



# CMS Plan Care Connection

Children's Medical Services Managed Care Plan (CMS Plan) is a health care plan for children with special health care needs offered by the Florida Department of Health.

## Care Coordinators Help Your Family

**All CMS Plan members have a Care Coordinator.** Care Coordinators help you manage the care your child needs. You can talk to your Care Coordinator by calling your local CMS Plan area office. A list of area offices is on page 6 of this newsletter.

## Call Your Care Coordinator When:

- You want to change your child's main doctor
- You need help with transportation to an appointment
- You need help getting an appointment
- You need to talk about your child's care plan
- You have questions about your CMS Plan benefits
- You have moved and need to update your address
- You have a new phone number

## New CMS Plan Website

**CMS Plan has a new website: [CMSPlan.FloridaHealth.gov](http://CMSPlan.FloridaHealth.gov).** It has a link to locate all the doctors in the CMS Plan. You can find this on the "Search Providers" page. You will also find Member Handbooks on the "For Members" page. The handbooks tell you about the CMS Plan benefits. There is even health and wellness information you can print. It is on the For Members page under "Health and Wellness Programs."





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## Tips For Doctor's Appointments:

1. It is important to take your child to the right doctor. The "right doctor" has to do with what your child needs. Choosing the right doctor will save you a lot of time. It will help you get the best care for your child, as quickly as possible.

**a. For general needs, like a cold, rash, check-up or vaccines, take your child to their main doctor. This is called a Primary Care Provider, or PCP. A PCP can be a doctor or a nurse practitioner (ARNP). A PCP can also be a Physician's Assistant (PA). A main doctor will sometimes send you to a specialist for things like asthma, epilepsy or diabetes.**

**b. Take your child to their specialist for special health care needs. The specialist will focus on special health care needs. Specialists do not usually take care of general needs, like earaches, check-ups or a runny nose.**

**c. Your child's CMS Plan Care Coordinator can help you decide which doctor your child needs for each situation.**

2. It helps to have specific questions written down ahead of time. Decide what's most important. This will help you remember what you want to talk about. Ask the most important questions first.

3. If your child's doctor gives lots of advice, ask if they can print out their directions. Sometimes they will write things down for you. This makes it easier to remember once you get home.

4. Be sure to tell your child's doctor about any over-the-counter medication, home remedies or herbal medications you are using to help your child.

5. Talk about information you've found on the web. Sometimes it's correct, but sometimes it's not.

## Make the Most of Doctors' Visits

**Sometimes, kids need lots of doctor visits.** You can help your child's doctors by sharing your concerns. Let them know what's going on.

## Remember to Book Your Back to School Appointments Soon

**Back to school appointments fill up fast** in July and August. Call your PCP to book ahead for the coming school year.





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## Management of Complicated and Chronic Diseases

Some people have a condition that can get worse if not watched closely by nurses and doctors. Your CMS Plan Care Coordinator is here to help. The CMS Plan has special, free programs for some illnesses. They are called Chronic Conditions/Disease Management Programs. These programs help you manage your child's care. They help your child stay well and not get worse. We have programs for diabetes, asthma, sickle cell anemia and ADD/ADHD. You can also ask your PCP or Care Coordinator for information.

## Getting to the Doctor

CMS Plan will pay for a ride to take you and your child to their doctor appointment. This ride can be used for any benefit covered by CMS Plan. There is no cost to you. Please call 3 days ahead. If you need to cancel, please call as soon as you know. This is not for emergencies. Call 911 in an emergency.

### For north and central Florida members:

Call TMS at 1-866-411-8920 to schedule a ride. The call is free.

### For south Florida members (Medicaid or Title 19):

Call LogistiCare at 1-866-250-7455. The call is free.

### For south Florida Members (KidCare or Title 21):

Call LogistiCare at 1-866-429-8529. The call is free.

## Healthy Behavior Programs

The CMS Plan offers three Healthy Behavior programs to all members. These programs are free. The programs are:

- Smoking/Tobacco Cessation to help stop smoking or using any tobacco products
- Overcoming Obesity to help members lose weight and learn healthy eating habits
- Changing Lives Program (Alcohol/Substance Abuse)

For more information about Healthy Behaviors, please call your Care Coordinator.







**All CMS Plan members have certain RIGHTS. Some of these are:**

- To be treated with respect, courtesy and dignity.
- To protect your privacy.
- To ask questions and get answers you understand.
- To get the care and services covered by Medicaid.
- To get good medical care regardless of race, origin, religion, age, disability or illness.
- To know about your treatment. To know what your options are. To decide about your care. You can refuse treatment.
- To ask for and get a copy of your medical records. To request your medical records be changed or amended. Changes can only occur as allowed by law.
- To get a second opinion from another doctor.
- To get service from out-of-network providers.
- To participate or refuse to participate in experimental research.
- To get information about the credentials of providers.
- To change providers at any time. You can ask for another Primary Care Provider (PCP) or specialist.
- To call 911 or go to the closest emergency room if you are having an emergency.
- To file a complaint, grievance or appeal.
- To not be restrained or secluded to make you act a

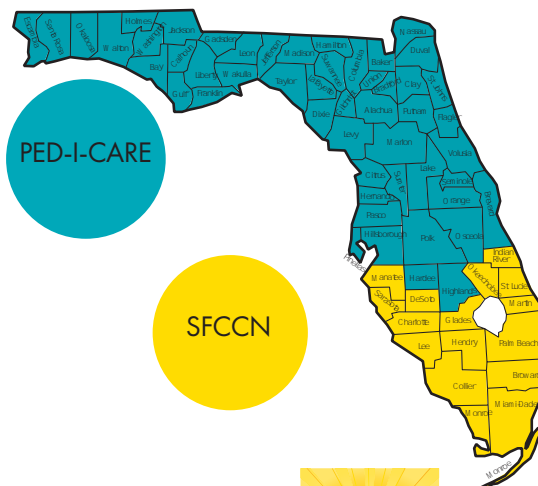
certain way or to get back at you.

- To get information about Advanced Directives, if you are over 18.
- To exercise your rights and not have it affect the way you are treated.
- To get information from CMS Plan in the format or language you need.

**You can read more about CMS Plan member rights AND responsibilities in your member handbook. You can also call Ped-I-Care or SFCCN member services with questions.**

**Ped-I-Care (for north and central Florida counties) Member Services: (866) 376-2456**

**SFCCN (for south Florida counties) Member Services: (866) 209-5022**





## Remember Hurricane Season is Here

All people living in Florida should have a plan in case of storms or other disasters. There is a website with information about emergency planning for people with disabilities or special needs. This website is [www.floridadisaster.org/disability/section1.html](http://www.floridadisaster.org/disability/section1.html). If there is a storm, you might need to go to a shelter. You can find out who to contact about special needs shelters in your county by going to [www.floridadisaster.org/disability/specialneeds/default.aspx](http://www.floridadisaster.org/disability/specialneeds/default.aspx). You can also make an emergency plan for your family at [www.flgetaplan.com](http://www.flgetaplan.com). Make sure you have a plan before an emergency like a hurricane happens.



 **SOUTH FLORIDA  
COMMUNITY CARE NETWORK**  
BROWARD HEALTH & MEMORIAL HEALTHCARE SYSTEM  
Member Services: (866) 209-5022  
<http://www.sfccn.org>

 **Ped-I-Care**  
Member Services: (866) 376-2456  
<http://pedicare.pediatrics.med.ufl.edu>

  
**Florida  
HEALTH**  
CMS Managed  
Care Plan

Soon, SFCN will be changing their name. They will be called Community Care Plan (CCP). Your services will not change.

# CMS Plan Area Office Contact

**Daytona Area Office** (serving Flagler and Volusia Counties)

Phone: (866) 827-5197 or (386) 238-4980  
Fax: (386) 254-3937

**Ft. Lauderdale Area Office** (serving Broward County)

Phone: (800) 204-2182 or (954) 713-3011  
Fax: (954) 358-4556

**Ft. Myers Area Office** (serving Glades, Hendry and Lee Counties)

Phone: (800) 226-3290 or (239) 433-6273  
Fax: (239) 433-6723

**Ft. Pierce Area Office** (serving Indian River, Martin, Okeechobee and St. Lucie Counties)

Phone: (800) 226-1354 or (772) 467-6092  
Fax: (772) 467-6092

**Gainesville Area Office** (serving Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwanee and Union Counties)

Phone: (800) 523-7545 or (352) 334-1400  
Fax: (352) 334-1476

**Jacksonville Area Office** (serving Baker, Clay, Duval, Nassau and St. Johns Counties)

Phone: (800) 340-8354 or (904) 360-7070  
Fax: (904) 798-4568

**Lakeland Area Office** (serving Hardee, Highlands and Polk Counties)

Phone: (800) 741-2250 or (863) 413-3580  
Fax: (863) 413-3597

**Marathon Area Office** (serving Monroe County)

Phone: (305) 349-1330  
Fax: (305) 289-2781

**Miami-Dade Area Office** (serving Miami-Dade County)

Phone: (866) 831-9017 or (305) 349-1330  
Fax: (786) 377-5848

**Naples Area Office** (serving Collier County)

Phone: (239) 624-6730  
Fax: (239) 658-3517

**Ocala Area Office** (serving Citrus, Hernando, Lake, Marion and Sumter Counties)

Phone: (888) 326-7485 or (352) 369-2100

**Orlando Area Office** (serving Orange, Osceola and Seminole Counties)

Phone: (800) 226-6530 or (407) 858-5555  
Fax: (407) 856-6573

**Panama City Area Office** (serving Bay, Calhoun, Gulf, Holmes, Jackson and Washington Counties)

Phone: (800) 299-4700 or (850) 872-4700  
Fax: (850) 872-4817

**Pensacola Area Office** (serving Escambia, Okaloosa, Santa Rosa and Walton Counties)

Phone: (800) 381-3685 or (850) 484-5040  
Fax: (850) 484-5042

**Sarasota Area Office** (serving Charlotte, Desoto, Manatee and Sarasota Counties)

Phone: (800) 235-9717 or (941) 361-6250  
Fax: (941) 361-6272

**St. Petersburg Area Office** (serving Pasco and Pinellas Counties)

Phone: (800) 336-1612 or (727) 217-7800  
Fax: (727) 217-7921

**Tallahassee Area Office** (serving Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla Counties)

Phone: (800) 226-2604 or (850) 487-2604  
Fax: (850) 922-2123

**Tampa Area Office** (serving Hillsborough County)

Phone: (866) 300-6878 or (813) 396-9743  
Fax: (813) 396-9746

**Viera Area Office** (serving Brevard County)

Phone: (321) 639-5888  
Fax: (321) 690-3887

**West Palm Beach Area Office** (serving Palm Beach County)

Phone: (877) 822-5203 or (561) 881-5040  
Fax: (561) 840-0102 or (561) 840-0103

**Call member services (SFCCN, 866-209-5022 or Ped-I-Care, 866-376-2456) if you need information in another language, large print, video, audio or Braille.**

**Rele gratis, si ou bezen enfamasyonsa an Kreyol. Por favor llamar a Servicios de Miembro para asistencia en Español u otro idioma.**

**No hay costo por este servicio.**