

Carved-Out Services

Learn about specialized services that may be available to you

Sometimes, you may need special services that are not available through your health plan. These are called carved-out services. If you qualify for carved-out services, an AmeriHealth Caritas Florida Care Manager can refer you to these services and coordinate your care.

Examples of carved-out services include:



Prescribed pediatric extended care (PPEC): This is skilled day care for up to 12 hours a day. PPEC is for members from birth through age 20. It includes:

- Nursing services.
- Personal care.
- Developmental therapies.
- Caregiver training.



Medicaid-certified school match program services: This provides medically necessary services for children under age 21 in a school setting. Services include:

- Nursing care.
- Medicine.
- Administration of all program services.
- Therapy.
- Social work services.



iBudget home- and community-based services (HCBS): HCBS let members get care at home. To receive HCBS, a member must have a qualifying physical disability or mental illness. This service is for members ages 3 and older.



Intermediate care facility services: These are 24-hour care services for members of any age. These services can be done at home. Members must have both intellectual and developmental disabilities to qualify.



Behavior analysis (BA): This service is for members under age 21. To qualify, members must have a diagnosis of autism or autism spectrum disorder.



Dental services: You must enroll in a dental plan if you reside in one of the following regions:

- Region 9: Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties.
- Region 11: Miami-Dade and Monroe counties.

Dental plans participating in the Statewide Medicaid Managed Care program are DentaQuest of Florida, Liberty Dental Plan of Florida, and MCNA Dental. You must now see a dental provider participating in one of these dental plans for all non-emergency (scheduled) dental services.

If you think you or a family member could benefit from a carved-out service, call our Rapid Response and Outreach Team. We can help you find out if you qualify. You can also speak with your AmeriHealth Caritas Florida Care Manager at **1-855-371-8027 (TTY 711)**, Monday through Friday, 8 a.m. to 6:30 p.m.



www.amerihealthcaritasfl.com



Discrimination is against the law

AmeriHealth Caritas Florida complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Florida:

- Provides free (no-cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free (no-cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact AmeriHealth Caritas Florida at **1-855-355-9800 (TTY 1-855-358-5856)**. We are available 24 hours a day, seven days a week.

If you believe that AmeriHealth Caritas Florida has failed to provide these services or has discriminated against you in another way, you or your authorized representative (if we have your written authorization on file) can file a grievance with:

- Grievances and Appeals, P.O. Box 7368, London, KY 40742. Phone: **1-855-371-8078 (TTY 1-855-371-8079)**, or Fax: **1-855-358-5847**.
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Florida Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TTY 1-800-537-7697)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.

English: This information is available for free in other languages. Please contact our customer service number at **1-855-355-9800 (TTY 1-855-358-5856)**, 24 hours a day, seven days a week. If your primary language is not English, or to request auxiliary aids, assistance services are available to you, free of charge.

Spanish: Esta información está disponible en otros idiomas de forma gratuita. Póngase en contacto con nuestro número de servicios al cliente al **1-855-355-9800 (TTY 1-855-358-5856)**, las 24 horas del día, los siete días de la semana. Si su idioma principal no es el inglés, o necesita solicitar ayudas auxiliares, hay servicios de asistencia a su disposición de forma gratuita.

Haitian Creole: Enfòmasyon sa yo disponib gratis nan lòt lang. Tanpri kontakte ekip sèvis kliyan nou an nan **1-855-355-9800 (TTY 1-855-358-5856)**, 24 è sou 24, sèt jou sou sèt. Si anglè pa lang manman w oswa si w ta renmen mande yon èd konplemantè, ou ka resevwa sèvis ki gratis pou ede w.

Vietnamese: Thông tin này có sẵn miễn phí ở các ngôn ngữ khác. Vui lòng liên lạc bộ phận dịch vụ khách hàng của chúng tôi theo số **1-855-355-9800 (TTY 1-855-358-5856)**, 24 giờ một ngày, bảy ngày trong tuần. Nếu ngôn ngữ chính của quý vị không phải là tiếng Anh, hoặc để yêu cầu các thiết bị trợ giúp bổ sung, thì quý vị có thể sử dụng miễn phí các dịch vụ hỗ trợ.