



WCAF NEWS

West Coast AIDS Foundation

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Happy New Year!!!

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

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We want to wish everyone a safe and Happy New Year. We look forward to working with everyone in the upcoming year. We know that there is still no PAC Waiver manual at this time and that it is still pending. We hope that in the New Year that it will be completed so we can have a new manual to work from. We want to also take this time to remember the people that are not with us to ring in the New Year. We also want to take this time to say to those that are still fighting this disease that we are here with you and for you. We are hoping that in the New Year we will hire on another case manager to help with the case loads and to also help us out when Kerry Ann is on leave in May. We expect there to be a many changes just like every year and we hope to be able to help you with them as the years go on. Thank you for all that you do and for being there with us as we grow.



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If You Have An Issue

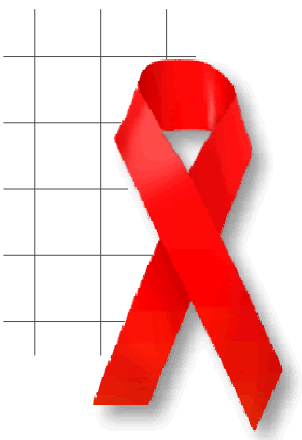
We know that there have been a lot of problems due to the many changes at this time. If you feel that you have exhausted all options and you still feel that nothing is being resolved, you can lodge a formal complaint and it will not be used against you. You can use the link below to lodge your complaint

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

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. If you are still having issues with your HMO and they are denying or limiting services then please call your case manager and let them know.



“Nothing is impossible, the word itself says I’m possible.”

Audrey Hepburn

