



# FLORIDA LEGAL SERVICES, INC.

THE CHILDREN'S HEALTH CARE ACCESS PROJECT

## **Is your child enrolled in Medicaid? Here's what you should know:**

Florida's new system for providing Medicaid services is called the Statewide Medicaid Managed Care program (SMMC). Under SMMC nearly all Medicaid-eligible children in Florida are required to receive their Medicaid services through one of the SMMC Managed Medical Assistance (MMA) health plans available in their region. Medicaid recipients required to enroll in managed care must choose an MMA health plan available in their region to be responsible for providing all their health care services. If they do not choose a plan they are assigned one by the state. For information about the plans available in your region and for assistance with how to choose the best plan for your child, please contact an MMA choice counselor at: 1-877-711-3662, or go to the SMMC choice counseling website at: [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).

### **Can my child remain in Children's Medical Services under SMMC?**

Yes, if your child is Medicaid-eligible and meets the new Children's Medical Services (CMS) clinical screening requirements, your child may remain in the CMS Managed Care Plan. If your child recently participated in a CMS screening and was determined ineligible for CMS and placed in another MMA plan, you may request that your child be screened again for CMS at any time. For information about how to request a CMS Clinical Eligibility Screening, please call: 1-855-901-5390.

### **What services are MMA plans required to cover for my child?**

Medicaid has a special benefits program for children called EPSDT. The EPSDT program requires that your child be provided any Medicaid covered services necessary to "correct or ameliorate" a physical or mental condition. Your child's MMA health plan is required to provide timely and adequate access to these services. If your child is denied these services, you have the right to appeal the denial as described below.

### **What can I do if my child has trouble accessing Medicaid services?**

- Your first step to getting answers to any questions or addressing any problems your child has getting services is to call your child's health plan directly at the member services number provided by the plan.
- If problems are not resolved, parents can file a complaint, internal grievance or appeal directly with their child's health plan. Health plan specific procedures for filing an internal grievance or appeal are found in the health plan's "Member Handbook" available on the plan's website.
- Medicaid recipients also have a right to appeal, through a Medicaid Fair Hearing, an action taken by the state or an MMA plan to deny, reduce, terminate, or delay a Medicaid service. When this type of action occurs, MMA plans are required to provide you a notice with instructions titled *How to Ask for a Fair Hearing*. If your child is being denied services and you did not receive these instructions, you can request a Medicaid Fair Hearing by calling (850) 488-1429.
- You should also report ANY problem you are having with the SMMC program to Florida's Medicaid agency through the SMMC complaint hub at: 1-877-254-1055 or online at: [apps.ahca.myflorida.com/smmc\\_cirts/](http://apps.ahca.myflorida.com/smmc_cirts/).
- If you continue to have problems or receive no response to your complaints, please contact the Florida Legal Services Health Care Access Helpline at 1-800-436-6001.

### **Does my child have to enroll in an MMA Plan?**

Enrollment in an MMA health plan is required for most children. However, if your child receives services under the Developmental Disabilities Waiver (iBudget), receives services in a prescribed pediatric extended care facility (PPEC), or has other health insurance, enrollment in an MMA plan is optional. If you choose not to enroll your child in an MMA plan, he or she will continue to receive services through fee-for-service Medicaid.