

FLORIDA KIDCARE MEDIKIDS PROGRAM DISPUTE REVIEW PROCESS

Florida KidCare MediKids families dissatisfied with eligibility and enrollment decisions may request a review of the decision through the Florida Healthy Kids Corporation. You must ask for a Florida KidCare Dispute Review within 90 days of the date on the KidCare letter you received. If you request a review within 10 days of the date on the KidCare decision letter you receive, your child's coverage may be continued until a dispute decision is made.

To file a Florida KidCare dispute or for more information;

- Call 1-800-821-5437; or
- Send an e-mail to resolve@healthykids.org, or;
- Send a fax to 1-866-867-0054, Attention: Dispute Resolution.

Please Note: Since your child is not enrolled in the Medicaid program, you cannot request a Medicaid Fair Hearing.

If you have mistakenly requested a Medicaid Fair Hearing, it is important to cancel your request for a hearing right away. You will need to call the hearing officer and follow up in writing that you are withdrawing your request for a fair hearing.

To withdraw your fair hearing request;

- Contact the hearing office at (850) 488-1429; or
- Send an e-mail to Appeal_Hearings@dcf.state.fl.us; or
- Send a FAX to (850) 487-0662; or
- Send a request in writing to the Department of Children and Families, Office of Appeal Hearings, Building 5, Room 255, 1317 Winewood Boulevard, Tallahassee, FL 32399-0700

To file a health care service(s) complaint or grievance about an action taken by your Managed Medical Assistance plan;

- Contact your managed care plan to file a complaint. The telephone number for the managed care plan is located on your managed care plan identification card.
- If you are not satisfied with the managed care plan's decision and you have completed the managed care plan's complaint process in its entirety, you may contact the Subscriber Assistance Program (SAP) at 1-888-419-3456 or sap@ahca.myflorida.com, for additional assistance in resolving your complaint.