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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

December 15, 2020

Provider Type(s): All

Florida Community Care, LLC Behavioral Health Services Vendor Transition to Behavioral Services Network (BSN)

Effective December 31, 2020, Magellan Healthcare Inc., will no longer be providing behavioral health network services for Florida Community Care, LLC (Florida Community Care) members. Beginning January 1, 2021, Behavioral Services Network (BSN) will be the statewide subcontractor providing behavioral health network services to Florida Community Care members.

Providers that are out of network as of January 1, 2021, will be eligible for a 60 day continuity of care period where claims will be payable to allow time for members to transition to a new provider, if necessary. The continuity of care period ends on March 2, 2021. All impacted members were notified by mail of this transition.

For questions regarding this transition, contact Florida Community Care's Provider Call Center at 1-833-322-7526; Option #5.

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

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