

Pediatric Therapy Complaints

The Statewide Medicaid Managed Care (SMMC) plans, in conjunction with the Agency for Health Care Administration (Agency), have implemented an enhanced process for handling complaints about access to pediatric Physical, Occupational or Speech Therapy (PT/OT/ST) services.

Submissions that meet all of the following criteria can be submitted to a designated contact at the plan and will be assigned for special handling:

- Patient is a child (under age 21)
- Submission mentions need for PT/OT/ST
- Patient is enrolled in an SMMC Plan

The SMMC plan contacts for this enhanced process are:

Plan Name	Contact	Email
Aetna	Samantha Gomez	Email: GomezS1@aetna.com Phone: (954) 858-3381
Community Care Plan	Yvchelle Noel	Email: ynoel@ccpcare.org Phone: (954) 622-3272
Humana	Theresa Bell	Email: FLMedicaidResolution@humana.com Phone: (502) 354-1364
Molina	Lakisa Husle	Email: MFL.DelegationOversight@MolinaHealthCare.Com Phone: (786) 212-6705
Prestige	Member: Yalitsa Massanet Provider: Lillian Morales	Email: DL-PHCPHCRapidResponseResearchTeam@amerihealthcaritas.com Phone: (855) 464-8812 ext. 3051010757 Email: PNM_Inquiries@prestigehealthchoice.com
Simply	Martha Villalba	Email: maramathavillalbatherapyaccess@simplyhealthcareplans.com Member Phone: (844) 406-2396 Provider Phone: (844) 405-4296
Staywell	Member: Pediatric Therapy Escalation Team Provider: Provider Relations	Email: FL_MemberEscalations@wellcare.com Phone: (888) 240-4965 Email: FloridaProviderRelations@wellcare.com
Sunshine	Pediatric Therapy Escalation Coordinator	Email: Pediatric_Therapy_Support@SunshineHealth.com Phone: (866) 796-0530 ext. 41552
United	Adrianna Genaro	Email: Adrianna.genaro@optum.com Phone: (612) 428-6681
Vivida	Jessica Schofield	Email: CM@vividahealth.com Phone: (239) 343-1916

Designated staff will contact the submitter, as needed, to research and resolve the complaint. Prior to closing the complaint, staff will contact the submitter to review the submission and answer any questions.

Complaints about PT/OT/ST can be made directly to the Agency by calling the Medicaid Helpline toll free at 1-877-254-1055 (TDD 1-866-467-4970), Monday - Friday, 8:00am to 5:00pm EST, or electronically at <http://ahca.myflorida.com/Medicaid/complaints>. The Agency has dedicated specific staff to resolve PT/OT/ST complaints.

You can check the status of a complaint submitted to the Agency by:

- Visiting the Medicaid Complaints webpage at <http://ahca.myflorida.com/Medicaid/complaints>,
- Clicking on the 'Find your Complaint Status'
- Typing the tracking number into the submission box

The website is refreshed daily to update the status of complaints. All information is current as of 5 p.m. EST, the previous day.