Help for making choices on how you get health care services.
This book was written to help you understand a new program in Florida called **Statewide Medicaid Managed Care**.

Statewide Medicaid Managed Care is a way to get health care services. *It is not the same as Medicaid or iBudget services.*

You **do not have to use** Statewide Medicaid Managed Care. It is your choice.
This book will:

- **Explain** what Statewide Medicaid Managed Care is.

- **Tell you** what is different from the way you get your health care services now.

- **Show you** where to find information that can help you make a choice of how to get your health care services.
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Acknowledgements

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Health care services are things like:

- Doctor and dentist visits
- Trips to the hospital
- Hearing aids and glasses
- Medicine
You might get your health care services from Medicaid.

The Agency for Health Care Administration runs Florida’s Medicaid program.

Which way do you get your health care services?

- I use Medicaid.
- I use private insurance.
- I am not sure.
Home and Community Based Services are things that help you live and work like:

- Companion Services
- Therapy Visits
- Transportation to Community Based Services
- Home Nurses
If you are a client of the Agency for Persons with Disabilities, you might use the iBudget Medicaid Waiver to get these services.

If you use the iBudget, you have a Waiver Support Coordinator who helps you with the iBudget and answers your questions.
Statewide Medicaid Managed Care is another choice for getting services.

Statewide Medicaid Managed Care has two parts:

- Statewide Medicaid Managed Care (also called SMMC)
- Managed Medical Assistance (MMA)
- Long-Term Care

Let’s look at Managed Medical Assistance.

We will look at Long-Term Care at the end of this book.
Managed Medical Assistance (MMA)

The Managed Medical Assistance Program is also called the MMA. It gives you services to help you stay healthy or feel better when you are sick.

Things like:

- Doctor and Dentist visits
- Therapy visits
- Medicine

You can have Managed Medical Assistance and iBudget services at the same time.

If you choose Managed Medical Assistance, you may have to find a new doctor.
You **do not** have to use Managed Medical Assistance if you do not want to.
Before you make your health care choice, there are some things you should think about:

- What kind of services do you have now?
- What services do you need?
- What services are available where you live?

The next few pages will help you answer these questions. Then you can decide to:

- Keep getting services the way you do now
  OR
- Change how you get services by choosing Managed Medical Assistance
If you have Medicaid and have a question about the health care services you use now, call the Medicaid Helpline at 1-877-254-1055 or 1-800-953-0555.

If you have private insurance and have a question about the health care services you use now, call your insurance company. The phone number is on your insurance card.
Health Care Services You Use Now

How do you get your health care services now?

☐ I use Medicaid.

☐ I use private insurance.

Make a list, or ask someone to help you make a list, of where you get your health care services:

Primary Doctor

Pharmacy

Hospital

Dentist
Write down or circle the Florida county you live in and your zip code.

County ____________________________

Zip code ____________________________
Health Care Services You Can Use With Managed Medical Assistance:

1. Call a Choice Counselor at 1-877-711-3662.

   Talk to the counselor about what you need.

When you call the Choice Counselor, you can ask a friend or family member to help you.

Friends and family members can help you choose the right plan. They can talk to the Choice Counselor if you say it is okay.
2. **Use a Computer.**

Type this web site in your internet browser:

http://www.flmedicaidmanagedcare.com/

This website will help you find out what services each plan has.

The plans are different in different parts of Florida. There also may be more than one plan you can choose.

Follow the next few pages to see how to use the website.
1. Choose your language.

- English
- Spanish
- Haitian
2. Choose your county.

Type in your zip code or choose the county that you wrote on page 14.
3. Choose the Managed Medical Assistance button.
Managed Medical Assistance

Medicaid Managed Care

Click Here to Enroll Online

For more information, visit the "Authorization Representative Form" online.

Address: P.O. Box 5137, Tallahassee, FL 32314

Phone: 866-4072 (TDD) • 850-402-4678 (Fax)

Call Medicaid Fraud

Find a Doctor or Clinic

Enroll Online

Rate Medical Assistance

Update Personal Information

"Authorization Representative Form"
On the menu, click on the **Plan Information** tab. It is tab number 2.

This box shows the services all the Managed Medical Assistance plans have in your area.

The yellow boxes list other services Managed Medical Assistance may provide.

<table>
<thead>
<tr>
<th>Health Care Services You Can Use With</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard MMA plan benefits</strong></td>
</tr>
<tr>
<td>- Advanced registered nurse practitioner services</td>
</tr>
<tr>
<td>- Clinical laboratory services</td>
</tr>
<tr>
<td>- Dental services</td>
</tr>
<tr>
<td>- Early periodontal care services</td>
</tr>
<tr>
<td>- Early periodic screening, evaluation, and dental care services</td>
</tr>
<tr>
<td>- Family planning services and supplies (some exceptions)</td>
</tr>
<tr>
<td>- Hospice services</td>
</tr>
<tr>
<td>- Hospital inpatient services</td>
</tr>
<tr>
<td>- Home sentences, prostheses, and orthoses</td>
</tr>
<tr>
<td>- Mental health services</td>
</tr>
<tr>
<td>- Physical therapy services</td>
</tr>
<tr>
<td>- Respiratory services</td>
</tr>
<tr>
<td>- Speech therapy services</td>
</tr>
<tr>
<td>- Radiation therapy services</td>
</tr>
<tr>
<td>- Renal dialysis services</td>
</tr>
<tr>
<td>- Respiratory equipment and supplies</td>
</tr>
<tr>
<td>- Transportation to access covered services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MMA Expanded Benefits</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult Dental Services: Does the plan offer members dental services?</strong></td>
</tr>
<tr>
<td>Yes: For Adults 21+ years</td>
</tr>
<tr>
<td>1 full x-ray every 2 years</td>
</tr>
<tr>
<td>4 simple extractions a year</td>
</tr>
<tr>
<td>1 full x-ray every 2 years</td>
</tr>
<tr>
<td>3 fillings a year No co-approval</td>
</tr>
<tr>
<td><strong>Adult Influenza Vaccine: Does the plan offer members the flu shot?</strong></td>
</tr>
<tr>
<td>Yes: As medically advised</td>
</tr>
<tr>
<td><strong>Adult Pneumonia Vaccine: Does the plan offer members Pneumonia shots?</strong></td>
</tr>
<tr>
<td>Yes: As medically advised</td>
</tr>
<tr>
<td><strong>Adult Shingles Vaccine: Does the plan offer members the Shingles shot?</strong></td>
</tr>
<tr>
<td>Yes: As medically advised</td>
</tr>
</tbody>
</table>
### Managed Medical Assistance

- **The blue boxes are the names, phone numbers and web sites of the plans in your area.**

- **Click on the website link to see if your doctor is in this plan.**

- **These boxes list the services each plan has.**

#### Health Care Services You Can Use With Managed Medical Assistance

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory surgical treatment center services</td>
<td>Yes</td>
</tr>
<tr>
<td>Birthing center services</td>
<td>Yes</td>
</tr>
<tr>
<td>Chiropractic</td>
<td>Yes</td>
</tr>
<tr>
<td>Dental services for recipients under age 21</td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency services</td>
<td>Yes</td>
</tr>
<tr>
<td>Family Healthy Start services (some exceptions)</td>
<td>Yes</td>
</tr>
<tr>
<td>Hearing Services</td>
<td>Yes</td>
</tr>
<tr>
<td>Home health agency services</td>
<td>Yes</td>
</tr>
<tr>
<td>Hospital outpatient services</td>
<td>Yes</td>
</tr>
<tr>
<td>Laboratory and imaging services</td>
<td>Yes</td>
</tr>
<tr>
<td>Medical supplies, equipment</td>
<td>Yes</td>
</tr>
<tr>
<td>Nursing care</td>
<td>Yes</td>
</tr>
<tr>
<td>Optical services and supplies</td>
<td>Yes</td>
</tr>
<tr>
<td>Optometrist services</td>
<td>Yes</td>
</tr>
<tr>
<td>Physical, occupational, and speech services, including physician assistant services</td>
<td>Yes</td>
</tr>
<tr>
<td>Podiatric services</td>
<td>Yes</td>
</tr>
<tr>
<td>Prescription drugs and supplies</td>
<td>Yes</td>
</tr>
<tr>
<td>Rural health clinic services</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance abuse treatment services</td>
<td>Yes</td>
</tr>
</tbody>
</table>

#### Example Plan Information

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staywell</td>
<td>- Dental care for adults up to age 21 years old: 2 exams a year (every 6 months); 1 x-ray; 2 cleanings a year (every 6 months); No co-pay</td>
</tr>
<tr>
<td></td>
<td>- Vision care: 1 exam a year</td>
</tr>
<tr>
<td></td>
<td>- Prescription drugs: 1 per lifetime; Does not need plan approval</td>
</tr>
<tr>
<td></td>
<td>- Dental care for adults, 60+ years old: 1 checkup every 6 years</td>
</tr>
</tbody>
</table>

Staywell Coverages:

- Dental care for adults up to age 21 years old: 2 exams a year (every 6 months); 1 x-ray; 2 cleanings a year (every 6 months); No co-pay
- Vision care: 1 exam a year
- Prescription drugs: 1 per lifetime; Does not need plan approval
- Dental care for adults, 60+ years old: 1 checkup every 6 years
On the menu, click on the **Specialty Plan Information** tab. It is tab number 3.

The yellow boxes list more services the Managed Medical Assistance may provide.
Managed Medical Assistance

The blue boxes are the names, phone numbers and web sites of the plans in your area.

Click on the website link to see if your doctor is in this plan.

These boxes list the extra services each plan has.
How to Enroll

If you choose Managed Medical Assistance, there are two ways to enroll. You can:

Use a Phone
Call 1-877-711-3662

OR

Use a Computer
www.flmedicaidmanagedcare.com
Click the “Enroll Now” button.

You will need your Medicaid Recipient ID number or ID Card Number and your PIN number. Your Medicaid Recipient ID has 10 numbers. Your PIN has 4 numbers.
Long-Term Care (LTC) is also a part of the Statewide Medicaid Managed Care program.

It offers services **in the home** like:

- A companion
- A home nurse
- Medical equipment

Long-Term Care is **not the same as iBudget. You can not have Long Term Care and iBudget Services at the same time.**

**You must be approved** by the Department of Elder Affairs to use Long-Term Care and need a nursing facility level of care.
Take Notes

Use this page to write down things you need to remember about Statewide Medicaid Managed Care.
Tell Us What You Think

We would like to hear what you think about this book. Please tell us what you learned, or how we can make it better by taking a brief survey online at

https://www.surveymonkey.com/r/KXCQGSW

Or scan this from your mobile device.

For more copies of this publication, please visit www.fddc.org/publications and order directly from the website.
If You Need More Help

For questions about the health care services you have now, talk to your Waiver Support Coordinator or call the Medicaid Helpline at 1-877-254-1055 or 1-800-953-0555.

For questions about the Managed Medical Assistance Program (MMA) call 1-877-711-3662 or go online to flmedicaidmanagedcare.com.