Community Based Care
Integrated Health

IMPORTANT PHONE NUMBERS AND WEBSITES

ACCESS Florida

- Apply for Medicaid benefits/ access your benefits information
- Update your mailing address/contact info if you're over 21
- Apply for food and cash assistance

Click HERE
Call 1-866-762-2237

OR

SCAN ME

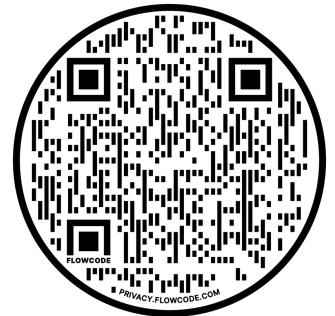## FLORIDA STATEWIDE MEDICAID MANAGED CARE

Set up a portal account OR Download the app

- Request help using secure messaging/set up email or text alerts
- If you're 21 or older...
  - View and update address
  - Pick or change your health or dental plan

Click HERE
Call 1-877-711-3662

OR

SCAN ME

Florida Medicaid Health and Dental Plans*

In Florida, Medicaid recipients are offered both a Health and Dental plan.
Compare the plans and the benefits they offer so you can pick one that matters to you!

To search for plans by zip code, click **HERE**.

List current as of 02/2022

Health Plans

Aetna Better Health	1-800-441-5501
AmeriHealth	1-855-355-9800
Community Care Plan	1-866-899-4828
Florida Community Care	1-833-322-7526
Humana Medical Plan	1-800-477-6931
Simply Healthcare Plan	1-844-406-2396
Sunshine Health- Medicaid	1-866-796-0530
United Healthcare	1-888-716-8787
Vivida Health	1-844-243-5131

Specialty Plans

Children's Medical Services	1-866-376-2456
Clear Health Alliance	1-844-406-2398
Molina Healthcare	1-866-472-4585
Sunshine Health- Child Welfare	1-855-463-4100

Dental Plans

DentaQuest	1-888-468-5509
LIBERTY	1-833-276-0850
MCNA Dental	1-855-699-6262

Important General Information

What is a Primary Care Provider?

A Primary Care Provider (PCP) is a medical professional that practices general medicine; a PCP can be a Doctor, Physician Assistant, or Registered Nurse. They help you monitor chronic conditions and maintain your overall health. *A PCP is someone you see when you feel sick and even when you feel well.*

QUICK TIPS

REGARDLESS OF YOUR CURRENT HEALTH STATUS, IT IS IMPORTANT THAT YOU SEE YOUR PRIMARY CARE PROVIDER AND DENTIST FOR ROUTINE CHECK-UPS EACH YEAR.
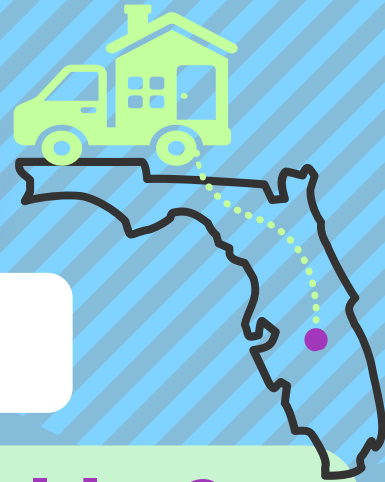
1) Know who your PCP is and check that they are listed on your insurance card.

2) Get established with a PCP and Dentist
- Attend your yearly physical/ check ups, or
- Schedule a new patient well exam
- *This will help your doctor/ dentist learn about your health needs so that you have a place to go to or a person to call whenever you have concerns.*

3) Call your health or dental plans' after-hours support line if you have a concern that is not life-threatening and hopefully avoid an unnecessary trip to the hospital/ ER

4) Know what benefits your health and dental plan offer and how to access them

5) Some medications and services need to be pre-approved by your health or dental plan before they will pay for them
- If your doctor or a hospital orders something new for you...
  - Ask them if it needs prior approval, or
  - Call your health or dental plan for more information.

WHAT IF....

...I move out of Florida?

If you move out of the state, your Medicaid will likely be closed. But if you return, you can get your Medicaid back.

Under 21?

Call your case manager or the agency that manages your case. They can help you get your information updated with Medicaid.

21 or older?

Apply through ACCESS Florida

They are *the agency that manages your Medicaid.*

Click HERE or Call 866-762-2237

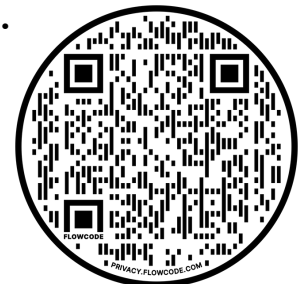## ...I stay in Florida but move to a different county?

You may need to change:

- Your health or dental plan depending on which are offered in your county.
- Your Primary Care Provider (PCP), your pharmacy, and other doctors or providers that you were seeing, including your dentist.

To locate a list of available health and dental plans by zip code...

OR

Click HERE
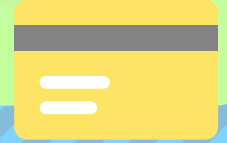
Call 1-877-711-3662

SCAN ME

If you change PCPs, call member services at your Health Plan to make sure you are covered!

Stay in contact with your caseworker/ the agency that manages or managed your case. They can help to make sure that your Medicaid coverage stays open and all of your information is correct.

WHAT IF....

...I don't have my Medicaid ID Card or know the number?

Under 21?

Call your case manager or the Independent Living department at the agency that manages your case. They can look it up for you/ get you a copy. **If you know your social security number, you can also call ACCESS FL at 1-866-762-2237.**
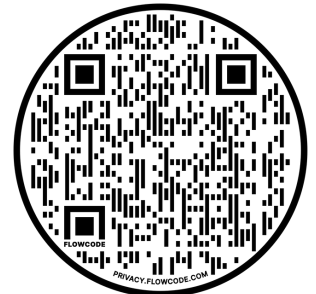
INFORMATION YOU SHOULD HAVE READY

Social Security #

Date of Birth

If you are 21 or Older:

Call the Florida Medicaid Managed Care Hotline
1-877-771-3662

Set up a Florida Medicaid Member Portal Account
Click HERE or Scan this QR Code:

Use your Member Portal Account to
- Check your Medicaid eligibility
- Change your address (so you can get your ID cards)
- Enroll in a plan or change plans
- Request help using secure messaging.

SCAN ME

... I need help accessing services?

Call your health or dental plan's member services department. Ask to be assigned to a Nurse or Behavioral Health Case Manager who can help you manage your needs.

Call the agency who has been managing or managed your case. Your agency has a team of Nurses and Behavioral Health Specialists who can assist you with your medical and behavioral health needs.

WHAT IF....

INFORMATION YOU SHOULD HAVE READY

Social Security #

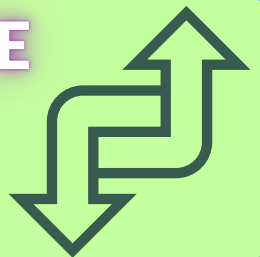**Medicaid ID #**

Date of Birth

...I WANT TO FIND A NEW PCP?

Check out the "find a provider tool" on your health plan website.

Or call your Health Plan's member services department. Click HERE for a list of plan phone numbers.

...I WANT TO CHANGE MY HEALTH OR DENTAL PLAN?

The easiest time of year to change your health plan is during a period called **"open enrollment."** You will get reminder letters in the mail each year when this time comes around.

If you miss the Open Enrollment period, you can still change your health/ dental plan with a "good cause" reason. **Click HERE to learn more.**