can help find a provider to give you a second opinion. You can pick any of our providers. If you are unable to find a provider with us, we will help you find a provider that is not in our provider network. If you need to see a provider that is not in our provider network for the second opinion, we must approve it before you see them.

## **Urgent Care**

Urgent Care is not Emergency Care. Urgent Care is needed when you have an injury or illness that must be treated within 48 hours. Your health or life are not usually in danger, but you cannot wait to see your PCP, or it is after your PCP's office has closed.

If you need Urgent Care after office hours and you cannot reach your PCP, call the 24/7 Nurse Help Line at 1-855-541-6404

You may also find the closest Urgent Care center to you by calling Member Services at 1-866-899-4828 or going to website [www.ccpcares.org](http://www.ccpcares.org) and using our provider directory.

## **Hospital Care**

If you need to go to the hospital for an appointment, surgery or overnight stay, your PCP will set it up. We must approve services in the hospital before you go, except for emergencies. We will not pay for hospital services unless we approve them ahead of time or it is an emergency.

If you have a case manager, they will work with you and your provider to put services in place when you go home from the hospital.

## **Emergency Care**

You have a medical **emergency** when you are so sick or hurt that your life or health is in danger if you do not get medical help right away. Some examples are:

- Broken bones
- Bleeding that will not stop
- You are pregnant, in labor and/or bleeding
- Trouble breathing
- Suddenly unable to see, move, or talk

Emergency services are those services that you get when you are very ill or injured. These services try to keep you alive or to keep you from getting worse. They are usually delivered in an emergency room.

**If your condition is severe, call 911 or go to the closest emergency facility right away. You can go to any hospital or emergency facility.** If you are not sure if it is an emergency, call your PCP. Your PCP will tell you what to do.

The hospital or facility does not need to be part of our provider network or in our service area. You also do not need to get approval ahead of time to get emergency care or for the services that you receive in an emergency room to treat your condition.

If you have an emergency when you are away from home, get the medical care you need. Be sure to call Member Services when you are able and let us know.

### **Access Rules:**

**Urgent Medical/Behavioral Health Care Services Appointments shall be as follows:**

- (a) Request for services not requiring pre-authorization – within two (2) days of request
- (b) Request for services requiring pre-authorization – within four (4) days of a request

**Non-Urgent Care Services shall be provided as follows:**

- (a) Requests for post-discharge from an inpatient behavioral health facility – within seven (7) days
- (b) Requests for initial outpatient behavioral health services – within fourteen (14) days
- (c) Requests for ancillary services related to the treatment of injury, illness, or other medical condition – within fourteen (14) days
- (d) Requests for Primary care appointment – within thirty (30) days
- (e) Request for a specialist appointment – within sixty (60) days

## Filling Prescriptions

We cover a full range of prescription medications. We have a list of drugs that we cover. This list is called our **Formulary**. You can find this list on our website at [www.ccpcares.org/enrollees/medicaid-\(mma\)/pharmacy-preferred-drug-list](http://www.ccpcares.org/enrollees/medicaid-(mma)/pharmacy-preferred-drug-list) or by calling Member Services.

We cover **brand name** and **generic** drugs. Generic drugs have the same ingredients as brand name drugs, but they are often cheaper than brand name drugs. They work the same. Sometimes, we may need to approve using a brand name drug before your prescription is filled.

We have pharmacies in our provider network. You can fill your prescription at any pharmacy that is in our provider network. Make sure to bring your Plan ID card with you to the pharmacy.

The list of covered drugs may change from time to time, but we will let you know if anything changes.

## Specialty Pharmacy Information

Community Care Plan uses Magellan RX Specialty to fill specialty medications. If you have questions or want to use another pharmacy in our network to fill your specialty medications, call Magellan Specialty at 1-866-554-2673.

## Behavioral Health Services

There are times when you may need to speak to a therapist or counselor, for example, if you are having any of the following feelings or problems:

- Always feeling sad
- Not wanting to do the things that you used to enjoy
- Feeling worthless
- Having trouble sleeping
- Not feeling like eating
- Alcohol or drug abuse
- Trouble in your marriage
- Parenting concerns

We cover many different types of behavioral health services that can help with issues you may be facing. You can call a behavioral health provider for an appointment. You can get help finding a behavioral health provider by:

- Calling Carisk Behavioral Health at 1-800-294-8642
- Looking at our provider directory
- Going to our website [www.ccpcares.org](http://www.ccpcares.org)

Someone is there to help you 24 hours a day, 7 days a week.

You do not need a referral from your PCP for behavioral health services.

**If you are thinking about hurting yourself or someone else, call 911.** You can also go to the nearest emergency room or crisis stabilization center, even if it is out of our service area. Once you are in a safe place, call your PCP if you can. Follow up with your provider within 24-48 hours. If you get emergency care outside of the service area, we will make plans to transfer you to a hospital or provider that is in our plan's network once you are stable.

### **Member Reward Programs**

We offer programs to help keep you healthy and to help you live a healthier life (like losing weight or quitting smoking). We call these **healthy behavior programs**. You can earn rewards while participating in these programs. Our plan offers the following programs:

- Tobacco Quit Classes
- Weight Loss
- Alcohol and Substance Abuse Recovery

Please remember that rewards cannot be transferred. If you leave our Plan for more than 180 days, you may not receive your reward. If you have questions or want to join any of these programs, please call us 1-866-899-4828.

### **Disease Management Programs**

We have special programs available that will help you if you have one of these conditions.

Cancer: CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

Diabetes: CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

Asthma: CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

High blood pressure (hypertension): CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

Behavioral Health: A behavioral health case manager provides education, support, community resources, and communication with your doctor and other specialists. The behavioral health services are provided by CCP's Partner in Care, Carisk. Call them if you need help with mental health or behavioral health. Their number is 1-800-294-8642.

Substance Use: A behavioral health case manager provides education, support, community resources, and communication with your doctor and other specialists. The behavioral health services are provided by CCP's Partner in Care, Carisk. Call them for help with substance use. Their number is 1-800-294-8642.

HIV/AIDS: CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

Congestive Heart Failure (CHF): CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828, TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

Sickle Cell: CCP disease management staff provides education, support, community resources, and communication with your doctor and other specialists. Your PCP can refer you to Disease Management. You or a loved one can also self-refer by calling Member Services at 1-866-899-4828 TTY/TDD 1-855-655-5303. You can ask to speak to a case manager. If you qualify, you may choose to enroll or disenroll from the program at any time by calling Member Services.

### **End of life issues including information on advance directives**

Our staff can help educate members and their family on the value of an advanced directive, how to obtain one, and who they may consider sharing their advanced directive with. If you or a loved one think may be able to help, call our Member Services department at 1-866-899-4828 TTY/TDD 1-855-655-5303 for more information. You can ask to speak to a case manager.

## Quality Enhancement Programs

We want you to get quality health care. We offer additional programs that help make the care you receive better. The programs are:

- Children's Programs – Wellness and Prevention Services
- Domestic Violence – Referral to community agencies
- Pregnancy Prevention – Available to all members
- Prenatal/ Postpartum Pregnancy Program - Our program helps pregnant CCP members with everything from finding a doctor to birth planning to baby supplies and more. Please call us at 1-866-899-4828 for help with:
  - Finding a doctor for you and your baby
  - Making early prenatal care and postpartum appointments
  - Educational facts and info about caring for your baby, safety, and breastfeeding
  - Getting transportation
  - Baby supplies, food, prenatal classes, housing, and breastfeeding help
  - Making delivery plans
- Healthy Start Services – Case management and coordination for pregnant woman and infants.
- Nutritional Assessment/Counseling
- Behavioral Health Programs

You can access these programs by calling Community Care Plan at 1-866-899-4828 and speaking to a Case Manager.

You also have a right to tell us about changes you think we should make.

To get more information about our quality enhancement program or to give us your ideas, call Member Services.

## Section 12: Your Plan Benefits: Managed Medical Assistance Services

The table below lists the medical services that are covered by our Plan. Remember, you may need a referral from your PCP or approval from us before you go to an appointment or use a service. Services must be medically necessary in order for us to pay for them<sup>6</sup>.

There may be some services that we do not cover but might still be covered by Medicaid. To find out about these benefits, call the Agency Medicaid Help Line at 1-877-254-1055. If you need a ride to any of these services, we can help you. You can call LogistiCare at 1-866-306-9358 to schedule a ride.

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<sup>6</sup> You can find the definition for Medical Necessity at [http://ahca.myflorida.com/medicaid/review/General/59G\\_1010\\_Definitions.pdf](http://ahca.myflorida.com/medicaid/review/General/59G_1010_Definitions.pdf)

If there are changes in covered services or other changes that will affect you, we will notify you in writing at least 30 days before the effective date of the change.

If you have questions about any of the covered medical services, please call Member Services.

<b>Service</b>	<b>Description</b>	<b>Coverage/Limitations</b>	<b>Prior Authorization</b>
Addictions Receiving Facility Services	Services used to help people who are struggling with drug or alcohol addiction	As medically necessary and recommended by us	Plan OK Needed
Allergy Services	Services to treat conditions such as sneezing or rashes that are not caused by an illness	We cover blood or skin allergy testing and up to 156 doses per year of allergy shots Copayment: \$2.00 per office visit	No Plan OK Needed
Ambulance Transportation Services	Ambulance services are for when you need emergency care while being transported to the hospital or special support when being transported between facilities	Covered as medically necessary.	No Plan OK Needed
Ambulatory Detoxification Services	Services provided to people who are withdrawing from drugs or alcohol	As medically necessary and recommended by us	Plan OK Needed
Ambulatory Surgical Center Services	Surgery and other procedures that are performed in a facility that is not the hospital (outpatient)	Covered as medically necessary.	Plan OK Needed
Anesthesia Services	Services to keep you from feeling pain during surgery or other medical procedures	Covered as medically necessary.	No Plan OK Needed

Assistive Care Services	Services provided to adults (ages 18 and older) help with activities of daily living and taking medication	We cover 365/366 days of services per year	No Prior Authorization is required when services are rendered in an Assisted Living Facility, Adult family care home, or Residential treatment facility.
Behavioral Health Assessment Services	Services used to detect or diagnose mental illnesses and behavioral health disorders	We cover: <ul style="list-style-type: none"> <li>- One initial assessment per year</li> <li>- One reassessment per year</li> <li>- Up to 150 minutes of brief behavioral health status assessments (no more than 30 minutes in a single day)</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Behavioral Health Overlay Services	Behavioral health services provided to children (ages 0 – 18) enrolled in a DCF program	We cover 365/366 days of services per year, including therapy, support services and aftercare planning	Please contact Carisk for information at 1-800-294-8642
Cardiovascular Services	Services that treat the heart and circulatory (blood vessels) system	We cover the following as prescribed by your doctor: <ul style="list-style-type: none"> <li>- Cardiac testing</li> <li>- Cardiac surgical procedures</li> <li>- Cardiac devices</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for certain invasive services.
Child Health Services Targeted Case Management	Services provided to children (ages 0 - 3) to help them get health care and other services	Your child must be enrolled in the DOH Early Steps program	No Plan OK Needed

Chiropractic Services	Diagnosis and manipulative treatment of misalignments of the joints, especially the spinal column, which may cause other disorders by affecting the nerves, muscles, and organs	We cover: <ul style="list-style-type: none"> <li>- 24 established patient visits per year, per member</li> <li>- X-rays</li> <li>- Copayment: \$1.00 per visit</li> </ul>	Plan OK Needed after 24 visits per year, up to a maximum of 37 visits.
Clinic Services	Health care services provided in a county health department, federally qualified health center, or a rural health clinic	Copayment: \$3.00 per visit to a federally qualified health center or rural health clinic visit	No Plan OK Needed
Crisis Stabilization Unit Services	Emergency mental health services that are performed in a facility that is not a regular hospital	As medically necessary and recommended by us	No
Dialysis Services	Medical care, tests, and other treatments for the kidneys. This service also includes dialysis supplies, and other supplies that help treat the kidneys	We cover the following as prescribed by your treating doctor: <ul style="list-style-type: none"> <li>- Hemodialysis treatments</li> <li>- Peritoneal dialysis treatments</li> </ul>	Plan OK Needed

<p>Durable Medical Equipment and Medical Supplies Services</p>	<p>Medical equipment is used to manage and treat a condition, illness, or injury. Durable medical equipment is used over and over again, and includes things like wheelchairs, braces, crutches, and other items. Medical supplies are items meant for one-time use and then thrown away</p>	<p>Some service and age limits apply. Call 1-866-899-4828 for more information.</p>	<p>Prior Authorization is required for some Durable Medical Equipment and Medical Supplies</p>
<p>Early Intervention Services</p>	<p>Services to children ages 0 - 3 who have developmental delays and other conditions</p>	<p>We cover:</p> <ul style="list-style-type: none"> <li>- One initial evaluation per lifetime, completed by a team</li> <li>- Up to 3 screenings per year</li> <li>- Up to 3 follow-up evaluations per year</li> <li>- Up to 2 training or support sessions per week</li> </ul>	<p>No Plan OK Needed</p>
<p>Emergency Transportation Services</p>	<p>Transportation provided by ambulances or air ambulances (helicopter or airplane) to get you to a hospital because of an emergency</p>	<p>Covered as medically necessary.</p>	<p>No Plan OK Needed</p>

Evaluation and Management Services	Services for doctor's visits to stay healthy and prevent or treat illness	We cover: <ul style="list-style-type: none"> <li>- One adult health screening (check-up) per year</li> <li>- Well child visits are provided based on age and developmental needs</li> <li>- One visit per month for people living in nursing facilities</li> <li>- Up to two office visits per month for adults to treat illnesses or conditions</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	No Plan OK Needed
Family Therapy Services	Services for families to have therapy sessions with a mental health professional	We cover: <ul style="list-style-type: none"> <li>- Up to 26 hours per year</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Gastrointestinal Services	Services to treat conditions, illnesses, or diseases of the stomach or digestion system	We cover: <ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for invasive procedures.
Genitourinary Services	Services to treat conditions, illnesses, or diseases of the genitals or urinary system	We cover: <ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for invasive procedures.
Group Therapy Services	Services for a group of people to have therapy sessions with a mental health professional	We cover: <ul style="list-style-type: none"> <li>- Up to 39 hours per year</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Hearing Services	Hearing tests, treatments and supplies that help diagnose or treat problems with your hearing. This includes hearing aids and repairs	We cover hearing tests and the following as prescribed by your doctor: <ul style="list-style-type: none"> <li>- Cochlear implants</li> <li>- One new hearing aid per ear, once every 3 years</li> <li>- Repairs</li> </ul>	Plan OK Needed for Cochlear implants.

Home Health Services	Nursing services and medical assistance provided in your home to help you manage or recover from a medical condition, illness or injury	We cover: <ul style="list-style-type: none"> <li>- Up to 4 visits per day for pregnant recipients and recipients ages 0 - 20</li> <li>- Up to 3 visits per day for all other recipients</li> <li>- Copayment: \$2.00 per provider, per day</li> </ul>	Plan OK Needed
Hospice Services	Medical care, treatment, and emotional support services for people with terminal illnesses or who are at the end of their lives to help keep them comfortable and pain free. Support services are also available for family members or caregivers	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: See information on Patient Responsibility for copayment information; you may have Patient Responsibility for hospice services whether living at home, in a facility, or in a nursing facility</li> </ul>	Plan OK Needed
Individual Therapy Services	Services for people to have one-to-one therapy sessions with a mental health professional	We cover: <ul style="list-style-type: none"> <li>- Up to 26 hours per year</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Inpatient Hospital Services	Medical care that you get while you are in the hospital. This can include any tests, medicines, therapies and treatments, visits from doctors and equipment that is used to treat you	We cover the following inpatient hospital services based on age and situation: <ul style="list-style-type: none"> <li>- Up to 365/366 days for recipients ages 0 - 20</li> <li>- Up to 45 days for all other recipients (extra days are covered for emergencies)</li> </ul>	Plan OK Needed
Integumentary Services	Services to diagnose or treat skin conditions, illnesses or diseases	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for invasive procedures.

Laboratory Services	Services that test blood, urine, saliva or other items from the body for conditions, illnesses or diseases	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$1.00 per lab visit, \$2.00 per office visit</li> </ul>	Plan OK Needed for genetic testing.
Medical Foster Care Services	Services that help children with health problems who live in foster care homes	Must be in the custody of the Department of Children and Families	No Plan OK Needed
Medication Assisted Treatment Services	Services used to help people who are struggling with drug addiction	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for Authorization 1-800-294-8642
Medication Management Services	Services to help people understand and make the best choices for taking medication	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per visit</li> </ul>	No Plan OK Needed
Mental Health Targeted Case Management	Services to help get medical and behavioral health care for people with mental illnesses	Covered as medically necessary	Please contact Carisk for information at 1-800-294-8642
Neurology Services	Services to diagnose or treat conditions, illnesses or diseases of the brain, spinal cord or nervous system	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for some procedures
Non-Emergency Transportation Services	Transportation to and from all of your medical appointments. This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles	<p>We cover the following services for recipients who have no transportation:</p> <ul style="list-style-type: none"> <li>- Out-of-state travel</li> <li>- Transfers between hospitals or facilities</li> <li>- Escorts when medically necessary</li> <li>- Copayment: \$1.00 per each one-way trip (\$2.00 to go to your doctor's office and back home)</li> </ul>	No Plan OK Needed

Nursing Facility Services	Medical care or nursing care that you get while living full-time in a nursing facility. This can be a short-term rehabilitation stay or long-term	<ul style="list-style-type: none"> <li>- We cover 365/366 days of services in nursing facilities as medically necessary</li> </ul> Copayment: See information on Patient Responsibility for room & board copayment information	Plan OK Needed
Occupational Therapy Services	Occupational therapy includes treatments that help you do things in your daily life, like writing, feeding yourself, and using items around the house	We cover for children ages 0-20 and for adults under the \$1,500 outpatient services cap: <ul style="list-style-type: none"> <li>- One initial evaluation per year</li> <li>- Up to 210 minutes of treatment per week</li> <li>- One initial wheelchair evaluation per 5 years</li> </ul> We cover for people of all ages: <ul style="list-style-type: none"> <li>- Follow-up wheelchair evaluations, one at delivery and one 6-months later</li> </ul>	Plan OK Needed
Oral Surgery Services	Services that provide teeth extractions (removals) and to treat other conditions, illnesses or diseases of the mouth and oral cavity	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for some procedures.
Orthopedic Services	Services to diagnose or treat conditions, illnesses or diseases of the bones or joints	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for Invasive procedures and advanced imaging services (such as MRI or CAT scan)

Outpatient Hospital Services	Medical care that you get while you are in the hospital but are not staying overnight. This can include any tests, medicines, therapies and treatments, visits from doctors and equipment that is used to treat you	<ul style="list-style-type: none"> <li>- Emergency services are covered as medically necessary</li> <li>- Non-emergency services cannot cost more than \$1,500 per year for recipients ages 21 and over</li> <li>- Copayment: \$15.00 or less for non-emergency services at an emergency room and \$3.00 for all others</li> </ul>	Plan OK Needed for some invasive procedures and overnight hospital observation.
Pain Management Services	Treatments for long-lasting pain that does not get better after other services have been provided	<ul style="list-style-type: none"> <li>- Covered as medically necessary. Some service limits may apply</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Plan OK Needed for Invasive procedures.
Physical Therapy Services	Physical therapy includes exercises, stretching and other treatments to help your body get stronger and feel better after an injury, illness or because of a medical condition	<p>We cover for children ages 0-20 and for adults under the \$1,500 outpatient services cap:</p> <ul style="list-style-type: none"> <li>- One initial evaluation per year</li> <li>- Up to 210 minutes of treatment per week</li> <li>- One initial wheelchair evaluation per 5 years</li> </ul> <p>We cover for people of all ages:</p> <ul style="list-style-type: none"> <li>- Follow-up wheelchair evaluations, one at delivery and one 6-months later</li> </ul>	Plan OK Needed except for initial evaluation and re-evaluations.
Podiatry Services	Medical care and other treatments for the feet	<p>We cover:</p> <ul style="list-style-type: none"> <li>- Up to 24 office visits per year</li> <li>- Foot and nail care</li> <li>- X-rays and other imaging for the foot, ankle and lower leg</li> <li>- Surgery on the foot, ankle or lower leg</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for Invasive surgery.

Prescribed Drug Services	This service is for drugs that are prescribed to you by a doctor or other health care provider	We cover: <ul style="list-style-type: none"> <li>- Up to a 34-day supply of drugs, per prescription</li> <li>- Refills, as prescribed</li> </ul>	Some medications require Prior Authorization. All covered medications are \$0 copay.
Private Duty Nursing Services	Nursing services provided in the home to people ages 0 to 20 who need constant care	We cover: <ul style="list-style-type: none"> <li>- Up to 24 hours per day</li> </ul>	Plan OK Needed
Psychological Testing Services	Tests used to detect or diagnose problems with memory, IQ or other areas	We cover: <ul style="list-style-type: none"> <li>- 10 hours of psychological testing per year</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Psychosocial Rehabilitation Services	Services to assist people re-enter everyday life. They include help with basic activities such as cooking, managing money and performing household chores	We cover: <ul style="list-style-type: none"> <li>- Up to 480 hours per year</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Radiology and Nuclear Medicine Services	Services that include imaging such as x-rays, MRIs or CAT scans. They also include portable x-rays	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$1.00 per portable x-ray visit; \$2.00 per office visit</li> </ul>	Plan OK Needed for advanced imaging such as MRI or CAT scans. No Plan OK Needed for x-rays
Regional Perinatal Intensive Care Center Services	Services provided to pregnant women and newborns in hospitals that have special care centers to handle serious conditions	Covered as medically necessary	No Plan OK Needed

Reproductive Services	Services for women who are pregnant or want to become pregnant. They also include family planning services that provide birth control drugs and supplies to help you plan the size of your family	We cover family planning services. You can get these services and supplies from any Medicaid provider; they do not have to be a part of our Plan. You do not need prior approval for these services. These services are free. These services are voluntary and confidential, even if you are under 18 years old.	No Plan OK Needed
Respiratory Services	Services that treat conditions, illnesses or diseases of the lungs or respiratory system	We cover: <ul style="list-style-type: none"> <li>- Respiratory testing</li> <li>- Respiratory surgical procedures</li> <li>- Respiratory device management</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Plan OK Needed for some invasive procedures and devices.
Respiratory Therapy Services	Services for recipients ages 0-20 to help you breathe better while being treated for a respiratory condition, illness or disease	We cover: <ul style="list-style-type: none"> <li>- One initial evaluation per year</li> <li>- One therapy re-evaluation per 6 months</li> <li>- Up to 210 minutes of therapy treatments per week (maximum of 60 minutes per day)</li> </ul>	Plan OK Needed except for initial evaluation and re-evaluations.
Specialized Therapeutic Services	Services provided to children ages 0 - 20 with mental illnesses or substance use disorders	We cover the following: <ul style="list-style-type: none"> <li>- Assessments</li> <li>- Foster care services</li> <li>- Group home services</li> </ul>	Please contact Carisk for Authorization at 1-800-294-8642

Speech-Language Pathology Services	Services that include tests and treatments help you talk or swallow better	<p>We cover the following services for children ages 0 - 20:</p> <ul style="list-style-type: none"> <li>- Communication devices and services</li> <li>- Up to 210 minutes of treatment per week</li> <li>- One initial evaluation per year</li> </ul> <p>We cover the following services for adults:</p> <ul style="list-style-type: none"> <li>- One communication evaluation per 5 years</li> </ul>	Plan OK Needed except for initial evaluation and re-evaluations.
Statewide Inpatient Psychiatric Program Services	Services for children with severe mental illnesses that need treatment in the hospital	Covered as medically necessary for children ages 0-20	Please contact Carisk for Authorization at 1-800-294-8642
Therapeutic Behavioral On-Site Services	Services provided by a team to prevent children ages 0-20 with mental illnesses or behavioral health issues from being placed in a hospital or other facility	<p>We cover:</p> <ul style="list-style-type: none"> <li>- Up to 9 hours per month</li> <li>- Copayment: \$2.00 per visit</li> </ul>	Please contact Carisk for information at 1-800-294-8642
Transplant Services	Services that include all surgery and pre- and post-surgical care	Covered as medically necessary	Plan OK Needed
Visual Aid Services	Visual Aids are items such as glasses, contact lenses and prosthetic (fake) eyes	<p>We cover the following services when prescribed by your doctor:</p> <ul style="list-style-type: none"> <li>- Two pairs of eyeglasses for children ages 0 - 20</li> <li>- Contact lenses</li> <li>- Prosthetic eyes</li> </ul>	Please contact 20/20 for Authorization at 1-877-296-0799
Visual Care Services	Services that test and treat conditions, illnesses and diseases of the eyes	<ul style="list-style-type: none"> <li>- Covered as medically necessary</li> <li>- Copayment: \$2.00 per office visit</li> </ul>	Please contact 20/20 for Authorization at 1-877-296-0799

### Your Plan Benefits: Expanded Benefits

Expanded benefits are extra goods or services we provide to you, free of charge. Call Member Services to ask about getting expanded benefits.

Service	Description	Coverage/Limitations	Prior Authorization
Equine Therapy	Equine therapy includes interactions between the member and horses to help improve behaviors and emotions.	Up to 10 therapy treatment sessions per year for 21+ years old. One evaluation/re-evaluation per year.	Plan OK Needed
Occupational Therapy	Occupational therapy includes treatments that help you do things in your daily life, like writing, feeding yourself, and using items around the house	Up to 7 therapy treatments unit per week for 21+ years old. One evaluation/re-evaluation per year	Plan OK Needed
Physical Therapy	Physical therapy includes exercises, stretching and other treatments to help your body get stronger and feel better after an injury, illness or because of a medical condition.	Up to 7 therapy treatments unit per week for 21+ years old. One evaluation/re-evaluation per year	Plan OK Needed
Hearing Services	Hearing tests, treatments, and supplies that help diagnose or treat problems with your hearing. This includes hearing aids and repairs.	Please contact member services for more information 1-866-899-4828  Service is for 21+ years old	No Plan OK Needed

Vision Services	Visual Aids are items such as glasses and contact lenses.	Contact lenses - 6-month supply for 21+ years old Frames – 1 per year for 21+ years old. Also includes one eye exam per year.	Please contact 20/20 Vision at 1-877-296-0799
Prenatal Services	Services that ensure that you and your baby are healthy during and after your pregnancy.	Please contact member services for more information 1-866-899-4828. Plan OK needed for hospital grade breast pump rental.	Please contact member services for more information 1-866-899-4828
Respiratory Therapy	Services to help you breathe better while being treated for a respiratory condition, illness or disease	One (1) per day for 21+ years old. One evaluation/re-evaluation per year and one treatment per day; does not require plan OK.	Plan OK Needed
Speech Therapy	Services that include tests and treatments to help you talk or swallow better.	Up to 7 therapy treatments units per week. One evaluation/re-evaluation per year, one evaluation of oral & pharyngeal swallowing function per year, one AAC initial evaluation per year, one AAC re-evaluation per year, and up to 4 30-minute sessions for AAC fitting, adjustment, & training visits per year; does not require plan OK.	Plan OK Needed

Primary Care Services	Routine or sick visits to your Primary Care Physician (PCP) for adults 21+ years old	Unlimited Visits	No Plan OK Needed
Newborn Circumcision	Available upon request during the initial hospitalization visit and in physician offices within 12 weeks after birth. A limit of (1) per lifetime.	Available within the first (12) weeks of birth.  One (1) per lifetime.	No Plan OK Needed
CVS Discount Program	All enrollees will receive a CVS discount card providing 20% off purchases including Over the Counter medications.	20% discount off certain OTC items.	No Plan OK Needed
Doula Services	A non-medical person who stays with and assists you before, during, or after childbirth.	Unlimited per pregnancy	No Plan OK Needed
Medically Related Home Care Services/Homemaker	Homemaker service for medical needs	Two (2) carpet cleanings/year for enrollees with asthma.	Plan OK Needed
Home Delivered Meals – Post Facility Discharge (Hospital or Nursing Facility)	Meal delivery after your inpatient hospital stay	Ten (10) meals annually.	No Plan OK Needed
Home Delivered Meals – Disaster Preparedness/Relief	Meal delivery before or after a natural disaster	One (1) annually.	No Plan OK Needed
Home Visit by a Clinical Social Worker	Services of a clinical social worker in home health or hospice setting.	48 visits per year for 21+ years old.	Plan OK Needed

Meals and Lodging – Non-emergency Transportation Daytrips	For non-emergency care when you have to travel a long distance.	\$150 per stay.	No Plan OK Needed
Nutritional Counseling	Provides you with information on the right type of foods to eat and based on your health needs.	Unlimited.	Plan OK Needed
Swimming Lessons	Drowning Prevention Lessons	Members up to age 11 are covered for up to \$200 per year. This is limited to 1000 enrollees per year.	Plan OK Needed
Vaccine – Tdap	Preventive Service	One (1) vaccine per pregnancy.	No Plan OK Needed
Vaccine – Influenza	Preventive Service	Unlimited.	No Plan OK Needed
Vaccine – Shingles	Preventive Service	One (1) per year.	No Plan OK Needed
Vaccine – Pneumonia	Preventive Service	Unlimited.	No Plan OK Needed
Waived Copayments	All services, including behavioral health.	Ages 21+ years old.	No Plan OK Needed
Medication Assisted Treatment	Alcohol and/or drug services; methadone administration and/or service (provision of the drug by a licensed program)	Ages 21+ years old.	Plan OK Needed
Vaccine – Hepatitis A	Preventive Service	Ages 21+ years old.	No Plan OK Needed
Housing Assistance	Supported Housing, per month	Ages 21+ years old.	Plan OK Needed
Non-emergency Transportation - Non-Medical Purposes	Transportation: ancillary: parking fees, tolls, other	Ages 21+ years old.	Plan OK Needed

Therapy - Art	Activity therapy, such as music, dance, art, or play therapies not for recreation, related to the care and treatment of patient's disabling mental health problems, per session (45 minutes or more)	Ages 21+ years old.	Plan OK Needed
Therapy - Pet	Activity therapy, such as music, dance, art, or play therapies not for recreation, related to the care and treatment of patient's disabling mental health problems, per session (45 minutes or more)	Ages 21+ years old.	Plan OK Needed
Hospital Bed	Durable Medical Equipment	Ages 21+ years old.	Plan OK Needed
Glucose Monitoring	Durable Medical Equipment	Ages 21+ years old.	Plan OK Needed
Breast Pump	Durable Medical Equipment	Ages 21+ years old.	Plan OK Needed
Assessment Services	Evaluation & Assessments	Ages 21+ years old.	Plan OK Needed
Behavioral Health Day Services/Day Treatment	Behavior Health Day Treatment	Ages 21+ years old.	Plan OK Needed
Behavioral Health Screening Services	Behavioral Health Screening Services	Ages 21+ years old.	Plan OK Needed

Behavioral Health Medical Services (Verbal Interaction)	Behavioral Health Medical Services (Verbal Interaction), Mental Health /Behavioral Health Medical Services (Verbal Interaction), Substance Abuse	Ages 21+ years old.	Plan OK Needed
Behavioral Health Medical Services (Medication Management)	Medication Management	Ages 21+ years old.	Plan OK Needed
Behavioral Health Medical Services (Drug Screening)	Behavioral Health Medical Services (Alcohol and Other Drug Screening Specimen Collection)	Ages 21+ years old.	Plan OK Needed
Psychosocial Rehabilitation	Psychosocial rehabilitation services	Ages 21+ years old.	Plan OK Needed
Substance Abuse Treatment or Detoxification Services (Outpatient)	Ambulatory setting substance abuse treatment or detoxification services	Ages 21+ years old.	Plan OK Needed
Therapy (Individual/Family)	Individual and Family Therapy / Brief Individual Psychotherapy / Training and educational services related to the care and treatment of patient's disabling mental health problems per session (45 minutes or more)	Ages 21+ years old.	Plan OK Needed
Behavioral Health On-Site Services	Therapeutic Behavioral On-Site Services, Behavior Management	Ages 21+ years old.	Plan OK Needed

Targeted Case Management	Targeted Case Management	Ages 21+ years old.	Plan OK Needed
Acupuncture	Acupuncture	Ages 21+ years old.	Plan OK Needed
Chiropractic	Chiropractic manipulative treatment (CMT)	Ages 21+ years old.	Plan OK Needed
Massage Therapy	Therapeutic Procedure	Ages 21+ years old.	Plan OK Needed
Intensive Outpatient Treatment (Behavioral Health)	Alcohol and/or drug services	Ages 21+ years old.	Plan OK Needed

## Section 15: Member Satisfaction

### Complaints, Grievances, and Plan Appeals

We want you to be happy with us and the care you receive from our providers. Let us know right away if at any time you are not happy with anything about us or our providers. This includes if you do not agree with a decision we have made.

	What You Can Do:	What We Will Do:
If you are not happy with us or our providers, you can file a <b>Complaint</b>	<p>You can:</p> <ul style="list-style-type: none"> <li>• Call us at any time. 1-866-899-4828</li> </ul>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Try to solve your issue within 1 business day.</li> </ul>
If you are not happy with us or our providers, you can file a <b>Grievance</b>	<p>You can:</p> <ul style="list-style-type: none"> <li>• Write us or call us at any time.</li> <li>• Call us to ask for more time to solve your grievance if you think more time will help.</li> </ul> <p>Community Care Plan 1643 Harrison Parkway Suite H-200 Sunrise, FL 33323 Attention: Grievance &amp; Appeals 1-866-899-4828</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Review your grievance and send you a letter with our decision within 90 days.</li> </ul> <p>If we need more time to solve your grievance, we will:</p> <ul style="list-style-type: none"> <li>• Send you a letter with our reason and tell you about your rights if you disagree.</li> </ul>

<p>If you do not agree with a decision we made about your services, you can ask for an <b>Appeal</b></p>	<p>You can:</p> <ul style="list-style-type: none"> <li>• Write us, or call us and follow up in writing, within 60 days of our decision about your services.</li> <li>• Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.</li> </ul> <p>Community Care Plan 1643 Harrison Parkway Suite H-200 Sunrise, FL 33323 Attention: Grievance &amp; Appeals 1-866-899-4828</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Send you a letter within 5 business days to tell you we received your appeal.</li> <li>• Help you complete any forms.</li> <li>• Review your appeal and send you a letter within 30 days to answer you.</li> </ul>
<p>If you think waiting for 30 days will put your health in danger, you can ask for an <b>Expedited or “Fast” Appeal</b></p>	<p>You can:</p> <ul style="list-style-type: none"> <li>• Write us or call us within 60 days of our decision about your services.</li> </ul> <p>Community Care Plan 1643 Harrison Parkway Suite H-200 Sunrise, FL 33323 Attention: Grievance &amp; Appeals 1-866-899-4828</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Give you an answer within 48 hours after we receive your request.</li> <li>• Call you the same day if we do not agree that you need a fast appeal and send you a letter within 2 days.</li> </ul>
<p>If you do not agree with our appeal decision, you can ask for a <b>Medicaid Fair Hearing</b></p>	<p>You can:</p> <ul style="list-style-type: none"> <li>• Write to the Agency for Health Care Administration Office of Fair Hearings.</li> <li>• Ask us for a copy of your medical record.</li> <li>• Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.</li> </ul> <p><i>**You must finish the appeal process before you can have a Medicaid Fair Hearing.</i></p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Provide you with transportation to the Medicaid Fair Hearing, if needed.</li> <li>• Restart your services if the State agrees with you.</li> </ul> <p>If you continued your services, we may ask you to pay for the services if the final decision is not in your favor.</p>

### **Fast Plan Appeal**

If we deny your request for a fast appeal, we will transfer your appeal into the regular appeal time frame of 30 days. If you disagree with our decision not to give you a fast appeal, you can call us to file a grievance.

### **Medicaid Fair Hearings (for Medicaid Members)**

You may ask for a fair hearing at any time up to 120 days after you get a Notice of Plan Appeal Resolution by calling or writing to:

Agency for Health Care Administration  
Medicaid Fair Hearing Unit  
P.O. Box 60127  
Ft. Meyers, FL 33906  
1-877-254-1055 (toll-free)  
1-239-338-2642 (fax)  
[MedicaidFairHearingUnit@ahca.myflorida.com](mailto:MedicaidFairHearingUnit@ahca.myflorida.com)

If you request a fair hearing in writing, please include the following information:

- Your name
- Your member number
- Your Medicaid ID number
- A phone number where you or your representative can be reached

You may also include the following information, if you have it:

- Why you think the decision should be changed
- Any medical information to support the request
- Who you would like to help with your fair hearing

After getting your fair hearing request, the Agency will tell you in writing that they got your fair hearing request. A hearing officer who works for the State will review the decision we made.

If you are a Title XXI MediKids member, you are not allowed to have a Medicaid Fair Hearing.

### **Review by the State (for MediKids Members)**

When you ask for a review, a hearing officer who works for the State reviews the decision made during the Plan appeal. You may ask for a review by the State any time up to 30 days after you get the notice. **You must finish your appeal process first.**

You may ask for a review by the State by calling or writing to:

Agency for Health Care Administration  
P.O. Box 60127  
Ft. Myers, FL 33906  
1-877 254-1055 (toll-free)  
1-239-338-2642 (fax)  
[MedicaidHearingUnit@ahca.myflorida.com](mailto:MedicaidHearingUnit@ahca.myflorida.com)

After getting your request, the Agency will tell you in writing that they got your request.

### **Continuation of Benefits for Medicaid Members**

If you are now getting a service that is going to be reduced, suspended or terminated, you have the right to keep getting those services until a final decision is made for your **Plan appeal or Medicaid fair hearing**. If your services are continued, there will be no change in your services until a final decision is made.

If your services are continued and our decision is not in your favor, we may ask that you pay for the cost of those services. We will not take away your Medicaid benefits. We cannot ask your family or legal representative to pay for the services.

To have your services continue during your appeal or fair hearing, you must file your appeal and ask to continue services within this timeframe, whichever is later:

- 10 days after you receive a Notice of Adverse Benefits Determination (NABD), or
- On or before the first day that your services will be reduced, suspended or terminated

## **Section 16: Your Member Rights**

As a recipient of Medicaid and a member in a Plan, you also have certain rights. You have the right to:

- Be treated with courtesy and respect
- Have your dignity and privacy considered and respected at all times
- Receive a quick and useful response to your questions and requests
- Know who is providing medical services and who is responsible for your care
- Know what member services are available, including whether an interpreter is available if you do not speak English
- Know what rules and laws apply to your conduct
- Be given easy to follow information about your diagnosis, the treatment you need, choices of treatments and alternatives, risks, and how these treatments will help you
- Make choices about your health care and say no to any treatment, except as otherwise provided by law
- Be given full information about other ways to help pay for your health care
- Know if the provider or facility accepts the Medicare assignment rate
- To be told prior to getting a service how much it may cost you
- Get a copy of a bill and have the charges explained to you
- Get medical treatment or special help for people with disabilities, regardless of race, national origin, religion, handicap, or source of payment
- Receive treatment for any health emergency that will get worse if you do not get treatment
- Know if medical treatment is for experimental research and to say yes or no to participating in such research
- Make a complaint when your rights are not respected
- Ask for another doctor when you do not agree with your doctor (second medical opinion)
- Get a copy of your medical record and ask to have information added or corrected in your record, if needed
- Have your medical records kept private and shared only when required by law or with your approval
- Decide how you want medical decisions made if you can't make them yourself (advanced directive)
- To file a grievance about any matter other than a Plan's decision about your services.
- To appeal a Plan's decision about your services
- Receive services from a provider that is not part of our Plan (out-of-network) if we cannot find a provider for you that is part of our Plan
- Speak freely about your health care and concerns without any bad results

- Freely exercise your rights without the Plan or its network providers treating you badly
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- Request and receive a copy of your medical records and ask that they be amended or corrected

### **Section 17: Your Member Responsibilities**

As a recipient of Medicaid and a member in a Plan, you also have certain responsibilities. You have the responsibility to:

- Give accurate information about your health to your Plan and providers
- Tell your provider about unexpected changes in your health condition
- Talk to your provider to make sure you understand a course of action and what is expected of you
- Listen to your provider, follow instructions and ask questions
- Keep your appointments or notify your provider if you will not be able to keep an appointment
- Be responsible for your actions if treatment is refused or if you do not follow the health care provider's instructions
- Make sure payment is made for non-covered services you receive
- Follow health care facility conduct rules and regulations
- Treat health care staff with respect
- Tell us if you have problems with any health care staff
- Use the emergency room only for real emergencies
- Notify your case manager if you have a change in information (address, phone number, etc.)
- Have a plan for emergencies and access this plan if necessary, for your safety
- Report fraud, abuse and overpayment

### **Section 18: Other Important Information**

#### **Patient Responsibility for Long-Term Care (LTC) or Hospice Services**

If you receive LTC or hospice services, you may have to pay a “share *in* cost” for your services each month. This share *in* cost is called “patient responsibility.” The Department of Children and Families (DCF) will mail you a letter when you become eligible (or to tell you about changes) for Medicaid LTC or hospice services. This letter is called a “Notice of Case Action” or “NOCA.” The NOCA letter will tell you your dates of eligibility and how much you must pay the facility where you live, if you live in a facility, towards your share in the cost of your LTC or hospice services.

To learn more about patient responsibility, you can talk to your LTC case manager, contact the DCF by calling 1-866-762-2237 toll-free, or visit the DCF Web page at [www.myflfamilies.com/service-programs/access/medicaid.shtml](http://www.myflfamilies.com/service-programs/access/medicaid.shtml) (scroll down to the Medicaid for Aged or Disabled section and select the document entitled 'SSI-Related Fact Sheets').

### **Indian Health Care Provider (IHCP) Protection**

Indians are exempt from all cost sharing for services furnished or received by an IHCP or referral under contract health services.

### **Emergency Disaster Plan**

Disasters can happen at any time. To protect yourself and your family, it is important to be prepared. There are three steps to preparing for a disaster: 1) Be informed; 2) Make a Plan; and 3) Get a Kit. For help with your emergency disaster plan, call Member Services or your case manager. The Florida Division of Emergency Management can also help you with your plan. You can call them at 1-850-413-9969 or visit their website at [www.floridadisaster.org](http://www.floridadisaster.org).

### **Tips on How to Prevent Medicaid Fraud and Abuse:**

- DO NOT share personal information, including your Medicaid number, with anyone other than your trusted providers.
- Be cautious of anyone offering you money, free or low-cost medical services, or gifts in exchange for your Medicaid information.
- Be careful with door-to-door visits or calls you did not ask for.
- Be careful with links included in texts or emails you did not ask for, or on social media platforms.

### **Fraud/Abuse/Overpayment in the Medicaid Program**

To report suspected fraud and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at:

<https://apps.ahca.myflorida.com/mpi-complaintform/>

You can also report fraud and abuse to us directly by contacting the plans Compliance Officer at 1-954-622-3234 or by writing to:

Community Care Plan  
ATT: Compliance officer  
1643 Harrison Parkway  
Suite 200  
Sunrise, FL 33323

## **Abuse/Neglect/Exploitation of People**

You should never be treated badly. It is never okay for someone to hit you or make you feel afraid. You can talk to your PCP or case manager about your feelings.

If you feel that you are being mistreated or neglected, you can call the Abuse Hotline at 1-800-96-ABUSE (1-800-962-2873) or for TTY/TDD at 1- 800-955-8771.

You can also call the hotline if you know of someone else that is being mistreated.

Domestic Violence is also abuse. Here are some safety tips:

- If you are hurt, call your PCP
- If you need emergency care, call 911 or go to the nearest hospital. For more information, see the section called EMERGENCY CARE
- Have a plan to get to a safe place (a friend's or relative's home)
- Pack a small bag, give it to a friend to keep for you

If you have questions or need help, please call the National Domestic Violence Hotline toll free at 1-800-799-7233 (TTY 1-800-787-3224).

## **Advance Directives**

An **advance directive** is a written or spoken statement about how you want medical decisions made if you can't make them yourself. Some people make advance directives when they get very sick or are at the end of their lives. Other people make advance directives when they are healthy. You can change your mind and these documents at any time. We can help you get and understand these documents. They do not change your right to quality health care benefits. The only purpose is to let others know what you want if you can't speak for yourself.

1. A Living Will
2. Health Care Surrogate Designation
3. An Anatomical (organ or tissue) Donation

You can download an advanced directive form from this website:

[www.floridahealthfinder.gov/reports-guides/advance-directives.aspx](http://www.floridahealthfinder.gov/reports-guides/advance-directives.aspx)

Make sure that someone, like your PCP, lawyer, family member, or case manager knows that you have an advance directive and where it is located.

If there are any changes in the law about advance directives, we will let you know within 90 days. You don't have to have an advance directive if you do not want one.

If your provider is not following your advance directive, you can file a complaint with Member Services at 1-866-899-4828 or the Agency by calling 1-888-419-3456.

## Getting More Information

You have a right to ask for information. Call Member Services or talk to your case manager about what kinds of information you can receive for free. Some examples are:

- Your member record
- A description of how we operate
- How we make sure we keep getting better at what we do (Quality Improvement Program)
- How we measure the quality of our services (Performance Measures)

## Section 19: Additional Resources

### Floridahealthfinder.gov

The Agency is committed to its mission of providing “Better Health Care for All Floridians”. The Agency has created a website [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) where you can view information about Florida home health agencies, nursing facilities, assisted living facilities, ambulatory surgery centers and hospitals. You can find the following types of information on the website:

- Up-to-date licensure information
- Inspection reports
- Legal actions
- Health outcomes
- Pricing
- Performance measures
- Consumer education brochures
- Living wills
- Quality performance ratings, including member satisfaction survey results

The Agency collects information from all Plans on different performance measures about the quality of care provided by the Plans. The measures allow the public to understand how well Plans meet the needs of their members. To see the Plan report cards, please visit [www.floridahealthfinder.gov/HealthPlans/search.aspx](http://www.floridahealthfinder.gov/HealthPlans/search.aspx). You may choose to view the information by each Plan or all Plans at once.

### Elder Housing Unit

The Elder Housing Unit provides information and technical assistance to elders and community leaders about affordable housing and assisted living choices. The Florida Department of Elder Affairs maintains a website for information about assisted living facilities, adult family care homes, adult day care centers and nursing facilities at <http://elderaffairs.state.fl.us/doea/housing.php> as well as links to additional Federal and State resources.

**MediKids Information**

For information on MediKids coverage please visit:

[http://ahca.myflorida.com/medicaid/Policy\\_and\\_Quality/Policy/program\\_policy/FLKidCare/MediKids.shtml](http://ahca.myflorida.com/medicaid/Policy_and_Quality/Policy/program_policy/FLKidCare/MediKids.shtml)

**Aging and Disability Resource Center**

You can also find additional information and assistance on State and federal benefits, local programs and services, legal and crime prevention services, income planning or educational opportunities by contacting the Aging and Disability Resource Center.

**Independent Consumer Support Program**

The Florida Department of Elder Affairs also offers an Independent Consumer Support Program (ICSP). The ICSP works with the Statewide Long-Term Care Ombudsman Program, the ADRC and the Agency to ensure that LTC members have many ways to get information and help when needed. For more information, please call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or visit

<http://elderaffairs.state.fl.us/doea/smmcltc.php>.

## Section 20: Forms

Examples:

### Living Will

Declaration made this \_\_\_\_\_ day of \_\_\_\_\_, (20 \_\_), I \_\_\_\_\_,

Willfully and voluntarily make known my desire that my dying not be artificially prolonged under the circumstances set forth below, and I do hereby declare that, if at any time I am incapacitated and:

\_\_\_\_\_ (initial) I have a terminal condition, or

\_\_\_\_\_ (initial) I have an end-stage condition, or

\_\_\_\_\_ (initial) I am in a persistent vegetative state, and if my primary physician and another consulting physician have determined that there is no reasonable medical probability of my recovery from such a condition, I direct that life-prolonging procedures be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying and that I be permitted to die naturally with only the administration of medication or the performance of any medical procedure deemed necessary to provide me with comfort care or to alleviate pain.

It is my intention that this declaration be honored by my family and physician as the final expression of my legal right to refuse medical or surgical treatment and to accept the consequences for such refusal.

In the event that I have been determined to be unable to provide express and informed consent regarding the withholding, withdrawal, or continuation of life-prolonging procedures, I wish to designate, as my surrogate to carry out the provisions of this declaration:

Name: \_\_\_\_\_,

Address: \_\_\_\_\_,

\_\_\_\_\_,

Phone: \_\_\_\_\_,

I understand the full import of this declaration, and I am emotionally and mentally competent to make this declaration.

Additional Instructions (optional):

Witness Signatures:

Signature: \_\_\_\_\_,

Print Name: \_\_\_\_\_,

Address: \_\_\_\_\_,

Date: \_\_\_\_\_,

Signature: \_\_\_\_\_,

Print Name: \_\_\_\_\_,

Address: \_\_\_\_\_,

Date: \_\_\_\_\_,

## Designation of Health Care Surrogate

### Designation of Health Care Surrogate for Minors

I/We, \_\_\_\_\_ (name/names), the (check the box that applies,)

[  ] natural guardian(s) as defined in s. 744.301(1), Florida Statutes; [  ] legal custodian(s);

[  ] legal guardian(s) of the following minor(s):

\_\_\_\_\_,  
\_\_\_\_\_,  
\_\_\_\_\_

Name: \_\_\_\_\_,

Address: \_\_\_\_\_,  
\_\_\_\_\_

Phone: \_\_\_\_\_,

If my/our designated health care surrogate for a minor is not willing, able, or reasonably available to perform his or her duties, I/we designate the following person as my/our alternate health care surrogate for a minor:

Name: \_\_\_\_\_,

Address: \_\_\_\_\_,  
\_\_\_\_\_

Phone: \_\_\_\_\_,

I/We authorize and request all physicians, hospitals, or other providers of medical services to follow the instructions of my/our surrogate or alternate surrogate, as the case may be, at any time and under any circumstances whatsoever, with regard to medical treatment and surgical and diagnostic procedures for a minor, provided the medical care and treatment of any minor is on the advice of a licensed physician.

I/We fully understand that this designation will permit my/our designee to make health care decisions for a minor and to provide, withhold, or withdraw consent on my/our behalf, to apply for public benefits to defray the cost of health care, and to authorize the admission or transfer of a minor to or from a healthcare facility.

I/We will notify and send a copy of this document to the following person(s) other than my/our surrogate, so that they may know the identity of my/our surrogate:

Name: \_\_\_\_\_,

Signed: \_\_\_\_\_,

Date: \_\_\_\_\_,

WITNESSES:

Name: \_\_\_\_\_,

Date: \_\_\_\_\_,

Name: \_\_\_\_\_,

Date: \_\_\_\_\_,

Donor Form (Anatomical Donation)

Advance Directive Wallet Card

## Designation of Health Care Surrogate

I, \_\_\_\_\_, designate as my health care surrogate under S. 765.202, Florida Statutes:

Name: \_\_\_\_\_,

Address: \_\_\_\_\_,

\_\_\_\_\_,

Phone: \_\_\_\_\_,

If my health care surrogate is not willing, able, or reasonably available to perform his or her duties, I designate as my alternate health care surrogate:

Name: \_\_\_\_\_,

Address: \_\_\_\_\_,

\_\_\_\_\_,

Phone: \_\_\_\_\_,

### INSTRUCTIONS FOR HEALTH CARE

I authorize my health care surrogate to: (Initials required in blank spaces below.)

\_\_\_\_\_ Receive any of my health information, whether oral or recorded in any form or medium, that:

1. Is created or received by a health care provider, health care facility, health plan, public health, employer, life insurer, school or university, or health care clearinghouse; and
2. Relates to my past, present, or future physical or mental health or condition; the provision of health care to me; or the past, present, or future payment for the provision of health care to me.

I further authorize my health care surrogate to:

\_\_\_\_\_ Make all health care decisions for me, which means he or she has the authority to:

1. Provide informed consent, refusal of consent, or withdrawal of consent to any and all of my healthcare, including life-prolonging procedures.
2. Apply on my behalf for private, public, government, or veteran's benefits to defray the cost of health care.
3. Access my health information reasonably necessary for the health care surrogate to make decisions involving my health care and to apply for benefits for me.
4. Decide to make an anatomical gift pursuant to part V of chapter 765, Florida Statutes.

Specific instructions and restrictions:

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While I have decision making capacity, my wishes are controlling and my physician and health care providers must clearly communicate to me the treatment plan or any change to the treatment plan prior to its implementation. To the extent that I am capable of understanding, my health care surrogate shall keep me reasonably informed of all decisions that he or she has made on my behalf and matters concerning me.

This health care surrogate designation is not affected by my subsequent incapacity except as provided in Chapter 765, Florida Statutes.

Pursuant to section 765.104, Florida Statutes, I understand that I may, at any time while I retain my capacity, revoke or amend this designation by:

1. Signing a written and dated instrument which expresses my intent to amend or revoke this designation;
2. Physically destroying this designation through my own action or by that of another person in my presence and under my direction;
3. Verbally expressing my intention to amend or revoke this designation; or
4. Signing a new designation that is materially different from this designation.

My health care surrogate's authority becomes effective when my primary physician determines that I am unable to make my own health care decisions unless I initial either or both of the following boxes:

If I initial this box [ ] my health care surrogate's authority to receive my health information takes effect immediately.

If I initial this box [ ] my health care surrogate's authority to make health care decisions for me takes effect immediately. Pursuant to section 765.204(3), Florida Statutes, any instructions of health care decisions I make, either verbally or in writing, while I possess capacity shall supersede any instructions or health care decisions made by my surrogate that are in material conflict with those made by me.

Signatures: Sign and date the form here:

Date: \_\_\_\_\_,

Sign your name: \_\_\_\_\_,

Address: \_\_\_\_\_,

Print your name: \_\_\_\_\_,

City: \_\_\_\_\_

State: \_\_\_\_\_,

This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828 and TTY/TTD 1-855-655-5303 Monday to Friday from 8:00 am to 7:00 pm EST

### **Notice of Nondiscrimination**

Community Care Plan (CCP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Community Care Plan (CCP) does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Community Care Plan (CCP):

- ♥ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - ♥ Qualified sign language interpreters,
  - ♥ Written information in other formats (large print, audio, accessible electronic formats, other formats).
  
- ♥ Provides free language services to people whose primary language is not English, such as:
  - ♥ Qualified interpreters
  - ♥ Information written in other languages

If you need these services, contact Community Care Plan's Member Services Department.

If you believe that Community Care Plan (CCP) has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Community Care Plan Grievance and Appeals Department , 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 1-855-655-5303.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance Community Care Plan's Grievance and Appeals Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint

Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW

Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This information is available for free in other languages.  
Please contact our customer service number at 1-866-899-4828 and TTY/TTD 1-855-655-5303 Monday to Friday from 8:00 am to 7:00 pm EST

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-866-899-4828 (TTY: 1-855-655-5303).

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-899-4828 (TTY: 1-855-655-5303).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-899-4828 (TTY: 1-855-655-5303)

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-899-4828 (TTY: 1-855-655-5303).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-899-4828 (TTY: 1-855-655-5303).

**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-899-4828 (TTY: 1-855-655-5303)。

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-899-4828 (ATS : 1-855-655-5303).

**PAUNAWA:** Kung nagsasalita ka n' Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-899-4828 (TTY: 1-855-655-5303).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-899-4828 (телетайп: 1-855-655-5303).

**1-866-899-4828 ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-899-4828 (رقم)

1-855-655-5303 هاتف الصم والبك

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-899-4828 (TTY: 1-855-655-5303).

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-899-4828 (TTY: 1-855-655-5303).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-899-4828 (TTY: 1-855-655-5303)번으로 전화해 주십시오.

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-899-4828 (TTY: 1-855-655-5303).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-899-4828 (TTY: 1-855-655-5303).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-899-4828 (TTY: 1-855-655-5303).