



## FLORIDA MEDICAID STATEWIDE MEDICAID MANAGED CARE (SMMC)

### COMPLAINT/ISSUE PROCESS

The Florida Agency for Health Care Administration (Agency) makes every effort to quickly respond to complaints and issues about the Statewide Medicaid Managed Care (SMMC) program.

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

The Agency has a unit that handles complaints and issues. Please call **1-877-254-1055**, from 8 a.m. to 5 p.m. Monday through Friday, to talk to a Medicaid representative.

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

Any problem a provider or recipient is having with a managed care plan, for example:

- ❖ Missed or late services
- ❖ Getting a service authorization
- ❖ Problems getting care
- ❖ Claims or payment issues
- ❖ Unable to find participating providers
- ❖ Unhappy with services

#### **To submit a complaint/issue online:**

Please go to the Agency website at: <http://ahca.myflorida.com/Medicaid>, click on the “Report a Complaint” button on the right side of the page. Fill out the complaint form. You do not have to give your name, email or phone number to submit the complaint form.

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

Agency staff look at all complaints and issues and call or email the person making the complaint using the contact information on the complaint form.