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Summary of member handbook changes

The following is an update to your Simply Healthcare Plans, Inc member handbook. Changes have been made to the enrollment process in the Statewide Medicaid Managed Care (SMMC) Long-Term Care (LTC) program. Keep this document with your member handbook for your reference. If you have any questions, please call Member Services at **844-406-2396 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. Eastern time.

Enrollment in the SMMC Long-Term Care Program

Some enrollees do not have to complete the screening or wait list process if they meet all other Long-Term Care (LTC) program eligibility requirements. For more information on screening exceptions in the LTC program, visit the Agency's web page at myflorida.com/Medicaid/statewide_mc/ltc_scrn.shtml.

For example:

1. Are you 18, 19, or 20 years old?
2. Are you living with a chronic debilitating disease or condition of one or more physiological or organ systems?
3. Do you need 24-hour-a-day medical, nursing, or health supervision, or intervention?

If you said yes to all three questions, please contact Simply at **844-406-2396 (TTY 711)** Monday to Friday from 8 a.m. to 7 p.m. Eastern time to request an assessment for the LTC program. Once you are enrolled in the LTC program, we will make sure you continue to meet requirements for the program each year.