



## Florida Community Care Resource Guide

This reference guide provides a list of the departments at Florida Community Care Plan (FCC) that may be helpful in assisting with coordination and authorization of services that a member may need. 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 in Regions: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 and 11. FCC is a Long Term Care Plus Plan and provides Managed Medicaid Assistance and Long-term Care to enrollees. For more information contact Florida Community Care at 1-833-322-7526 or check their website at [www.fcchealthplan.com](http://www.fcchealthplan.com).

### Behavioral Health

#### Support provided:

Authorizations related to behavioral health services, referrals, treatment centers, behavioral health directory.

**Phone number:** 1-833-322-7526, Prompts (1, 2, 3= For Language, 1 = FCC, 3 = Provider, 2 = Authorizations)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** 1-833-322-7526

**Special instructions for after hours or weekends:** Nurse Advise Line: 1-833-322-7526

#### Escalation contact:

**Primary:** Hope McLaren, RN

Phone number: (O) 305-262-1292 Ext: 123576 (M) 786-910-2918

**Secondary:** Alana Polanek, MSW, LCSW, CCM

Phone number: (M) 773-595-6052

**ODD/SUD Contact Person:**

**Primary:** Hope McLaren, RN

Phone number: (O) 305-262-1292 Ext: 123576 (M) 786-910-2918

### Case Management

#### Support provided:

Assistance with appointments post discharge, linking member to community resources, education on health conditions, coordination with treating and service providers.

**Phone number:** 1-833-322-7526 Prompts: (1, 2, 3= For Language, 1 = FCC, 3 = Provider, 3 = Provider All Other)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** 1-833-322-7526

**Special instructions for after hours or weekends:** 1-833-322-7526

Escalation contact:

**Primary:** Nancy Hernandez  
Phone number: 786-441-3471

**Secondary:** Amanda Chin  
Phone number: 786-397-3037

## Community Resources

Support provided:

Assistance with accessing local community resources, such as housing, among others.

**Phone number:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 1 = FCC, 3= Provider, 3 = Provider All Other)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** 1-833-322-7526

**Special instructions for after hours or weekends:** 1-833-322-7526

Escalation contact:

**Primary:** Nancy Hernandez  
Phone number: 786-441-3471

**Secondary:** Amanda Chin  
Phone number: 786-397-3037

## Perinatal Care Support

Support provided:

Authorizations related to obstetric services.

**Phone number:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 1 = FCC, 3 = Provider, 2 = Authorizations)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** 1-833-322-7526

**Special instructions for after hours or weekends:** 1-833-322-7526

Escalation contact:

**Primary:** Hope McLaren, RN  
Phone number: (O) 305-262-1292 Ext: 123576 (M) 786-910-2918

**Secondary:** Michelle Vazquez  
Phone number: (O) 786-868-1786 (M) 786-778-9123

## Pharmacy

Support provided:

Information pertaining to medication Prior Authorizations (PA) – e.g., which drugs require PA, PA status, etc., and guidance initiating authorizations for those retail and specialty drugs.

**Phone number:** 844-268-2075

**Hours of operation during non-holidays:** 24 Hours

**Contact after hours or weekends:** 844-268-2075

**Special instructions for after hours or weekends:** 844-268-2075

Escalation contact:

**Primary:** Michelle Vazquez

Phone number: (O) 786-868-1786 (M) 786-778-9123

**Secondary:** Yesenia Prados, PharmD

Phone number: 786-679-6899

## Subcontracted Utilization Management Services

Support provided:

Florida Community Care does not subcontract UM services. Please refer to the 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

**Special instructions for after hours or weekends:** N/A

Escalation contact:

**Primary:** N/A

Phone number: N/A

**Secondary:** N/A

Phone number: N/A

## Transportation

Support provided:

Non-emergency transportation (i.e., home upon discharge, transportation to dialysis treatment, chemo, and/or any other medical visit)



**Phone number:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 1 = FCC, 1 = Transportation)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 2= On-call Service)

**Special instructions for after hours or weekends:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 2= On-call Service)

Escalation contact:

**Primary:** Javier Guerra

Phone number: 786-562-0259

**Secondary:** Jesus Tundidor

Phone number: 786-920-8627

## Utilization Management

Support provided:

Authorizations related to inpatient and outpatient services, including home health, IV infusion, durable medical equipment (DME), and hospice.

**Phone number:** 1-833-322-7526, Prompts: (1, 2, 3= For Language, 1 = FCC, 3= Provider, 2 = Authorizations)

**Hours of operation during non-holidays:** Monday to Friday from 8AM to 9PM ET

**Contact after hours or weekends:** N/A

**Special instructions for after hours or weekends:** 1-833-322-7526

Escalation contact:

**Primary:** Hope McLaren, RN

Phone number: (O) 305-262-1292 Ext: 123576 (M) 786-910-2918

**Secondary:** Michelle Vazquez

Phone number: (O) 786-868-1786 (M) 786-778-9123

To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP). For guidance on how to access and validate a patient's PCP please contact 1-833-322-7526.

[Florida Community Care Provider Directory & Pharmacy Resources](#)