

HEALTHMATTERS

FLORIDA COMMUNITY CARE FALL NEWSLETTER

PROTECT YOURSELF!

Hepatitis A is on the Rise in Florida Counties!

**Get vaccinated.
Wash your hands.**



■ FCC Member Alert: Hepatitis A

The Hepatitis A vaccine is a new expanded benefit under Florida Community Care (FCC). Hepatitis A is a disease that affects the liver which can happen when a person drinks water or eats food that was in contact with fecal matter of a person infected with Hepatitis A. That can happen, for example, if people don't wash their hands after going to the restroom. FCC is now making the Hepatitis A vaccine available for members who do not have this benefit through their Medicare plan. Protect yourself by getting the vaccine and call **1-833-FCC-PLAN** to get your information.

Hand washing for 20 seconds can help prevent infection.

Those at high risk are:

- In direct contact with someone with Hepatitis A
- Unstable Housing
- Those who use injection and non-injection drugs
- Household members or caregivers where Hepatitis is common
- Direct Service Workers



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HAVE QUESTIONS?
CALL MEMBER SERVICES

www.fcchealthplan.com
— FALL 2019



FLORIDA
COMMUNITY CARE

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Things You Want To Know About Florida Community Care

COSAS QUE DESEA SABER SOBRE FLORIDA COMMUNITY CARE

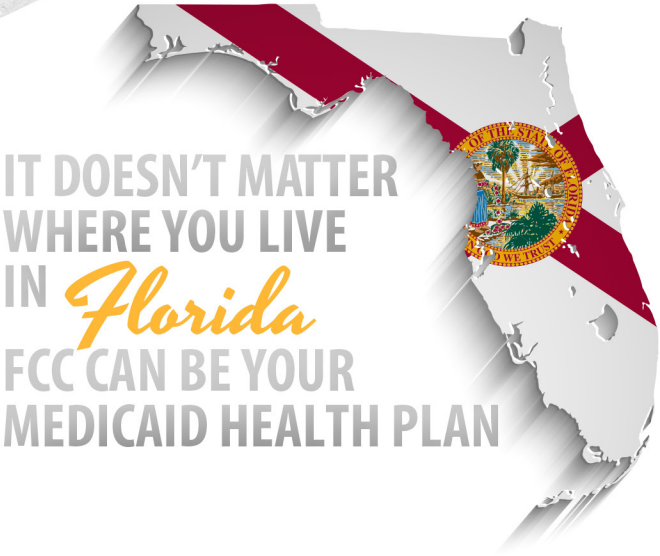
HAVE MEDICARE? NOTHING CHANGES ABOUT YOUR MEDICARE COVERAGE OR PROVIDERS

- ▶ Your Medicare covered services do not change.
- ▶ You can keep your current primary care provider and other Medicare doctors.
- ▶ You continue to work with your Medicare providers for Medicare covered services.
- ▶ Medicare and Medicaid cover many of the same services.
- ▶ Medicare pays for services covered by Medicare and if needed, Medicaid pays what is not covered by Medicare.

¿TIENES MEDICARE? NADA CAMBIA SOBRE SU COBERTURA O PROVEEDORES DE MEDICARE

- ▶ Sus servicios cubiertos por Medicare no cambian.
- ▶ Puede quedarse con su proveedor actual de atención primaria y otros médicos de Medicare.
- ▶ Continuar trabajando con sus proveedores de Medicare para los servicios cubiertos por Medicare.
- ▶ Medicare y Medicaid cubren muchos de los mismos servicios.
- ▶ Medicare paga los servicios cubiertos por Medicare y, si es necesario, Medicaid paga lo que no está cubierto por Medicare.

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IT DOESN'T MATTER WHERE YOU LIVE

- ▶ So long as you live in the state of Florida, Florida Community Care can be your Medicaid health plan.
- ▶ You can live in a nursing home, an assisted living facility or at home and still be a member of Florida Community Care.
- ▶ We provide care coordination and case management even if you live in a nursing home or assisted living facility.

NO IMPORTA DONDE VIVAS

- ▶ Mientras viva en el estado de Florida, Florida Community Care puede ser su plan de salud de Medicaid
- ▶ Puede vivir en un hogar de ancianos, ALF u hogar y aún ser miembro de Florida Community Care
- ▶ Brindamos coordinación de atención y administración de casos, incluso si usted vive en un hogar de ancianos o en un ALF.

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CARE COORDINATION/CASE MANAGEMENT COVERAGE: WHAT DOES IT INCLUDE?

- ▶ Case Managers at Florida Community Care work with you to create a personal care plan designed just for you.
- ▶ Case Managers at Florida Community Care review your needs and gaps in care and help create your care plan to make sure that you get what you need.
- ▶ Case Managers at Florida Community Care help get referrals for needed medical care, help members communicate with their doctors and care givers and make sure that the member receives the care they need.

COORDINACIÓN DE CUIDADO / COBERTURA DE GESTIÓN DE CASOS: ¿QUÉ INCLUYE?

- ▶ Los administradores de casos de Florida Community Care trabajan con usted para crear un plan de cuidado personal diseñado solo para usted.
- ▶ Los administradores de casos en Florida Community Care revisan sus necesidades y brechas en la atención y ayudan a crear su plan de cuidado para asegurarse de que obtenga lo que necesita.
- ▶ Los administradores de casos de Florida Community Care ayudan a obtener referencias para el cuidado medico necesario, ayudan a los miembros a comunicarse con sus médicos y cuidadores y se aseguran de que el miembro reciba el cuidado que necesitan.

THE BASICS OF FLORIDA COMMUNITY CARE LONG-TERM CARE PLUS COVERAGE

- ▶ Care Coordination/Case Management
- ▶ Home Delivered Meals
- ▶ Transportation to Medical Care
- ▶ Caregiver Training
- ▶ Personal Emergency Response System (PERS)

- ▶ Florida Community Care is a managed care plan with a Florida Medicaid Contract.
- ▶ Florida Community Care provides the extra support of services needed to you when you need it most in those unexpected moments that can happen in life.
- ▶ Florida Community Care offers a wide range of services* not covered by Medicare to help you remain at home.
- ▶ Companion Care
- ▶ Attendant Nursing Care
- ▶ Respite for Caregiver
- ▶ Personal Care
- ▶ Adult Day Health Care
- ▶ Home Modifications

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LOS BÁSICOS DE LA COBERTURA DEL PLAN DE CUIDADO A LARGO PLAZO

Florida Community Care es un plan de cuidado administrado con un contrato de Florida Medicaid. Florida Community Care proporciona el soporte adicional de los servicios que necesita cuando más lo necesita en esos momentos inesperados que pueden suceder en la vida. Florida Community Care ofrece una amplia gama de servicios no cubiertos por Medicare para ayudarlo a permanecer en su hogar:

- ▶ Coordinación de atención / manejo de casos
- ▶ Asistente de enfermería
- ▶ Comidas en casa
- ▶ Descanso para el cuidador
- ▶ Transporte a cuidado médico
- ▶ Cuidado personal
- ▶ Entrenamiento para cuidadores
- ▶ Cuidado de salud diurno para adultos
- ▶ Sistema personal de respuesta a emergencias (PERS)
- ▶ Modificaciones a la casa
- ▶ Cuidado acompañante

Estos son algunos de los beneficios ampliados* que puede obtener de Florida Community Care que podrían no estar disponibles en Medicare tradicional:

- ▶ Medicamentos y suministros de venta libre
- ▶ Servicios de telefonía celular
- ▶ Servicios de visión expandida
- ▶ Programa de descuento de farmacia
- ▶ Asistencia para la vivienda
- ▶ Servicios de audición expandida
- ▶ Florida Community Care cubrirá sus copagos y deducibles de Medicare y Medicaid
- ▶ Florida Community Care puede proporcionar asistencia de transición para ayudar a pasar de un hogar de ancianos a un ALF o un hogar dentro de su comunidad

*The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments and restrictions may apply. Benefits may change.

Here are a few of the expanded benefits* you can get from Florida Community Care that might not be available from traditional Medicare:

- ▶ Florida Community Care will cover your Medicare and Medicaid copayments and deductibles
- ▶ Florida Community Care can provide transition assistance to help you move from a nursing home to a community setting
- ▶ Over-the-Counter Medication & Supplies
- ▶ Cell Phone Services
- ▶ Expanded Vision Services
- ▶ Pharmacy Discount Program
- ▶ Housing Assistance
- ▶ Expanded Hearing Services



Non-Discrimination Notice Florida Community Care believes in equal opportunity and affirmative action. We comply with all applicable Federal civil rights laws. We do not discriminate because of age, race, ethnicity, religion, mental or physical disability, national origin, marital status, sexual orientation, sex, genetic information, gender, gender identity, health status, claims experience, medical history, or source of payment. We do not discriminate in the enrollment of members, the delivery of covered services or items, or the credentialing or contracting of providers. FCC will not tolerate employees or providers that discriminate. For more information or if you have concerns about discrimination or unfair treatment, call the Department of Health and Human Services' Office for Civil Rights at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights. If you have a disability and need help with access to care, call Member Services at 1-833-FCC-PLAN. If you use TTY, call 711, Monday -Friday, 8 a.m. -8 p.m. Eastern Time. If you have a concern, such as a problem with wheelchair access, Member Services can help.

For more information, contact Florida Community Care at 1-833-FCC-PLAN (TTY 711 or 1-866-467-4970). This information is available for free in other languages. Please contact our customer service number at 1-833-FCC-PLAN or TTY 711, Monday to Friday 8am to 8pm. Esta información está disponible gratis en otros idiomas. Por favor, póngase en contacto con nuestro número de Servicios para Miembros a 1-833-FCC-PLAN o TTY 711, de lunes a Viernes de 8 a.m. a 8 p.m.

MARK YOUR CALENDARS!

OPEN ENROLLMENT

OCTOBER 1ST, 2019

MEDICAID:

Open Enrollment for Medicaid, including Long Term Care, will start on different dates depending on where you live. If you have not already received a letter about your Open Enrollment date please contact FCC at 1-833-FCC-PLAN. Remember, if you are happy with Florida Community Care, you do not have to make a change. Please see the Open Enrollment chart below that show region start and effective dates.

SMMC Health and Dental Plan Roll-Out Schedule

Choice Period	Effective Date	Regions Included	Counties
PHASE 1	10/1/19 - 11/30/19	9	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie
			Broward
			Miami-Dade, Monroe
PHASE 2	11/1/19 - 12/103/19	5	Pasco, Pinellas
			Hardee, Highlands, Hillsborough, Manatee, Polk
			Brevard, Orange, Osceola, Seminole
			Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota
PHASE 3	12/1/19 - 1/31/20	1	Escambia, Okaloosa, Santa Rosa, Walton
			Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington
			Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putman, Sumter, Suwannee, Union
			Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia

MEDICARE: ●●●

The 2019-2020 Medicare Open Enrollment Period is October 15th, 2019 – December 7th, 2019 for your benefits to start on January 1st, 2020. If you have Medicare and Medicaid this is the time to think about getting a Medicare Advantage Plan. For more information talk to your Care Manager or you may call 833-FCC-PLAN to find out more about a Medicare Advantage Plan.

You can use the Medicare's Plan Finder to make it easier than ever to compare coverage options, shop for plans and feel confident in your choice. Medicare's mobile-friendly Plan Finder now works on your smartphone, tablet, or other mobile device so you can use it wherever it's convenient.

Important Note: As of last year, LIS/Dual eligible individuals will no longer be allowed unlimited SEP changes throughout the year. Instead they will be limited to one SEP change per quarter. This only applies if you have made an election in the last few months. If you have not, you may use your quarterly dual SEP (or use the AEP if during the last 3 months of the year).