



8/20/2015

[REDACTED]
[REDACTED]
[REDACTED]

VIA CERTIFIED MAIL (RETURN RECEIPT REQUESTED)

Re: ADA Complaint No. 15-005

Dear [REDACTED]:

This letter is in response to your Americans with Disabilities Act ("ADA") Discrimination Complaint, received on July 13, 2015 (the "Complaint"). A copy of the Complaint is attached as **Exhibit A**.

Pursuant to state and federal law and the Agency's Americans with Disabilities Act Grievance Policy (the "ADA Grievance Policy"),¹ a disabled person (or his/her authorized representative) who believes that he/she was subjected to discrimination by the Agency or a Medicaid managed care plan on the basis of his/her disability may file a complaint with the Agency.²

I have been appointed by the Agency's Secretary as the ADA Compliance Officer. In that capacity, I reviewed the facts and circumstances of your Complaint and determined that I lack authority to conduct an ADA investigation of the transportation provider, [REDACTED] because it is not a Medicaid service provider. [REDACTED] is the City of [REDACTED] public paratransit service, managed by [REDACTED] and funded by the Florida Department of Transportation. For more information on how to file a discrimination complaint with [REDACTED], please visit their webpage: [REDACTED]

Although I lack authority to conduct an investigation of [REDACTED] transportation services, I contacted Prestige Health Choice ("Prestige"), your designated Medicaid Managed Care Assistance plan, and asked them to provide you with information regarding available Medicaid transportation services. To date, Prestige has been unsuccessful in its attempts to reach you. If you would like more information about your Medicaid transportation benefit please contact Maureen Sanchez at the Prestige Member Services line 1-888-355-9800.

Based on the foregoing, the ADA Compliance Office will be taking no further action and will close the Complaint as of the date of this Letter.

¹ The Agency's ADA Grievance Policy is posted on the Agency's website at:

<http://ahca.myflorida.com/docs/ADAGrievancePolicy.pdf>

² The Agency's optional ADA Complaint Form is posted on the Agency's website at:

<http://ahca.myflorida.com/docs/ADAComplaintForm.pdf>



Sincerely,

Rachel Goldstein
ADA Compliance Officer