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Important managed care plan information  
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Dear Parent or Guardian:

We want to share some important information about your child's Children's Medical Services (CMS) Health Plan.

The Florida Department of Health (DOH) will partner with WellCare to offer the CMS Health Plan<sup>1</sup> as of February 1, 2019. This partnership will bring positive changes for your child's health insurance.

### What does this mean for you?

- It is important that you make appointments and meet with your child's providers as you normally do.
- We will make every effort to keep your child with the same provider you have now. If you want to change your child's PCP, you may do so starting on February 1, 2019. Just call us toll-free at **1-866-799-5321 (TTY 711)**.
- Your child has the right to continue to get services already authorized, at a minimum through July 31, 2019.
- We have special pediatric Care Managers/Care Coordinators. Your child's Care Manager/Care Coordinator will work with you to make sure your child gets the care he or she needs, when it is needed.
- Your Care Manager/Care Coordinator will contact you to talk about the exciting changes and how they can help you. This includes:
  - Expanded benefits, like over-the-counter items, non-medical transportation, and a grocery allowance
  - Special programs that link you to community services like utility assistance, legal aid, and more
  - Healthy Behaviors program that rewards you for making healthy choices about your child's care
  - Specialized staff to help families of school age children and those preparing for adulthood
  - A 24-hour Nurse Line and 24-hour Behavioral Health Crisis Line to help you and your family whenever you need it
  - A free mobile app that includes helpful and educational resources. Our mobile app, MyWellcare, is available for download from Google Play and the App Store.

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<sup>1</sup> The Children's Medical Services Health Plan has partnered with WellCare of Florida, Inc. (WellCare) to provide managed care services to our members. WellCare is a licensed Florida health plan.

### **How do you access services?**

Your child has a new CMS Health Plan member identification (ID) card. The ID card is attached. It has your child's start date, ID number, and primary care provider (PCP) details. Please call us if something on the card is wrong. Beginning February 1, 2019, use this new card each time your child uses his or her health care benefits. Prior to February 1, 2019, continue to use your child's current card. ID cards have important information that your child's providers and pharmacy will need.

### **How can you learn more?**

We have great resources to help you learn more about your child's plan. Visit [www.cmsplanflorida.gov](http://www.cmsplanflorida.gov) to find your child's Member Handbook. Inside the handbook you can learn more about the plan and benefits described above. You can also learn more about:

- Services we cover and how to get them
- Grievances and appeals process
- Member rights and responsibilities

You can also find our Provider Directory on our website. Just click on *Find a Provider/Pharmacy*.

If you want a printed copy of your child's Member Handbook or Provider Directory call us toll-free at **1-866-799-5321** (TTY **711**). We will send them at no cost. Once you ask, you will get them within seven business days. Call us Monday–Friday, 8 a.m. to 7 p.m. You can also visit one of our Welcome Rooms! You can find locations at [www.cmsplanflorida.gov](http://www.cmsplanflorida.gov).

It's important to keep your child's information up to date. If there are any changes to your child's name, address, county of residence or phone number, tell us, the Department of Children and Families (DCF), Social Security Administration, and/or Florida KidCare.

You will soon get a Notice of Privacy Practices and a *Member Information Update Form* in the mail, if you have not already. Please fill out the form to update your child's address and/or phone number. Then mail it back to us in the postage-paid envelope.

### **What if you have questions?**

If you have questions about this notice, please call Children's Medical Services Health Plan Customer Service toll-free at **1-866-799-5321** (TTY **711**). We're here for you Monday–Friday, 8 a.m. to 7 p.m.

Again, we look forward to serving you.

Sincerely,

Children's Medical Services Health Plan

## Discrimination is Against the Law

Children's Medical Services Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Children's Medical Services Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### Children's Medical Services Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, Braille, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Children's Medical Services Health Plan at **1-866-799-5321** (TTY: **711**), Monday–Friday from 8 a.m. to 7 p.m., for help or you can ask Customer Service to put you in touch with a Civil Rights Coordinator who works for Children's Medical Services Health Plan.

If you believe that Children's Medical Services Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Children's Medical Services Health Plan, Grievance Department, P.O. Box 31384, Tampa, FL 33631-3384; Telephone **1-866-530-9491**; TTY number **711**; Fax: **1-866-388-1769**; **OperationalGrievance@wellcare.com**. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Children's Medical Services Health Plan Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **1-800-537-7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**ATTENTION:** If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-799-5321** (TTY **711**) Monday–Friday, 8 a.m. to 7 p.m.

ATTENTION: If Spanish is your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes materials in other languages, Braille, audio, large print and provide American Sign Language interpreter services. Call us toll-free at **1-866-799-5321 (TTY 711)** Monday–Friday, 8 a.m. to 7 p.m.

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