



WCAF NEWS

West Coast AIDS Foundation

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EQ Health

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

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EQ Health is the agency that we now send our exception requests for PAC Waiver services to, such as massage and homemaker. We know that there has been a delay in the processing of these requests. We know that your providers of these services have been letting you know that the authorizations are running out. We have been working on trying to get this resolved. We understand that it is frustrating when you have been receiving your services and that you have been benefitting from them and then you have to wait 3 or more weeks to hear if you have been approved or if they will even be approved. We know that based on the PAC Waiver manual that they have 5 business days to process the requests, and that some of these requests are taking longer than that. We have sent in everything that they need and we are now sending in the requests at least a month in advance to try and prevent this delay. We understand the importance of these services and we hope that there is a solution to this very soon. If you have any questions or concerns, please contact your case manager and talk to them about this issue.



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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.

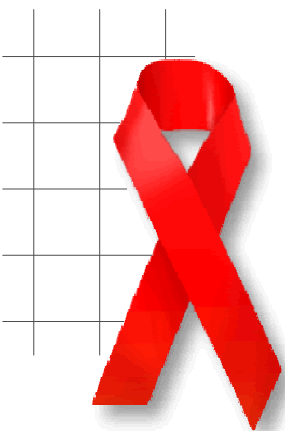
When you do receive your Medicare D plan card, call your pharmacy with the updated information. Sometimes they have that information but sometimes your new plan does not let them know that you have enrolled.

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."

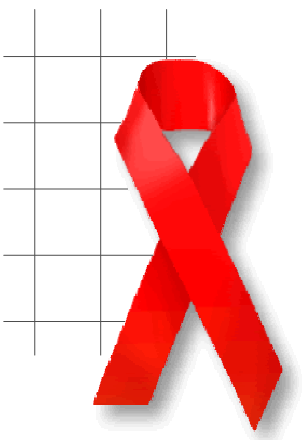
Audrey Hepburn



CHA

We know that there has been a lot of issues with accessing things through CHA. We know that some of you have been having issues accessing your medications. If you have tried going through CHA and still have not had any luck please let your case manager know. We know that they have just decided that they are now covering boost and ensure through the plans based on the original AHCA standards for them, but if you still have not received your boost or ensure, and you have talked to CHA, please let your case manager know. If you are having difficulties with getting your medications please let your case manager know.

We know that there have been a lot of issues with getting things that clients need but your case manager cannot work on it if they do not know that you are being denied things by your plan.



"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

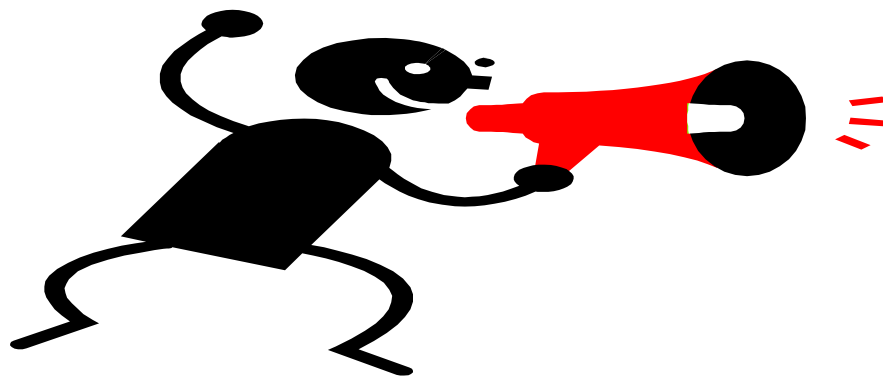
Demarcus.Holden@flhealth.gov

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

Get Your Voice Heard!

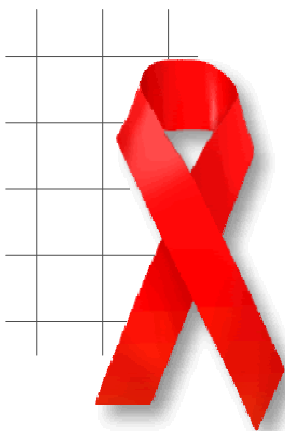
Don't forget that whenever you go in for any service at a Ryan White Provider, to ask for the Ryan White Survey. The survey once completed can be folded up and mailed into the Ryan White Care Council. You do not have to leave it at the provider and you can take it home with you and complete it there. They need to hear how you benefit from these services and if you benefitted. They read these surveys and take client feedback.

Also we at WCAF are also mailing out our annual survey. It will also have a self addressed stamped envelope and it is completely anonymous, just like the Ryan White Survey. So please give us your opinion, because it matters to us and we need to know what you think about the services and what you would like to see.



Case Management

If you or someone you know are in need of PAC Waiver Case Management, we are always taking new clients. Please feel free to call one of us for more information



"Don't let the fear of striking out hold you back."

Babe Ruth