



AGENCY FOR HEALTH CARE ADMINISTRATION
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www.AHCA.MYFLORIDA.com

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WHO TO CONTACT



HAVE YOU EVER ASKED YOURSELF, "WHO DO I **CONTACT** REGARDING MEDICAID QUESTIONS?"

IF SO, THIS BROCHURE CAN **HELP** ANSWER THAT QUESTION.

INSIDE YOU WILL FIND **INFORMATION** FOR AGENCIES DIRECTLY INVOLVED WITH THE FLORIDA MEDICAID PROGRAM.

ALSO INCLUDED ARE ADDITIONAL **RESOURCES** FOR OTHER AGENCIES WHO CAN HELP YOU WITH YOUR HEALTH CARE NEEDS.

AGENCIES DIRECTLY INVOLVED WITH THE FLORIDA MEDICAID PROGRAM

THE AHCA MEDICAID HELPLINE

- If you are having issues/concerns with your health or dental plan or fee-for-service Medicaid
- Fee-for-service Medicaid benefits and covered services
- Fee-for-service Medicaid co-payments
- Fee-for-service Medicaid provider billing issues
- Locating fee-for-service Medicaid providers
- Choosing a Medicaid health or dental plan
- Changing your Medicaid health or dental plan

If you are enrolled in a health or dental plan, call your plan for information on providers and covered services. If you need help finding contact information for your plan, or if you are not enrolled in a plan, call our Medicaid Helpline at **1-877-254-1055** or visit www.ahca.myflorida.com/Medicaid.

YOUR MEDICAID HEALTH PLAN

- Locating a doctor
- The services your plan covers
- Transportation to access covered services
- Other general questions you may have

Call your Medicaid health plan for any questions about your Medicaid services. If you need help finding contact information for your plan, call our Medicaid Helpline at **1-877-254-1055** or visit www.ahca.myflorida.com/Medicaid.

YOUR MEDICAID DENTAL PLAN

- Locating a dentist
- The services your plan covers
- Other general questions you may have

Call your Medicaid dental plan for any questions about your Medicaid services. For transportation to dental appointments, you will need to call your health plan. If you are not enrolled in a health plan, call our Medicaid Helpline at **1-877-254-1055** or visit www.ahca.myflorida.com/Medicaid.

THE MEDICAID CHOICE COUNSELING HOTLINE

- Choosing a Medicaid health or dental plan
- Changing your Medicaid health or dental plan
- If you have questions about the member portal
- Information about the Statewide Medicaid Managed Care (SMMC) program
- If you are having issues/concerns with your health or dental plan

Call the Medicaid Choice Counseling Hotline at **1-877-711-3662** or visit www.flmedicaidmanagedcare.com.

THE SOCIAL SECURITY OFFICE

- Florida residents who receive Supplemental Security Income (SSI) are automatically eligible for Florida Medicaid
- Reporting address changes
- Applying for Social Security Disability Insurance (SSDI) and SSI

Call Social Security at **1-800-772-1213** or visit www.ssa.gov.

DEPARTMENT OF ELDER AFFAIRS

- Information about long-term care services
- Aging and Disability Resource Center (ADRC)
- Serving Health Insurance Needs of Elders (SHINE)

Call the Department of Elder Affairs at **1-800-963-5337** or visit www.elderaffairs.state.fl.us.

THE DEPARTMENT OF CHILDREN AND FAMILIES

- Medicaid eligibility requirements and applying for Medicaid benefits
- Denial or termination of Medicaid eligibility
- Share of Cost/Medically Needy Program
- Reporting lost Medicaid Gold Cards
- Medicare Buy-in Programs
 - » **Qualified Medicare Beneficiary (QMB)**
 - » **Specified Low-Income Medicare Beneficiary (SLMB)**
 - » **Qualifying Individual I (QI1)**
- Proof of prior Medicaid health coverage
- Reporting an address change
- Reporting changes or adding household members
- Notice of Case Action letters
- Institutional Care Program (ICP)
 - » **Eligibility for Nursing Facilities and Hospice**

Call the Department of Children and Families at **1-850-300-4323** or visit www.myflorida.com/accessflorida.

ADDITIONAL RESOURCES

THE FLORIDA KIDCARE PROGRAM

Florida KidCare is a health insurance program for children in Florida. It includes Medicaid for children and the Children's Health Insurance Program (CHIP). Enrollment is based on the age of the child, family income and health care needs.

Florida KidCare programs:

- Medicaid for children
 - » **Birth through age 18 years**
- CHIP programs
 - » **MediKids - for uninsured children ages 1 through 4 years**
 - » **Healthy Kids - for uninsured children ages 5 through 18 years**
 - » **Children's Medical Services (CMS) Plan - for uninsured children ages 1 through 18 years with special health care needs**

Call Florida KidCare at **1-800-821-5437** or visit www.floridakidcare.org for information on enrollment and payment amounts.

MEDICARE

Medicare is the federal health insurance program for people who are 65 or older, certain younger people with disabilities, and people with permanent kidney failure requiring dialysis or a transplant (sometimes called ESRD)

- Sign Up/Change Plans
- What Medicare covers (including drugs)
- Claims and Appeals

Call Medicare at **1-800-633-4227** or visit www.medicare.gov.