<HEALTH PLAN NAME’S> FLORIDA MEDICAID

MEMBER HANDBOOK

<Plan insert free text>

**“If you do not speak English**, call us at <member services number>. 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 <member services number>. 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 <member services number>. 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 <member services number>. 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 <member services number>. 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 <member services number>. 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».

Vietnamese: “**Nếu bạn không nói được tiếng Anh**, hãy gọi cho chúng tôi theo số <số dịch vụ thành viên>. Chúng tôi có quyền truy cập vào các dịch vụ thông dịch viên và có thể giúp trả lời các câu hỏi của bạn bằng ngôn ngữ của bạn. Chúng tôi cũng có thể giúp bạn tìm một nhà cung cấp dịch vụ chăm sóc sức khỏe có thể nói chuyện với bạn bằng ngôn ngữ của bạn."

**Important Contact Information**

|  |  |  |
| --- | --- | --- |
| Member Services Help Line | <toll free telephone number> | Available 24 hours |
| Member Services Help Line TTY | <toll free telephone number> | Available 24 hours |
| Website | <url> |
| Address | <full street address><city, state, zip> |

|  |  |
| --- | --- |
| <Transportation Services: Non-Emergency> | <Subcontractor Name> <Contact information> |
| <Service Name> | <Subcontractor Name> <Contact information> |
| <Service Name> | <Subcontractor Name> <Contact information> |
| <Dental> | Contact your case manager directly or at 1-XXX-XXX-XXXX 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<https://www.myflfamilies.com/services/abuse/abuse-hotline/how-report-abuse> |
| For Medicaid Eligibility | 1-866-762-2237TTY: 711 or 1-800-955-8771<https://www.myflfamilies.com/medicaid#ME> |
| To report Medicaid Fraud and/or Abuse  | 1-888-419-3456<https://apps.ahca.myflorida.com/mpi-complaintform/> |
| To file a complaint about a health care facility | 1-888-419-3456<http://ahca.myflorida.com/MCHQ/Field_Ops/CAU.shtml> |
| To request a Medicaid Fair Hearing | 1-877-254-10551-239-338-2642 (fax)MedicaidHearingUnit@ahca.myflorida.com |
| To file a complaint about Medicaid services | 1-877-254-1055TDD: 1-866-467-4970<http://ahca.myflorida.com/Medicaid/complaints/> |
| To find information for elders | 1-800-96-ELDER (1-800-963-5337)<http://www.elderaffairs.org/doea/arc.php> |
| To find out information about domestic violence | 1-800-799-SAFE (1-800-799-7233)TTY: 1-800-787-3224<http://www.thehotline.org/> |
| To find information about health facilities in Florida | <https://quality.healthfinder.fl.gov/> |
| To find information about urgent care | <Plan insert free text> |
| For an emergency | 9-1-1Or go to the nearest emergency room |

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# Welcome to <Insert Plan Name>’s Statewide Medicaid Managed Care Plan

<Insert Plan Name> 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 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 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 plan with a **Specialty** line of business.

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.

If you are a participant in the Intellectual Developmentally Disabled (IDD) Pilot Program, most of the information in this handbook applies to you. We will let you know if something does not apply or if there is information that applies to IDD enrollees. [See Addendum A.]

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 <Insert Member Services Toll-Free Number>.

**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.

Always carry your ID card and show it each time you go to a health care appointment or the hospital. 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:

<Plan Sample ID card here>

**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:

<Insert Plan specific HIPAA and privacy practices>

**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 <toll-free number>, or <TTY/TDD>, Monday to Friday, <time> a.m. to <time> 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 <Plan insert free text> at <toll free number>. 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 <Insert Member Services number>. 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 (MyACCESS) account at <https://myaccess.myflfamilies.com/>. If you receive Supplemental Security Income (SSI), you must 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 8 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: Changes to your Health Plan**

If your health plan experiences a significant change that affects you as an enrollee, it is the plan’s responsibility to inform you (the enrollee) at least 30 days before the intended effective date of the change.

**Section 7: Your Medicaid Eligibility**

You must be covered by Medicaid and enrolled in our plan for <Plan Name> to pay for your health care services and health care appointments. This is called having **Medicaid eligibility**. If you receive SSI, you qualify for Medicaid. If you do not receive SSI, you must apply for Medicaid with DCF.

Sometimes things in your life might change, and these changes can affect whether 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 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. We can help you check on your coverage.

**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 you are pregnant **before** your baby is born to make sure 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 8: Enrollment in Our Plan**

**Initial Enrollment**

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 the same 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 Period**

Each year, you will have 60 days when you can change your plan if you want. This is called your **open enrollment** **period**. The State’s Enrollment Broker will send you a letter to tell you when your open enrollment period is.

You do not have to change plans during your open enrollment period. If you do choose to leave our plan and enroll in a new one, you will start with your new plan at the end of your open enrollment period. Once you are enrolled in the new plan, you are locked-in until your next open enrollment period. 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, the ADRC will notify you about your wait list placement or provide you with a list of resources if you are not placed on the wait list. If you are placed on the wait list and a space becomes available for you in the LTC program, 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. Visit <https://ahca.myflorida.com/Medicaid/statewide_mc/smmc_ltc.shtml> for more information.



**Section 9: Leaving Our Plan (Disenrollment)**

Leaving a plan is called **disenrolling.** By law, people cannot leave or change plans while they are locked-in except for specific reasons. If you want to leave our plan while you are locked-in, call the State’s Enrollment Broker to see if you would be allowed to change plans.

You can leave our plan at any time for the following reasons (also known as **For Cause Disenrollment** reasons[[1]](#footnote-2)):

* We do not cover a service for moral or religious reasons
* 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[[2]](#footnote-3):

* 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 <Insert Member Services number> or the State’s Enrollment Broker at 1-877-711-3662 (TDD 1-866-467-4970).

**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 eligibility
* 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[[3]](#footnote-4)

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 10: 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.

If you are in the LTC program, we will assign you a case manager. You must have a case manager if you are in the LTC program. Your case manager is your go-to person and is responsible for **coordinating your care**. This means they are the person who will help you figure out what LTC services you need and how to get them.

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.

**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 and we may give you a call.

**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 Consent for Voluntary Suspension Form to put your service(s) on hold.

**Section 11: Accessing Services**

Before you get a service or go to a health care appointment, we have to make sure 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 <Insert Member Services Toll-Free Number> to get a copy or visit our website at <Web Address>.

If you are in the LTC program, your case manager is the person who will help you choose a service provider who is in our network 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 may be able to 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.

**When We Pay for Your Dental Services**

Your dental plan will cover most of your dental services, but some services may be covered by <HEALTH PLAN NAME’S>. Contact Member Services at 1-XXX-XXX-XXXX 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 we must provide in the Medicaid program. All the services listed in this handbook are covered services. Remember, just because a service is covered, does not mean 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[[4]](#footnote-5)**

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 <HEALTH PLAN’S NAME>**

The Medicaid fee-for-service program is responsible for covering the following services, instead of <HEALTH PLAN NAME> covering these services:

* 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>.

**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 12: 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 contact your PCP to make an appointment for services such as 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.[[5]](#footnote-6)

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. Also, there is no charge for well child visits.

**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, <Plan insert free text>.

You may also find the closest Urgent Care center to you by <Plan insert free text>.

**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 an **emergency** medical conditionwhen 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.

**Filling Prescriptions**

We cover a full range of prescription medications. We have a list of drugs that we cover. This list is called our **Preferred Drug List**. You can find this list on our Web site at <insert link to plan formulary> 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 <Plan insert free text>

**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 <Plan insert free text>
* Looking at our provider directory
* Going to our website <Plan insert free text>

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:

<Plan healthy behavior program free text here>

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 <Plan insert free text>.

**Chronic Disease Management Programs**

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

Cancer and Cancer Prevention <Plan insert free text>

Diabetes and Diabetes Prevention<Plan insert free text>

Depression and Depression Prevention (including suicide prevention) <Plan insert free text>

Human Immunodeficiency Virus (HIV), Acquired Immunodeficiency Syndrome

(AIDS), and HIV prevention<Plan insert free text>

Chosen Plan Condition 1<Plan insert free text>

Chosen Plan Condition 2 <Plan insert free text>

If you are in the LTC program, we also offer programs <Plan insert free text>

**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:

<Insert Quality Enhancement Programs>

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 13: 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 for us to pay for them[[6]](#footnote-7).

There may be some services we do not cover but might be covered by Medicaid. There are some services your State has determined are medically appropriate and can be provided in place of a covered service or setting under the State plan. These are called “In Lieu of Services (ILOS).” 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 <Plan insert number> to schedule a ride.

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 date the change takes place.

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

| **Service** | **Description** | **Coverage/Limitations****<Plan Insert Free Text in Column>** | **Prior Authorization**<**Plan Insert Free Text in Column**> |
| --- | --- | --- | --- |
| Addictions Receiving Facility Services | Services used to help people who are struggling with drug or alcohol addiction | As medically necessary and recommended by us |  |
| Allergy Services | Services to treat conditions such as sneezing or rashes that are not caused by an illness | We cover medically necessary blood or skin allergy testing and up to 156 doses per year of allergy shots  |  |
| 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.  |  |
| Ambulatory Detoxification Services | Services provided to people who are withdrawing from drugs or alcohol | As medically necessary and recommended by us |  |
| Ambulatory Surgical Center Services | Surgery and other procedures that are performed in a facility that is not the hospital (outpatient) | Covered as medically necessary.  |  |
| Anesthesia Services | Services to keep you from feeling pain during surgery or other medical procedures  | Covered as medically necessary.  |  |
| 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, as medically necessary. |  |
| Behavior Analysis (BA) | Structured interventions, strategies, and approaches provided to people ages 0 to 20 to decrease maladaptive behaviors and increase or reinforce appropriate behaviors. | Covered as medically necessary.  |  |
| Behavioral Health Assessment Services | Services used to detect or diagnose mental illnesses and behavioral health disorders | We cover, as medically necessary:* One initial assessment per year
* One reassessment per year
* Up to 150 minutes of brief behavioral health status assessments (no more than 30 minutes in a single day)
 |  |
| Behavioral Health Overlay Services  | Behavioral health services provided to children (ages 0 – 18) enrolled in a DCF program | We cover 365/366 days of medically necessary services per year, including therapy, support services and aftercare planning |  |
| Behavioral Health Services – Child Welfare | A special mental health program for children enrolled in a DCF program | As medically necessary and recommended by us |  |
| Cardiovascular Services | Services that treat the heart and circulatory (blood vessels) system | We cover the following as prescribed by your doctor, when medically necessary:* Cardiac testing
* Cardiac surgical procedures
* Cardiac devices
 |  |
| Child Health Services Targeted Case Management | Services provided to children (ages 0 - 3) to help them get health care and other services ORServices provided to children (ages 0 – 20) who use medical foster care services | Your child must be enrolled in the DOH Early Steps programORYour child must be receiving medical foster care services |  |
| 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, as medically necessary:* 24 patient visits per year, per member
* X-rays
 |  |
| Clinic Services  | Health care services provided in a county health department, federally qualified health center, or a rural health clinic | Covered as medically necessary |  |
| Community-Based Wrap-Around Services | Services provided by a mental health team to children who are at risk of going into a mental health treatment facility | As medically necessary and recommended by us |  |
| 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, when medically necessary:* Hemodialysis treatments
* Peritoneal dialysis treatments
 |  |
| Drop-In Center Services | Services provided in a center that helps homeless people get treatment or housing | As medically necessary and recommended by us |  |
| Durable Medical Equipment and Medical Supplies Services | 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 | As medically necessary, some service and age limits apply. Call <Plan Insert Free Text> for more information.  |  |
| Early Intervention Services | Services to children ages 0 - 3 who have developmental delays and other conditions | We cover medically necessary:* One initial evaluation per lifetime, completed by a team
* Up to 3 screenings per year
* Up to 3 follow-up evaluations per year
* Up to 2 training or support sessions per week
 |  |
| Emergency Transportation Services | Transportation provided by ambulances or air ambulances (helicopter or airplane) to get you to a hospital because of an emergency | Covered as medically necessary.  |  |
| Evaluation and Management Services | Services for doctor’s visits to stay healthy and prevent or treat illness | We cover medically necessary:* One adult health screening (check-up) per year
* Well child visits are provided based on age and developmental needs
* One visit per month for people living in nursing facilities
* Up to two office visits per month for adults to treat illnesses or conditions
 |  |
| Family Therapy Services | Services for families to have therapy sessions with a mental health professional | We cover medically necessary:* Up to 26 hours per year
 |  |
| Family Training and Counseling for Child Development | Services to support a family during their child’s mental health treatment | As medically necessary and recommended by us |  |
| Gastrointestinal Services | Services to treat conditions, illnesses, or diseases of the stomach or digestion system | We cover:* Covered as medically necessary
 |  |
| Genitourinary Services | Services to treat conditions, illnesses, or diseases of the genitals or urinary system | Covered as medically necessary |  |
| Group Therapy Services | Services for a group of people to have therapy sessions with a mental health professional | We cover medically necessary:* Up to 39 hours per year
 |  |
| 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, when medically necessary:* Cochlear implants
* One new hearing aid per ear, once every 3 years
* Repairs
 |  |
| 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, when medically necessary:* Up to 4 visits per day for pregnant recipients and recipients ages 0-20
* Up to 3 visits per day for all other recipients
 |  |
| 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 | Covered as medically necessary |  |
| Individual Therapy Services | Services for people to have one-to-one therapy sessions with a mental health professional | We cover medically necessary:* Up to 26 hours per year
 |  |
| Infant Mental Health Pre and Post Testing Services | Testing services by a mental health professional with special training in infants and young children | As medically necessary and recommended by us |  |
| 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, when medically necessary:* Up to 365/366 days for recipients ages 0-20
* Up to 45 days for all other recipients (extra days are covered for emergencies)
 |  |
| Integumentary Services | Services to diagnose or treat skin conditions, illnesses or diseases | Covered as medically necessary |  |
| Laboratory Services | Services that test blood, urine, saliva or other items from the body for conditions, illnesses or diseases  | Covered as medically necessary |  |
| 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 |  |
| Medication Assisted Treatment Services | Services used to help people who are struggling with drug addiction | Covered as medically necessary |  |
| Medication Management Services | Services to help people understand and make the best choices for taking medication | Covered as medically necessary |  |
| Mental Health Partial Hospitalization Program Services | Treatment provided for more than 3 hours per day, several days per week, for people who are recovering from mental illness | As medically necessary and recommended by us |  |
| Mental Health Targeted Case Management | Services to help get medical and behavioral health care for people with mental illnesses  | Covered as medically necessary |  |
| Mobile Crisis Assessment and Intervention Services | A team of health care professionals who provide emergency mental health services, usually in people’s homes | As medically necessary and recommended by us |  |
| MultiSystemic Therapy Services | An intensive service focused on the family for children at risk of residential mental health treatment | As medically necessary and recommended by us |  |
| Neurology Services | Services to diagnose or treat conditions, illnesses or diseases of the brain, spinal cord or nervous system | Covered as medically necessary |  |
| 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 | We cover the following services for recipients who have no transportation:* Out-of-state travel
* Transfers between hospitals or facilities
* Escorts when medically necessary
 |  |
| 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 | * We cover 365/366 days of services in nursing facilities as medically necessary
 |  |
| 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, as medically necessary:* One initial evaluation per year
* Up to 210 minutes of treatment per week
* One initial wheelchair evaluation per 5 years

We cover for people of all ages, as medically necessary:* Follow-up wheelchair evaluations, one at delivery and one 6-months later
 |  |
| Oral Surgery Services | Services that provide teeth extractions (removals) and to treat other conditions, illnesses or diseases of the mouth and oral cavity | Covered as medically necessary |  |
| Orthopedic Services | Services to diagnose or treat conditions, illnesses or diseases of the bones or joints | Covered as medically necessary |  |
| 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 | * Emergency services are covered as medically necessary
* Non-emergency services cannot cost more than $1,500 per year for recipients ages 21 and over
 |  |
| Pain Management Services | Treatments for long-lasting pain that does not get better after other services have been provided | Covered as medically necessary. Some service limits may apply |  |
| Partial Hospitalization Services | Services for people leaving a hospital for mental health treatment | As medically necessary and recommended by us |  |
| 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 | We cover for children ages 0-20 and for adults under the $1,500 outpatient services cap, as medically necessary:* One initial evaluation per year
* Up to 210 minutes of treatment per week
* One initial wheelchair evaluation per 5 years

We cover for people of all ages, as medically necessary:* Follow-up wheelchair evaluations, one at delivery and one 6-months later
 |  |
| Podiatry Services | Medical care and other treatments for the feet | We cover, as medically necessary:* Up to 24 office visits per year
* Foot and nail care
* X-rays and other imaging for the foot, ankle and lower leg
* Surgery on the foot, ankle or lower leg
 |  |
| Prescribed Drug Services  | This service is for drugs that are prescribed to you by a doctor or other health care provider | We cover, as medically necessary:* Up to a 34-day supply of drugs, per prescription
* Refills, as prescribed
 |  |
| Private Duty Nursing Services | Nursing services provided in the home to people ages 0 to 20 who need constant care | We cover, as medically necessary:* Up to 24 hours per day
 |  |
| Psychiatric Specialty Hospital 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 |
| Psychological Testing Services | Tests used to detect or diagnose problems with memory, IQ or other areas | We cover, as medically necessary:* 10 hours of psychological testing per year
 |  |
| 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, as medically necessary:* Up to 480 hours per year
 |  |
| Radiology and Nuclear Medicine Services | Services that include imaging such as x-rays, MRIs or CAT scans. They also include portable x-rays | * Covered as medically necessary
 |  |
| 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 |  |
| 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 medically necessary 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. |  |
| Respiratory Services | Services that treat conditions, illnesses or diseases of the lungs or respiratory system | We cover medically necessary:* Respiratory testing
* Respiratory surgical procedures
* Respiratory device management
 |  |
| 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 medically necessary:* One initial evaluation per year
* One therapy re-evaluation per 6 months
* Up to 210 minutes of therapy treatments per week (maximum of 60 minutes per day)
 |  |
| Self-Help/Peer Services | Services to help people who are in recovery from an addiction or mental illness | As medically necessary and recommended by us |  |
| Specialized Therapeutic Services | Services provided to children ages 0-20 with mental illnesses or substance use disorders | We cover the following medically necessary:* Assessments
* Foster care services
* Group home services
 |  |
| Speech-Language Pathology Services | Services that include tests and treatments help you talk or swallow better | We cover the following medically necessary services for children ages 0-20:* Communication devices and services
* Up to 210 minutes of treatment per week
* One initial evaluation per year

We cover the following medically necessary services for adults:* One communication evaluation per 5 years
 |  |
| 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 |  |
| Substance Abuse Intensive Outpatient Program Services | Treatment provided for more than 3 hours per day, several days per week, for people who are recovering from substance use disorders | As medically necessary and recommended by us |  |
| Substance Abuse Short-term Residential Treatment Services | Treatment for people who are recovering from substance use disorders | As medically necessary and recommended by us |  |
| 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 | We cover medically necessary services:* Up to 9 hours per month
 |  |
| Transplant Services | Services that include all surgery and pre and post-surgical care  | Covered as medically necessary |  |
| Visual Aid Services | Visual Aids are items such as glasses, contact lenses and prosthetic (fake) eyes | We cover the following medically necessary services when prescribed by your doctor:* Two pairs of eyeglasses for children ages 0-20
* One frame every two years and two lenses every 365 days for adults ages 21 and older
* Contact lenses
* Prosthetic eyes
 |  |
| Visual Care Services | Services that test and treat conditions, illnesses and diseases of the eyes | * Covered as medically necessary
 |  |

**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.

<INSERT PLAN EXPANDED BENEFITS INFO>

**Your Plan Benefits: Nursing Facility Transition Assistance Benefit**

<INSERT PLAN NURSING FACILTY TRANSITION ASSISTANCE BENEFIT INFO>

**Your Plan Benefits: Pathways to Prosperity**

The Plan shall assess members who may be experiencing barriers to employment, economic self-sufficiency, and independence gain access to care coordination/case management services and health-related social needs, such as housing assistance, food sustainability, vocational training, and educational support services.

**Section 14: Cost Sharing for Services**

Cost sharing means the portion of costs for certain covered services that is your responsibility to pay. Cost sharing can include coinsurance, copayments, and deductibles. If you have questions about your cost sharing requirements, please contact Member Services.

**Section 15: Long-Term Care (LTC) Program Helpful Information**

***(Read this section if you are in the LTC program. If you are not in the LTC program, skip to Section 17)***

**Starting Services**

It is important that we learn about you so we can make sure you get the care that you need. Your case manager will set up a time to come to your home or nursing facility to meet you.

At this first visit, your case manager will tell you about the LTC program and our Plan. She or he will also ask you questions about:

* Your health.;
* How you take care of yourself.;
* How you spend your time.;
* Who helps takes care of you; and
* Other things.

These questions make up your **initial assessment.** The initial assessment helps us learn about what you need to live safely in your home. It also helps us decide what services will help you the most.

**Developing a Plan of Care**

Before you can begin to get services under the LTC program, you must have a **person-centered plan of care (plan of care)**. Your case manager makes your plan of care with you. Your plan of care is the document that tells you all about the services you get from our LTC program. Your case manager will talk to you and any family members or caregivers you want to include to decide what LTC services will help. They will use the initial assessment and other information to make a plan that is just for you. Your plan of care will tell you:

* What services you are getting
* Who is providing your service (your service providers)
* How often you get a service
* When a service starts and when it ends (if it has an end date)
* What your services are trying to help you do. For example, if you need help doing light housekeeping tasks around your house, your plan of care will tell you that an adult companion care provider comes 2 days a week to help with your light housekeeping tasks.
* How your LTC services work with other services you get from outside our Plan, such as from Medicare, your church or other federal programs
* Your **personal goals**

We don’t just want to make sure that you are living safely. We also want to make sure that you are happy and feel connected to your community and other people. When your case manager is making your plan of care, they will ask you about any **personal goals** you might have. These can be anything, really, but we want to make sure that your LTC services help you accomplish your goals. Some examples of personal goals include:

* Walking for 10 minutes every day
* Calling a loved one once a week
* Going to the senior center once a week
* Moving from a nursing facility to an assisted living facility

You or your **authorized representative** (someone you trust who is allowed to talk to us about your care) must sign your plan of care. This is how you show you agree with the **services** on **your plan of care**.

Your case manager will send your PCP a copy of your plan of care. They will also share it with your other health care providers.

**Updating your Plan of Care**

Every month your case manager will call you to see how your services are going and how you are doing. If any changes are made, she or he will update your plan of care and get you a new copy.

Your case manager will come to see you in person to review your plan of care every 90 days (or about 3 months). This is a good time to talk to them about your services, what is working and isn’t working for you, and how your goals are going. They will update your plan of care with any changes. Every time your plan of care changes, you or your authorized representative must sign it.

Remember, you can call your case manager any time to talk about problems you have, changes in your life, or other things. Your case manager or a health plan representative is available to you when you need them.

**Your Back-Up Plan**

Your case manager will help you make a **back-up plan**. A back-up plan tells you what to do if a service provider does not show up to give a service. For example, your home health aide did not come to give you a bath.

Remember, if you have any problems getting your services, call your case manager.

**Section 16: Your Plan Benefits: Long-Term Care Services**

The table below lists the Long-Term care services covered by our Plan. Remember, services must be medically necessary in order for us to pay for them[[7]](#footnote-8).

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 any questions about any of the covered Long-Term care services, please call your case manager or Member Services.

| **Service** | **Description** | **Prior Authorization**<Plan Insert Free Text in Column> |
| --- | --- | --- |
| Adult Companion Care | This service helps you fix meals, do laundry and light housekeeping. |  |
| Adult Day Health Care | Supervision, social programs, and activities provided at an adult day care center during the day. If you are there during meal times, you can eat there. |  |
| Assistive Care Services | These are 24-hour services if you live in an adult family care home. |  |
| Assisted Living | These are services that are usually provided in an assisted living facility. Services can include housekeeping, help with bathing, dressing, and eating, medication assistance, and social programs. |  |
| Attendant Nursing Care | Nursing services and medical assistance provided in your home to help you manage or recover from a medical condition, illness, or injury |  |
| Behavioral Management | Services for mental health or substance abuse needs |  |
| Caregiver Training | Training and counseling for the people who help take care of you |  |
| Care Coordination/ Case Management | Services that help you get the services and support you need to live safely and independently. This includes having a case manager and making a plan of care that lists all the services you need and receive. |  |
| Home Accessibility/ Adaptation Services | This service makes changes to your home to help you live and move in your home safely and more easily. It can include changes like installing grab bars in your bathroom or a special toilet seat. It does not include major changes like new carpeting, roof repairs, plumbing systems, etc. |  |
| Home Delivered Meals | This service delivers healthy meals to your home. |  |
| Homemaker Services | This service helps you with general household activities, like meal preparation and routine home chores. |  |
| Hospice | 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. |  |
| Intermittent and Skilled Nursing | Extra nursing help if you do not need nursing supervision all the time or need it at a regular time |  |
| Medical Equipment and Supplies | Medical equipment is used to help manage and treat a condition, illness, or injury. Medical equipment is used over and over again, and includes things like wheelchairs, braces, walkers, and other items.Medical supplies are used to treat and manage conditions, illnesses, or injury. Medical supplies include things that are used and then thrown away, like bandages, gloves, and other items.  |  |
| Medication Administration | Help taking medications if you can’t take medication by yourself |  |
| Medication Management | A review of all the prescription and over-the-counter medications you are taking |  |
| Nutritional Assessment/Risk Reduction Services | Education and support for you and your family or caregiver about your diet and the foods you need to eat to stay healthy |  |
| Nursing Facility Services | Nursing facility services include medical supervision, 24-hour nursing care, help with day-to-day activities, physical therapy, occupational therapy, and speech-language pathology |  |
| Personal Care | These are in-home services to help you with:• Bathing• Dressing• Eating• Personal Hygiene |  |
| Personal Emergency Response Systems (PERS) | An electronic device that you can wear or keep near you that lets you call for emergency help anytime |  |
| Respite Care | This service lets your caregivers take a short break. You can use this service in your home, an Assisted Living Facility or a Nursing Facility. |  |
| 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. |  |
| 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. |  |
| Respiratory Therapy | Respiratory therapy includes treatments that help you breathe better. |  |
| Speech Therapy | Speech therapy includes tests and treatments that help you talk or swallow. |  |
| Structured Family Caregiving | Services provided in your home to help you live at home instead of in a nursing facility | We may offer the choice to use this service instead of nursing facility services. |
| Transportation | Transportation to and from all of your LTC program services. This could be on the bus, a van that can transport disabled people, a taxi, or other kinds of vehicles. |  |

**Long-Term Care Participant Direction Option (PDO)\***

You may be offered the Participant Direction Option (PDO). You can use PDO if you use any of these services and live in your home:

* Attendant care services
* Homemaker services
* Personal Care services
* Adult companion care services
* Intermittent and skilled nursing care services

PDO lets you **self-direct** your services. This means you get to choose your service provider and how and when you get your service. You have to hire, train, and supervise the people who work for you (your direct service workers).

You can hire family members, neighbors, or friends. You will work with a case manager who can help you with PDO.

If you are interested in PDO, ask your case manager for more details. You can also ask for a copy of the PDO Guidelines to read and help you decide if this option is the right choice for you.

*\*PDO is not an available option for Intellectual and Developmental Disabilities Waiver program participants. See Exhibit C*

**Your Plan Benefits: LTC Expanded Benefits**

Expanded benefits are extra services we provide to you at no cost. Talk to your case manager about getting expanded benefits.

<INSERT PLAN EXPANDED BENEFITS INFO>

**Section 17: 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 **Complaint** | You can:* Call us at any time.

<Insert phone number> | We will:* Try to solve your issue within 1 business day.
 |
| If you are not happy with us or our providers, you can file a **Grievance** | You can:* Write us or call us at any time.
* Call us to ask for more time to solve your grievance if you think more time will help.

<Insert address and phone number> | We will:* Review your grievance and send you a letter with our decision within 30 days.

If we need more time to solve your grievance, we will:* Send you a letter with our reason and tell you about your rights if you disagree.
 |
| If you do not agree with a decision we made about your services, you can ask for an **Appeal** | You can:* Write us, or call us and follow up in writing, within 60 days of our decision about your services.
* Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.

<Insert address and phone number> | We will:* Send you a letter within 5 business days to tell you we received your appeal.
* Help you complete any forms.
* Review your appeal and send you a letter within 30 days to answer you.
 |
| If you think waiting for 30 days will put your health in danger, you can ask for an **Expedited or “Fast” Appeal** | You can:* Write us or call us within 60 days of our decision about your services.

<Insert address and phone number> | We will:* Give you an answer within 48 hours after we receive your request.
* Call you the same day if we do not agree that you need a fast appeal and send you a letter within 2 days.
 |
| If you do not agree with our appeal decision, you can ask for a **Medicaid Fair Hearing\*\*** | You can:* Write to the Agency for Health Care Administration Office of Fair Hearings.
* Ask us for a copy of your medical record.
* Ask for your services to continue within 10 days of receiving our letter, if needed. Some rules may apply.

***\*\*****You must finish the appeal process before you can have a Medicaid Fair Hearing.* | We will:* Provide you with transportation to the Medicaid Fair Hearing, if needed.
* Restart your services if the State agrees with you.

If you continued your services, we may ask you to pay for the services if the final decision is not in your favor. |

**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 7237

Tallahassee, FL 33914-7237

 1-877-254-1055 (toll-free)

 1-239-338-2642 (fax)

 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
* The service(s) you think you need
* 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 120 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 7237

Tallahassee, FL 33914-7237

1-877 254-1055 (toll-free)

1-239-338-2642 (fax)

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 you to 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 18: 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
* Always have your dignity and privacy considered and respected
* 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, and openly discuss the treatment you need, choices of treatments and alternatives, risks, and how these treatments will help you
* Participate in making choices with your provider about your health care, including the right to 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
* Get care without fear of any form of restraint or seclusion being used as a means of coercion, discipline, convenience or retaliation
* Receive information on beneficiary and plan information
* Obtain available and accessible services covered under the Plan (includes expanded benefits and In Lieu of Services (ILOS))

**LTC Members have the right to:**

* Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
* Receive services in a home-like environment regardless where you live
* Receive information about being involved in your community, setting personal goals and how you can participate in that process
* Be told where, when and how to get the services you need
* To be able to take part in decisions about your health care
* To talk openly about the treatment options for your conditions, regardless of cost or benefit
* To choose the programs you participate in and the providers that give you care

**Section 19: 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 for care, and ask questions
* Keep your appointments, and 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 and case manager 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

**LTC Members have the responsibility to:**

* Tell your case manager if you want to disenroll from the Long-Term Care program
* Agree to and participate in the annual face-to-face assessment, quarterly face-to-face visits and monthly telephone contact with your case manager

**Section 20: 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 <https://www.myflfamilies.com/medicaid> (scroll down, review the links on the left side of the webpage and select the document entitled ‘SSI-Related Medicaid Program Fact Sheet’).

**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).

For LTC members, your case manager will assist you in creating a disaster plan.

**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 <Insert Plan specific information>.

**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: <https://quality.healthfinder.fl.gov/report-guides/advance-directives>.

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 <Plan insert number> 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
* <Plan insert free text>

**Section 21: 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 <https://quality.healthfinder.fl.gov/Facility-Provider/Medicaid-ReportCard?&type=-13>.

**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 <https://elderaffairs.org/programs-services/housing-options/> 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>

**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 <https://elderaffairs.org/programs-services/medicaid-long-term-care-services/statewide-medicaid-managed-care-long-term-care-program/>.

**Section 22: Forms**

**<Optional By Plan>**

Examples:

Living Will

Designation of Health Care Surrogate

Donor Form (Anatomical Donation)

Advance Directive Wallet Card

<Plan insert free text tagline on how to request auxiliary aids and services in accordance with 42 CFR 438.10(d) in 18 point font and in top 4 Languages (English, Spanish, Haitian Creole, and Vietnamese)>

**Non-Discrimination Notice**

<Insert Plan specific tagline here. Note: Staff name does not need to be in the document, but it must be listed on the website.>

1. For the full list of For Cause Disenrollment reasons, please see Florida Administrative Rule 59G-8.600: https://www.flrules.org/gateway/RuleNo.asp?title=MANAGED CARE&ID=59G-8.600 [↑](#footnote-ref-2)
2. To learn how to ask for an appeal, please turn to Section 15, Member Satisfaction, on page <PAGE NUMBER FOR SECTION 15>. [↑](#footnote-ref-3)
3. 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. [↑](#footnote-ref-4)
4. Also known as “Early and Periodic Screening, Diagnosis, and Treatment” or “EPSDT” requirements. [↑](#footnote-ref-5)
5. 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 Periodicity Schedule (aap.org). [↑](#footnote-ref-6)
6. You can find the definition for Medical Necessity in the Definitions Policy at <https://ahca.myflorida.com/medicaid/rules/adopted-rules-general-policies>

 [↑](#footnote-ref-7)
7. You can find a copy of the Statewide Medicaid Managed Care Long-Term Care Program Coverage Policy at <https://ahca.myflorida.com/medicaid/rules/adopted-rules-service-specific-policies>. [↑](#footnote-ref-8)