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Agency Develops Resources for Consumers Seeking Nursing Homes or Assisted Living Facilities

-New tools released in the midst of Long-term Care program rollout-

Tallahassee, Fla.— The Agency for Health Care Administration (Agency) recently added two new features to FloridaHealthFinder.gov, the foremost resource for those seeking information about licensed health care facilities and health care services in Florida. The tools were specifically designed for consumers and augment the educational efforts already underway as the Agency continues to roll out the Long-term Care (LTC) program.

The first addition, focused on assisted living facilities (ALFs), defines ALFs and how they differ from other long-term care facilities. Visitors can familiarize themselves with the services offered by ALFs, specialty license types and use a customized search tool to find ALFs near where they live. The ALF search feature is seamlessly integrated with FloridaHealthFinder.gov's facility locator, enabling visitors not only to find providers in their area, but also to view past inspection reports as well as legal documents regarding the facility. The page also offers resources for those seeking financial assistance or reporting a complaint/concern within an ALF.

As part of the FloridaHealthFinder.gov update, the Agency also added a hub for assisting consumers in learning about and exploring their nursing home options. This resource guides visitors through the vetting process, from evaluating the need for a nursing home all the way through selecting the best facility based on those needs. FloridaHealthFinder.gov's nursing home section also allows visitors to compare inspection ratings, identify Gold Seal facilities and make note of facilities on the Agency's Watch List.

The Agency and its partners are committed to supporting stakeholders as the transition to the Long-term Care program continues. In September, the Agency continued its live educational sessions with attendance by hundreds of key providers and partners in Miami. The events were held in both English and Spanish and consisted of a presentation introducing the Long-term Care program paired with a live question and answer session.

“The Agency will continue to conduct in-person outreach around the state with those who will be integral in ensuring a successful transition for those who receive long-term care services and supports,” commented AHCA Secretary Liz Dudek. “The ongoing process of education and feedback will enable the Agency to continue to make adjustments or improvements that will help providers manage their business and improve care for recipients.”

The Long-term Care program, which went live on August 1 in Orlando, has since been launched in regions 8 (Ft. Myers) and 9 (Palm Beach). Welcome letters containing information about LTC plans and choice counseling resources were mailed to over 17,000 recipients in Region 11 (Miami-Dade and Monroe Counties) on September 23. Pre-welcome letters, intended to inform recipients about the new program and subsequent mailings, are being sent to approximately 19,500 recipients in Region 5 (St.



Petersburg) and Region 6 (Tampa/Lakeland) last week. In total, the program will be implemented in 11 regions, with the last region going live in March 2014. For more information about the Long-term Care Program, please visit <http://ahca.myflorida.com/SMMC>.

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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