**What Is Statewide Medicaid Managed Care?**

In Florida, most Medicaid recipients are enrolled in the Statewide Medicaid Managed Care program. The program has three parts: Managed Medical Assistance, Long-Term Care, and Dental. People on Medicaid will get services using one or more of these benefit types:

- **Managed Medical Assistance (MMA):** Provides Medicaid covered medical services like doctor visits, hospital care, prescribed drugs, mental health care, and transportation to these services. Most people on Medicaid will receive their care from a plan that covers MMA services.

- **Long-Term Care (LTC):** Provides Medicaid LTC services like care in a nursing facility, assisted living, or at home. To get LTC you must be at least 18 years old and meet nursing home level of care (or meet hospital level of care if you have Cystic Fibrosis).

- **Dental:** Provides all Medicaid dental services for children and adults. All people on Medicaid must enroll in a dental plan.

For more information on the basic services provided by all plans, see the sections of this brochure titled **Services**.

**How to Enroll**

**Use one of these ways:**

1. Enroll online at www.flmedicaidmanagedcare.com
3. If you have special medical needs, you may set up a face-to-face meeting with a Choice Counselor by calling 1-877-711-3662.

**The call center is open:**

Monday – Thursday 8 a.m. - 8 p.m. and Friday 8 a.m. – 7 p.m.

To enroll, you must have the Florida Medicaid ID or Gold Card Number and Year of Birth for each person you wish to enroll.
### MMA Services

**All MMA plans offer these health care services:**

- Ambulatory Surgical Center
- Birth Center and Licensed Midwife
- Chiropractic
- Clinic
- Emergency Care
- Family Planning Services and Supplies
- Home Health and Nursing Care
- Hospital
- Immunizations (shots)
- Laboratory and Imaging
- Medical Supplies, Equipment, Prostheses and Orthoses
- Mental Health and Substance Abuse Treatment
- Nursing Facility
- Physician, Physician Assistant, and Advance Practice Registered Nurse
- Podiatric
- Prescribed Drugs
- Renal Dialysis
- Therapy
- Transportation
- Visual Aids and Visual Care
- Well Child Visits

### LTC Services

**All LTC plans offer these long-term care services:**

- Adult Companion Care
- Adult Day Health Care
- Assistive Care
- Assisted Living
- Attendant Nursing Care
- Behavioral Management
- Caregiver Training
- Care Coordination/Case Management
- Dental Exams
- Dental X-rays
- Dentures
- Dentures and Partial
- Extractions (removal of teeth)
- Fillings and Crowns
- Fluoride
- Oral Health Instructions
- Orthodontics (Braces)
- Problem focused exam
- Root Canals
- Sedation (dental services while asleep or partly asleep)
- Space Maintainers
- Teeth Cleanings
- Teeth Cleanings (basic and deep)
- Therapy
- Transportation
- Visual Aids and Visual Care
- Well Child Visits

### Dental Services (Under 21)

**All Dental plans offer these dental services if you are under age 21:**

- Ambulatory Surgical Center or Hospital-based Dental Services
- Dental Exams
- Dental Screenings
- Dental X-rays
- Dentures and Partial
- Extractions (removal of teeth)
- Fillings and Crowns
- Fluoride
- Oral Health Instructions
- Orthodontics (Braces)
- Periodontics
- Problem focused exam
- Root Canals
- Sedation (dental services while asleep or partly asleep)
- Space Maintainers
- Teeth Cleanings

### Dental Services (21 or older)

**All Dental plans offer these dental services if you are 21 or older:**

- Adult Companion Care
- Adult Day Health Care
- Assisted Living
- Attendant Nursing Care
- Behavioral Management
- Caregiver Training
- Care Coordination/Case Management
- Dental Exams
- Dental X-rays
- Dentures
- Dentures and Partial
- Extractions (removal of teeth)
- Fluoride
- Oral Health Instructions
- Orthodontics (Braces)
- Periodontics
- Problem focused exam
- Root Canals
- Sedation (dental services while asleep or partly asleep)

### Expanded Dental Benefits (21 or older)

**All Dental plans offer these expanded dental benefits if you are 21 or older with prior approval from your dental plan:**

- Additional dental exams
- Additional dental x-rays
- Additional extractions
- Dental screenings
- Fillings (silver and white)
- Fluoride
- Oral Health Instructions
- Sealants
- Teeth cleanings (basic and deep)

### Continuing Care

If you are enrolling into a new plan you will be able to keep getting services that your plan or doctor already approved. This will last for up to 60 days after you are in the new plan. During this time, health plans and dental plans must pay for these approved services, and you can keep going to the same provider, even if the provider is not in the new plan’s network. After 60 days, you will need to get services through a provider that is in the new plan’s network.

### Member Portal

Sign-up for a Member Portal account today by going to [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).

**Why Sign Up for the Member Portal?**

- Check your Medicaid eligibility and enrollment status
- View and update your address
- Request help using secure messaging tool
- Enroll in a plan or change plans
- File complaints and see what is happening with your complaint
- Go paperless. Choose to only get letters from Medicaid electronically
- Receive text or email message alerts

If you need Choice Counseling materials in large print, audio or Braille, call the Helpline.

I ou bezwen informasjon un Kreyol, tanpris rele: 1-877-711-3662.