

STATEWIDE MEDICAID MANAGED CARE

Managed Medical Assistance (MMA)

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Choosing an MMA Plan

In Florida, most Medicaid recipients must enroll in an MMA plan for their health care needs.

Each plan offers all of the basic Florida Medicaid benefits. For more information see the **Services Offered by All MMA Plans** section on the following page.

You must choose your plan within 30 days. If you do not, the State will choose a plan for you. Please read, **Steps to Help You Select Your MMA Plan**, below. Note: if your doctor does not work with the plan you select, you will have to choose a new doctor.

You may enroll in a plan using one of the three ways below:

- 1) Enroll on-line at www.flmedicaidmanagedcare.com
- 2) Call a Choice Counselor toll-free at 1-877-711-3662; Telecommunications device for the deaf (TDD) 1-866-467-4970.
- 3) **If you have special medical needs, you may call to set up a face-to-face meeting with a Choice Counselor by calling 1-877-711-3662.**

The call center is open: Monday – Thursdays 8 a.m. – 8 p.m. and Friday 8 a.m. – 7 p.m.

To enroll, you must have the Florida Medicaid Number or Social Security Number and Date of Birth for each person that you wish to enroll.

Steps To Help You Select Your MMA Plan

1. Look at the MMA plans in your packet or on the web at www.flmedicaidmanagedcare.com to see the basic benefits offered by all plans and the expanded benefits that each plan offers.
2. Think about the services you or your family members need, such as:
 - What services do I think I need? Doctor's visits, medications, home health services, or transportation to covered services?
 - What plan do my doctors take?
 - What kind of doctors do I need – a pediatrician, a family doctor, or a specialist to treat an ongoing condition?
 - What extra benefits meet my needs?
3. Choose a plan that best fits your needs.

Specialty Plan Information

In Florida, there may be Specialty Plans available in your area that are focused on serving people who have specific health care conditions. These plans cover the conditions listed below. Please review the information in your packet to find out which plans serve your region.

Medical Condition/Requirements and Limitations for Enrollment

For all recipients:

- HIV/AIDS
- Serious Mental Illness

For children (under the age of 21) only:

- Child Welfare (must be in the care and custody of the state of Florida)
- Chronic Conditions (for children who are determined clinically eligible by the Florida Department of Health)

For adults (ages 21 and older) enrolled dually in Medicare and Medicaid only:

- Cardiovascular Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Diabetes

Services Offered by All MMA Plans

Expanded Benefits are offered by some plans. These are services that exceed required Medicaid services. Some expanded benefits may require prior approval from the plan. **All MMA plans offer the following health care services:**

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| • Physician services, including physician assistant services | • Optical services and supplies | • Hearing services |
| • Prescription drugs | • Dental services | • Laboratory and imaging services |
| • Hospital inpatient services | • Medical supplies, equipment, prosthesis, and orthoses | • Home health agency services |
| • Hospital outpatient services | • Chiropractic services | • Renal dialysis services |
| • Mental health services | • Nursing care | • Hospice services |
| • Early periodic screening diagnosis and treatment services for recipients under age 21 | • Family planning services and supplies (some exception) | • Respiratory equipment and supplies |
| • Emergency services | • Podiatric services | • Optometrist services |
| • Ambulatory surgical treatment center services | • Healthy Start services (some exception) | • Rural health clinic services |
| • Advanced registered nurse practitioner services | • Physical, occupational, respiratory, and speech therapy services | • Birthing center services |
| | | • Substance abuse treatment services |
| | | • Transportation to access covered services |

Reference Information

ABUSE Hotline

1-800-962-2873

<http://www.myflfamilies.com/service-programs/abuse-hotline>

Agency for Health Care Administration Consumer Complaints

1-888-419-3456

<http://apps.ahca.myflorida.com/hcfc/>

Department of Children and Families, Financial Access

1-866-762-2237

<https://myaccessaccount.dcf.state.fl.us/Login.aspx>

Medicaid Fraud Hotline

1-866-966-7226

https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx

Social Security Administration

1-800-772-1213

<http://www.ssa.gov/pgm/reach.htm>

**If you need Choice Counseling materials in large print, audio or Braille, call the Helpline.
I ou bezwen informasion un Kreyol, tanpris rele: 1-877-711-3662.**