



## 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 the names of their team who may assist with any issues that have not been resolved timely and need to be escalated. FCC provides Long-Term Care Services statewide and Managed Medical Assistance (MMA) services and Serious Mental Illness and HIV/AIDS MMA Specialty products in Regions: A, B, C, D and I. FCC also operates the Intellectual and Developmental Disabilities Pilot Program in Regions D and I. For more information contact Florida Community Care at 1-833-322-7526 or check the 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:

**Long-Term Care Primary:** Nancy Hernandez

Phone number: 786-441-3471

**Long-Term Care Secondary:** Amanda Chin

Phone number: 786-397-3037

**Managed Medical Assistance Primary:** Elydania Perez

Phone number: 786-734-2142

**Managed Medical Assistance Secondary:** Yalier Vega, RN

Phone number: 239-295-0071

## Community Resources

### Support provided:

Assistance with accessing local community resources including the Hope Florida program which enables eligible enrollees to gain the necessary education, job, and life skills to achieve independence and “graduate” out of Medicaid.

**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:** Maray Guerra-Hernandez

Phone number: 786-910-2679

**Secondary:** Lourdes Wong

Phone number: 786-679-0074



## Perinatal Care Support

### Support provided:

Information relating to care management, pregnancy related services and rewards.

**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:** Elydania Perez

Phone number: 786-734-2142

**Secondary:** Giselle Nuno

Phone number: 305-849-9064

## 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:** Yesenia Prados, PharmD

Phone number: 786-679-6899

**Secondary:** Christina Plana, PharmD

Phone number: 786-589-6834



## Subcontracted Utilization Management Services

### Support provided:

Florida Community Care does not subcontract UM services. Please refer to the Utilization Management section for more information.

## 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.

## Intellectual and Developmental Disabilities Pilot Program

The Pilot is administered by the Agency for Health Care Administration (AHCA) in partnership with the Agency for Persons with Disabilities (APD). This program offers an additional pathway for providing support and services to individuals with intellectual and developmental disabilities. Florida Community Care (FCC) was selected to be the sole managed care plan operating the Pilot.

Who is Eligible for the Pilot:

- Individuals who are 18 years or older in pre-enrollment category at APD
- Individuals residing in Hardee, Highlands, Manatee, Miami-Dade, Monroe, and Polk Counties
- Individuals who are eligible for Medicaid.

Questions about the pilot can be referred to:

Kali Wilson  
Phone number: 727-741-6844

### Resources:

- [Florida Community Care Provider Resources](#)
- [Florida Community Care Provider Directory](#)
- [Florida Community Care Provider Handbook](#)
- [Florida Community Care Provider Orientation](#)