

Health and Human Services Programs

Provided through Florida's State Agencies

The Florida Agency for Health Care Administration is the chief health policy and planning group for the state and licenses and regulates health care facilities and health maintenance organizations (HMOs) in Florida. The Agency also manages the Medicaid program that provides health care to Florida's low-income and disabled citizens. The mission of the Agency is better health care for all Floridians. As part of this mission, we publish the *Consumer Awareness Series*, a variety of brochures to help the public make informed health care decisions.

This brochure introduces consumers to health and human services programs available through various Florida state agencies. For further information on the programs, view the website and phone number listed under each Agency.

Information in this brochure is current as of August 2010.

FLORIDA AGENCY FOR HEALTH CARE ADMINISTRATION (AHCA)

Websites: ahca.MyFlorida.com, FloridaHealthFinder.gov, FHIN.net and MyFloridaRx.com
Phone: (888) 419-3456

- **Medicaid.** For information on Medicaid services, to file a Medicaid complaint, to report possible Medicaid fraud, or for referral to your local Medicaid office, call the toll-free number (888) 419-3456. You can also find a local Medicaid Office at MyMedicaid-Florida.com. To apply for Medicaid refer to the Department of Children and Families section.
- **Health Care Facilities.** For referral to health facility regulation or to file a complaint against a facility, call the toll-free number (888) 419-3456.
- **Health Care Data.** To order patient level data on hospitals, ambulatory surgery centers, and emergency departments, call (850) 412-3722.
- **Managed Health Care** (health maintenance organizations/HMOs). For referral to managed health care regulation, call the toll-free number (888) 419-3456. If you have a complaint, first contact your HMO for their grievance process. Once you have completed that, if you are still not satisfied call (888) 419-3456 for information on further action that may be available to you.
- **Consumer Health Websites:**

- FloridaHealthFinder.gov provides tools to compare hospitals, ambulatory surgery centers, emergency rooms, hospices, health plans, and nursing homes. The site includes the A.D.A.M. Health Encyclopedia with thousands of articles and illustrations. The site also provides a list of health care facilities; information on insurance, medications, seniors, medical conditions, and resources for the uninsured; consumer publications; information for health care professionals; and much more.
- MyFloridaRx.com was established by AHCA and the Office of the Attorney General. For the lowest price information on the most commonly used prescription drugs in Florida.
- fhin.net/eprescribe. Some doctors can send a drug prescription electronically to the pharmacy. To learn more visit the website or ask your doctor about e-Prescribing.
- **Joshua Abbott Organ and Tissue Donor Registry.** For information about organ and tissue donation, or to register as a donor, view the website DonateLifeFlorida.com.
- **Health Care Advance Directives.** This pamphlet includes information on living wills, health care surrogate, Do Not Resuscitate Orders (DNRO), and Durable Power of Attorney. View and print it at FloridaHealthFinder.gov (click “Brochures and Guides”).

FLORIDA AGENCY FOR PERSONS WITH DISABILITIES (APD)

Website: apd.MyFlorida.com

Phone: (866) 273-2273; (850) 488-4257

- **Services.** This Agency assists people with developmental disabilities and their families by identifying needed support and services. A wide range of services include support coordination, transportation, various therapies, home based services, supported employment services, medical services, and many others.
- **An Application for Services** is available on the APD website as well as a list of area offices.

FLORIDA ATTORNEY GENERAL (AG)

Website: MyFloridaLegal.com and MyFloridaRx.com

Phone: (866) 966-7226

- **Medicaid Fraud.** The Medicaid Fraud Control Unit investigates Medicaid fraud committed by health care providers and also investigates the abuse, neglect and exploitation of the elderly, ill and disabled residents of long term care facilities like nursing homes, facilities for the mentally and physically disabled, and assisted living facilities. To report fraud or abuse, call the toll-free number (866) 966-7226.
- **Victim Services.** The Division of Victim Services advocates for crime victims and offers some financial help for innocent victims of crime, to help with medical costs, lost income,

mental health services, and funeral expenses related to the crime. Call the Division of Victim Services' toll-free number (800) 226-6667 (or 414-3300 for Tallahassee-area residents).

- **Consumer Protection.** Includes information and actions that consumers can take related to fraud, identity theft, child safety, free credit reports, consumer complaints, and consumer alerts. View the AG website for further information.
- Contact the AG's office for information on civil rights, criminal appeals, crime prevention, and more.

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES (DCF)

Website: dcf.state.fl.us

- **ACCESS Florida.** To apply for Medicaid, temporary cash assistance or food stamps, or to check on the status of your claim, go to the DCF website and click the links under ACCESS Florida or call the toll-free number (866) 76-ACCES (762-2237)
- **Abuse Hot Line.** To report suspected abuse, neglect or exploitation of children and elderly or disabled adults, call the toll-free number (800) 96-ABUSE (962-2873) or TDD (800) 453-5145.
- **Domestic Violence Hotline.** To report domestic violence or to seek help, call the toll-free number (800) 500-1119.
- **Adoption.** To inquire about adopting a child in Florida, call the toll-free number (800) 96-ADOPT (962-3678) or from out-of-state call (904) 353-0679. For additional information go to the DCF website.
- **Substance Abuse and Mental Health** includes information and referral to outpatient and residential care for drug and alcohol abuse and for mental health. View the DCF website or contact your local DCF office.
- **Refugee Services** provides resettlement assistance for refugees who have Immigration and Naturalization Service (INS) documentation. View the DCF website or contact your local DCF office.
- Contact DCF for information on foster care, childcare, and homelessness.

FLORIDA DEPARTMENT OF COMMUNITY AFFAIRS (DCA)

Division of Emergency Management

Website: FloridaDisaster.org

- **Special Needs Registry.** For patients whose medical needs are not acute, but who need assistance in evacuation during natural or human-made disasters. Check the phone book for your local Division of Emergency Management office or view the DCA website for referral to your local office.
- **Website.** The website includes information to prepare for a disaster, as well as information to use during and after a disaster.

FLORIDA DEPARTMENT OF ELDER AFFAIRS (DOEA)

Website: ElderAffairs.state.fl.us

Phone: (800) 963-5337; (800) 955-8771 (TDD)

- **Elder Care Services Helpline.** For referral to local services for seniors, call the toll-free number (800) 963-5337. Some of the programs and services include:
 - SHINE (Serving Health Insurance Needs of Elders) provides counseling to seniors regarding health insurance. Call the above number or view FloridaShine.org.
 - CARES (Comprehensive Assessment Review and Evaluation Services) provides assistance obtaining home and community-based services to avoid nursing home care as well as Medicaid waiver assessments for home and community-based services. Call the above number or view elderaffairs.state.fl.us/english/cares.php.
 - Other programs include the Older Americans Act (OAA), Community Care for the Elderly, Home Care for the Elderly, Emergency Home Energy Assistance for the Elderly, and the Alzheimer's Disease Initiative.
- **Assisted Living Facilities and Adult Family Care Homes.** Find information on assisted living in Florida, including a list of facilities, funding programs, and what to look for in choosing a facility at: FloridaAffordableAssistedLiving.org.
- **Long-Term Care Ombudsman Council** investigates complaints and assists in resolving grievances of residents in nursing homes, assisted living facilities, and adult family care homes. Call the toll-free number (888) 831-0404 to file a complaint or to report operation of an unlicensed long-term care facility. View the website ombudsman.MyFlorida.com.
- Contact DOEA for information on memory disorder clinics, demographic profiles on elders, legal assistance, elder abuse prevention, disabilities, mental health, relocating to Florida, information for caregivers, senior employment, guardianship, volunteerism, and disaster preparedness.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES (DFS)

Website: MyFloridaCFO.com and floir.com

Phone: (877) 693-5236 or (850) 413-3089

- **Insurance Information.** For general insurance information or for a problem with an insurance claim, call the toll-free number (877) 693-5236 or view the DFS website.
- **Division of Insurance Fraud.** To report insurance fraud, call the toll-free number (800) 378-0445.
- **Hurricane Helpline** toll-free number (800) 227-8676. For questions related to insurance and hurricane damage.
- **The Workers' Compensation Employee Assistance Office** assists workers who need benefit payments and services due to injury on the job. For information call the toll-free number (800) 342-1741.
- **Funeral and Cemetery Hotline.** For questions and complaints about funeral providers, cemeteries, and pre-need contracts call the toll-free number (800) 323-2627.
- Contact DFS for information on insurance agents, insurance rates, consumer insurance guides, and insurance information on disasters and storms.

FLORIDA DEPARTMENT OF HEALTH (DOH)

Websites: FloridasHealth.com and FLHealthSource.com

Phone: (850) 245-4444

- **County Health Departments (CHD)** provide primary care and personal health services, plus immunizations and disease control. Check the phone book for your local CHD or view the DOH website.
- **Health Care Professionals.** DOH licenses and regulates health care professionals and provides licensure information on the DOH website. To report someone working as a health care professional without a state license, call the DOH toll-free number (877) 425-8852.
- **Complaints.** To request a form to file a written complaint against a health care professional call the toll-free number (877) 425-8852. The complaint is required to be in writing.
- **Office of Vital Statistics.** For information on official records of birth, death, marriage, and divorce in Florida, view the DOH website or call (904) 359-6900.
- **Children's Medical Services (CMS)** provides comprehensive care to eligible children with special health care needs. Services include prevention and early intervention programs, as well as primary, specialty and long-term care. The Newborn Screening Program (which tests all children born in Florida for genetic, metabolic and hemoglobinopathic disorders) and the Early Steps Program (which serves Florida's infants and toddlers with developmental delays) are also housed in Children's Medical Services. To learn more and to find contact information, view their website at cms-kids.com.

- Contact DOH for information on maternal and child health; particular diseases; disease prevention and immunizations; health alerts; rural, minority, and environmental health; emergency medical services; brain and spinal cord injury; and statistics on morbidity, mortality, births, population, and other community health indicators.

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES (DMS)

Website: dms.MyFlorida.com

- **Division of State Group Insurance.** Administers the employee benefits program for active and retired State of Florida employees and surviving spouses. For more information view the DMS website or call the toll-free number (800) 226-3734.
- **Clearinghouse on Disabilities** provides information and referral services to state and community programs for people with disabilities. For more information call the toll-free number (877) 232-4968 (Voice and TTY).

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS (FDVA)

Website: FloridaVets.org

Phone: (727) 319-7400

- **Benefits.** Provides information and services related to veterans' benefits, including compensation, education, health, pension, and other benefits.
- **Nursing Homes and Assisted Living Facilities.** Provides the addresses and contact information for Florida veterans' nursing homes and assisted living facilities.
- **Newsletter.** Provides navigation links to veterans' information and subscription access for the eFloridaVetsNews electronic newsletter.
- Contact FDVA for additional information on life insurance, death benefits, Board of Veterans' Appeals procedures, and home loans for veterans and their beneficiaries.

FLORIDA KIDCARE

Website: FloridaKidCare.org

Phone: (888) 540-5437; (877) 316-8748 (TTY)

Florida KidCare is a health insurance program for children under age 19, available at low or no cost depending on family income.

Florida KidCare is an interagency collaboration that includes the Agency for Health Care Administration, the Department of Children and Families, the Department of Health, and the Florida Healthy Kids Corporation.

FLORIDA STATE GOVERNMENT

For information on Florida's state agencies, visit the state government website MyFlorida.com.

FEDERAL GOVERNMENT WEBSITES

For information on Medicare, Medicare supplemental insurance, the Medicare Part D prescription drug benefit, and other Medicare topics:

Website: Medicare.gov

Phone: (800) 633-4227 or (877) 486-2048 (TTY)

For information on health insurance, visit HealthCare.gov.

For information on other federal agencies, visit USA.gov.

Additional consumer brochures include:

- A Patient's Guide to a Hospital Stay
- Assisted Living in Florida
- End-of-Life Issues – A Practical Planning Guide
- Florida Medicaid – A Reference Guide
- Health Care Advance Directives (*available only online*)
- Home Health Care in Florida
- Long-Term Care
- Patient Safety
- Understanding Prescription Drug Costs

For additional copies of this brochure, or others in the series, contact our Agency's toll-free number (888) 419-3456. To view or print any brochure in the *Consumer Awareness Series*, visit FloridaHealthFinder.gov.

This brochure may be copied for public use. Please credit the Agency for Health Care Administration for its creation.

If you have comments or suggestions, call (850) 412-3730.

The Agency for Health Care Administration created the following websites to help Florida residents be well informed health care consumers.

FloridaHealthFinder.gov

This website provides tools to compare hospitals, ambulatory surgery centers, emergency rooms, hospice providers, health plans, nursing homes, and prescription drugs. The site includes the A.D.A.M. Health Encyclopedia with thousands of articles and illustrations. The site also

provides a list of health care facilities; information on insurance, medications, seniors, medical conditions, and resources for the uninsured; consumer publications; information for health care professionals; and much more.

MyFloridaRx.com

This website compares prices for the most commonly used prescription drugs in Florida.

fhin.net/eprescribe

Some doctors can send a drug prescription electronically to the pharmacy. To learn more visit the website or ask your doctor about e-Prescribing.

ahca.MyFlorida.com

This website includes information on health care facility regulation and licensing, the Florida Medicaid program, managed care (HMOs), and other topics related to the Agency for Health Care Administration.