



MEDICAID MANAGED CARE ORGANIZATIONS

EVERY BABY DESERVES A HEALTHY START

HILLSBOROUGH HEALTH PLANS

Humana®



EVERY BABY DESERVES A HEALTHY START



Customer Service:

1-800-477-6931

Central Behavioral Health line:

1-888-778-4651 (TTY: 711)

List of additional Phone Numbers:

<https://www.humana.com/medicaid/florida-medicaid/member-support/contact-us>

Pregnancy services:

1-800-322-2758 ext. 1500290

<https://www.humana.com/medicaid/florida-medicaid/member-support/moms-first>

Humana.

Humana Comprehensive Plan

MEMBER NAME

Member ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Date of Birth: XX/XX/XX

Effective Date: XX/XX/XX

Group #: XXXXXXXX

RxBIN: 610649

RxPCN: 03190000

PCP Name: XXXXXXXXX

PCP Phone: (XXX) XXX-XXXX

Primary Care Address: XXXXXXXXXXXX

Member/Provider Service:

1-800-477-6931

Pharmacist Rx Inquiries:

1-800-865-8715

Pre-Certification and/or
admission notification call:

1-800-523-0023

Please mail all claims to:

Managed Medical Assistance

Humana Medical

P.O. Box 14601

Lexington, KY 40512-4601

Long Term Care

Humana Long Term Care

P.O. Box 14732

Lexington, KY 40512-4732



Customer Service:

1-866-796-0530

(TTY 1-800-955-8770)

Behavioral Health:

1-844-477-8313 (opt 1, op 5, opt 5 for BH)

1-866-796-0530 (afterhours or weekends)

List of additional Phone Numbers:

<https://www.sunshinehealth.com/members/medicaid/resources/key-contacts.html>

Handbook:

<https://www.sunshinehealth.com/members/medicaid/resources/handbooks-forms.html>

Pregnancy Services:

<https://www.sunshinehealth.com/members/medicaid/benefits-services/pregnancy-and-newborn-services.html>

Member



Name: <Member Name>

Medicaid ID: <Member ID>

DOB: <DOB>

Effective Date: <Effective Date>

PCP Name: <PCP Name>

PCP Phone: <PCP Phone>

Involve

Pharmacy

Help Desk:

1-800-311-0539

RXBIN: 004336

RXPCN: MCAIDADV

RXGRP: RX5441

If you have health questions, call your PCP or our 24/7 nurse advice hotline at 1-866-796-0530 (TTY 1-800-955-8770). In an emergency, call 911.

IMPORTANT CONTACT INFORMATION FOR MEMBERS

Sunshine Health

P.O. Box 459086, Fort Lauderdale, FL 33345-9086

SunshineHealth.com

Call 1-866-796-0530 (TTY: 1-800-955-8770) for

- 24/7 Member Services
- 24/7 Nurse Advice Line
- Provider Services
- Authorization
- Non-participating Provider Services
- Vision Services
- Dental Services
- Eligibility
- Behavioral Health
- Case Management

Submit Claims To: Sunshine Health Attn: CLAIMS

P.O. Box 3070, Farmington, MO 63640-3823



Customer Service:

1-844-406-2396 (TTY:771)

1-844-375-7215 (afterhours or weekends)

All Medicaid Benefits listed here with subcategories to click on:

<https://www.simplyhealthcareplans.com/florida-medicaid/benefits/medicaid-benefits.html>

Pregnancy Services

1-844-405-4296

(Enter NPI number, press 4)



Effective Date:
Subscriber #:

Member Name:
Medicaid Number:
Primary Care Provider (PCP):
PCP Address:
PCP Phone #:

Sample

RXBIN: 020107 RXPCN: CH RXGRP: WK3A

www.simplyhealthcareplans.com/medicaid

Long-Term Care Member and Provider Services: 1-877-440-3738
Medicaid Member Services: 1-844-406-2396
TTY: 711
Medical Provider Services: 1-844-405-4296
Pharmacy Member Services: 1-833-214-3607
Help for Pharmacists: 1-844-235-2030
24-hour Nurse Help Line: 1-844-406-2396
Behavioral Health: 1-844-375-7215
Over-the-counter Benefits: 1-855-291-0518
Transportation: 1-844-671-6662
Vision Services: 1-855-418-1627

Providers: Submit claims to Simply Healthcare Plans, P.O. Box 61010, Virginia Beach, VA 23466-1010 Payer ID = SEMPLY

Use of this card by any person other than the member is fraud. El uso de esta tarjeta por cualquier persona que no sea el afiliado se considera fraude.

FL17 02/19



Customer Service:

1-800-441-5501 (TTY:771)

(option 5 for perinatal care support)

Behavioral Health Options:

1-844-513-4954

(option 9 for crisis, 2 for Providers)

All Medicaid Benefits listed here in handbook including additional resources and phone numbers:

<https://www.aetnabetterhealth.com/florida/members/handbook>

Aetna Better Health® of Florida
Medicaid

aetna

Name Last Name, First Name
Member ID # 0000000000

DOB 00/00/0000 Sex X

PCP Last Name, First Name
PCP Phone 000-000-0000

Effective Date 00/00/0000

RxBIN: 610591 RxPCN: ADV RxGRP: RX8840

Pharmacist Use Only: 1-866-693-4445

aetnabetterhealth.com/florida

CVS caremark™

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEFLMMA1

Aetna Better Health of Florida
1340 Concord Terrace, Sunrise, FL 33323

In case of an emergency go to the nearest emergency room or call 911.
Keep this card with your state Medicaid card. Show both cards every time
you receive medical care.

Important numbers for members

Member Services

1-800-441-5501 (FL Relay 711)

24-Hour Nurse Line

1-800-441-5501

Important numbers for providers

Authorization/eligibility

1-800-441-5501

Billing information for
non-contracted providers

1-800-441-5501 (M–F, 8 am–7 pm)

Submit medical claims to
Aetna Better Health of Florida
PO Box 63578
Phoenix, AZ 85082-1925

Payer EDI: 128FL

FLMMA1



Customer Service:

1-855-356-6098 (TTY:771)

Behavioral Health:

1-855-780-5955

List of additional Phone Numbers:

<https://www.uhc.com/member-resources/health-care-programs>

Pregnancy Services:

1-800-599-5985

<https://www.uhcprovider.com/en/resource-library/maternity-support.html>



Health Plan (80840) 911-87726-04

Member ID: 000000000

Group Number: AAAAA

Member:
REISSUE ENGLISH

Payer ID: 87726

PCP Name:
PROVIDER NAME
PCP Phone: (000)000-0000



OPTUMRx

Rx Bin: 610494
Rx Grp: AAAAA
Rx PCN: 00000

0501

MEDICAID PLAN OF XXXX
Administered by UnitedHealthcare Community Plan, Inc.

If you have an emergency, call 911 or go to the nearest emergency room.

Printed: 10/30/19

This card does not guarantee coverage. If you are not sure whether you need to go to the emergency room, call your Primary Care Provider or the 24/7 NurseLine. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members: 800-888-8888
NurseLine: 800-888-8888
Mental Health:

TTY 711
TTY 800-855-2880
800-888-8888

For Providers: UHCprovider.com 800-600-9007
Medical Claims: PO Box 8207, Kingston, NY, 12402-8207

Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 877-305-8952



NO MEDICAID BENEFITS YET?

Apply for assistance or check the status of your application at the Florida Department of Children and Families' **ACCESS Florida** website

myflorida.com/accessflorida

1-866-762-2237

***Recommendation: Obtain confirmation of pregnancy at first OB appointment**

Family Healthcare

F O U N D A T I O N

NEED HELP NAVIGATING HEALTH PLANS?

Phone:

813-995-7005

Website:

www.familyhealthcarefdn.org

- Helps connect adults and children to no/low cost coverage through:
 - Health Insurance Marketplace
 - Florida Medicaid
 - Hillsborough County Health Plans
 - Medikids
 - Florida Healthy Kids
 - Children's Medical Services (CMS)

Family Healthcare

F O U N D A T I O N

Connecting Communities to Healthcare

Healthcare Options for:

Adults



We help you with applications for no/low cost coverage through:

- Health Insurance Marketplace
- Florida Medicaid
- Hillsborough County Health Plan

Children



Florida KidCare has you covered year-round:

- Florida Medicaid
- MediKids
- Florida Healthy Kids
- Children's Medical Services (CMS)

Connect with a Healthcare Navigator



813 - 995 - 7005 | www.familyhealthcarefdn.org

Hablamos Español | Falamos Português | Nou pale Kreyol

Family Healthcare

F O U N D A T I O N

Conectando las comunidades con el cuidado de salud.

Opciones de Seguro Médico para:

Adultos



Nosotros ayudamos con las aplicaciones de seguros médicos gratis o a bajo costo a través de:

- El Mercado de Seguros Médicos
- El Medicaid de la Florida
- El Plan de Salud del Condado de Hillsborough

Niños



Florida Kidcare que brinda cobertura todo el año:

- El Medicaid de la Florida
- Medikids
- Florida Healthy Kids
- Servicio Médico para niños (CMS por sus siglas en Ingles)

Conecte con un Navegador de Salud



813 - 995 - 7005 | www.familyhealthcarefdn.org

Hablamos Español | Falamos Português | Nou pale Kreyol

MEDICAID EXTENSION

Clients can now receive **12 months of medical coverage after delivery** through the **Medicaid Extension**.

Medical coverage includes:

- **primary health care**
- **dental care**
- **and mental health care**

Clients should check with their health plan for a list of providers in their area.

UTILIZING INSURANCE

Review plan's enrollment materials and coverage benefit levels:

Does the individual have a log in for their customer service portal?

- Log in to do a search of local in-network providers
- Review who has availability
- Review costs and copayments
- Encourage the individual to call and make an appointment for care as needed

Does the individual have the customer service phone number?

- Customer service reps will sometimes email a list of providers when asked.
- Customer service reps can walk the client through how to search online
- They can also explain benefits and cost of in network vs out of network providers.

QUESTIONS OR CONCERNS?

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