



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.