Medicaid Florida Points of Contact

Overview

There are several points of contacts for providers and recipients depending on their questions or issues. The purpose of this document is to provide information on the best point of contact for recipients and providers.

Recipient Resources

Contact Your Health Plan: A recipient enrolled in a health plan is always encouraged to contact the health plan first with any questions, issues or complaints that they have.

A list of contacts for each health and dental plan, including a toll-free number, TTD number, and link to the plan webpage is available on the Agency's webpage

• Go to https://ahca.myflorida.com/content/download/22917/file/SMMC%20Plan

Choose a Health Plan:

Recipients may enroll in a plan or change plans:

• Online at: www.flmedicaidmanagedcare.com

• By calling toll-free 1-877-711-3662 or 1-866-467-4970 (TTY) and speaking with a choice counselor OR using the Interactive Voice Response system

Choice Counselors assist recipients in selecting a plan that best meets their needs.

Report a Complaint:

Anyone can file a complaint, including Medicaid recipients or their authorized representatives. The Agency makes every effort to quickly respond to Medicaid complaints and issues. Some examples are

- Missed or late services
- Problems getting care
- Unable to find a participating provider
- Unhappy with services

Recipients can submit a complaint online at www.flmedicaidmanagedcare.com/complaint/ or by phone 1-877-254-1055 (TDD 1-866-467-4970).

Provider Contact Resources

Plan Contacts for Providers: Plans have dedicated staff as provider relations contacts for providers in their networks. Providers who wish to contract with plans in their area should refer to the following list:

- Go to https://ahca.myflorida.com/content/download/22917/file/SMMC%20Plan%20Contacts%20for%20Providers%2001.8.25.pdf

Report a Complaint:

Anyone can file a complaint or ask a question via this method, including providers. The Agency makes every effort to quickly respond to Medicaid complaints and issues. Some examples are

- Getting a service authorization
- Claims or payment Issues

Providers can submit a complaint online at www.flmedicaidmanagedcare.com/complaint/ or by phone 1-877-254-1055 (TDD 1-866-467-4970).

Claim Dispute Resolution Program:
The Agency is contracted with Capitol Bridge, an independent dispute resolution organization, to provide assistance to health care providers and health plans to resolve claim disputes.

Application forms and instructions on how to file claims disputes can be obtained directly from Capitol Bridge by emailing FLCDR@capitolbridge.com

Stay Connected For more information on the SMMC program, visit: https://ahca.myflorida.com/medicaid/statewide-medicaid-managed-care .

Find more downloads like this at www.askmedicaidflorida.com