



RON DESANTIS  
GOVERNOR

SIMONE MARSTILLER  
SECRETARY

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# FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

## Florida Medicaid Health Care Alert

March 23, 2021

**Provider Type(s):70, 81, 83**

### Enhanced Process for Pediatric Therapy Complaints

The Statewide Medicaid Managed Care (SMMC) plans, in conjunction with the Agency for Health Care Administration, have implemented an enhanced process for handling complaints about access to pediatric Physical, Occupational or Speech Therapy (PT/OT/ST) services.

Complaints that meet all of the following criteria can be submitted to a designated contact at the plan and will be assigned for special handling:

- Patient is a child (under age 21)
- Submission mentions need for PT/OT/ST
- Patient is enrolled in an SMMC Plan

The SMMC plan contacts for this enhanced process are:

Plan Name	Contact	Email
<b>Aetna</b>	Samantha Gomez	Email: <a href="mailto:GomezS1@aetna.com">GomezS1@aetna.com</a> Phone: (954) 858-3648
<b>Community Care Plan</b>	Yvechelle Noel	Email: <a href="mailto:Y.noel@cc12cares.org">Y.noel@cc12cares.org</a> Phone: (954) 622-3272
<b>Humana</b>	Theresa Bell	Email: <a href="mailto:FLMedicaidResolution@humana.com">FLMedicaidResolution@humana.com</a> Phone: (502) 354-1364
<b>Molina</b>	Lakisa Husle	Email: <a href="mailto:MFL.DelegationOversight@MolinaHealthCare.com">MFL.DelegationOversight@MolinaHealthCare.com</a>

<b>Prestige</b>	<b>Member:</b> Yalitsa Massanet <b>Provider:</b> Lillian Morales	Email: <a href="mailto:DL-PHCPHCRAridResRonseResearchTeam@amerihealthcaritas.com">DL-PHCPHCRAridResRonseResearchTeam@amerihealthcaritas.com</a> Phone: (855) 464-8812 ext. 3051010757 Email: <a href="mailto:PNM_Inquiries@Rrestigehealthchoice.com">PNM_Inquiries@Rrestigehealthchoice.com</a>
<b>Simply</b>	Martha Villalba	Email: <a href="mailto:maramathavillalbatheram@simR.IY.healthcarePlans.com">maramathavillalbatheram@simR.IY.healthcarePlans.com</a> Member Phone: (844) 406-2396 Provider Phone: (844) 405-4296
<b>Staywell</b>	<b>Member:</b> Pediatric Therapy Escalation Team <b>Provider:</b> Provider Relations	Email: <a href="mailto:FL_MemberEscalations@wellcare.com">FL_MemberEscalations@wellcare.com</a> Phone: (888) 240-4965 Email: <a href="mailto:FloridaProviderRelations@wellcare.com">FloridaProviderRelations@wellcare.com</a>
<b>Sunshine</b>	Pediatric Therapy Escalation Coordinator	Email: <a href="mailto:Pediatric_TheraRY.8URROrt@SunshineHealth.com">Pediatric_TheraRY.8URROrt@SunshineHealth.com</a> Phone: 1-833-402-0589
<b>United</b>	Adrianna Genaro	Email: <a href="mailto:Adrianna.genaro@QRtum.com">Adrianna.genaro@QRtum.com</a> Phone: (612) 428-6681
<b>Vivida</b>	Jessica Schofield	Email: <a href="mailto:CM@vividahealth.com">CM@vividahealth.com</a> Phone: (239) 343-1916

Designated staff will contact the submitter, as needed, to research and resolve the complaint. Prior to closing the complaint, staff will contact the submitter to review the submission and answer any questions.

Additional information regarding this process is posted on the Medicaid Complaints webpage at:

[http://ahca.my\\_florida.com/Medicaid/complaints](http://ahca.my_florida.com/Medicaid/complaints)

Complaints about pediatric PT/OT/ST can be made directly to the Agency for Health Care Administration by calling the Medicaid Helpline toll free at 1-877-254-1055 or submitting to the Agency's online Medicaid complaint portal listed above. The Agency has designated specific staff to resolve pediatric PT/OT/ST complaints.

Providers can check the status of complaints submitted to the Agency through an online resource. When a complaint is filed, a tracking number is issued. It is important to retain this number. This tracking number allows a provider to check the status of the complaint.

Providers can check the status of all complaints by visiting the Medicaid Complaints webpage at the link above, clicking on the 'Find your Complaint Status' and typing the tracking number into the submission box.

The website is refreshed daily to update the status of complaints. All information is as of close of business, the prior day.

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**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.mY.florida.com/Medicaid/comQlaints/> | **CALL** 1-877-254-1055Ca

*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 \(@HCA\\_FL\)](#), and [YouTube \(AHCAFlorida\)](#).*

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.mY.florida.com>