

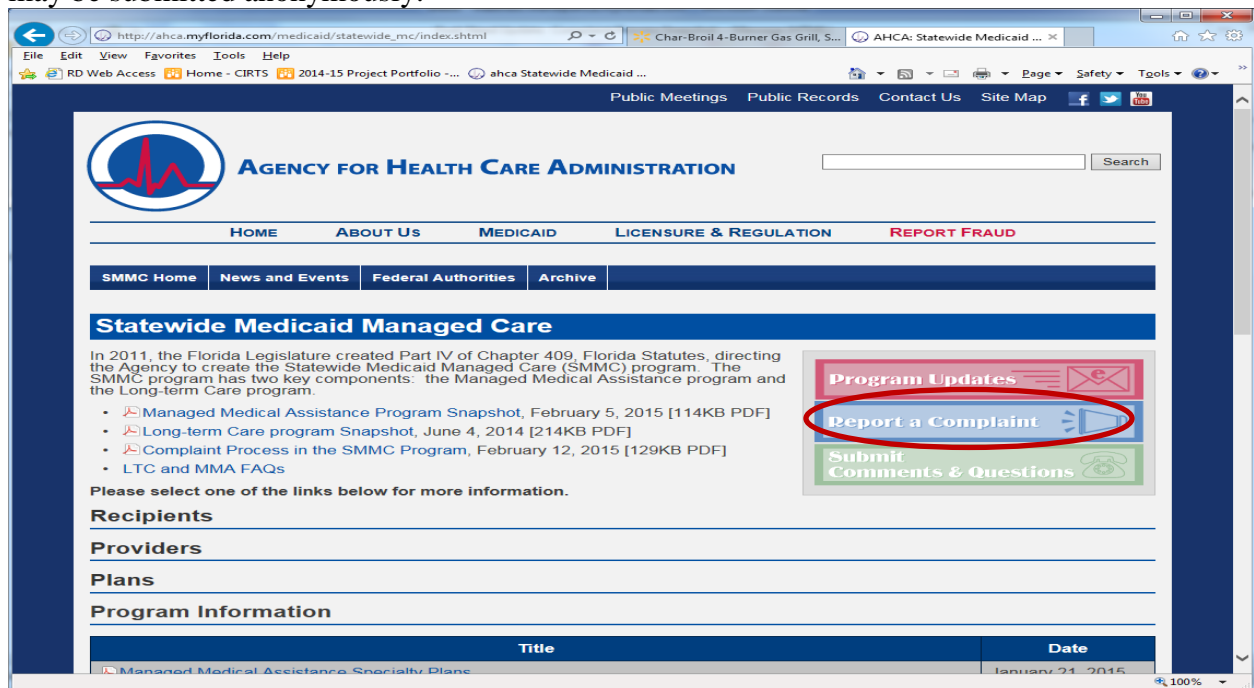


## FLORIDA MEDICAID STATEWIDE MEDICAID MANAGED CARE (SMMC) COMPLAINT/ISSUE PROCESS

The Florida Agency for Health Care Administration (Agency) seeks to address and resolve issues and concerns about the Statewide Medicaid Managed Care (SMMC) program in a timely manner.

### **Reporting a Complaint/Issue**

The Agency has established a centralized unit to receive and process complaints and issues. There is an online form available on the Statewide Medicaid Managed Care website at: <http://ahca.myflorida.com/smmc>. Press the “Report a Complaint” button on the right side of the page, and complete the form. Complaints and issues may be submitted anonymously.



### **What types of complaints/issues are reported?**

Complaints or issues can relate to any problem a provider or recipient is having with a managed care plan including, but not limited to:

- ❖ Missed services
- ❖ Disruption in services
- ❖ Dissatisfaction with access to care
- ❖ Problems with authorizations or claims
- ❖ Plan provider network adequacy
- ❖ Dissatisfaction with quality of services

### **Who will respond to my complaint/issue?**

Once a complaint or issue is submitted online to the Agency’s complaint/issue center, one of our Agency staff will contact the complainant. Agency staff will contact a complainant within one business day of submitting a critical or high priority complaint.

### **To receive assistance by phone:**

To contact a Medicaid representative by phone please call: 1-877-254-1055