

Your
Health Care

Your
Choice

A graphic showing six hands of different skin tones holding up large, colorful letters that spell out the word 'Choice'. The letters are: 'C' (blue), 'h' (green), 'o' (red), 'i' (purple), 'c' (yellow), and 'e' (blue). The hands are positioned below the letters, with fingers gripping the bottom edges. The background is white.

**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.

Contents

	Acknowledgements	Page 1
	Health Care Services	Pages 2-3
	Home and Community Based Services	Pages 4-5
	Statewide Medicaid Managed Care	Pages 6
	Managed Medical Assistance	Pages 7-8
	Making Your Choice	Pages 9-10
	Health Care Services You Use Now	Pages 11-12



**Health Care Services You Can Use
with Manage Medical Assistance** Pages 13-14

Managed Medical Assistance Plans Pages 13-22

How to Enroll Page 23

Long-Term Care Page 24

Take Notes..... Page 25

Tell Us What You Think Page 26

If You Need Help Back Cover

Acknowledgements

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Health Care Services

Health care services are things like:

Doctor and dentist
visits



Trips to the hospital



Hearing aids and
glasses



Medicine



Health Care Services

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

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



Home and Community Based Services

If you are a client of the **Agency for Persons with Disabilities**, you might use the iBudget Medicaid Waiver to get these services.



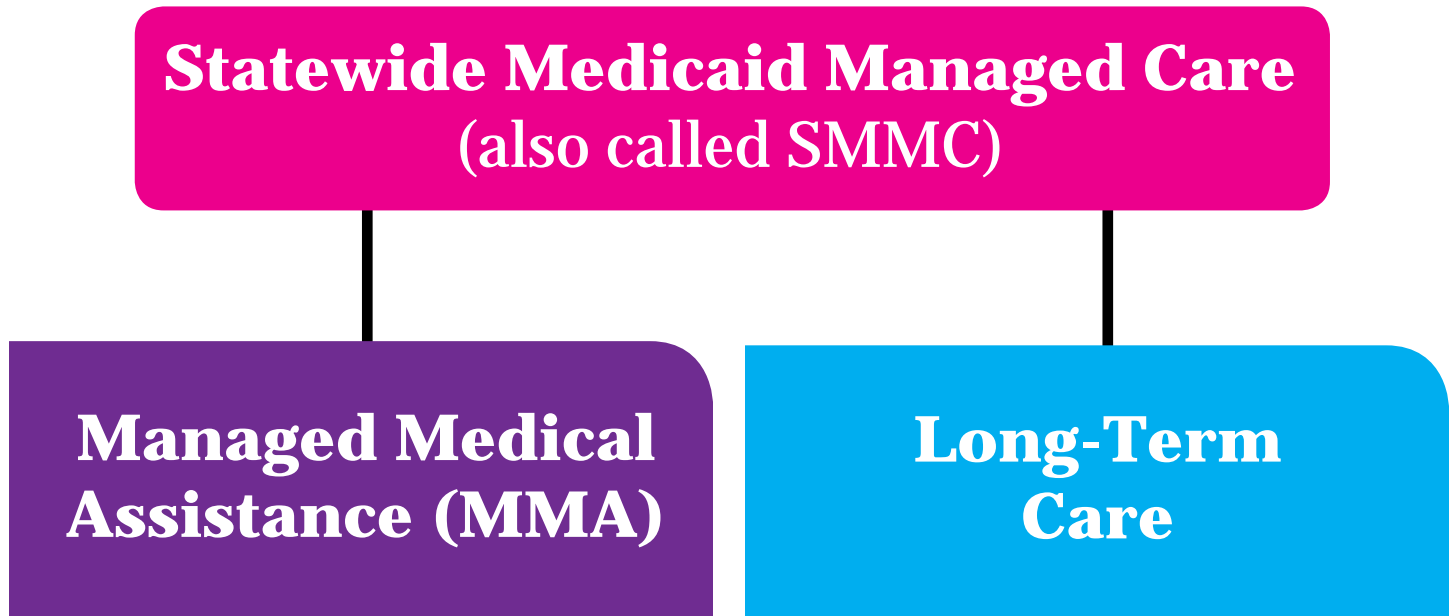
If you use the **iBudget**, you have a **Waiver Support Coordinator** who helps you with the iBudget and answers your questions.



Statewide Medicaid Managed Care

Statewide Medicaid Managed Care is another choice for getting services.

Statewide Medicaid Managed Care has two parts:



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.**



Making Your Choice

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?

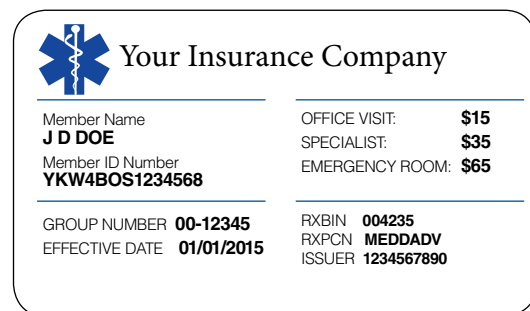
The next few pages will help you answer these questions. Then you can decide to:

- 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.

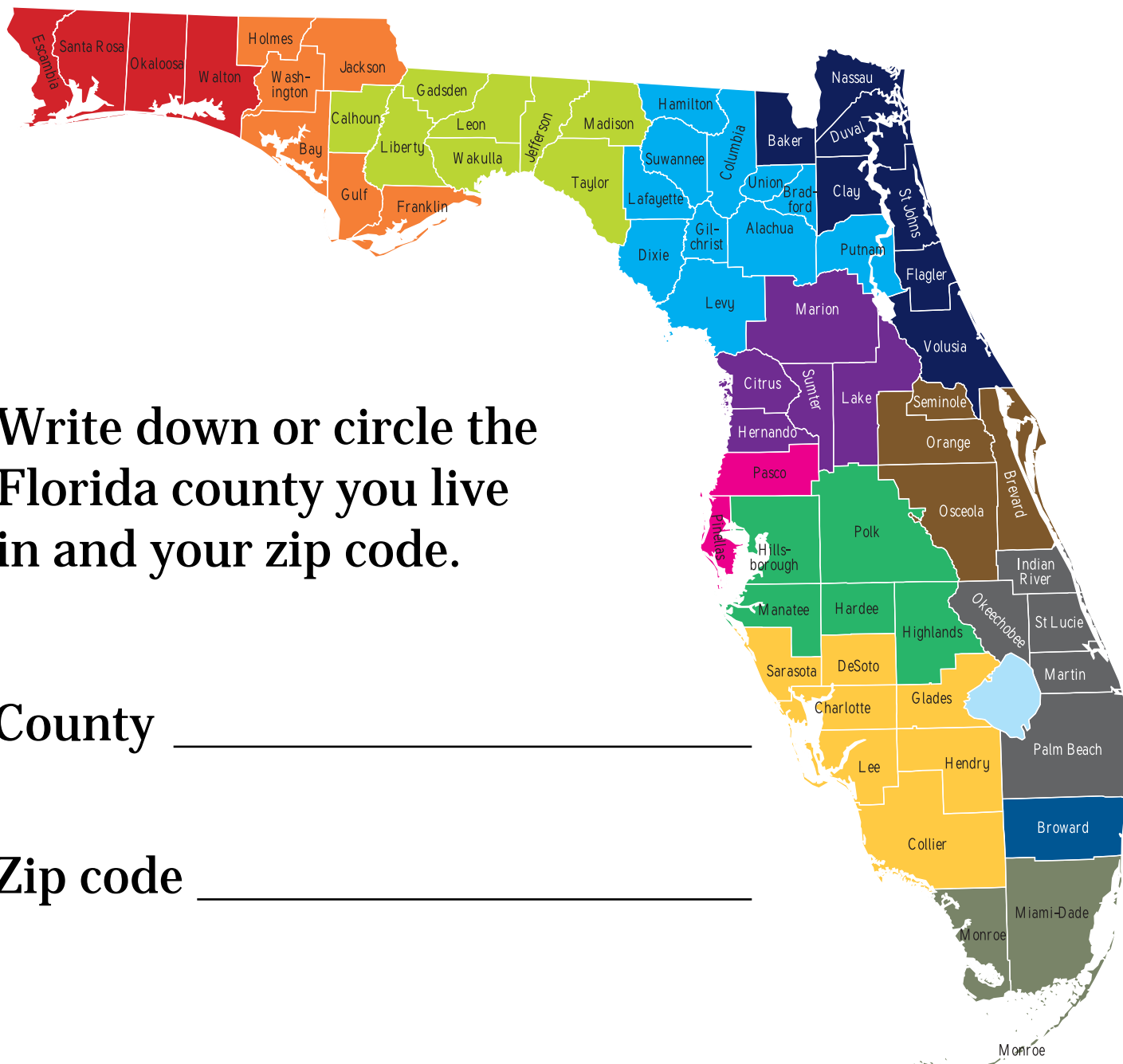
Make a list, or ask someone to help you make a list, of where you get your health care services:

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

There are two ways to find out what services you can get 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.



Managed Medical Assistance

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.

Health Care Services You Can Use With

1. Choose your language.

The image shows a laptop displaying a website interface. The website header includes the text "Statewide Medicaid Managed Care" and a button that says "Click Here to ENROLL ONLINE". Below the header, there is a section titled "Choose Your Language" with three red buttons. Each button contains a greeting and instructions in its respective language. Three yellow arrows point from the callout boxes above to the corresponding buttons on the screen.

Welcome!
Click here to learn more about the program.

¡Bienvenidos!
Haga "clic" aquí para obtener más información sobre el programa.

Bienvini!
Klike la pou aprann plis de pwogram la.

English

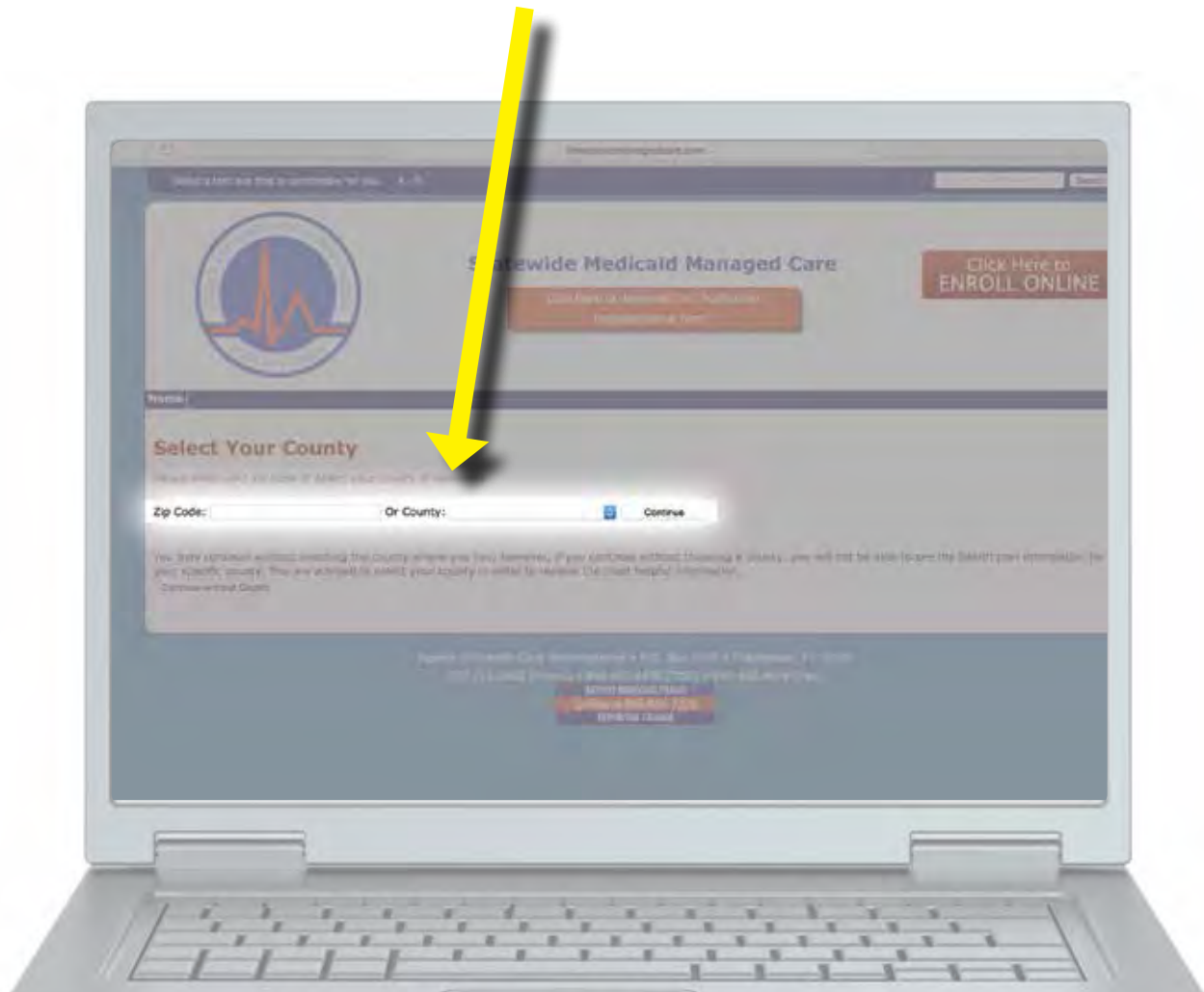
Spanish

Haitian

Managed Medical Assistance

2. Choose your county.

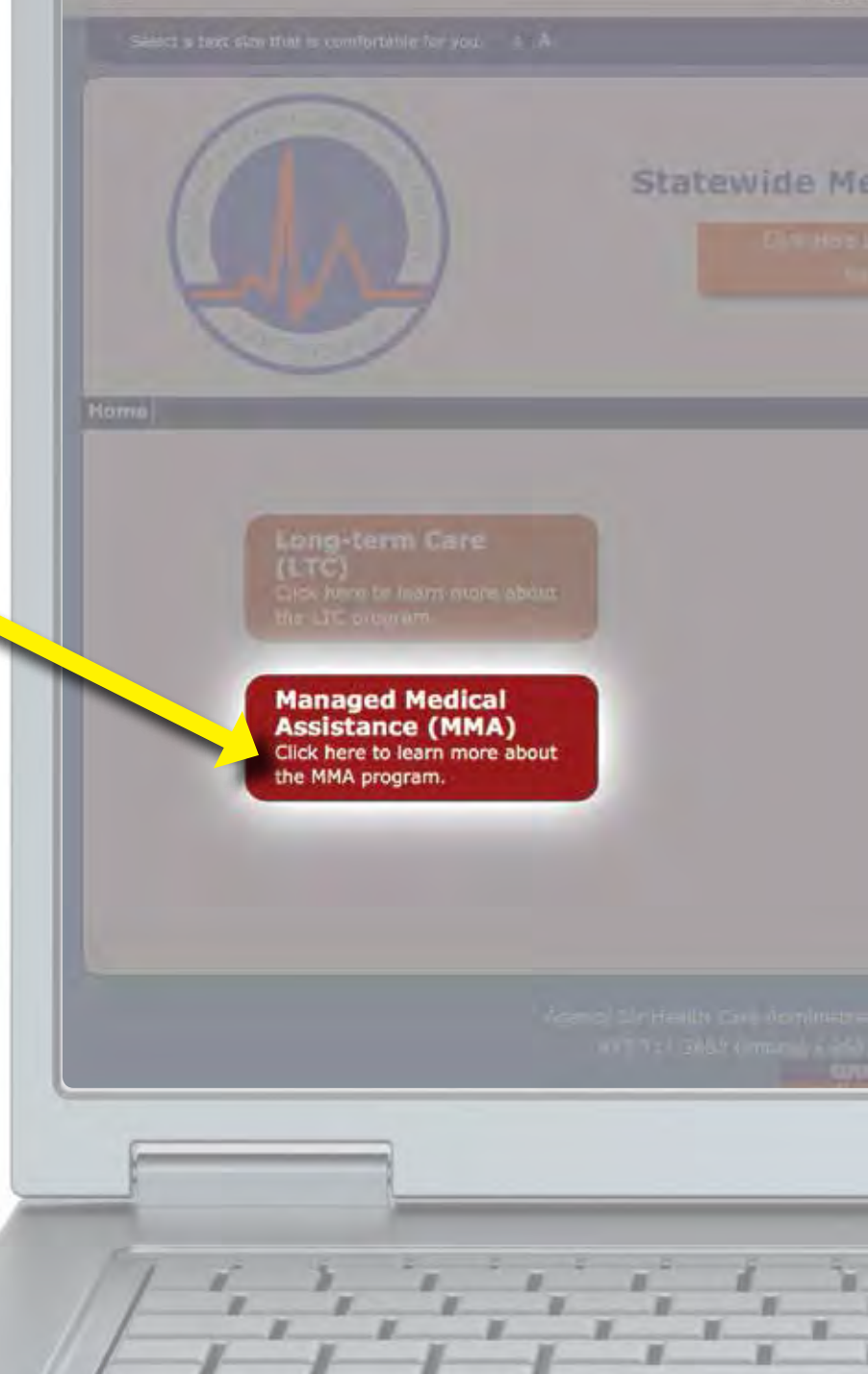
Type in your zip code or choose the county that you wrote on page 14.



Health Care Services You Can Use With

3. Choose the **Managed Medical Assistance** button.

Click Here



Managed Medical Assistance



Health Care Services You Can Use With

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.

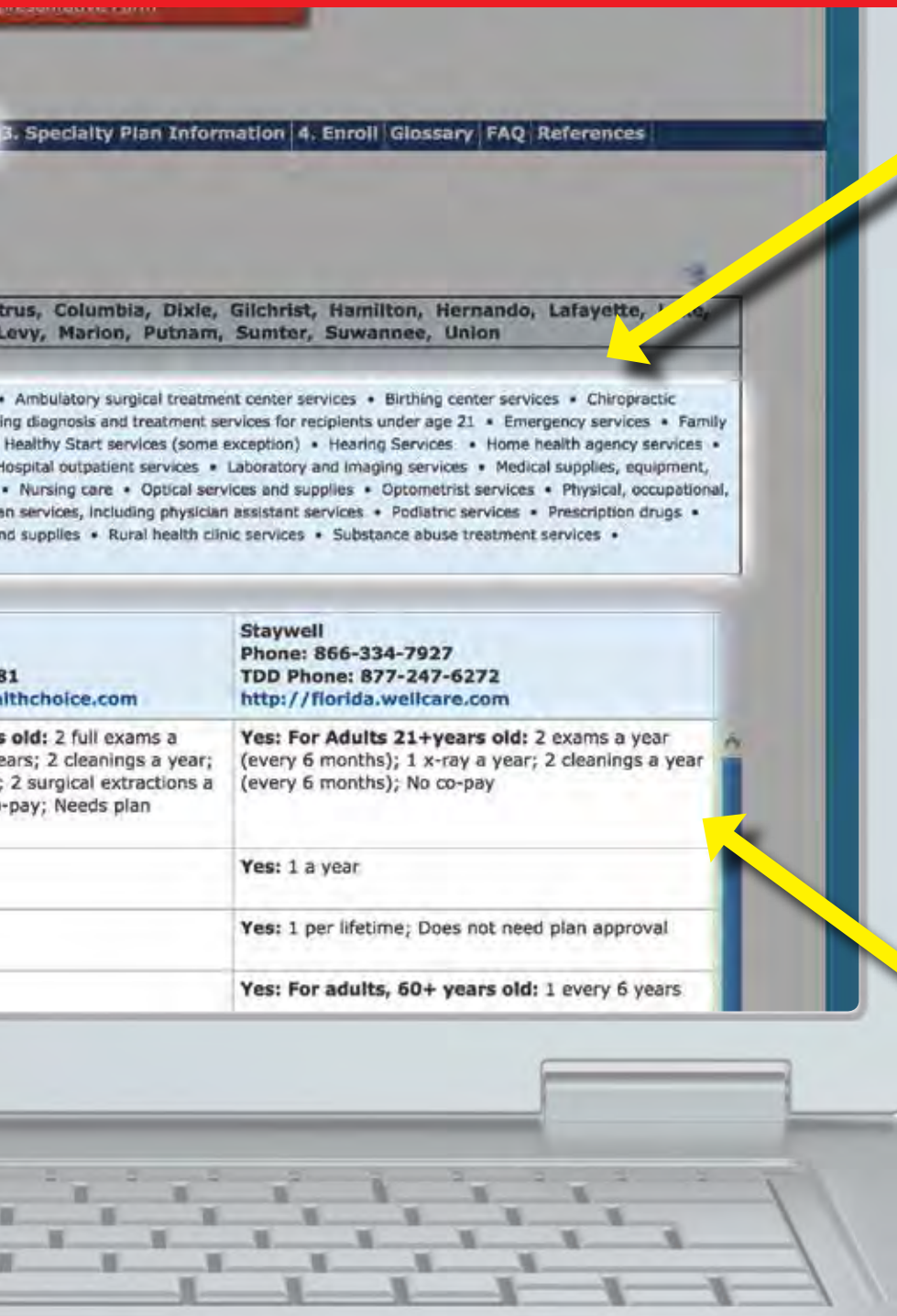
The yellow boxes list other services Managed Medical Assistance may provide.

Home | Program Information | 1. How to Choose a Plan | **2. Plan Information** | Letters And Brochures | Contact Us | Publications

Plan Information

Benefits and Contact Information	Region 3	Alachua, Bradford, Citrus
Standard MMA plan benefits	<ul style="list-style-type: none">Advanced registered nurse practitioner servicesDental servicesEarly periodic screen planning services and supplies (some exception)Hospice servicesHospital inpatient servicesProsthesis, and orthosesMental health servicesRespiratory, and speech therapy servicesPhysical therapy servicesRenal dialysis servicesRespiratory equipment and suppliesTransportation to access covered services	
MMA Expanded Benefits	Prestige Health Choice Phone: 855-355-9800 TDD Phone: 855-236-9200 http://www.prestigehealthchoice.com	
Adult Dental Services: Does the plan offer members dental services?	Yes: For Adults 21+ years of age; 1 full x-ray every 2 years; 4 simple extractions a year; 3 fillings a year No co-payment or approval	
Adult Influenza Vaccine: Does the plan offer members the flu shot?	Yes: As medically advised	
Adult Pneumonia Vaccine: Does the plan offer members Pneumonia shots?	Yes: As medically advised	
Adult Shingles Vaccine: Does the plan offer members the Shingles shot?	Yes: As medically advised	

Managed Medical Assistance



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

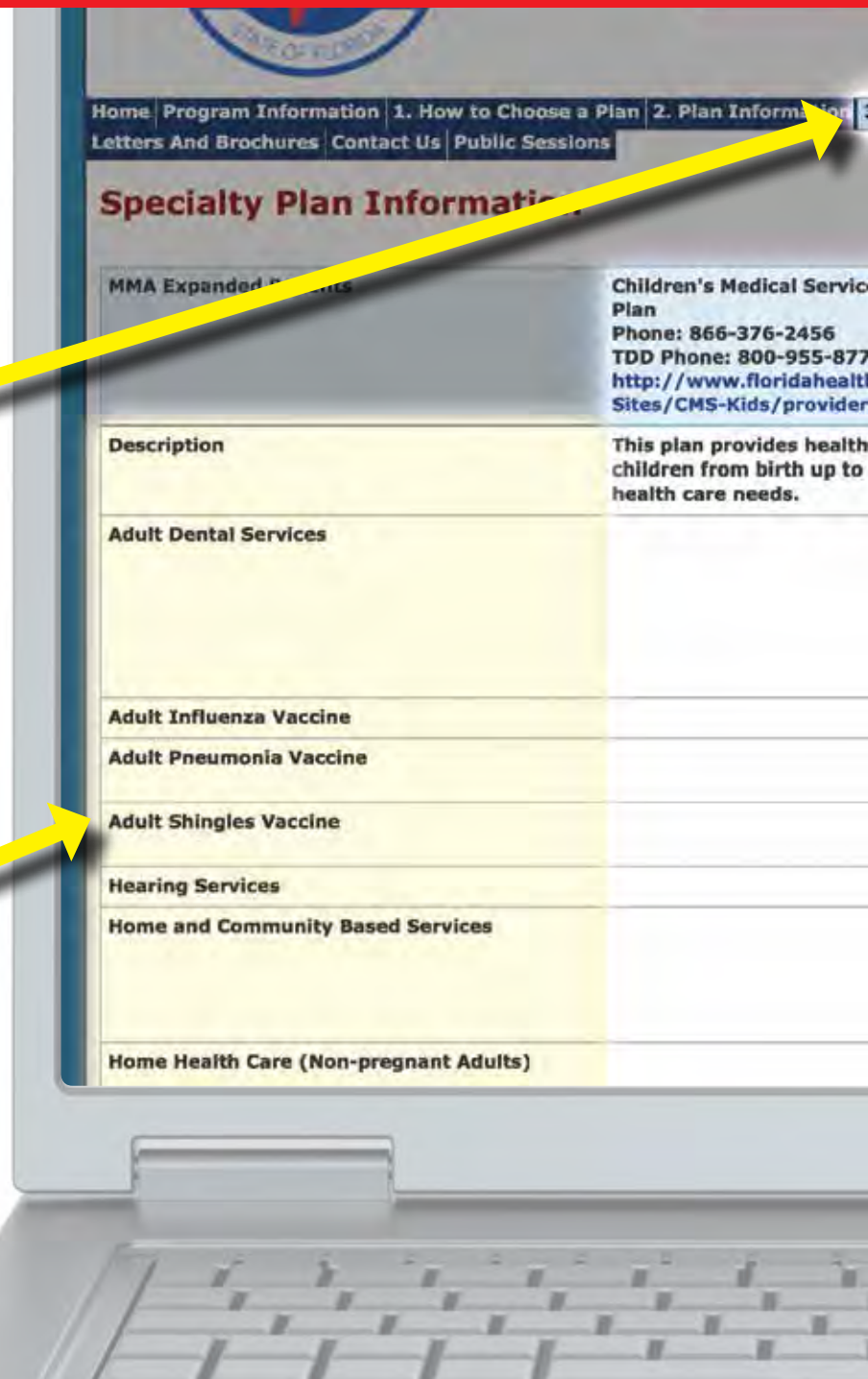
Click on the [website link](#) to see if your doctor is in this plan.

These boxes list the services each plan has.

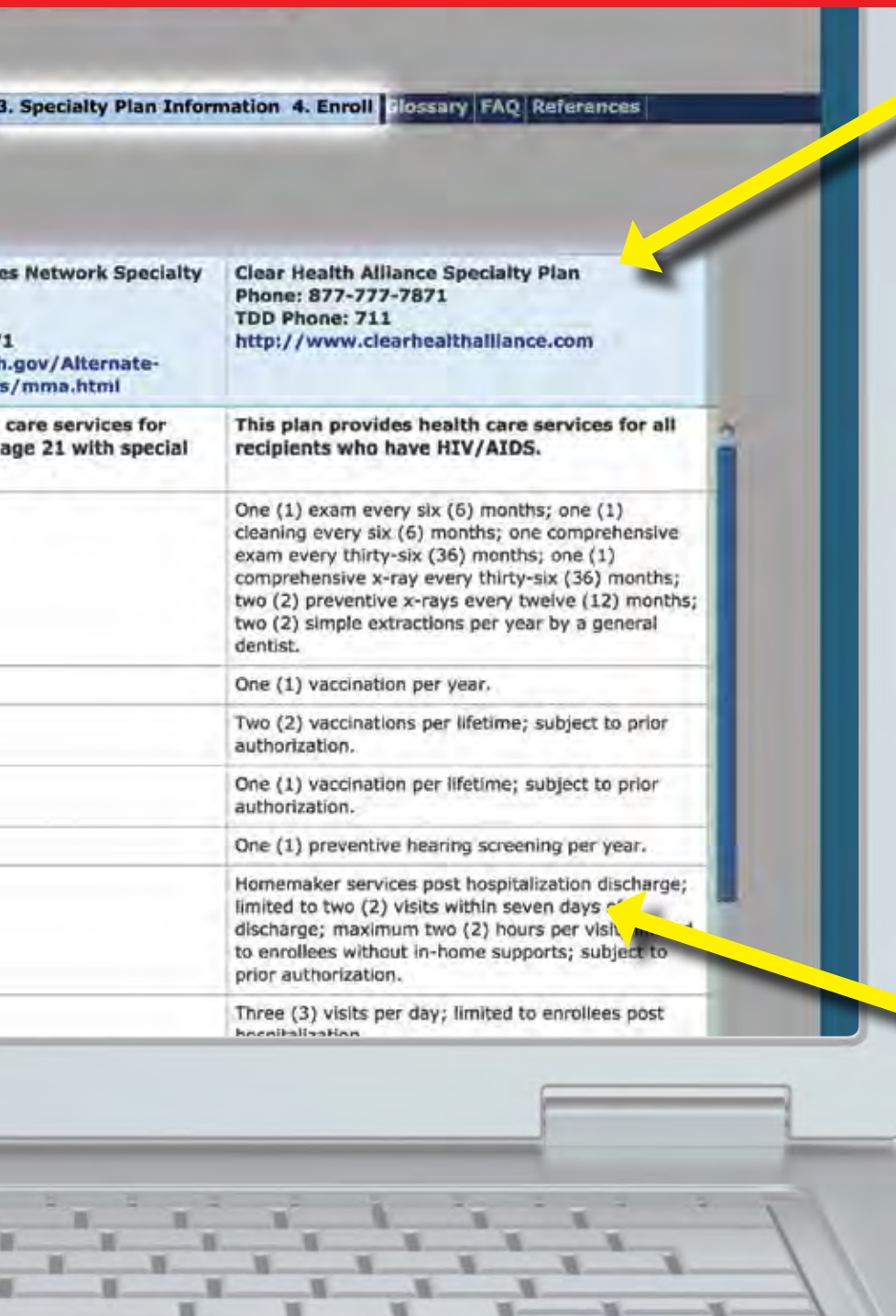
Health Care Services You Can Use With

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



3. Specialty Plan Information	4. Enroll	Glossary	FAQ	References
es Network Specialty	Clear Health Alliance Specialty Plan Phone: 877-777-7871 TDD Phone: 711 http://www.clearhealthalliance.com			
1 n.gov/Alternate- s/mma.html	This plan provides health care services for all recipients who have HIV/AIDS.			
care services for age 21 with special	One (1) exam every six (6) months; one (1) cleaning every six (6) months; one comprehensive exam every thirty-six (36) months; one (1) comprehensive x-ray every thirty-six (36) months; two (2) preventive x-rays every twelve (12) months; two (2) simple extractions per year by a general dentist.			
	One (1) vaccination per year.			
	Two (2) vaccinations per lifetime; subject to prior authorization.			
	One (1) vaccination per lifetime; subject to prior authorization.			
	One (1) preventive hearing screening per year.			
	Homemaker services post hospitalization discharge; limited to two (2) visits within seven days of discharge; maximum two (2) hours per visit to enrollees without in-home supports; subject to prior authorization.			
	Three (3) visits per day; limited to enrollees post hospitalization.			

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

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

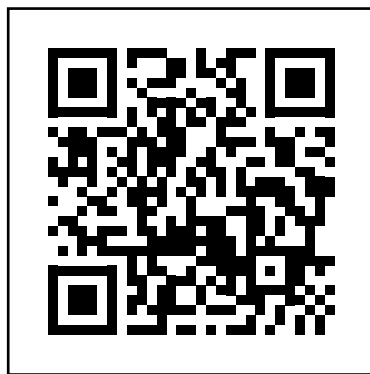
Use this page to write down things you need to remember about Statewide Medicaid Managed Care.

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**.



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