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Better Health Care for all Floridians

ELIZABETH DUDEK
SECRETARY

FOR IMMEDIATE RELEASE

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Choice Counseling Call Center for Long-term Care Program Ready to Go Live

- As of May 20, recipients may call to receive assistance with making their plan choice -

Tallahassee, Fla. – In preparation for the roll-out of the Long-term Care (LTC) program, the Agency for Health Care Administration (Agency) will open the phone lines at the choice counseling call center on Monday, May 20. The choice counseling call center is dedicated to helping recipients with enrolling in their new long-term care plan.

“Starting Monday, recipients can call to speak with a choice counselor who can answer any questions the recipient may have and to enroll them in the plan of their choice,” said Secretary Liz Dudek. “Giving recipients the opportunity to learn about each plan and engage in choosing the plan they believe will best suit their needs is central to the Long-term Care program.”

On May 1, pre-welcome letters were sent to residents of Brevard, Orange, Osceola and Seminole Counties, which make up Region 7, the first region to transition into the LTC program. These letters informed recipients of impending changes to the way they receive their long-term care services and advised them to expect another letter in the near future. The next round of mail will be sent the week of May 20 and will include information about each of the long-term care plans contracted to serve recipients in their region.

Recipients in Region 7 should choose which long-term care plan they would like to enroll in prior to July 18. The “go live” date for Region 7, when services will start being provided by the long-term care plans, is August 1. Those seeking assistance in making this important decision can contact the choice counseling call center at the phone number in their letter between 8 a.m. – 8 p.m. Monday through Thursday and 8 a.m. – 7 p.m. on Friday. Recipients may choose to receive counseling immediately over the phone or schedule a face-to-face meeting with a counselor at a location that is convenient to the caller. Those who would like to enroll on their own may do so at www.flmedicaidmanagedcare.com.

For more information about the Statewide Medicaid Managed Care Long-term Care program and the roll-out timeline, please visit www.ahca.myflorida.com/SMMC.

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida’s Medicaid program, licenses and regulates more than 40,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).

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