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What they are saying...

Advocates, partners, providers and legislators on the launch of the Long-term Care program

Representative MaryLynn Magar, Vice Chair of the Health Care Appropriations Subcommittee

“In June of this year, I had the opportunity to meet with Secretary Dudek in my district where we discussed the Long-term Care program and the recipient roll out. Our meeting was fruitful and the information I received has helped me and my staff talk to recipients and providers about the coming changes. I applaud the Agency’s robust and comprehensive outreach efforts.”

Representative Jason Brodeur, Chair of the Health Innovation Subcommittee

“As a member of the Seminole Delegation, the Medicaid long term care recipients of my district are part of the first wave to go live within the Long-term Care program. The Agency’s outreach efforts over the past several months have kept me and my staff well informed, enabling us to effectively assist constituents when needed. The outreach work done by Secretary Dudek and her staff have been a great benefit to recipients in my district.”

Robert Beck, President, Consultant to Florida’s Agencies on Aging

“The Aging and Disability Resource Centers (ADRCs) have worked very closely with the Agency for Health Care Administration and the Department of Elder Affairs in preparing for the implementation of the Long-care Program. We’re excited about the implementation of the program and worked with our state partners to prepare for the implementation, and so that seniors who are enrolled in the program will have a seamless transition. The ADRCs will play a key role in providing information and education, intake and eligibility assistance for the Long-term Care program.”

Randy Hunt, Chief Executive Officer, Senior Resource Alliance, Inc.,

“The Senior Resource Alliance for the past 12 months is proud to have been a part of a historic team that has worked tirelessly to bring Florida's seniors the new Long-term Care program. We have been privileged to work closely with the Department of Elder Affairs staff both in Tallahassee and with our co-located CARES offices, the Department of Children and Families as well as the Agency for Health Care Administration to ensure that on August 1 we would be ready to successfully usher in the new Medicaid program.”

Jan McCarter, Administrator at YourCare Brevard

“In April 2013, the first letters announcing the transition from the Nursing Home Division Program to the new Statewide Medicaid Managed Care program were sent out to the members and the calls began. AHCA and DOEA set up several webinars explaining to us, as providers and staff, about the process. In addition, the choice counselor met with members and their families at assisted living facilities, in homes and in May, we at YourCare Brevard sponsored a luncheon for all our providers. The choice counselor



addressed their concerns and explained the changes. It calmed their fears and as of right now we feel that August 1, 2013 will be a smooth as silk transition to the new program.”

Lisa Cooper, Business Office Manager of Signature Health Care of Port Charlotte

“On behalf of our residents, resident family members, and staff, we here at Signature Health Care of Port Charlotte would like to say THANK YOU for taking the time to give such an informative seminar about the new Long-term Care program. We received many compliments on the information and professional expertise of your seminar. Our residents, resident family members, and staff found it to be very informative. Thank you again for taking the time to present about the program at our facility.”

Laurie Nagy, Business Office Manager at HCR Manorcare Naples

“With the roll out of the Statewide Medicaid Managed Care program, our facility wanted to be sure that our residents and their families were given the proper resources in making a selection best suited for themselves or their loved one. It was our pleasure to welcome the choice counselors into our facility. They spent an entire day working with residents and families. They were very helpful and most of all very patient in answering all of their questions. I strongly believe this made everyone feel very comfortable during this decision process.”

Emmett Reed, Florida Health Care Association Executive Director

“While there are still some uncertainties, we appreciate all the Agency for Health Care Administration has done to keep providers informed throughout the process. As the state transitions to managed care, our nursing facilities remain committed to ensuring their residents will continue to receive the highest quality care.”

Janegale Boyd, President/CEO of LeadingAge Florida

“We appreciate the open lines of communication with the Agency on the Medicaid Managed Care Long-term Care program transition. They have been understanding and helpful partners in addressing questions and concerns from providers. This joint cooperative effort is especially important to providing a smooth transition, while assuring high quality resident care. We also appreciate the effort to provide joint education and prompt answers for the LeadingAge Florida members.”

Rose Sawyers, Administrator at Jamaica Shores in Port St. Lucie

“I was really impressed with the choice counselor’s professional and caring attitude in answering all my questions and those of the families. I was so comfortable and confident after witnessing her interaction with my residents and reassure the family of one member I knew they were in very good hands. I don’t have to be worried about this transition any longer. By the time transition comes we will be prepared! Hats off to you folks for all you do for our population. So from all of us here at Jamaica Shores ALF....THANK YOU!!!!!!”

Sarah E. Lightell, Chief Operating Officer, Senior Resource Alliance in Orlando

“Thank you for the excellent training that you provided at our SHINE quarterly meetings in the Brevard and tri-county area. The presentations were well organized, thorough and easy to understand. This prepared us for the upcoming changes with the Statewide Medicaid LTC program so that we can better serve Central Florida’s beneficiaries.”

Geri Bonavito, President, Martin Andersen Senior Center

“We are happy to be a community partner for the Long-term Care program and serve as a resource to the seniors in our community.”

Don Kramer, CEO of One Senior Place in Brevard

“Recently, we hosted a seminar at each of our locations designed to educate referring professionals – social workers, case managers, discharge planners, geriatric care managers – about changes to Medicaid that are happening right now with the new Long-term Care program. The choice counselor was one of four experts who did short presentations at the seminar and then sat on a panel for an extended Q&A session. Her presentation was thorough and professional. Since then, I have seen choice counselors on several occasions speaking at other events around Region 7, and each time, they have proven to be an excellent representative of the Medicaid Long-term Care program.”

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida’s Medicaid program, licenses and regulates more than 45,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via Facebook (AHCAFlorida), Twitter (@AHCA_FL) and YouTube (/AHCAFlorida).

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