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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

August 19, 2020

### Provider Type(s): All

### Statewide Medicaid Managed Care Open Enrollment Begins Oct. 1

The Statewide Medicaid Managed Care annual open enrollment (OE) season begins **October 1, 2020**. During open enrollment, enrollees may choose a different managed care plan or remain with their current plan. Open enrollment will occur in phases based on the region in which the person lives.

Phase	Regions	Letter Mailing Begin Date	Region OE Start Date	Region OE End Date	Region OE Plan Change Effective Date
1	9-11	8.28.20	10.01.2020	11.30.2020	12.1.20
2	5-8	9.25.20	11.01.2020	12.31.2020	1.1.21
3	1-4	10.26.20	12.01.2020	01.31.2021	2.1.21

Enrollees can change plans using one of the following methods:

- Text ENROLL to FLSMMC (357662). Enrollees will need the Medicaid ID number of each member and the account PIN number.
- Go online at [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com) to create a Member Portal account or chat with our Enrollment Virtual Assistant.
- Call the Helpline to speak with a Choice Counselor at 1-877-711-3662.

**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)  
**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 .

*The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(AHCAFlorida\)](#).*

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