



Member Handbook



"This information is available for free in other languages. Please contact our customer service number at 1-866-376-2456 (TTY/TDD 1-800-955-8771) Monday to Friday from 8:00am to 5:00pm EST ."

Website: CMSPlan.floridahealth.gov



WELCOME

Thank you for choosing Children's Medical Services Managed Care Plan [CMS Plan (Ped-I-Care)] as your new Managed Care Plan. You became a CMS Plan (Ped-I-Care) member because you live in our service region and meet clinical eligibility. Because of where you live, your child falls under Ped-I-Care service region. Ped-I-Care works with Children's Medical Service Managed Care plan to help with your child's care.

This handbook tells you about CMS Plan (Ped-I-Care). It tells you about your benefits. It answers most of your questions. You can get CMS Plan (Ped-I-Care) information in other languages or formats. CMS Plan (Ped-I-Care) can help you. There is no cost to you. If you would like this handbook in your language, call Member Services at 866-376-2456.

We can help if you speak another language. We can interpret over the phone. If you need help to speak to your doctor, call Member Services. This will not cost you anything.

The CMS Plan (Ped-I-Care) keeps a list of all providers in our network. The list is called the Provider Directory. It is included in the package. The list can change. You can call Member Services for an updated list. Also, you can view it at: CMSPlan.floridahealth.gov

Also included in this packet:

- Medical Release Form
- Health Needs Questionnaire

It is very important that you fill out the Medical Release Form and Health Needs Questionnaire. **Return these forms in the stamped envelope with our return address right away. The stamped envelope is in the welcome packet.** They will be used to help your doctor provide you with good care and service.

We are to help you. Call us with any question you have.

Thank you,

CMS Plan (Ped-I-Care) Member Services Department

This information is available for free in other languages. Please contact our member services number at 1-866-376-2456 or TTY/TTD at 1-800-955-8771 between 8:00am to 5:00pm. Call if you need this in large print, video, audio, or Braille. Rele nimewo telefon sa 1-866-376-2456 gratis si ou vle resewva enfomasyon sa a en Kreyol. Por favor llamar si requiere esta información en español.

Table of Contents

Page

ENROLLMENT PROCESS	4
ENROLLMENT	4
OPEN ENROLLMENT	4
DISENROLLMENT	4
CHANGE IN STATUS	6
SERVICES INFORMATION	7
CMS PLAN (PED-I-CARE) NAME ID CARD	7
PRIMARY CARE PROVIDER (PCP)	8
CHANGING YOUR PCP	8
CONTINUITY AND COORDINATION OF CARE	8
PRENATAL CARE COORDINATION	8
WELL CHILD CHECK-UPS	9
CMS PLAN (PED-I-CARE) PROVIDERS	10
SCHEDULING APPOINTMENTS	10
SPECIALIST APPOINTMENTS	11
NEWBORN ENROLLMENT & NOTIFYING THE CMS PLAN (PED-I-CARE)	11
AFTER HOURS CARE	11
GETTING CARE WHEN YOU ARE OUT OF THE AREA	11
OUT OF NETWORK CARE	11
POST STABILIZATION CARE	11
REQUESTING A SECOND OPINION	11
OPEN ACCESS	12
COMMUNICATION ASSISTANCE	12
COST SHARING	12
MANAGEMENT OF COMPLICATED & CHRONIC DISEASES	12
MATERNAL/CHILD CASE MANAGEMENT	12
QUALITY ENHANCEMENTS	13
24/7 NURSE HELP LINE (CareNet)	13
HEALTHY BEHAVIOR PROGRAMS	13
COVERED BENEFITS	14
TRANSPORTATION SERVICES	16
SERVICES NOT COVERED BY CMS PLAN (PED-I-CARE)	16

PRIOR AUTHORIZATION SERVICES	16
PHARMACY.....	16
BEHAVIORAL HEALTH SERVICES.....	17
ENROLLEE RIGHTS AND RESPONSIBILITIES	18
YOUR RIGHTS	18
YOUR RESPONSIBILITIES.....	19
ADVANCE DIRECTIVES AND LIVING WILLS	19
PROTECTED HEALTH INFORMATION	20
FRAUD, WASTE, AND ABUSE.....	20
CHILD ABUSE, NEGLECT AND EXPLOITATION	20
COMPLAINTS, and the GRIEVANCE & APPEAL SYSTEM	21
COMPLAINTS.....	21
GRIEVANCES.....	21
PLAN APPEALS.....	22
MEDICAID FAIR HEARING (MFH).....	23
CONTINUATION OF BENEFITS	23
SUBSCRIBER ASSISTANCE PROGRAM (SAP)	24
MEDICAID HELPLINE	24
NON DISCRIMINATION COMPLIANCE COORDINATOR.....	24
IMPORTANT PHONE NUMBERS/LIVING WILL.....	25

ENROLLMENT PROCESS

Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care) serves children with special health care needs through age 20 and who are in Florida’s Medicaid program. The Department of Health nurses use a clinical screening tool to decide clinical eligibility. CMS Plan (Ped-I-Care) is in all of Florida’s 67 counties.



ENROLLMENT

To be in Children’s Medical Services Managed Care Plan CMS Plan (Ped-I-Care) you must be able to get Medicaid and meet clinical eligibility. Medicaid will send you information on Managed Care Plans in your region. It is your choice to be in the CMS Plan (Ped-I-Care). If you do not choose a plan, Medicaid will choose a plan for you.

If you are a mandatory enrollee required to enroll in a plan, once you are enrolled in CMS Plan (Ped-I-Care) or the state enrolls you in a plan, you will have 120 days from the date of your first enrollment to try the Managed Care Plan. During the first 120 days you can change Plans for any reason. After the 120 days, if you are still eligible for Medicaid, you will be enrolled in the plan for the next nine months. This is called “lock-in.”

OPEN ENROLLMENT

Open Enrollment is when you can choose your plan. This occurs each year. Medicaid will send you a letter before your open enrollment begins. If you do not choose a plan, Medicaid will make a choice for you. You will stay in that plan for the next year. If you meet clinical eligibility and have Florida Medicaid, you can enroll in the CMS Plan (Ped-I-Care) by calling the Choice Counselor at 1-877-711-3662 (TTY/TDD 1-866-467-4970).

If you are a mandatory enrollee, the state will send you a letter 60 days before the end of your enrollment year telling you that you can change plans if you want to. This is called “open enrollment.” You do not have to change Managed Care Plans. If you choose to change plans during open enrollment, you will begin in the new plan at the end of your current enrollment year. Whether you pick a new plan or stay in the same plan, you will be locked into that plan for the next 12 months. Every year you may change Managed Care Plans during your 60 day open enrollment period.

DISENROLLMENT

If you think there is a problem, tell us right away. Call Member Services. If you are a voluntary enrollee, you can disenroll at any time. Call the Choice Counselor at 1-877-711-3662 (TTY/TDD 1-866-467-4970). You will need your Medicaid ID number when you call.

If you are a mandatory enrollee and you want to change plans after the initial 120 day period ends or after your open enrollment period ends, you must have a state-approved good cause reason to change

Managed Care Plans. The following are state-approved good cause reasons to change Managed Care Plans:

1. The enrollee does not live in a region where the CMS Plan (Ped-I-Care) is authorized to provide services, as indicated in FMMIS.
2. The provider is no longer with the CMS Plan (Ped-I-Care).
3. The enrollee is excluded from enrollment.
4. A substantiated marketing or community outreach violation has occurred.
5. The enrollee is prevented from participating in the development of his/her treatment plan/plan of care.
6. The enrollee has an active relationship with a provider who is not on the CMS Plan (Ped-I-Care)'s panel, but is on the panel of another Managed Care Plan. "Active relationship" is defined as having received services from the provider within the six months preceding the disenrollment request.
7. The enrollee is in the wrong Managed Care Plan as determined by the Agency.
8. The CMS Plan (Ped-I-Care) no longer participates in the region.
9. The state has imposed intermediate sanctions upon the CMS Plan (Ped-I-Care), as specified in 42 CFR 438.702(a)(3).
10. The enrollee needs related services to be performed concurrently, but not all related services are available within the CMS Plan (Ped-I-Care) network of doctors, or the enrollee's PCP has determined that receiving the services separately would subject the enrollee to unnecessary risk.
11. The CMS Plan (Ped-I-Care) does not, because of moral or religious objections, cover the service the enrollee seeks.
12. The enrollee missed open enrollment due to a temporary loss of eligibility.
13. Other reason per 42 CFR 438.56(d)(2) and s. 409.969(2), F.S., including, but not limited to: poor quality of care; lack of access to services covered under the contract; inordinate or inappropriate changes of PCPs; service access impairments due to significant changes in the geographic location of services; an unreasonable delay or denial of service; lack of access to providers experienced in dealing with the enrollee's health care needs; or fraudulent enrollment.

Some Medicaid recipients may change Managed Care Plans whenever they choose, for any reason. To find out if you may change plans, call the Choice Counselor at 1-877-711-3662 (TTY/TDD 1-866-467-4970).

Your child may have to leave our plan. These are reasons why:

- Move out of service area
- Lose your Medicaid Benefits or clinical eligibility;
- Enroll in the Health Insurance Premium Payment (HIPP) program;
- Death;
- Enrollee in a category of excluded population; or
- Child turns 21

Also, we may request you off of our plan. If you continue to do any of the following even when you have been told not to:

- Fraudulent use of your enrollee ID card (you will also be reported to Medicaid)
- Falsification of prescription; or
- Behave in a disruptive or abusive manner that is not related to a diagnosed health condition.

CHANGE IN STATUS



If you lose Medicaid or clinical eligibility, you will not be able to stay with Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care). Call the Department of Health’s Children’s Medical Services Nurse Care Coordinator (NCC) about clinical eligibility. Phone numbers are in the back of this handbook. Questions on Medicaid eligibility, call the Department of Children and Families at 1-866-762-2237 (online at <http://www.myflorida.com/accessflorida/>) or TTY/TTD 1-800-955-8771 and/or Social Security Administration at 1-800-772-1213 or TTY/TTD 1-800-325-0778 (online at http://www.ssa.gov/ere/ere_demo_public/html/EREMEREF/eFolder/efLogin.html) for the following:

- Your family moves
- Telephone number changes

Please call us if:

- You plan to move to another county
- You are not living in Florida

SERVICES INFORMATION

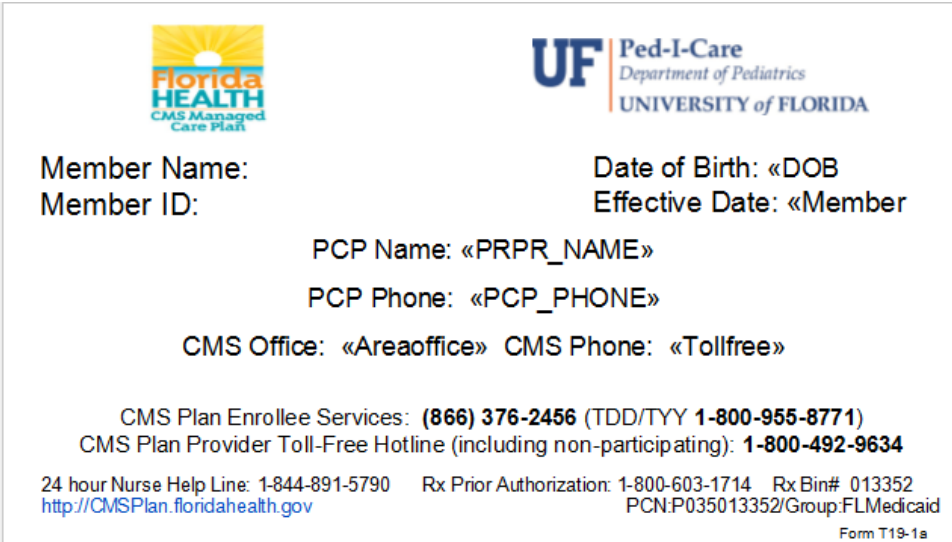
CMS PLAN (PED-I-CARE) NAME ID CARD

You will get a CMS Plan (Ped-I-Care) identification card. This card gives other information about the CMS Plan (Ped-I-Care). It will have your doctor's name and phone number. You should carry it with you all the time. If you change doctors you will get a new CMS Plan (Ped-I-Care) ID card. It will have your new doctor's or clinic's name on it. Call the CMS Plan (Ped-I-Care) Member Services Department if you need a replacement card. Bring your CMS Plan (Ped-I-Care) ID card with you to get medical care.

Do not let anyone else use your ID card. If you do, you may be responsible for their costs. You could also lose your eligibility for Medicaid.

FRONT

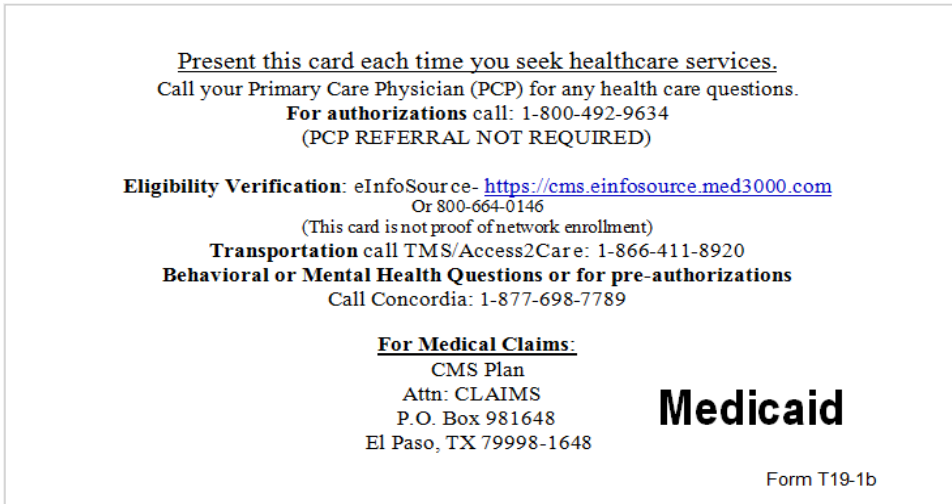
1. Member Name
2. Effective Date
3. Medicaid ID#
4. DOB
5. PCP Name
6. PCP Phone #



The front of the card features the Florida Health logo (a sun over the word 'Florida' above 'HEALTH' and 'CMS Managed Care Plan') on the left and the University of Florida Ped-I-Care logo (the letters 'UF' followed by 'Ped-I-Care Department of Pediatrics UNIVERSITY OF FLORIDA') on the right. The card contains the following text: Member Name: _____ Date of Birth: «DOB»; Member ID: _____ Effective Date: «Member»; PCP Name: «PRPR_NAME»; PCP Phone: «PCP_PHONE»; CMS Office: «Areaoffice» CMS Phone: «Tollfree». Below this, it lists services: CMS Plan Enrollee Services: (866) 376-2456 (TDD/TYY 1-800-955-8771); CMS Plan Provider Toll-Free Hotline (including non-participating): 1-800-492-9634. At the bottom, it provides the 24-hour Nurse Help Line: 1-844-891-5790 (http://CMSPlan.floridahealth.gov), Rx Prior Authorization: 1-800-603-1714, Rx Bin# 013352, and PCN:P035013352/Group:FLMedicaid. The form number 'Form T19-1a' is in the bottom right corner.

Back

- Important Phone #s for:
7. Claims Address
 8. Concordia
 9. Eligibility Verification
 10. Transportation



The back of the card contains the following text: **Present this card each time you seek healthcare services.** Call your Primary Care Physician (PCP) for any health care questions. **For authorizations call: 1-800-492-9634 (PCP REFERRAL NOT REQUIRED)**. **Eligibility Verification:** eInfoSource- <https://cms.einfosource.med3000.com> Or 800-664-0146 (This card is not proof of network enrollment). **Transportation call TMS/Access2Care: 1-866-411-8920**. **Behavioral or Mental Health Questions or for pre-authorizations** Call Concordia: 1-877-698-7789. **For Medical Claims:** CMS Plan, Attn: CLAIMS, P.O. Box 981648, El Paso, TX 79998-1648. The word **Medicaid** is printed in large, bold letters on the right side. The form number 'Form T19-1b' is in the bottom right corner.

PRIMARY CARE PROVIDER (PCP)

You can choose your own PCP. You and your family may choose one or different doctors for each family member. Member Services can help you find a doctor who is part of our “network.”

A list of PCPs can be found in the Provider Directory online at **CMSPlan.floridahealth.gov** or the package with this handbook. Your PCP may be one of the following:

- Family Practitioner
- General Practitioner
- Internal Medicine Practitioner
- Pediatrician
- ARNP/PA

Your PCP will help you with most of your medical needs. This includes helping to get you appointments with other doctors. It also includes arranging hospital care. Your PCP manages your care with the specialists that care for you. Your PCP can provide your well care. When you are sick, you can see your PCP. If your condition is complex, your PCP can help you to see a specialist. This includes non-emergency care, too.

CHANGING YOUR PCP

Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care) allows you to select any doctors in our network. When you joined CMS Plan (Ped-I-Care), you may have selected a PCP. If you did not, we assigned you to a PCP in our network. You may change the PCP at any time or if:

- Your PCP is no longer in your area
- Because of religious or moral reasons, the PCP does not provide the services you seek
- You want the same PCP as other family members

Call Member Services and they will help you change your PCP quickly. They can help you find a doctor.

CONTINUITY AND COORDINATION OF CARE

You will be assigned a Nurse Care Coordinator (Care Coordinator). Your Care Coordinator can help with appointments. Your Care Coordinator can answer questions you have. Your Care Coordinator is there to help your child get care. Please use your Care Coordinator whenever you need to. Call your CMS Area Office to speak with your Care Coordinator. Your CMS Area Office phone number is in the back of this handbook. CMS Plan (Ped-I-Care) will let you know if your PCP or your PCP’s office is no longer in our network. We will help you change your PCP. We will also let you know if a specialist you see regularly leaves our network. We will help you find another specialist. CMS Plan (Ped-I-Care) will honor services that have been approved prior to joining our Plan.

PRENATAL CARE COORDINATION

CMS Plan (Ped-I-Care) members that are pregnant may have many questions. The Prenatal Care Coordinators will help you get the care you need. They will help you get answers to your questions. All pregnant members will receive help with medical care and any other services they need. Your prenatal care coordinator will work closely with your doctor and other members of your health care team. Some of the ways we can help you are listed below:

- Help you learn more about your pregnancy and the period after the birth of your baby;
- Help you learn more about the importance of the Child Health Check-Up Program for your baby;

- Help with medical appointments and transportation;
- Help with applying for Healthy Start and WIC;
- Answers to questions you may have;
- Help to get prenatal services like classes or counseling;
- Help with any special needs;
- Call to see how you are doing;
- Refer you to community agencies, if needed; and
- Continue to keep track of your special health care needs.

Our goal is to have the best results possible with caring support and encouragement. For more information on the Prenatal Care Coordination Program, please contact your local CMS office.

WELL CHILD CHECK-UPS

Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care) allows you to see your PCP for a well child check-up. You should call your PCP to schedule a well child check-up. You should do this even when your child is not sick. This is important for your child’s health. Call member services or your nurse care coordinator if you have any questions.

Children should receive health check-ups at:

After birth

- 3-5 days of age
- By 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once a year until they are 21 years old

A well child check-up includes:

- Health and developmental history
- Hearing screening
- Vision screening
- Dental screening
- Developmental screening
- Age appropriate testing
- Age appropriate guidance
- Immunizations (when needed)
- Treatment as needed

CMS PLAN (PED-I-CARE) PROVIDERS

Our network works with many kinds of health care providers. This includes doctors, hospitals, and specialists. We keep a list of all the providers in our network. It is called a Provider Directory. A copy of the Provider Directory is in this package. You can get this list at our website or from Member Services. When you use a provider in the Provider Directory, you are “in network”. The list has office hours, addresses and other information. You must get care in network except for emergency care. If the care you/your child needs is not available in network, tell your Nurse Care Coordinator. You will need to get an okay to see this doctor.

You may need to pay for services that are not covered by Medicaid or CMS Plan (Ped-I-Care). Your PCP has a list of these services. The doctor or facility can tell you what is covered by Medicaid or CMS Plan (Ped-I-Care). They must tell you if you need to pay before you get services. You can call Member Services with questions.

For emergencies, call 911 or go to the nearest emergency room. You can do this without an okay. You don't need an okay from us for getting care at:

- Federally Qualified Health Centers
- School based clinics
- County Health Department

If you have questions about your doctor and if the office has malpractice insurance, contact the doctor's office.

SCHEDULING APPOINTMENTS

After you sign up, make an appointment with you/your child's PCP. Make it right away if this is a new doctor. This helps the doctor to know about you/your child's history and health care needs. Your doctor will need a copy of your old medical records. Your doctor can get them from your previous doctor with your permission. This will help your new doctor get to know your past health history. Even when you feel well, there are things your doctor can do to keep you healthy. When you call the PCP for an appointment, they will schedule your visit as soon as they can. Your appointment will depend on the current patient schedule. It will also depend on your health care needs.

The following guidelines are used when medical and dental appointments are needed:

For Urgent Care (when you need to see a doctor right away) — within (1) day of the request

For Sick Care (non-urgent care) — within one (1) week of the request

For Routine, Well Care (regular check-ups) — within one (1) month of the request

For Follow-up Dental Care -within one (1) month after assessment

If you can't keep your appointment, please call your doctor right away. This will help you get another appointment sooner. It is also a courtesy to other patients who need to see the doctor.

SPECIALIST APPOINTMENTS

You **do not** need a referral from your PCP before you see them.

NEWBORN ENROLLMENT & NOTIFYING THE CMS PLAN (PED-I-CARE)

You need to let us know if you are pregnant or give birth. Call your Care Coordinator or Member Services. We will notify Department of Children and Families (DCF) of your pregnancy. You also need to tell your DCF Case Worker. When we hear about the birth, we will tell DCF. You also need to call the Choice Counselor at 1-877-711-3662 (TTY/TDD 1-866-467-4970) to tell them what managed care plan you want for your baby.

AFTER HOURS CARE

You should call your PCP's office anytime you need non-emergent care. You may need care when the doctor's office is closed. This includes when it is not your doctor's normal working hours and holidays. You should be able to reach your doctor at the same phone number you call when the office is open. You can discuss after hours care with your doctor.

GETTING CARE WHEN YOU ARE OUT OF THE AREA

When you are not in the service area, you must get an okay before you get care. You need to also do this for behavioral health services. You must ask CMS Plan (Ped-I-Care) for the okay. This is only for non-emergencies. To get the okay, call your Care Coordinator or Member Services. You may need to pay for your care if you did not get the okay. This includes if you go outside of the USA. After you get care, call your CMS Plan (Ped-I-Care) doctor. This will help your doctor know your medical and follow-up needs. For emergencies, call 911 or go to the nearest emergency room. You can do this without an okay.

OUT OF NETWORK CARE

To receive treatment from a doctor not in our plan, you need an authorization. The doctor will need to call us to get an okay. This is only for non-emergencies.

POST STABILIZATION CARE

These services are to keep you from getting worse after an emergency. You can get these services within or outside of the CMS Plan (Ped-I-Care) "network". You can have these services without an okay from CMS Plan (Ped-I-Care) when:

- 1) The services were pre-approved by us;
- 2) The provider requested approval but did not get a response from us within an hour; or
- 3) The provider treating you could not contact us for pre-approval.

REQUESTING A SECOND OPINION

You have the right to have a second opinion for care. CMS Plan (Ped-I-Care) does cover it. You will need to call your PCP. They can help you get the okay. You can see an in network provider. Or you can see one outside the network at no cost to you. But the provider needs to be in the same service region. The service region is our Network. You need an Okay to do this before you go. It is the same for behavioral health.

OPEN ACCESS

Enrollees can go to the doctors below without calling the PCP for an okay. But they must be CMS Plan network providers.

1. Chiropractor – for the first ten (10) visits each Medicaid program year (up to 21 years of age)
2. Podiatrist – for the first four (4) visits each Medicaid program year.
3. Dermatologist – for the first five (5) visits each Medicaid program year
4. Obstetrician & Gynecologist – for an annual well-woman exam each Medicaid program year
5. Ophthalmologist & Optometrist – for eye exam and medical treatment

You will need to call your PCP if you need more visits than allowed. Your PCP will give you the okay if they feel you need to go. You can get Family Planning Services without the okay from CMS Plan (Ped-I-Care). But you must go to a CMS Plan (Ped-I-Care) or Medicaid provider.

COMMUNICATION ASSISTANCE

We can help if you speak another language. We can interpret over the phone. We can help you speak to your doctor. Interpretation services and alternative communication systems are available, free of charge, including for all foreign languages and vision and hearing impairment. We can get the written information in your language. Call Member Services. You can call Monday to Friday from 8:00am to 5:00pm EST. If you are blind or deaf, call TDD at 1-800-955-8771. These services will not cost you anything.

COST SHARING

There are no costs to you for approved CMS Plan (Ped-I-Care) services. You may need to pay for services CMS Plan (Ped-I-Care) doesn't cover. The doctor or facility must tell you if you will need to pay. They should do this before you get care. **If you do receive a bill by mistake, do not ignore it.** Please call Ped-I-Care Member Services at 1-866-376-2456 for help.

MANAGEMENT OF COMPLICATED & CHRONIC DISEASES

Some people have an illness that can get worse if not watched closely by nurses and doctors. Your Nurse Care Coordinator is here to help. We have special, free programs for some illnesses. They are called Disease Management or Health and Wellness Programs. These programs help you manage your care. It helps you stay well and not get worse. We have programs for Diabetes, HIV/AIDS, and Asthma. You can also ask your PCP for information.

MATERNAL/CHILD CASE MANAGEMENT

If you become pregnant, please call your Nurse Care Coordinator or Member Services. Getting care early is the best thing you can do for your baby to be. You can also get help 24 hours a day, 7 days a week from our Nurse Help Line. They are called CareNet. Their number is 1-844-891-5785. We will help you see a provider for care. Also, we can help you sign up to programs in the local area like Women, Infants and Children (WIC) and Healthy Start. Your OB Nurse (pregnancy nurse) will give you information by mail and phone to help you stay healthy. Also, you can call your Nurse Care Coordinator to get other community information.

QUALITY ENHANCEMENTS

We can assist you in getting help with more than just medical care. This includes help to stay healthy. These programs include but are not limited to the following:

- Children's Programs
- Domestic Violence
- Pregnancy Prevention
- Prenatal/Postpartum Pregnancy Program
- Smoking Cessation
- Substance Abuse
- Community Based Programs

If you would like to learn more about these programs, call your Care Coordinator.

24/7 NURSE HELP LINE (CareNet)

CareNet is a health information line. The help line is staffed with nurses. They are ready to answer your health questions 24 hours a day, every day of the year. Ped-I-Care Member Services is open between 8:00am and 5:00pm EST Monday through Friday. The phone number is 1-866-376-2456. You will automatically be sent to CareNet after normal hours or on holidays. You can also call CareNet directly at 1-844-891-5785. CareNet is ready to help you after normal hours.

The services listed below are available by calling the Help Line. The phone number is 1-844-891-5785.

- Medical advice
- Health information
- Answer to questions about your health
- Advice about a sick child
- Information about pregnancy

Not sure if you need to go to emergency room?

Sometimes you may not be sure if you or your child needs to go to an emergency room. Call the Help Line. They can help you decide where to go for care.

HEALTHY BEHAVIOR PROGRAMS

CMS Plan (Ped-I-Care) offers three Healthy Behavior program to all members. The programs are below.

- Smoking/Tobacco Cessation to stop using tobacco
- Healthy Weight to lose weight
- Alcohol or Drug Abuse recovery program

For more information about Healthy Behaviors, please call your care coordinator.

COVERED BENEFITS

Below are services that are covered by Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care). If you have questions about any services, call Member Services.

Benefit	Coverage	Limits
Child Health Check Up (CHCUP)	Services to enrollees under 21 years of age include: <ul style="list-style-type: none"> Hearing, vision, and dental screening Health and developmental history Updating of routine immunizations Referrals for more diagnosis and treatment as needed Development and nutritional assessment 	No Limit
Chiropractor	Must be CMS Plan (Ped-I-Care) network providers. Authorization is not needed for enrollees age 21 or younger for the first ten (10) visits each Medicaid program year (up to 21 years of age).	24 Visits per year^
Clinic Services	Must be CMS Plan (Ped-I-Care) network providers. Authorizations are not needed	No Limit
Dental Services	Children can get all dental services using our dental providers. Children get dental emergency care. There may be other benefits. This is based on what Medicaid allows. For some care, you will need to get an okay from us first.	No Limit
Diabetes Supplies and Education	Cover necessary equipment, supplies, and services used to treat diabetes. It includes outpatient self-management training and educational services if your PCP said you needed it.	No Limit^
Durable Medical Equipment	This is medical supplies you need to help you get well or help you with daily living. Your doctor must arrange it. The supplies or equipment you get are based on what Medicaid allows.	No Limit^
Emergency Services	Emergencies are problems that need care right away. This includes emergency behavioral health services. If you think you have an emergency call 911 or go to the nearest emergency room. You can get emergency care without an okay. The emergency room doctor may think you don’t need help right away. If the doctor thinks that, he/she will tell you before helping you. If it is not an emergency, you may need to pay for your care. The exam to see if you need care right away will be covered.	No Limit^
Family Planning Services	You can get these services without an okay from the CMS Plan (Ped-I-Care). But they need to be from a CMS Plan (Ped-I-Care) or Medicaid provider. Services for family planning include: <ul style="list-style-type: none"> getting information; education and counseling; testing; birth control; help with spacing births; sterilization if you need it for your health. Enrollees must get an okay from their parent or legal guardian. They do not need an okay when the enrollee is married, a parent, pregnant, or if their doctor thinks they need it for their health. Services for sterilization will not be given to enrollees: <ul style="list-style-type: none"> less than 21 years old; who are not mentally competent; who are institutionalized in a correctional, penal, rehabilitative, or mental facility. 	No Limit^
Hearing Service	Enrollees can get help for hearing problems. This may include testing, hearing aids and other treatment. The help you can get is based on what Medicaid allows.	One standard hearing aid every 3 years
Home Health	You can get help at home from nurses and others for medical and/or personal care. This would be from a home health care provider. You can get it when your doctor says you need it. Your doctor must also arrange it. The services you get are based on what Medicaid allows. This includes supplies your doctor says you need.	No limit^

Benefit	Coverage	Limits
Inpatient Hospital Care	CMS Plan (Ped-I-Care) must give the okay for you to go to the hospital. You don't need an okay for an emergency. This is for both medical and behavioral health services. The okay includes the room, nurses, and supplies.	No limit
Lab and X-Ray Services	All covered lab and x-rays must be ordered by your PCP or specialist. They must be done at participating facilities.	No Limit^
Maternal Care	<p>The CMS Plan (Ped-I-Care) cares about our pregnant enrollees. The CMS Plan (Ped-I-Care) has special programs for them. Call Member Services for more information. Pregnant enrollees can pick one of our OB doctors or nurse midwives.</p> <p>The doctor or midwife will help with care while you are pregnant. He/she will also be there to deliver your baby. He/she will also look for things in the blood that may make you or your unborn child sick. All pregnant women will be given help to keep them and their unborn baby well. They will get the Florida's Healthy Start Prenatal Risk Screening. They may also be able to get the local Women, Infant, and Children (WIC) program. Ask your doctor or call the CMS Plan (Ped-I-Care) for information.</p>	One visit per day
Outpatient Care	This would be at one of our hospitals or outpatient facilities. It can include tests and/ or procedures. It also includes behavioral health services. This would be done by one of our specialists.	No limit
Palliative Services: Partners in Care-Together for Kids (PIC-TFK)	(PIC-TFK) is a health program designed for children 20 years of age or younger. It enables children to receive curative care for potentially life limiting conditions and palliative services. Services must be provided by a hospice agency that has been approved to participate in the program/waiver. Services may include: expressive therapies for child and family, in-home and inpatient respite care, pain and symptom control, specialized personal care and therapeutic counseling for child and family.	Services are agreed to by the partnership and participating hospice agencies
Physician Services	Includes all regular and sick services and procedures rendered by a network provider.	One visit per day
Podiatrist	Enrollees can go to a podiatrist without calling the PCP for an okay. But the podiatrist must be a CMS Plan (Ped-I-Care) network providers.	No Limit^
Prescription Drugs	May use network pharmacy or mail order program. Must be on the CMS Plan (Ped-I-Care) Preferred Drug List	No Limit^
Vision and optometric Care	You can have eye exam and eye glasses.	Child: Limit 2 pairs of glasses/per year
Therapy Services: <ul style="list-style-type: none"> • Physical • Respiratory • Occupational • Speech 	All therapy services are covered for enrollees less than 21 years of age as long as it is medically necessary.	No limit
Transportation	You can get a ride to the doctor or other provider. This is for when it is not an emergency. To ask for this you can call Transportation Management Services (TMS/Access2Care) at their toll-free number 1-866-411-8920-. If it is an emergency, you should call 911.	No Limit

^ Prior authorization & other limits may apply.

TRANSPORTATION SERVICES

We can help your child get to the doctor. Please call TMS/Access2Care at 866-411-8920 if you need a ride. These rides are only for your child. These rides are only for doctor's visits. A parent or guardian will need to ride with your child. Tell TMS if your child is in a wheelchair. Tell TMS if your child uses other equipment. Call TMS at least three (3) days before your appointment. Ask TMS about mileage reimbursement. If you are leaving a hospital it may take some time. It could be three hours until a ride arrives. Please be patient. If you have questions call Member Services.

SERVICES NOT COVERED BY CMS PLAN (PED-I-CARE)

For services we do not cover, authorization is needed. This will come from your PCP. You can call Member Services or your Nurse Care Coordinator if you have questions.

PRIOR AUTHORIZATION SERVICES

Prior authorization is for services that must be approved by CMS Plan (Ped-I-Care). We will review the request from your doctor before you obtain the service or procedure. CMS Plan (Ped-I-Care) has policies and procedures to follow in making medical decisions. We will send you a letter if the services are denied or reduced. This is called a Notice of Adverse Benefit Determination (NABD). The NABD will give you information on how to file a plan appeal and Medicaid Fair Hearing ([page 23](#)). Also, if we make any major changes to Prior Authorization, we will let you know.

CMS Plan (Ped-I-Care) must provide all medically necessary services for its members who are under age 21. This is the law. This is true even if CMS Plan (Ped-I-Care) does not cover a service or the service has a limit. As long as your child's services are medically necessary, services have:

- No dollar limits; or
- No time limits, like hourly or daily limits.

Your provider may need to ask CMS Plan (Ped-I-Care) for approval before giving your child the service.

Call your nurse care coordinator or member services if you want to know how to ask for these services.

PHARMACY

We cover prescription drugs when ordered by our doctors. You can visit our website for the most current Children's Medical Services Managed Care Plan (CMS Plan Ped-I-Care) Preferred Drug List. http://ahca.myflorida.com/medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml. See your Provider Directory for a list of pharmacies near you or visit any pharmacy that takes Medicaid. If you need help to find a pharmacy, call us.

How do you get your prescriptions?

- Go to a network pharmacy or any pharmacy that takes Medicaid
- Give them your prescription order
- Show them your CMS Plan (Ped-I-Care) ID card (you may need your social security number)

If you have questions about your prescription, call the provider who wrote the prescription, your Care Coordinator or pharmacy.

BEHAVIORAL HEALTH SERVICES

This help is for a mental health problem. Children can get help. You must get this help from one of our providers. This could be a doctor, nurse, psychologist or social worker. You can get other services based on what the health plan benefits allows.

The network for services is Concordia Behavioral Health. You can call them with questions about behavioral health services. Concordia works with the CMS Plan (Ped-I-Care) to provide care for your child. You can ask them about which providers you can go to. Call them if you think you have a behavioral health problem. Their number is 1-800-294-8642. Some things you may be feeling may be behavioral health symptoms. It is possible this may include feeling helpless, hopeless or worthless, always sad, can't sleep and loss of interest. It may include trouble concentrating, wanting to hurt yourself or others, or feeling angry or guilty. It is also possible that not being hungry or losing weight could be this type of problem.

The following services are covered by CMS Plan (Ped-I-Care):

- Inpatient and outpatient for behavioral health conditions
- Psychiatric physician services
- Psychiatric specialty services
- Community mental health services for behavioral health or substance abuse conditions
- Mental Health Targeted Case Management
- Mental Health Intensive Target case Management
- Specialized therapeutic foster care
- Therapeutic group care services
- Comprehensive behavioral health assessment
- Behavioral health overlay services in child welfare settings
- Residential care
- Statewide Inpatient Psychiatric Program (SIPP) Services for individuals under age eighteen (18)

You do not need to call your PCP for a referral. Concordia, with help from your CMS Plan (Ped-I-Care) Nurse Care Coordinator, is responsible for coordinating any behavioral health inpatient or outpatient services. Outpatient services can be provided by:

- a licensed behavioral health group;
- a community health center; or
- a private behavioral health provider.

These centers are listed in your Provider Directory.

CMS coordinates emergency behavioral health services 24 hours a day, 7 days a week. An acute crisis can include any of the following symptoms:

- Likely danger to self and others,
- Presents threat to harm his/her wellbeing,
- Unable to carry out actions daily life due to so much functional harm
- Functional harm that could cause death or injury to self or others.

If you have any of the above symptoms, go to the nearest emergency room or call 911. If it is not an emergency, you will need to pay for your care. The exam to see if you need care right away will be covered.

CMS Plan (Ped-I-Care) is not responsible for non-emergency behavioral health services you get from a provider not in our network. You must ask for an okay for any non-emergency services outside of our network.

When you call the provider to schedule an appointment, the following guidelines are used:

- Urgent Care – within one (1) day of request
- Sick Care – within one (1) week of the request
- Well Care Visit – within one (1) month of the request

CMS Plan (Ped-I-Care) provides case management services if you need it. This is called "intensive" or "mental health targeted" case management. CMS will have case management clinical staff to help you get the special services you need. They work closely with the Targeted Case Manager you may have through your provider. Call CMS if you want to choose a different case manager or direct service provider. They will help you get another one if it is possible.

Psychotropic Drug Consent Form

If your child is under 13 and takes psychotropic medication, talk to your child's doctor. You have to tell your doctor that it is ok for your child to take it. Florida law requires a signed consent form. The consent form is on our website. Our website is CMSPlan.floridahealth.gov. Here is the link: http://ahca.myflorida.com/medicaid/Prescribed_Drug/pdf/FL_Consent_Form_Psychotropic_Medications.pdf. Give the signed consent form to the doctor. The doctor needs to keep it in the medical record.

ENROLLEE RIGHTS AND RESPONSIBILITIES

We want you to get the best medical care. We want to help you get the care you need. For that, you have rights and responsibilities. Certain rights are provided for you by law (42 CFR 438.100; 42 CFR 438.102; 45 CFR 164.524 and 45 CFR 164.526).

YOUR RIGHTS

- 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 call 911 or go to the closest emergency room if you are having an emergency.
- To participate in experimental research.
- To 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 doctor (PCP) or specialist.
- To file a complaint, grievance or plan 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 Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care) in the format or language you need. Information like:
 - How we approve services (authorization/referral process, medical necessity);
 - How we make sure we keep getting better at what we do (Quality Improvement Program);
 - How we measure the quality of our services (Performance Measures);
 - The prescription drugs covered by CMS Plan (Ped-I-Care);
 - How we keep your information confidential;
 - How we run the program. How we operate. Our policies; and
 - If we have any provider incentive plans.

You can get this information at CMSPlan.floridahealth.gov or call Member Services.

YOUR RESPONSIBILITIES

- To call your PCP(s) before getting care unless it is an emergency. To call your PCP when you get sick and need care.
- To listen and work with your providers.
- To treat all health care providers and staff with respect, courtesy and dignity.
- To give them the information they need for your care.
- To talk to your doctor if you have questions or concerns
- To carry your ID card at all times.
- To call your doctor if you cannot make it to an appointment.
- To call Department of Children and Families if your address or telephone number changes.
- To tell us or Medicaid if you suspect fraud.

You can get this information at CMSPlan.floridahealth.gov or call Member Services

ADVANCE DIRECTIVES AND LIVING WILLS

Under Florida law, it is your right to decide what kind of care you want. This law makes sure your rights and wishes are carried out the way you want. You can decide what medical and behavioral health care you do and do not want if you get very sick. You can ask not to have certain help. You can also ask not to be kept alive with special care. If the law changes, we will let you know within 90 days of any change.

An advance directive is your written wishes. If you are 18 years of age or older you can write your wishes. There are two types of advance directives:

- 1) Living will – tell your doctor what kind of care you want or don’t want
- 2) Health care surrogate – name someone to make health care choices for you

You may change or remove the living will at any time. Just make sure is signed and dated. It is not required by law to have a living will. The living will says who will make healthcare choices for you when you are not able to do so. You will not be discriminated against for not having an Advance Directive. Children’s Medical Services Managed Care Plan does not limit the implementation of advance directives as a matter of conscience.

If you have one, your wishes will be carried out the way you want. Speak to your doctor about this. Your doctor can tell you about the forms to fill out. Call Member Services if you have questions. You can get the form at:

<http://www.floridahealthfinder.gov/reports-guides/advance-directives.aspx>

If your directive is not being followed, you can call the State's Complaint Hotline at 1-888-419-3456.

See page 26 for a copy of the Advance Directive / Living Will Form.

PROTECTED HEALTH INFORMATION

The federal government passed an act in 1996 to protect your health information. The act is called the Health Insurance Portability and Accountability Act (HIPAA). HIPAA is intended to help people keep their information private. We want to make sure that your Personal Health Information (PHI) is protected. We only use information when we need to in order to provide you with care. If you want to know more about how we protect your information, read the "Notice of Privacy" in your package.

FRAUD, WASTE, AND ABUSE

To report suspected fraud, waste, and/or abuse in Florida Medicaid, call the Consumer Complaint Hotline toll-free at 1-888-419-3456 or complete a Medicaid Fraud and Abuse Complaint Form, which is available online at:

https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx. You may also call the Ped-I-Care Fraud and Abuse line at 1-866-787-4557.

If you report suspected fraud and your report results in a fine, penalty, or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to twenty-five percent (25%) of the amount recovered, or a maximum of \$500,000 per case (Chapter 409.9203, Florida Statutes). You can talk to the Attorney General's Office about keeping your identity confidential and protected.

CHILD ABUSE, NEGLECT AND EXPLOITATION

To report, call 1-800-96-ABUSE (1-800-962-2873)

TDD (Telephone Device for the Deaf): 1-800-453-5145

You should give details about what is causing the risk or harm. This will include:

- who was involved
- what happened
- when and where it happened
- why it happened
- any injuries
- what the victim(s) said happened
- any other details

The toll free number is available 24/7. Counselors are waiting to assist you.

COMPLAINTS, and the GRIEVANCE & APPEAL SYSTEM

COMPLAINTS

If you are not happy with our care or services, call Member Services at the number below. Please press 1 to speak to a person. We will try to resolve your issue. We will answer your questions. If you are still not happy, you can file a complaint. A complaint becomes a grievance after 24 hours if not resolved. You can file a complaint about many things. Here are a few examples:

- A doctor was rude to you.
- You are unhappy with the quality of care you received.
- You had to wait too long to see your doctor.
- You are not able to get information from the plan.
- You are concerned about your privacy or medical records.

GRIEVANCES

You can file a formal grievance orally or in writing. Your doctor can file it for you if you give your okay in writing. You may file your grievance at any time after the incident. Call Member Services if you need help. If you are deaf or blind, call our TDD line at 1-800-955-8771. Member Services is open between 8:00am and 5:00pm EST. You can talk with the Grievance Coordinator. Ask for a Grievance Coordinator from 8:00am to 5:00pm EST Monday to Friday.

You can mail a written grievance and any documentation you want to send with it to:

Ped-I-Care Grievance Coordinator
1699 SW 16th Avenue
Gainesville, FL 32608-1153
Fax: 352-294-8075
pedicaregrievances@peds.ufl.edu

We will send you a letter within five (5) days after we received your grievance filed orally or in writing. If you request an expedited resolution, we will not send a letter. We will look at your grievance carefully. We have up to 90 days to take care of your grievance.

We might need more time if we need more information. We can take up to 14 more days to review if it is in your best interest. We will send you a letter telling you about this within two (2) days. The letter will include our reason for needing more time. If you need more time, you can ask for up to 14 more days. You can let us know in writing or by calling us. The extension is only for 14 calendar days in addition to the 90 days to review and resolve your grievance.

After we review your grievance, we will send you a letter with what we found. If you are not happy with what we told you, you can ask for a plan appeal.

PLAN APPEALS

If you are not happy with a “Notice of Adverse Benefit Determination” (NABD) from the Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care), you can appeal. A Notice of Adverse Benefit Determination is/means:

- The service you have been getting is stopped, reduced or changed;
- Medicaid will not pay for the service you asked for;
- You did not get the services you need quickly enough, per the Florida law.

When you get our Notice of Adverse Benefit Determination (NABD) letter, you have 60 days to send your plan appeal from the date of the ABD letter. You can file a plan appeal by phone or in writing. If you file a plan appeal by phone, you **MUST** then send your plan appeal to us in writing within 10 days or the phone plan appeal request will not be accepted. Your doctor can file a plan appeal for you, but he/she must have your okay **in writing**. You may want to send other information with your written plan appeal. You can also ask your doctor for documentation. The written plan appeal needs to have member’s name, member’s identification number and phone number where we can reach a parent or legal guardian. You can tell us why we should change the decision, any medical information to support your request and who you would like to help your plan appeal. **You can mail it to:**

Ped-I-Care Utilization Management (UM) Department
1699 SW 16th Avenue
Gainesville, FL 32608-1153
You can Fax to: 1-352-294-8084

Or you can call us at 1-866-376-2456 and ask for the UM Appeal Coordinator from 8:00am to 5:00pm EST Monday to Friday.

We will tell you when we get your plan appeal. We will send you a letter within five (5) days. We will look at your plan appeal carefully. We have up to 30 days to take care of your plan appeal. If you filed a plan appeal by writing only, the 30 days starts from the day we receive your letter. If you filed a plan appeal by phone and then by letter, the 30 days start from the day you called.

We might need more time if we need more information. We can take up to 14 more days to review if it is in your best interest. We will call you on the day we decide we need more time and we will send you a letter telling you about this within two (2) days. The letter will include our reason for needing more time. If you need more time, you can ask for up to 14 more days. You can let us know in writing or by calling us. The extension is only for 14 calendar days in addition to the 30 days to review and resolve your plan appeal.

A doctor who did not make the original decision will read your plan appeal carefully. We have up to 30 days to take care of your plan appeal. We will send you a letter with our decision.

You can request an expedited plan appeal if you need a faster review because of your health. This is called an “Expedited Plan Appeal Review.” If you or your provider think that waiting 30 days for a decision could put your life, health or your ability to attain, maintain, or regain maximum function in danger. You can ask for a faster review by phone or by letter but you need to make sure that you ask us to *expedite* the plan appeal. We will tell you and your provider our answer within 72 hours. We will try to call and let you know our decision. We will also send you a letter within two (2) calendar days after we receive the plan appeal decision. We may not agree that your plan appeal needs to be expedited, but you will be told of this decision. We will still process your plan appeal under normal time frames.

If you are not happy with what we told you, you can ask for a Medicaid Fair Hearing or the Subscriber Assistance Program.

During our review, you can give us information to help your case. You can give it to us in person or by letter. You can also look at your file any time before a decision is made. Your file may have medical or other documents that we will use.

MEDICAID FAIR HEARING (MFH)

You can ask for a MFH after you complete the plan appeal process. If you are not happy with what we tell you, you have 120 days from our final decision letter to ask for a MFH. You cannot go back to our grievance and appeal process after the MFH.

You can ask for a MFH by calling or writing to:

Agency for Health Care Administration
Medicaid Hearing Unit
P.O. Box 60127
Ft. Myers, FL 33906
(877) 254-1055 (toll-free)
239-338-2642 (fax)
MedicaidHearingUnit@ahca.myflorida.com

You will receive a letter from the Medicaid Hearing Unit. It will tell you when the MFH will take place. You can have someone speak for you at the hearing. If you want your doctor to speak for you at the hearing, you need to check with your doctor. In addition, you will need to inform the Hearing Officer.

CONTINUATION OF BENEFITS

You can ask us to continue your care during an plan appeal or MFH. If the final decision is in favor of CMS Plan (Ped-I-Care) and the denial of service stays, you may have to pay for the cost of the services. You may need to return the money for services paid while the plan appeal was pending if the services were continued only because of this request and decision is not in your favor.

To continue your benefits, you must ask to continue benefits and:

- The plan appeal must involve the ending, suspension or reduction of a previously authorized service;
- The authorization must not have expired; and
- The services must be ordered by a CMS Plan (Ped-I-Care) provider.

To continue the services during the plan appeal process, you must ask to continue benefits and ask for benefits within this time frame:

- Send us a letter no later than 10 calendar days from the date of the CMS Plan (Ped-I-Care) Notice of Adverse Benefit Determination; or
- On or before the first day that your services are scheduled to be reduced, suspended, or terminated, *whichever is later*.

We will continue the services until one of the following happens:

1. You ask us to stop looking at your plan appeal.
2. More than 10 days have passed from the date on your notice of plan appeal resolution letter, and you have not asked to continue services
3. The decision from the Medicaid Fair Hearing is in favor of CMS Plan (Ped-I-Care).
4. The authorization ended or the authorized services are not met
5. The MFH office denies your plan appeal after the hearing is held

SUBSCRIBER ASSISTANCE PROGRAM (SAP)

After completing the CMS's grievance and plan appeals system and you are still not happy with the decision, you can ask for a review by SAP. You must ask for the review within one (1) year of our final notice of plan appeal resolution letter. **If you ask for a fair hearing, you cannot have a SAP review.**

You can ask for a review by writing to:

Agency for Health Care Administration
Subscriber Assistance Program
Building 3, MS #45
2727 Mahan Drive
Tallahassee, Florida 32308

Call toll-free 1-888-419-3456 or (800-955-8771 Florida Relay Service TDD number)

MEDICAID HELPLINE

You can file a complaint about a Health Plan or a Health Care Facility by calling the Medicaid Helpline at (888) 419-3456 / (800) 955-8771 Florida Relay Service (TDD number) Monday - Friday, 8:00 A.M. to 5:00 P.M., EST. or online at: https://apps.ahca.myflorida.com/smmc_cirts/

NON DISCRIMINATION COMPLIANCE COORDINATOR

Children's Medical Services Plan (Ped-I-Care) complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Call member services at 1-866-376-2456 if you feel you've been discriminated. Ask for the Grievance Coordinator. Call member services if you have access issues.

The cultural and linguistic competence plan is available to you. There is no charge. This plan helps us serve you better. The plan is online. The address is <http://pedicare.pediatrics.med.ufl.edu/about-us/cultural-linguistic-competence-plan/>. You can ask for a paper copy. Call 1-866-376-2456.

IMPORTANT PHONE NUMBERS/LIVING WILL

Children’s Medical Services Managed Care Plan (CMS Plan Ped-I-Care) Important Phone Number

Ped-I-Care works with CMS Plan (Ped-I-Care) in your area to help with your child’s care	
CMS/Ped-I-Care Enrollee Services	1-866-376-2456
Transportation-TMS/Access2Care	1-866-411-8920
24/7 Nurse Help Line	1-844-891-5785
Medical, Dental, Vision, Behavioral Health	1-866-376-2456
State Compliance Hotline	1-855-843-1106
Concordia-Behavioral or Mental Health (24 hours)	1-877-698-7789
<u>Children’s Medical Services Local Area Offices</u>	
Pensacola	1-800-381-3685
Panama City	1-800-299-4700
Tallahassee	1-800-226-2604
Gainesville	1-800-523-7545
Jacksonville	1-800-340-8354
Daytona Beach	1-866-827-5197
Ocala	1-888-326-7485
Orlando	1-800-226-6530
Tampa	1-813-396-9743
St. Petersburg	1-800-336-1612
Lakeland	1-863-413-3580
Melbourne	1-321-639-5888
MEDICAID Help Line	1-877-254-1055
<u>Medicaid Local Area Offices</u>	
Pensacola	1-800-303-2422
Jacksonville	1-800-273-5880
St. Petersburg	1-800-299-4844
Orlando	1-877-254-1055
<u>Aging and Disability Resource Centers</u>	
PSA 1	<u>1-800-963-5337</u> 1-866-531-8011
PSA 2	1-800-96-ELDER
PSA 3	1-800-96-ELDER
PSA 4	1-888-242-4464
PSA 5	1-800-96-ELDER
PSA 6	1-800-96-ELDER
PSA 7	1-800-96-ELDER
<u>OTHER IMPORTANT PHONE NUMBERS</u>	
Choice Counselor: To change plan	1-877-711-3662
Department of Children & Families (Medicaid eligibility)	1-866-762-2237
Social Security Administration (Medicaid eligibility)	1-800-772-1213
Florida MPI Fraud & Abuse Hotline	1-888-419-3456
Abuse Hotline	1-800-962-2873
Subscriber Assistance Program	1-850-412-4502

Suggestions for CMS Plan (Ped-I-Care), please email us at CMSPlan@flhealth.gov or use the email link on our website CMSPlan.floridahealth.gov

Living Will and Advance Directive

Declaration made this _____ day of _____, 2_____, I, _____, willfully and voluntarily make known my desire that my dying not be artificially prolonged under the circumstances set forth below, and I do hereby declare that, if at any time I am mentally or physically incapacitated and

_____ (initial) I have a terminal condition,
or _____ (initial) I have an end-stage condition,
or _____ (initial) I am in a persistent vegetative state,

and if my attending or treating physician and another consulting physician have determined that there is no reasonable medical probability of my recovery from such condition, I direct that life-prolonging procedures be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying, and that I be permitted to die naturally with only the administration of medication or the performance of any medical procedure deemed necessary to provide me with comfort care or to alleviate pain.

I do _____, I do not _____ desire that nutrition and hydration (food and water) be withheld or withdrawn when the application of such procedures would serve only to prolong artificially the process of dying.

It is my intention that this declaration be honored by my family and physician as the final expression of my legal right to refuse medical or surgical treatment and to accept the consequences for such refusal. In the event I have been determined to be unable to provide express and informed consent regarding the withholding, withdrawal, or continuation of life-prolonging procedures, I wish to designate, as my surrogate to carry out the provisions of this declaration:

Name _____
Street Address _____
City _____ State _____ Phone _____

I understand that the full import of this declaration, and I am emotionally and mentally competent to make this declaration.

Additional instructions (optional):

(Signed) _____

Witness _____
Street Address _____
City _____ State _____
Phone _____

Witness _____
Street Address _____
City _____ State _____
Phone _____

At least one witness must not be a husband or wife or a blood relative of the principal.