

Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at Florida Community Care that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. Florida Community Care has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated.

Florida Community Care provides services across the State of Florida and also provides services for Managed Medical Assistance and Long-Term Care. For more information contact Florida Community Care at 1-833-FCC-PLAN or check their website at <https://fchealthplan.com>.

Utilization Management

Support provided: Authorizations related to outpatient services, including home health, IV infusion, DME, and hospice
Phone number: 1-833-FCC-PLAN
Hours of operation (during non-holidays): Monday to Friday 8AM to 6PM ET
Contact after hours or weekends: 1-833-FCC-PLAN
Special instructions for after hours or weekends: Nurse Advice Line 1-833-FCC-PLAN
Escalation contact: Hope McLaren 305-262-1292 Ext: 123576

Pharmacy

Support provided: Authorizations related to retail drugs, specialty drugs, and information on what drugs require a PA
Phone number: 1-833-FCC-PLAN
Hours of operation (during non-holidays): Monday to Friday 8AM to 6PM ET
Contact after hours or weekends: 1-833-FCC-PLAN
Escalation contact: Preeti Patel 786-778-0591

Subcontracted Utilization Management Services

Support provided: FCC does not subcontract UM Services. Please refer to Utilization Management section for more information
Phone number: N/A
Hours of operation (during non-holidays): N/A
Contact after hours or weekends: N/A
Escalation contact: N/A

Transportation

Support provided: Non-emergency transportation home upon discharge
Phone number: 1-833-FCC-PLAN
Hours of operation (during non-holidays): Monday to Friday 8AM to 6PM ET
Contact after hours or weekends: 1-833-FCC-PLAN
Special instructions for after hours or weekends: Nurse Advice Line 1-833-FCC-PLAN
Escalation contact: Jesus Tundidor 850-980-5413

Case Management

Support provided: Assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers
Phone number: 1-833-FCC-PLAN
Hours of operation during non-holidays: Monday to Friday 8AM to 6PM ET
Contact after hours or weekends: 1-833-FCC-PLAN
Escalation Contact: Nancy Hernandez 786 441-3471

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP please contact : 1-833-FCC-PLAN.

[Florida Community Care Provider Directory & Administrative Guides](#)

