



WCAF NEWS

West Coast AIDS Foundation

September 2014

Volume 6 Issue 9

The Issues With The MMA's

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

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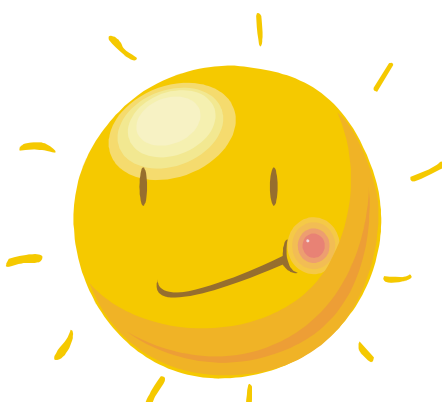
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A lot of people are letting us know that they are having difficulty getting the services that they used to receive from the MMA's. If you are having a problem with your HMO, such as they are not approving things in a timely manner, they are giving incorrect information, they are not approving services that you would say are medically necessary, there are options. If you feel that you are getting no where with your HMO you can contact AHCA and let them know what is going on. If you do not lodge a complaint then they cannot try and get this process moving for you. They have been very good at getting back to people within 24 hours. We understand that some of the HMO's are not pleased when the complaints are lodged, but if you do not lodge the complaint then often nothing gets resolved. We are working on getting the boost/ensure prescription approvals processed but we do not have the denial letters from the HMO's to go forward with the processing. If you are one of these people that are in this waiting process then please go to the AHCA website and lodge the complaint. If you do not have access to a computer then contact your case manager and have them assist you with this process. We know that it is frustrating, when you were receiving a service that your doctor has deemed medically necessary and your HMO has said that they do not feel that it is. We know that sometimes working to get things process can be difficult and frustrating. We have been advocating for our clients to get the services that they need. AHCA needs to know what is going on with the services and they need to hear from people that are being denied services that they need. Such as, your insurance company has decided that you no longer need an inhaler, but you need it for your asthma, you need to lodge this complaint with AHCA if the insurance company still says that they do not find it medically necessary, even though your doctor has submitted all of the paperwork. Another example is; that your doctor has requested to get you approved for surgery and it has been 21 days or more and you still have not heard if you can have surgery. That is a medically necessary complaint. If you are not sure if your complaint is something that the plan should be doing, please contact your case worker and let them know. They can help you to lodge the complaint to AHCA so it can be addressed. We know that there have been a lot of issues that have popped up since the HMO's have been put into place, we are hoping that they get resolved quickly, but we cannot get the issues handled if you do not let us know what the issues are.



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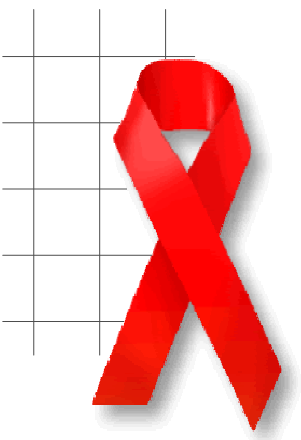
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EQ Health

Our current Exception Request Approval Company is EQ Health. They are the company that we are now working with to try and get your exception requests approved for the services funded by PAC Waiver. They are still new and are still processing some of the Exception Requests at this time. If you have not heard about one of your services, please call your PAC Waiver Case Manager to see where you are in the process.

OPTing Out of the MMA Case Management

On all of the HMO's websites it states that you can opt out of the case management that they provide. If this is something that you do not wish to be enrolled in because you have a PAC Waiver Case Manager then you just let them know that you are OPTing out of their case management at this time. According to their websites this should not effect any of the services that you receive.



Be kind whenever possible.
It is always possible.

Dalai Lama

The letter from CHA

A lot of people have been receiving a letter from Clear Health Alliance 2 months after they renewed their food stamps and Medicaid. If you have already completed the DCF application and sent in the paperwork. You can disregard the letter from CHA. Just make sure that the letter is from CHA and not DCF. If it is from DCF then you need to send them in your information or your services will not be renewed.