

WCAF NEWS

West Coast AIDS Foundation

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Dental and the HMO's

Contact us if you have any questions or with any suggestions for the newsletter

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We understand that there have been some dental offices that have been getting the clients in there and charging them for a “deep” cleaning, knowing that this is not covered by their insurance. Please understand that if you sign off and agree to this “deep” cleaning you are responsible for that bill. You can always lodge a complaint with AHCA and with the Medicaid Fraud and Abuse Hotline. We know that it can be confusing and that some of these offices are taking advantage of people, but please make it clear to the dental office that you are only there for your cleaning and x-rays. If they tell you that you need more, after the appointment call your PAC Waiver case manager and they will walk you through the Ryan White Dental process. We know that this process has been very confusing and it is frustrating when we have a provider that seems to want to take advantage of a new system, but please let us know. If we do not know then we cannot do anything about it.



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If You Have An Issue

We know that there have been a lot of problems due to the many changes at this time. If you feel that you have exhausted all options and you still feel that nothing is being resolved, you can lodge a formal complaint and it will not be used against you. You can use the link below to lodge your complaint

http://ahca.myflorida.com/medicaid/statewide_mc/index.shtml

Medicare Open Enrollment.

The Medicare open enrollment period is coming. We know that sometimes people overlook things that are mailed to them.

Remember to pay attention to your mail because sometimes your plan is discontinued and they send you new cards for your new drug plan.

Also remember that sometimes your doctors do not participate in the Medicare HMO's. Always check with your doctors first before switching plans or enrolling in an HMO.

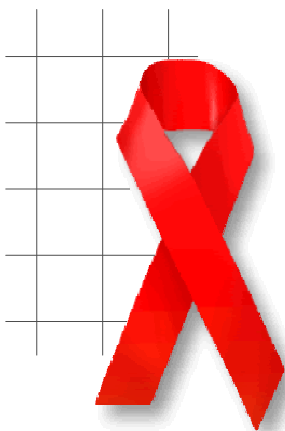
When you do receive your Medicare D plan card, call your pharmacy with the updated information. Sometimes they have that information but sometimes your new plan does not let them know that you have enrolled.

Don't forget to let your case manager know which plan you have enrolled in.

Compare the plans. Don't forget to make sure that your medications are in formulary and if you are in PAC Waiver don't forget to sign up for Low Income Subsidy Drug Plans. If you do not, you often have the donut hole to then worry about.

Call your case manager if you are confused. Sometimes they can look at the Medicare.gov website and see which plans are in your area and which plans are Low Income Subsidy.

Just remember what might work for your neighbor, might not work for you. Always look at the plan first and which doctors participate with that plan and which medications are in the formulary.



"Nothing is impossible, the word itself says I'm possible."

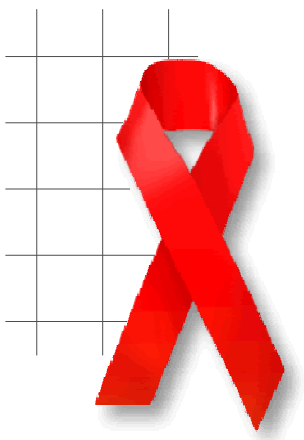
Audrey Hepburn



When is Medicaid Open Enrollment?

We know that there has been a lot of confusion about being able to change your plan, since a lot of people want out of their Medicaid HMO. You cannot change your Medicaid HMO if you have been enrolled in it for more than 90 days. If you live in Hernando, Citrus, or Sumter Counties your Open Enrollment should start in May. If you live in Pasco, Pinellas, or Hillsborough Counties your Open Enrollment should start in June.

So you cannot change your plans until your open enrollment period starts. We know that this is very frustrating since a lot of doctors are dropping a certain HMO, but please be patient and understand that we are working on making sure that you can be kept in care.



"We can't help everyone,
but everyone can help
someone"

Ronald Reagan

People to Score Grants Needed.

There will be a need for people to score Ryan White grants in the near future. If you are interested in participating please contact:

Demarcus Holden

727-824-6900 Ext. 4645

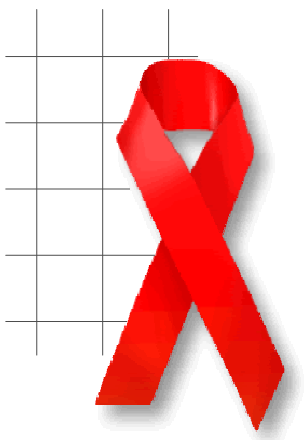
Demarcus.Holden@flhealth.gov

If you always wanted to participate in the process here is your chance.

The Holidays.

We know that this is the Holiday Season, and we would like to wish everyone a safe and healthy holiday season. If you are in need of some assistance, please let us know. We cannot guarantee that we can help everyone but if we do not know, we cannot help you.

We will be closed November 27th and 28th and we will be closed December 25th and 26th. This gives our staff, time to spend with their families this holiday season.



“Don’t let the fear of striking out hold you back.”

Babe Ruth

If you need help or there is something that you need. Don’t hesitate to call and ask your case manager. If you do not tell us that you are in need of something then there is nothing that we can do to help you with that problem.

Don’t be afraid to call and to ask, because if you do not call us, we will never know what you need.