

Magellan Complete Care of Florida member newsletter



Thank you for being a member of Magellan Complete Care of Florida (MCC of FL). It has important information about your plan. You can also find more information on our website, including:

- Your member handbook. This has information on your covered benefits and services, information on our appeals and grievances process, as well as your right to a fair hearing
- Our provider directory. This has a list of all providers and pharmacies we work with
- Our notice of privacy practices
- Your member rights and responsibilities
- Benefits and services and non-covered benefits and services
- Limits on your coverage
- What to do if you get a bill for a claim

You can also call Member Services to ask for printed copies of these items.

Tools and resources

Helping you get and stay healthy

We're here to help give you the tools you need. As a member, you get access to free online resources in the healthy resources section of our website to help you:

- Eat healthy and get to a healthy weight
- Be more physically active
- Stop using tobacco
- Handle stress
- Stop drinking alcohol
- Know signs of depression and lack of motivation

In this issue

Tools and resources.....	1
Your online member tools.....	2
Your benefits and services	2
Language and help in other formats	6
How we're working to make your plan better	6
MCC of FL open enrollment is now!	7
Available resources to help quit tobacco	7
Disease management programs ..	8
HIV and pregnancy.....	8
What are some of the warning signs of suicide?	9
Integrated healthcare services for our members	9
Behavioral health crisis lines	10
Need help with housing?.....	10
Peer support benefit.....	11

In this newsletter, we'll let you know that you can call Member Services or visit our website. When you see that, please call 1-800-327-8613 (TTY 711) between 8 a.m. and 7 p.m. Eastern Time, Monday-Friday. Visit us online at www.MCCofFL.com.

Fill out your health risk assessment

The health risk assessment is a tool that can help you and your doctor look for ways to help you get better health. Make sure to fill this out and send it back to us. Or you can fill it out online or over the phone by calling Member Services.

Your online member tools

As a MCC of FL member, you have many healthcare benefits and services you can use. Under the For Members drop down menu on our website at www.MCCofFL.com, you can view your benefits and services, resources, member materials and forms and much more!

Review of new technology and equipment each year

MCC of FL regularly reviews new technology. This includes medical and behavioral health procedures, medications, and devices, to add as benefits and services. We not only look at the new types of services, but also new useful ways to give them. We also review new studies and check with experts to make sure that these new services are proven to be safe to our valuable members.

MCC of FL reviews the type of services listed below at least once a year:

- Medical services
- Equipment
- Mental health services
- Medicines

Your benefits and services

Preventive care and wellness visits

It's important to check your overall mental and physical health, even when you don't feel sick. Seeing the doctor every year for your yearly wellness visit helps your doctor keep a close eye on your general health. Finding possible problems early gives you the best chance for good treatment. If you want more information about how often you should see the doctor, call Member Services and ask for a copy of the guidelines. These guidelines are also posted on our website under "Member Materials and Forms".

The importance of immunizations

Getting your vaccines:

- Stops you and your child from getting diseases
- Helps keep those in the community who are too sick to get shots safe
- Helps to stop the spread of disease if someone – like a traveler – brings a disease into your community

To learn more about the importance of shots and immunizations, go to the Centers for Disease and Control Prevention (CDC) at www.cdc.gov/vaccines.

Get your flu shot!

Flu season is here. Make sure you and your loved ones get flu shots right away. Flu shots are a part of your benefits at no cost to you.

You can help stop the flu by getting the flu shot every year. It's best to get the flu shot as soon as it's available.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone at least six months old get a flu shot. It is really important for people who are at a higher risk of problems from the flu, including:

- Young children
- Adults and children who have long-term health problems or a weaker immune system
- Women who are pregnant during flu season

Talk to your doctor about getting your flu shot. To find a provider or to get more information, please call Member Services.

Our care management program

Taking care of your health can be hard. MCC of FL has a program that's here to help you, when you need it. We have a Complex Case Management Program to help our members handle and cope with tough health problems. Our Care Management team will work with you to make sure you are getting the care you need.

Call Member Services to ask for information on how you can join our Complex Case Management program. We're here to help you learn how to join and use this program. Being in this program is your choice. You can opt out at any time.

Are you unhappy about a service or decision we made?

You can let us know by filing a complaint or appeal. You can do so by calling our Member Services team or going online.

Talking to staff who make decisions about care and services

As a member, you have the right to contact the people who make decisions about your care and services. When you or your provider asks us to cover a service, drug or treatment, the Utilization Management (UM) team makes decisions about coverage decisions. These decisions are based on clinical care guidelines and medical needs.

Your provider may need to ask us to approve a service before you get the care (prior authorization). We will work with your provider when we get this request.

If you have a question about our UM process or what services we deny or approve, you can call Member Services. They will put you in touch with the UM team. You can also find more information about our UM process and your benefits and services on our website.

Our Member Services staff can answer your call Monday-Friday between 8 a.m. and 7 p.m. Eastern time. If you call after hours, please leave a message and your phone number. Our staff will return your call within one business day. If a MCC of FL staff calls you, they will use their name and title and let you know they are calling from MCC of FL.

If you need help in your language, a staff member who speaks your language or interpreter is available at no cost to you. We also offer TTY services for members who have hearing or speech problems.

Getting your prescriptions

Speak to your provider about drugs you need and how they can help you manage your health condition. To learn more about your drug benefit and the drugs MCC of FL covers, visit our website. Here you can find:

- A list of generic and brand name drugs that we cover and do not cover (this also called a drug formulary).
- Limits on covered drugs. Limits include items such as the numbers of refills or drug doses you may get.
- Updates made to the drug list.

We also have information for your providers to see:

- How to ask us to approve certain drugs.
- How your provider can ask for the amount of a drug you may need.
- How your provider can ask for an exception for coverage for medications not on our formulary.
- Information needed from your provider to get approval for some of your drugs.
- Details about the process that your provider will use for generic substitution, therapeutic swap and step-therapy rules.

Out-of-network services

In rare cases, you might not be able to get all the care you need from a provider in our network. When this happens:

- We will cover the needed services through an out-of-network provider.
- We will set up payment with the out-of-network provider. We will do this in a timely manner for as long as our network is unable to give the service.

Get connected to specialists

Specialists are doctors who have training in a special field. A few examples of specialists include cardiologist (heart doctor), oncologist (cancer doctor) and dermatologist (skin doctor). If you have a special health care need, you can see a specialist. If you have Long Term Services and Supports (LTSS), you also have access to specialists for your health condition and needs.

Our pledge about decisions and rewards

MCC of FL follows these guidelines for those who help make utilization management (UM) decisions:

- Utilization Management decision making is based on correct care, service and coverage
- Doctors and other individuals are not rewarded for not giving service or care to members
- Utilization Management decision makers (doctors, professionals, and employees) do not get money or other gifts to push decisions that result in under usage.

If you have any questions, please call Member Services.

Women's access to care

Women can choose to see an OB/GYN for women's health issues. This includes ongoing check-ups, follow-up care if there is a problem, and regular care during a pregnancy. Women do not need a PCP referral to see an OB/GYN in our network.

What is an advance directive?

An advance directive is a legal form that tells medical providers what kind of care you want if you cannot speak for yourself. You should write an advance directive while you are able to speak about your wishes, before you have an emergency. There are different types of advance directive forms, such as:

- Power of attorney for healthcare
- Living will

It is your choice to complete an advance directive. You won't be denied care if you don't have an advance directive, but it's helpful to have one before you need it. This will help your family and doctors know what you want.

To get started, Member Services can help you get information and forms for an advance directive that meets the rules of your state laws. Talk with someone you trust, like a family member or friend. You can also talk to your PCP or a lawyer. They can help you make decisions about your healthcare.

If you have signed an advance directive and you believe the provider has not followed your instructions, you may file a complaint. Please visit our website or call Member Services for more information on how to file a complaint.

Your right to accept or turn down treatment

MCC of FL and your doctors are here to help you get access to the care you need, when you need it. But, you have the right to accept or turn down treatment offered by a provider. Sometimes certain health conditions or events may stop you from letting your provider know what you want. To make sure your doctors and family know what you want, it's important to have an advance directive.

Finding a doctor

We know it's important to have doctors you can trust and who are close to you. That's why we work with providers throughout the area to meet your needs.

To find a doctor, use our online provider directory on our website or call Member Services. We can help you find a doctor or send you a printed copy of the provider directory. The provider directory has:

- A current list with the names, addresses and phone numbers providers in our network
- A provider's board certification status, skills and education
- Office hours for all sites
- Providers accepting new patients
- Languages spoken by the provider or staff
- Hospital information including name, location and approval status

We're here to help, day or night. As a member, you get medical care 24 hours a day, 7 days a week. We have nurses available to help with non-emergency health questions. These services are free. Call us at 1-800-327-8613 (TTY 711).

Your right to a second opinion

If you do not agree with your provider's treatment plan, you have the right to a second opinion. You can talk to another provider in our network or we may help you to talk to a provider outside of the network. This service is at no cost to you. Call Member Services to learn how to get a second opinion.



Language and help in other formats

Did you know that MCC of FL offers translation services? We give verbal, sign and written language services, all at no cost to you. We also give documents in other formats such as audio recording, braille and large print when you need it.

We know each member has a different background. We make sure our providers and employees have the training and tools to work with different cultures. We continue to make the services we give you better so your needs are met.

If you need any documents in another language or format, just call Member Services.



How we're working to make your plan better

We care about the health of all our members. We join in activities that help the overall well-being of our members. One way we do that is by looking at the services and care we offer and look for ways to make our care and services better. Our Quality Improvement program allows us to make goals for quality and helps us check up on how we are doing. We also review the quality and safety of our services and care. We ask our members if they are happy with their care because we want to hear how we are doing.

You may get a survey about our plan and your healthcare services. One of these surveys is called CAHPS®. CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems. This survey asks questions about your health care. It asks about the care you've gotten from MCC of FL and providers in our network. We want to know what is important to you. Please take the time to complete the survey if you get it.

To make our care better, we also use another tool called HEDIS®. HEDIS® stands for Healthcare Effectiveness Data and Information Set. We collect information on services that you may have received. These services include:

- Shots
- Well-check exams
- Eye Exam
- Mammogram screenings
- Diabetes care
- Prenatal care
- Postpartum care

Learn more and see how we're doing on our quality goals on our website. You can also call Member Services and ask for a copy of our QI Program info.

Our privacy policy

Your privacy is important to us. We respect and keep your privacy info safe. MCC of FL uses and shares data to offer you health benefits. PHI stands for "protected health information." PHI includes your name, member number, race, ethnicity, language needs, or other things that link to you. MCC of FL wants you to know how we use or share your PHI. You can read our full policy online. You can also call Member Services to ask for a hard copy.

Member rights and responsibilities

MCC of FL wants to let you know about some of your rights and responsibilities. MCC of FL members have the right to:

- Get information about MCC of FL, its services, providers and member rights and responsibilities.
- Be treated with respect and dignity.
- Have your privacy protected.
- Help make decisions about your healthcare.
- Talk about available treatment options for your health, regardless of cost or coverage.
- Share complaints or appeals about MCC of FL or the care it gives.
- Make suggestions about MCC of FL's member rights and responsibilities policy.

MCC of FL members have the responsibility to:

- Give information (to the extent possible) that MCC of FL and its providers need to provide care.
- Follow plans and instructions for care that you have agreed to with your providers.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals.

You can see your full member rights and responsibilities on our website.



MCC of FL open enrollment is now!

Don't forget to renew your benefits so you don't miss out on needed services.

Open enrollment is the time for you to renew your healthcare benefits.

Medicaid benefit renewals are done through the Department of Children and Families. You can renew:

- Online at MyFLfamilies.com
- By phone at 850-300-4323 (TTY 711)

You have the right to enroll in the plan of your choice.

After you've renewed your healthcare benefits with us, we'll send you your new ID card and other information to welcome you to our plan. You can find important resources, like your member handbook(s), provider directories, notice of privacy practices and rights and responsibilities on our website. If you'd like a printed copy of one of these resources, please call Member Services.

To request information about your health plan, call Member Services.



Available resources to help quit tobacco

MCC of FL's Healthy Behaviors program is available to help members quit smoking. You can earn rewards when you join in the program. To learn more about the Healthy Behaviors program, check out our [Extra benefits and programs](#) page online. You can also find more resources to help you quit smoking on our [Healthwise Health and Wellness Info](#) page online.



Disease management programs

We have disease management programs that will help you care for your ongoing illness.

Some of the programs we offer are:

- Asthma
- Hypertension
- Diabetes
- Cancer

Your Member Handbook has information how to opt in or out of the program.

To enroll or find out more, visit our website or call Member Services.



HIV and pregnancy

Early findings and treatment are the keys to stopping newborn HIV infection

If you or your partner has ever had unprotected sex or shared needles with a person whose HIV status is unknown, there is a chance you may have the virus. If you do have HIV, your baby could also become infected. The virus is usually passed on during labor and childbirth. It is sometimes passed during pregnancy. Breastfeeding can also pass the virus from mother to baby.

Treatment with medicines called antiretrovirals, both during pregnancy and after the birth, greatly lowers a baby's risk of HIV infection.

Treatment for HIV during and/or after pregnancy may include:

- Antiretroviral treatment for the mother
- Planned cesarian delivery for women who have a higher risk of infecting their babies
- Antiretroviral treatment for the baby six weeks after birth
- Using formula instead of breastfeeding



What are some of the warning signs of suicide?

Take any mention of suicide seriously. If someone you know is talking about suicide, get help right away.

Health professionals should try to find out whether the person:

- Has the means (weapons or medicines) available to do self-harm to themselves.
- Has a set time and place to try suicide.
- Thinks that there is no other way to end the pain.

If a suicide threat seems real, with a specific plan and the means at hand:

- Call **911**, a suicide hotline, or the police.
- Stay with the person, or ask someone you trust to stay with the person, until the crisis has passed.
- Help the person to seek professional help.
- Don't argue with the person ("It's not as bad as you think"). Also don't test the person ("You're not the type to try suicide").
- Tell the person that you don't want him or her to die. Talk about the situation as openly as possible.

You can take steps to stop a suicide attempt. Be willing to listen, and help the person find help. Don't be afraid to ask, "What is the matter?" or bring up the subject of suicide. There is no proof that talking about suicide leads to suicidal thinking or suicide.

Remove all guns from the home, or lock guns and bullets up in different places. Get rid of any prescription and nonprescription medicines that are not being used.



Integrated healthcare services for our members

MCC of FL is a joined health plan that offers you both physical and behavioral health services. We're here to help you take care of your whole health.

We have a network of providers who give both physical and behavioral health services in the same office. We encourage you to get your health services through an integrated provider to make sure your needs are known without your care being paused.

If you need help finding an integrated clinic, please call Member Services.



Behavioral health crisis lines

There are more resources available if you or someone you know is having a behavioral health crisis

You can call the MCC of FL Crisis Line phone number 24 hours a day, 7 days a week to get help with a behavioral health crisis.

Some signs of a behavioral health crisis are:

- Thinking about or being afraid you may hurt yourself
- Thinking about or being afraid you may hurt someone else
- Hopelessness
- Not wanting to do the things you like to do
- Not wanting to be around your friends and family
- Mood swings, anxiety or getting angry easily

If you are going through a life-threatening emergency, please call **911** right away.

Behavioral Health Crisis Line phone number:

- 1-800-327-8613 (TTY 711)

If you are having thoughts about hurting yourself or someone else, you should get help right away. Please call the National Suicide Prevention Lifeline and Veterans Crisis Line at 1-800-273-8255 right away. They are available 24 hours a day, 7 days a week to help.



Need help with housing?

MCC of FL's Health Outcomes through Meaningful Engagement (H.O.M.E.) program is here to help you meet your housing needs. If you are homeless or at-risk of becoming homeless, our H.O.M.E. program will work with you to:

- Take care of your health through housing supports
- Connect you with services in your community
- Connect you to housing resources so you can get and/or keep housing

MCC of FL's H.O.M.E. program is available for members in these six counties: Pasco, Pinellas, Orange, Osceola, Seminole and Brevard. For more information, please call Member Services.

Peer support benefit

Did you know that peer support may be a part of your health benefits?

At MCC of FL, peer support is offered by Recovery Support Navigators. A Recovery Support Navigator is a person like you, who once needed help for their mental & physical health and substance use needs. They've learned how to deal with these needs to get better.

They can:

- Offer hope and support to help you stay focused.
- Meet with you in your home or in the community and can offer support on the phone.
- Help you meet other people who are also working toward similar health goals.

Members who've received this service have said: "I'm really proud of myself. I feel like I got my life back." "I feel so much better and in control of my life." If you are interested in working with a Recovery Support Navigator or would like more information, please contact your care manager or call Member Services.

Magellan Complete Care is a Managed Care Plan with a Florida Medicaid contract.

Magellan Complete Care of Florida complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

This information is available for free in other languages and formats. Please contact our customer service number at 1-800-327-8613 (TTY 711) between 8 a.m. and 7 p.m. Eastern Time, Monday-Friday.

Esta información está disponible de forma gratuita en otros idiomas y formatos. Comuníquese con nuestro número de servicio al cliente al 1-800-327-8613 (TTY 711) entre las 8:00 am y las 7:00 p.m. Hora Del Este, de lunes a viernes.