

# HealthMatters

A quarterly newsletter just for FCC members

## Flu Season Is Here, Protect Yourself

Flu season runs from fall through early spring, and now is the perfect time to take steps to stay healthy. The flu can cause serious illness, especially for young children, older adults, pregnant women, and those with chronic conditions.

### What can you do:

- **Get your flu shot.** It's the best way to reduce your risk of getting sick or spreading the flu to others. Discuss what's best for you with your health care provider.
- **Wash hands often** with soap and water or use hand sanitizer when washing isn't available.
- **Cover coughs and sneezes** and avoid close contact with people who are sick.
- **Stay home if you feel ill** to help protect others.

Many flu symptoms—such as fever, cough, sore throat, body aches, and fatigue—can appear suddenly. If you have concerns or symptoms that worsen, contact your health care provider.

Taking small steps now can help keep you, your family, and your community healthier during this flu season.



### Need Transportation?

FCC Will Help You Get to Care

FCC will help Members (and a companion, as needed) get to and from **covered appointments and services** when other transportation is not available. This includes rides to routine care such as doctor visits, preventive services, therapies, dialysis, IDD-related services, and other plan-covered services.

Rides may be provided by car, van, or other approved transportation based on your needs. Please note that rides may be **shared with other riders**, and scheduling at least **72 hours in advance** is preferred. To schedule a trip or for questions on the day of your ride, **please call Member Services at 1.833.322.7526** (or 711 for TTY).



## Need Help with Utilities, Food, Employment, Clothing, or Other Needs

FCC is Here to Help!

Florida Community Care Members can work with a **Community Resource Coordinator**, who is dedicated to connecting you with essential community resources to help meet your social needs.

To get started, call Member Services at **1.833.322.7526 (or 711 for TTY)** and ask to speak with a Community Resource Coordinator.

We look forward to working with you!



## Keep Your Contact Information Up to Date

Make sure FCC has your current contact information to avoid interruptions in your benefits and coverage. When your address, phone number, or email changes, notify **Florida Community Care** and the **Department of Children and Families (DCF)** and the **Social Security Administration (SSA)**, as applicable.

### DCF Contact Information

[myFLfamilies.com/contact-us/dcf-inquiry](https://myFLfamilies.com/contact-us/dcf-inquiry)  
**(850) 300-4323**

Not reporting changes right away could result in missed notices, delays, or loss of benefits. Updating your information helps ensure you continue to receive the care and services you need without disruption.

If you need help or have questions, please contact **Member Services at 1-833-322-7526 (or 711 for TTY)** for assistance.



## StationMD

Call **1.877.782.8637**

**StationMD** is a telehealth company dedicated to serving individuals with intellectual and/or developmental disabilities (I/DD). Their doctors are available **24 hours a day, 365 days a year**, for any medical matter including:

- Fever, vomiting, cough, congestion, & season illness
- Prescription refills & medication questions
- Urinary tract infections, diarrhea, & constipation
- Rashes, abrasions & minor burns
- Pink eye & allergies
- COVID-19 & flu symptoms
- Seizures, falls, & minor injuries
- Behavioral health issues
- Questions for a doctor & other health concerns

**To start a StationMD telemedicine visit, call StationMD at 1-877-782-8637** and:

- A StationMD receptionist will collect patient information
- A StationMD technical assistant will help you complete patient check-in from your smart device
- The StationMD clinician will join you momentarily

## Continuity of Care (COC)

New ICMC Members are given a Continuity of Care (COC) period, where Florida Community Care helps transition those who have been seeing non-participating providers to ones within our Florida Community Care network.

### How long is the COC period?

180 days

### What services are included in COC for new Members?

Any previously prior authorized ongoing course of treatment, with any provider, including a provider who is not participating with Florida Community Care

### Are there services that may continue beyond the COC period?

Yes. Services that can continue after the COC period for new Members include:

- Prenatal and postpartum care – up to the postpartum visit
- Transplant services through the first-year post-transplant
- Oncology (radiation and/or chemotherapy) for the current round of treatment
- Full course of Hepatitis C treatment drugs

For assistance, please reach out to **Member Services at 1.833.322.7526 (or 711 for TTY).**



## Get Paid to Care for a Family Member

### Participant Direction Option (PDO)

Family caregivers may be able to earn income for care they are already providing through the **Participant Direction Option (PDO)** program. This program gives you more control by allowing you to choose the workers who provide care in your home—including eligible family members.

Talk to your **Care Coordinator** today to learn more about the application process and approval timeline.

## Meet Kali Wilson: ICMC Program Director



### A Leader with Heart

When Kali Wilson talks about caring for individuals with intellectual and developmental disabilities, she isn't speaking from theory or textbooks. She's speaking from lived experience, deep compassion, and more than two decades of dedication.

Kali joined Florida Community Care in 2022 and now serves as the Program Director for our Intellectual and Developmental Disabilities Comprehensive Managed Care (ICMC) Program, which launched in October 2024. In this role, she helps guide services, supports teams, and ensures members receive care that is truly person-centered. But for Kali, this work is more than a job—it's a calling shaped by her own family's journey.

Kali is the proud mother of three children, two of whom are part of the IDD community. Her

oldest daughter, Jordyn, is 22 and has level 3 autism. She receives services through Florida's iBudget Waiver and lives in a supportive group home operated by The Arc of Florida. Her youngest daughter, Riley, is 19 and has a genetic condition and is currently enrolled in the ICMC program. As both a professional and a parent, Kali understands firsthand what families need: reliable support, clear communication, and people who truly care.

Before coming to Florida Community Care, Kali spent eight years with The Arc Tampa Bay, where she began as a Behavior Intensive Registered Nurse and later became Associate Executive Director, overseeing residential and medical programs. She also served as Director of Nursing at a Baker Act receiving facility. These experiences strengthened her commitment to advocating for dignity, safety, and independence for every individual she serves.

Since 2018, Kali has also served on the Florida Developmental Disabilities Council, working at the state level to promote inclusive, person-centered systems of care. Whether she is shaping policy, supporting families, or listening to members' concerns, her focus remains the same: making sure people feel seen, respected, and supported.

For Kali, leading the ICMC program is personal. It reflects her belief that every individual deserves the opportunity to live with dignity, purpose, and the right support system. Our members and families benefit every day from her passion, experience, and heart.

At Florida Community Care, we are proud to have leaders like Kali—leaders who don't just manage programs, but walk alongside the people they serve.

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 gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al 1-833-322-7526. Si usa un TTY, marque 711. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m. Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte nimewo sèvis manm nou an nan 1-833-FCC-PLAN. Si w ap itilize TTY, rele 711, Lendi jiska Vandredi, 8 a.m. - 8 p.m.

Thông tin này có sẵn miễn phí bằng các ngôn ngữ khác. Vui lòng liên hệ với dịch vụ khách hàng của chúng tôi theo số 1-833-FCC-PLAN (1-833-322-7526, TDD/TTY 711) từ Thứ Hai đến Thứ Sáu, từ 8 giờ sáng đến 8 giờ tối.

Florida Community Care is a Managed Care Plan with a Florida Medicaid Contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact FCC. Limitations, co-payments, and/or restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change.

FCC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Enrollment Broker/Choice Counseling: 1.877.711.3662 — TDD: 1.866.467.4970