

2023



PREMIER PLAN

Member Handbook

Florida Office of Insurance Regulation: Floridacare, LLC
Date of Insurance: July 27, 2010 N 10-800522755
MEMCOM-MEMHND-001
V04/03/2023

305-294-9292

www.floridacare.com

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MEMBER RIGHTS AND RESPONSIBILITIES


Our members have rights and responsibilities. Our Member Services representatives serve as their advocates. Below are the rights and responsibilities of members.

Members have the right to:


Privacy

- Be treated with respect and with due consideration for their dignity and privacy
- Expect that we will treat their records, including medical and personal information and communications, confidentially
- Request and receive a copy of their medical records at no cost to the member and request that the records be amended or corrected
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation as specified in federal regulations

Take Part in Decisions Regarding Their Health Care

-  Receive information on available treatment options and alternatives, presented in a manner appropriate to the member's condition and ability to understand.
- Engage in candid discussions of appropriate or medically necessary treatment options for their conditions regardless of cost or benefit coverage
- Receive the appropriate services that are not denied or reduced solely because of medical condition
- Refuse health care (to the extent of the law) and understand the consequences
- Decide ahead of time the care they want if they become sick, injured or seriously ill by making a living will
- Be able to make decisions about their children's health care if members are younger than age 18 and married, pregnant or have children

Grievances, Disputes and Fair Hearings

-  Pursue resolution of grievances and disputes about the health plan or care provided
- Freely exercise filing a grievance or a dispute without adversely affecting the way they are treated
- Continue to receive benefits pending the outcome of a dispute or a fair hearing under certain circumstances

Florida Care Health Plan. (Florida Care) Information

- Receive the necessary information to be a Florida Care member in a manner and format they can understand easily
- Receive a current member handbook and a provider directory
- Receive a copy of the member handbook and/or provider directory by request by calling Member Services at **305-294-9292**
- Receive assistance from Florida Care in understanding the requirements and benefits of the plan
- Receive notice of any significant changes in the benefit package at least 30 days before the intended effective date of the change
- Make recommendations about our rights and responsibilities policies
- Know how we pay our providers

Medical Care

- Choose their PCPs from our network of providers
- Choose any Florida Care network specialist after getting a referral from their PCPs, if appropriate
- Be referred to health care providers for ongoing treatment of chronic disabilities
- Have access to their PCPs or backups 24 hours a day, 365 days a year for urgent or emergency care
- Get post-stabilization services following an emergency medical condition in certain circumstances
- Be free from discrimination and receive covered services without regard to race, color, creed, gender, religion, age, national origin ancestry, marital status, sexual preference, health status, income status, program membership, or physical or behavioral disability, except where medically indicated

Members have the responsibility to:

Respect Their Health Care Providers

- Treat their doctors, their doctors' staff and Simply employees with respect and dignity
- Not be disruptive in the doctor's office
- Make and keep appointments and be on time
- Call if they need to cancel an appointment or change the appointment time or call if they will be late
- Respect the rights and property of all providers

Cooperate with the People Providing Health Care

- Tell their providers about their symptoms and problems and ask questions
- Supply information providers need in order to provide care
- Understand the specific health problems and participate in developing mutually agreed-upon treatment goals as much as they are able
- Discuss problems they may have with following their providers' directions
- Follow plans and instructions for the care they have agreed to with their practitioners
- Consider the outcome of refusing treatment recommended by a provider
- Discuss grievances, concerns and opinions in an appropriate and courteous way
- Help their providers obtain medical records from their previous providers and help their providers complete new medical records as necessary
- Secure referrals from their PCPs when specifically required before going to another health care provider unless they have a medical emergency
- Know the correct way to take medications
- Go to the emergency room when they have an emergency
- Notify their PCPs as soon as possible after they receive emergency services
- Tell their doctor who they want to receive their health information

Follow Florida Care Policies Outlined in the Member Handbook

- Provide us with proper identification during enrollment
- Carry their Florida Care ID cards at all times and report any lost or stolen cards
- Contact us if information on their ID cards is wrong or if there are changes to their name, address or marital status
- Call us and change their PCP before seeing the new PCP
- Tell us about any doctors they are currently seeing
- Notify us if a member or family member who is enrolled in Florida Care has died
- Report suspected fraud and abuse

MEMBERSHIP AGREEMENT

Member ID:

Term:

Effective Date:

Plan Name: FloridaCare Health Plans Plan Fee:

One Time Enrollment Fee:

Return Check Fee / Credit Card Return: \$25.00

Additional Membership Card for Dependents: \$1.00 per card.

FloridaCare Health Plans

Attn: Compliance Department

6840 SW 40 ST Suite 201A, Miami, FL 33155

For assistance and plan information call: 305-294-9292

For plan information, to change your mode of payment, to add family members or for any other assistance, please call the customer service number located on the back of your membership card. All documents contained herein (i.e., Terms and Conditions and Member Benefits) are hereby attached to and made a part of the Membership Agreement.

Disclosures:

- 1. This plan is not a health insurance policy.**
- 2. This plan provides discounts at certain health care providers for medical services.**
- 3. This plan does not make payments directly to the providers of medical services.**
- 4. The plan member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization.**

To terminate or cancel the member agreement please call the number above or send a written cancellation notice to the Discount Medical Plan Organization at the address provided above. This agreement can be cancelled for non-payment. If the discount medical plan organization cancels a membership for any reason other than nonpayment of fees by the member, the discount medical plan organization shall make a pro rata reimbursement of all periodic charges to the member.

Cancellation Policy:

If you cancel for any reason within 30 days after the effective date, you will receive a full refund of paid membership fees, excluding the one-time application fee.

Complaint Procedure:

If you have a particular complaint, please call our customer services department at 305-294-9292 and a member will hear and document your complaint. A resolution response will be given to your complaint within 24 hours after we receive your complaint.

You may also submit a complaint in writing to FloridaCare Health Plans. at: 6840 SW 40 ST Suite 201A, Miami, FL 33155. ATTN: Customer Service/ Complaints. All resolution responses will be given 5 business days after receipt of your complaint.

WELCOME TO FLORIDACARE BIENVENIDO A FLORIDACARE

Dear Member,

Welcome to the Floridacare Family!

You may begin to use your plan immediately but please note, that you must present your membership card and a picture ID at the time of service in order to verify your eligibility.

For general questions, appointment assistance or customer service please call 305-294-9292 from 8:30am - 5:00pm.

We encourage our new members to take a moment and familiarize yourself with this booklet so that you can better understand how Floridacare works. The more informed you are and the more often you take advantage of the great services and exclusive pricing that Floridacare offers you, the better your experience will be. Remember your health is the most precious gift you have. Thank you for trusting Floridacare to protect your family's health.

Disclosures:

Floridacare is not a health insurance policy

Floridacare provides discounts at contracted health care providers for medical services.

Floridacare does not make payments directly to our providers for medical services

Floridacare members are obligated to pay for all health care costs at the time of the service but will receive a discount by providers contracted with our discount plan organization.

Floridacare is located at 6840 SW 40th Street, Ste 201A, Miami, FL 33155.

Estimado asociado:

¡Bienvenido a la Familia de Floridacare! Usted puede empezar a usar su plan inmediatamente, pero tenga en cuenta que debe presentar su tarjeta de membresía y una identificación con foto en el momento del servicio para verificar su elegibilidad. Para preguntas generales, asistencia para citas o servicio al cliente, llame al 305-294-9292 de 8:30 am a 5:00 pm. Animamos a nuestros nuevos miembros a tomar un momento y familiarizarse con este folleto para que usted pueda entender mejor cómo funciona Floridacare. Cuanto más informado esté de los excelentes servicios y precios exclusivos que Floridacare le ofrece, mejor será su experiencia. Recuerde que su salud es el regalo más precioso que tiene, Gracias por confiar en Floridacare para proteger la salud de su familia.

Información Legal:

Floridacare no es Seguro Médico

Floridacare ofrece descuentos en ciertos proveedores por servicios médicos.

Floridacare no realiza pagos directamente a los proveedores por servicios médicos.

Los miembros de Floridacare están obligados a pagar todos los servicios de atención médica, en el momento del servicio directamente al proveedor.

Floridacare está localizado en 6840 SW 40th Street Suite 201A, Miami, FL 33155

Why is Wellness Important?

Over the past year, we have all experienced new challenges that have affected our physical, mental, and social well-being. Many of us have felt tired and stressed, which is why wellness and self-care are more important than ever. Your wellness journey is an ongoing one, and YOU are in the driver's seat! We're sharing some new ideas to care for your many dimensions of wellness, so you can nurture your mind and nourish your body. Here are 21 health and wellness tips that you can use to support your wellness journey in 2021.

Health and Wellness Tips for 2021

1. Exercise
2. Drink water regularly
3. Track your fitness
4. Take a multivitamin
5. Stand up every 30 minutes while working
6. Get outside
7. Get Enough Sleep
8. Choose Organic food when possible
9. Practice gratitude Journaling
10. Read books
11. Eat more fruits and vegetables
12. Fix your posture
13. Take a daily probiotic
14. Get vaccinated
15. Minimize your sugar intake
16. Meditate
17. Listen to music
18. Spend time with friends and family
19. Put down electronics
20. Organize your days

What is a Preventive Health Screening?

Preventive health screenings help people understand their risk for developing chronic conditions **before** symptoms are present, while they can still take action.

Why Choose Life Line Screening for Preventive Health Screenings?

In general, a Health Screening can be different depending on the scope of the procedure.

For Life Line Screening, we screen for Stroke and Cardiovascular Disease risk with the goal of generating peace of mind or early detection.

80% of stroke and heart disease can be preventable –American Heart Association

What's included?

Abdominal Aortic Aneurysm (AAA)

Ultrasound is used to screen for the existence of an aneurysm (enlargement) in the abdominal aorta that could lead to a ruptured aortic artery.

Carotid Artery Screening (Plaque)

Ultrasound evaluation of the carotid arteries that screens for buildup of fatty plaque — one of the leading causes of strokes.

Peripheral Arterial Disease Screening

Uses ultrasound and blood pressure measurements to check for peripheral arterial disease (plaque build-up) in the lower extremities.

Atrial Fibrillation

A quick and easy test using a 6-lead EKG designed to identify Atrial Fibrillation. Electrodes are placed on the arms and legs. Atrial fibrillation increases the risk of stroke by 5 times.

Osteoporosis Risk

An ultrasound measurement of the shin bone to determine abnormal bone mass density.

DISCLAIMER OF LIABILITY

EXCEPCION DE RESPONSABILIDAD

In consideration of the monthly payment fees to be paid to Floridacare by you or on your behalf, Floridacare agrees to arrange for the delivery of health care services in accordance with and subject to the terms of the Agreement entered between you or on your behalf, and Floridacare. Floridacare, in so arranging for the delivery of health care services and supplies, does not directly provide these services nor supply them. Rather, Independent Contractors provide these services and supplies. The health care providers listed in this directory are not employees or agents of Floridacare. Floridacare shall not be liable for any negligent act or omission committed by any of the providers listed in this directory, or any of their employees or agents who may, from time to time provide medical services to you. Floridacare expressly refuses any agency relationship, actual or implied, with any health care provider. Floridacare does not exercise any control or direction over the medical judgement or clinical decisions of any health care provider listed in this directory and does not interfere with the physician patient relationship between you and any health care provider. It is important for you to know when you enroll in Floridacare that the continued participation of any one doctor, hospital or other provider cannot be guaranteed. This directory is current as of date of publication. Some plan providers may have been added or removed from this list after this directory was printed. To get the most up-to-date information about Floridacare providers in your area, you can visit www.floridacare.com/provider.cfm or call our Customer Service Department at 305-294-9292, Monday through Friday, 8:30am to 5:00pm. The fact that a provider is listed does not guarantee that they are still in the network or accepting new patients. The "Plan Providers" listed in this directory have agreed to provide you with your health care coverage at fixed discounted from their usual and customary pricing rate. Members are limited to only those providers that are affiliated to the Floridacare Network of Providers. Participating physicians and other providers listed in this directory or on our website www.floridacare.com are not agents, employees, or partners of Floridacare or any of its subsidiaries. Floridacare is not a medical services provider, a medical insurance plan nor an HMO. Floridacare does not control nor endorse the judgement or clinical treatment recommendations made by the physicians or other providers listed in our directory, or in our website www.floridacare.com nor those that you chose to select. All Floridacare providers are independent contractors. You may go to any of our plan providers listed in this directory; however, some services may require a prescription or medical treatment plan provided by a licensed medical physician. If you have been going to one plan provider, you are not required to continue going to that same provider.

Floridacare, en consideración al pago de su membresía, está de acuerdo en ofrecerle el acceso a la red de proveedores establecida que prestan sus servicios a nuestros miembros. Floridacare le asignará el proveedor médico que le prestará los servicios y coordinará su primera cita. Floridacare no ofrece los servicios médicos directamente, sino a través de proveedores independientes que proveen estos servicios y sus suplementos. Los proveedores que aparecen en este directorio no son empleados o agentes de Floridacare. Los empleados o agentes de Floridacare no deben ser responsables legalmente por alguna negligencia o acto de omisión cometida en cualquier momento por algún proveedor que aparezca en este directorio. Floridacare específicamente no se responsabiliza en ningún momento y no tiene ninguna relación de agencia con ningún proveedor médico. Floridacare no ejerce ningún control o dirección respecto a un criterio médico o decisión clínica de algún proveedor del directorio ni interfiere en la relación entre el paciente y su médico. Es importante que al convertirse en miembro de Floridacare, la persona sepa que no se le garantiza la continua participación de un doctor, hospital, u otro proveedor. Este directorio está vigente desde el día en que fue publicado. Es muy posible que a partir de ese día se hayan agregado o eliminado de la lista algunos proveedores. Para obtener una información actualizada de los proveedores en su área, visítenos en www.floridacare.com/provider.cfm o llame a nuestro Departamento de Servicio al Cliente, al 305-294-9292 de lunes a viernes, de 8:30 am a 5:00 pm. El hecho de que un proveedor se encuentre en la lista no garantiza que todavía se encuentre en la red o que participe consultando nuevos pacientes. Los proveedores listados en este directorio han acordado en proveerles a los miembros de Floridacare sus servicios de cuidado a su salud con una tarifa fija que representa un Ahorro sobre la tarifa regular. Usted puede ir a cualquiera de nuestros proveedores en este directorio y no necesita ser referido por el médico primario que le atiende para visitar a un especialista dentro de la red, pero los servicios, de exámenes de laboratorio, radiología o diagnóstico sí requieren de una orden por parte del doctor para completar estos procedimientos. Si usted ha ido a uno de nuestros proveedores y no se siente satisfecho con sus servicios, usted no está en la obligación de seguir visitándolo. Los miembros están limitados a los proveedores que están afiliados a la red de Floridacare. Los proveedores participantes en este directorio o en www.floridacare.com no son agentes, empleados o socios de Floridacare, ni ninguno de sus subsidios. Floridacare no es un proveedor de servicios médicos, ni tampoco un plan de seguros médicos ni un HMO. Floridacare no apoya los diagnósticos ni los tratamientos médicos dados por los proveedores participantes en la red de Floridacare listados en este directorio, ni en www.floridacare.com, ni los proveedores escogidos por nuestros miembros.

INDEPENDENT PROVIDERS PROVEEDORES INDEPENDIENTES

The Specialist Provider Network is powered by Med Plan Network Provider. Please visit floridamedplan.com/provider to schedule an appointment.

The providers in this directory have been classified by type of provider. Should you need assistance locating or making an appointment, please contact our Customer Care Department at 305-294-9292 from 8:30am to 5:00pm. Providers are contracted to render services at a FIXED discounted rate. All rates are clearly listed in this book

If you use a provider outside of the Floridacare network, you will not receive the negotiated rate and you will have to pay the full rate that the provider requires.

You have the right to get timely access to plan providers and to all discounts covered by the plan. Timely access means that you can get appointments and services within a reasonable period. You have the right to get full information from your providers when you go for medical care. You have the right to participate fully in decisions about your healthcare. You have the right to refuse care.

Floridacare does not limit its members from visiting any provider contracted by Floridacare. You can visit any provider or service without any limitation or need for referral. Other services such as Dental and Optical can be accessed directly by the member at any time without providing notification to your PCP.

The provider directory is constantly changing and is therefore subject to change without notice. The Provider Book is updated periodically and the link is sent via text message or email.

La red de proveedores especialistas es impulsada por Med Plan. Visite floridamedplan.com/provider para coordinar una cita.

Los proveedores de este directorio han sido clasificados por tipo de proveedor. Si necesita ayuda para localizar o concertar una cita, comuníquese con nuestro Departamento de Atención al Cliente al 305-294-9292, de 8:30am a 5:00pm. Los proveedores están contratados por Floridacare para prestar servicios a una tarifa FIJA con descuento. Todas las tarifas están claramente enumeradas en este libro y los miembros de Floridacare son responsables de pagar a los proveedores en el momento en que los servicios se prestan. Los descuentos y las tarifas de servicio están sujetas a cambios sin previo aviso.

Si utiliza un proveedor fuera de la red de Floridacare, no recibirá la tarifa negociada y tendrá que pagar la tarifa completa que el proveedor requiere.

Usted tiene el derecho de obtener acceso oportuno a los proveedores del plan ya todos los descuentos cubiertos por el plan. El acceso oportuno significa que usted puede obtener citas y servicios dentro de un período de tiempo razonable. Usted tiene el derecho de obtener información completa de sus proveedores cuando usted va para atención médica. Usted tiene derecho a participar plenamente en las decisiones sobre su atención médica. Usted tiene el derecho de rechazar el cuidado.

Floridacare no limita a sus miembros a visitar a ningún proveedor contratado por Floridacare. Puede visitar cualquier proveedor o servicio sin ninguna limitación o necesidad de referencia. Otros servicios como Dental y Óptica pueden ser accedidos directamente por el miembro en cualquier momento sin notificar a su PCP.

El directorio de proveedores está cambiando constantemente y por lo tanto está sujeto a cambios sin previo aviso. El Libro de proveedores se actualiza periódicamente y el enlace se envía por mensaje de texto o correo electrónico.

TERMS AND CONDITIONS

TERMINOS Y CONDICIONES

1. Primary member is defined as the person who is responsible for the monthly payments for membership fees and is of legal age. The primary member, spouse, and all legal dependents listed on the enrollment application can access the services and exclusive pricing at Floridacare Contracted service providers.
2. Participating provider may be added or removed from the respective network in which they are associated with at any time. These changes are made in best interest of our members. Updated Provider information will be made available online at www.floridacare.com/provider.cfm
3. Companies contracted to provide benefits and services in this program are not a licensed insurer, health maintenance organization (HMO), or any other underwriters of healthcare services. No portion of any provider fees will be reimbursed or otherwise paid.
4. The Exclusive Floridacare pricing contained herein may not be used in conjunction with any other medical plan or discount program. All listed or quoted prices are current prices from participating providers and subject to change without notice. From time to time, certain providers may offer products and /or services to the public at prices lower than the prices available through this program. In such event, members will be charged the lowest price.
5. Providers are subject to change without notice and programs may vary in some states.
6. Savings are based upon the provider's normal fees. Actual savings will vary depending upon location and specific services or products purchased.
7. This Prepaid Plan does not warrant professional services, nor is it responsible for the quality of care provided by participating providers.
8. (30) Day Money Back Guarantee: If you cancel for any reason within the first 30 days, you will receive a full refund. Nonrefundable one-time fees will be disclosed at time of application. If you have gone to a Floridacare Provider, you are not eligible for a refund.
9. All applicable limitations, exclusions and exceptions of the discount medical plan benefits are listed with each benefit description.

1. El Titular es definido como miembro principal, siendo el responsable de los pagos mensuales y debe ser mayor de edad. Dicho titular, el cónyuge y todos los dependientes legales adicionales contarán automáticamente con los mismos beneficios que se ofrecen en el plan.
2. En cualquier momento, un proveedor participante puede ser eliminado de la red de Floridacare. Estos cambios se realizan para beneficio de nuestros miembros. Usted encontrará esta información actualizada en el sitio web www.floridacare.com/provider.cfm
3. Las compañías proveedoras de servicios asociadas a nuestro plan no son aseguradoras, organizaciones de la salud (HMO) o evaluadores de servicios de salud. Cualquier honorario que usted les pague a estas compañías no le será reembolsado.
4. Los descuentos que figuran en este documento no pueden ser utilizados en combinación con cualquier otro plan de descuento médico o programa de descuentos. Todos los precios cotizados son los precios actuales de los proveedores participantes y están sujetos a cambios sin previo aviso. De vez en vez, algún proveedor puede ofrecer productos y / o servicios al público en general a precios inferiores a los precios disponibles en este programa. En tal caso, se cobrará el precio más bajo.
5. Los proveedores están sujetos a cambios sin previo aviso, los programas pueden variar en algunos términos.
6. Los ahorros se basan en las tasas normales del proveedor. Los ahorros reales variarán dependiendo de la localización de los servicios específicos o productos comprados.
7. Este plan médico prepago no ofrece garantía por la calidad de los servicios profesionales brindados por los proveedores participantes.
8. Garantía de Reembolso por 30 Días: Si cancela por cualquier razón en un plazo de 30 días, usted recibirá un reembolso completo de su mensualidad. Tasa no reembolsable se revelará en el momento de aplicación.
9. Las limitaciones, exclusiones o excepciones que apliquen dentro este plan médico de descuentos se enumeran en la descripción de cada servicio.

CENTRUM MEDICAL CENTERS

PRIMARY DOCTOR
1st Visit is only
\$0 Follow-up are only
\$25 Tele-Medicine is only \$20

SERVICES
only for members with PCP
in these 7 centers
Laboratory
Ultrasound X-Rays
Electrocardiogram
Pap Smear
Pharmacy Dispensary

MEDICO PRIMARIO
1ra visita sólo \$0
Seguimiento sólo \$25
Tele-medicina sólo 20

SERVICIOS
solo para miembros con médico
primario en los 7 centros
Laboratorio
Ultrasonido
Rayos X
Electrocardiograma
Papanicolau
Dispensario de Farmacia

MIAMI GARDENS
4767 NW 183 Street
Miami Gardens, FL 33055

WEST HIALEAH *
900 West 49 Street # 308
Hialeah, FL 33012

EAST HIALEAH
4218 East 4th Ave
Hialeah, FL 33013

BLUE LAGOON *
7200 NW 7 Street # 202
Miami, FL 33126

EUREKA *
10980 SW 184th Street
Miami, FL 33157

LITTLE HAVANA
434 SW 12 Ave, Ste 100-101
Miami, FL 33125

CORAL WAY *
11825 SW 26 Street
Miami, FL 33175

HOMESTEAD
28610 SW 157 Ave
Homestead, FL 33033

*** Centers with Pharmacy Dispensary**

For appointments or more information call us! We are here to help.
¡Llámenos para citas o más información! Estamos para servirle.



PRIMARY CARE PHYSICIAN & SPECIALIST PROVIDER SERVICE FEES
TARIFA DE SERVICIOS DE MÉDICOS PRIMARIOS Y ESPECIALISTAS

One Wellness Visit per Calendar Year	\$0 copay
One Sick Visit per Calendar year	\$0 copay
Unlimited follow up sick or wellness visits	\$25 copay
Included in wellness visit	\$0 copay
Obesity Screening and Management (all adults via body mass index BMI)	\$0 copay
Pap Testing (women 21 + with cervix)	\$0 copay
HPV DNA testing	\$0 copay
Colorectal cancer (fecal occult blood testing)	\$0 copay
Hepatitis B and C screening	\$0 copay
Diabetes (Type 2) screening	\$0 copay
Lipid disorders screening	\$0 copay
Pregnancy screening	\$0 copay
Iron deficiency anemia screening	\$0 copay
Abdominal aortic aneurysm screening(men 65-75 never smoked)	\$0 copay
Reproductive health screenings(HIV,Gonorrhea,Syphil- lis,Chlamydia)	\$0 copay
Hypertension and Blood Pressure Screening	\$0 copay

DENTAL SERVICES FEES
TARIFA DE SERVICIOS DENTALES

3 x-rays unlimited	\$0 copay
One fluoride treatment	\$0 copay
Oral Exam	\$0 copay
Two Simple Extractions	\$0 copay
Regular Cleaning	\$0 copay
Two Fillings of One Surface	\$0 copay

FLORIDA DENTAL BENEFITS

786-911-0194



OPTICAL SERVICES FEES
TARIFA DE SERVICIOS OPTICOS

Option 1 = Free Eyeglasses Annually	\$0 Copay
Option 2 = \$50 Allowance Towards Any Eyewear Including Contact Lenses	\$0 copay
Eye Exam Per Calendar Year	\$0 copay
Contact Lens Per Calendar Year	\$0 copay



PRIMARY EYE CARE
561-455-9002

LABORATORY SERVICES FEES TARIFA DE SERVICIOS DE LABORATORIOS	
CBC	\$0 Copay
TSH (Tiroids)	\$0 copay
Lipid Panel	\$0 copay
Urine	\$0 copay
Uric Acid	\$0 Copay
Comprehensive Metabolic Panel	\$0 Copay
Blood Panel	\$0 Copay

**Complete Bio Solution Genesy
Medical Lab**
6504 NW 77 CT
Miami, FL 33166
305-261-5333
305-882-1051
Fax: 305-261-5399

Complete Bio Solution
3626 NW 7 St
Miami, FL 33125
305-643-4343

Other Medical Centers also offer laboratory services to Floridacare members. Please, go to page 7 to see them.



PHARMACY FARMACIA



*Dispensaries located in our Med Plan & Med Care Clinics. Only for members with their PCP in these centers.

**Dispensarios localizados en nuestras clínicas Med Plan y Med Care. Sólo para pacientes que tienen su PCP (doctor primario) en estos centros.*

LITTLE HAVANA*
1149 SW 27 Ave
Miami, FL 33135

WEST HIALEAH*
900 West 49 St # 308
Hialeah, FL 33012

BLUE LAGOON*
7200 NW 7 St # 202
Miami, FL 33126

CORAL WAY*
11825 SW 26 St
Miami, FL 33175

EUREKA*
10980 SW 184th St
Miami, FL 33157

Delivery Policy & Procedure / Poliza y procedimiento de entrega

Delivery Fee

DADE COUNTY
\$5 next day before 1 pm
DADE COUNTY
\$10 stat within 4 hours

BROWARD COUNTY
\$10 next day before 1 pm
BROWARD COUNTY
\$20 stat within 6 hours

Costo de Envio

DADE COUNTY
\$5 próximo día antes de las 1pm
DADE COUNTY
\$10 dentro de 4 horas

BROWARD COUNTY
\$10 próximo día antes de las 1pm
BROWARD COUNTY
\$20 dentro de 6 horas

DELIVERY PROTOCOL

1. Confirm patient address and phone number
2. Advise patient of the delivery charge according to fee structure.
3. Advise patient that medication must be paid via phone with any major credit card (Visa, MasterCard, American Express, and Discover) to expedite delivery. Cash on delivery is also available only when necessary.

PROTOCOLO DE ENTREGA

1. Confirme la dirección y el número de teléfono del paciente.
2. Asesorar al paciente de la tarifa de entregade acuerdo con la estructura de tarifas.
3. Asesorar al paciente que el medicamento debe ser pagado por teléfono con cualquier tarjeta de crédito (Visa, MasterCard, American Express y Discover) para agilizar la entrega. El efectivo a la entrega también está disponible sólo cuando es necesario.

PHARMACY FARMACIA

Floridacare is now been accepted at over 65,000 pharmacies nation-wide such as: CVS, Publix, Winn Dixie. Discount on over 10,000 medication, saving up to 80 % off regular Price for Floridacare Members.

Floridacare ahora se acepta en mas de 65,000 farmacias en todo el país como: CVS, Publix, Winn Dixie. Descuento en mas de 10,000 medicamentos, ahorrando hasta un 80% de descuento en los precios regulares para los miembros de Floridacare.



DIAGNOSTIC SERVICES

DIAGNOSTICO

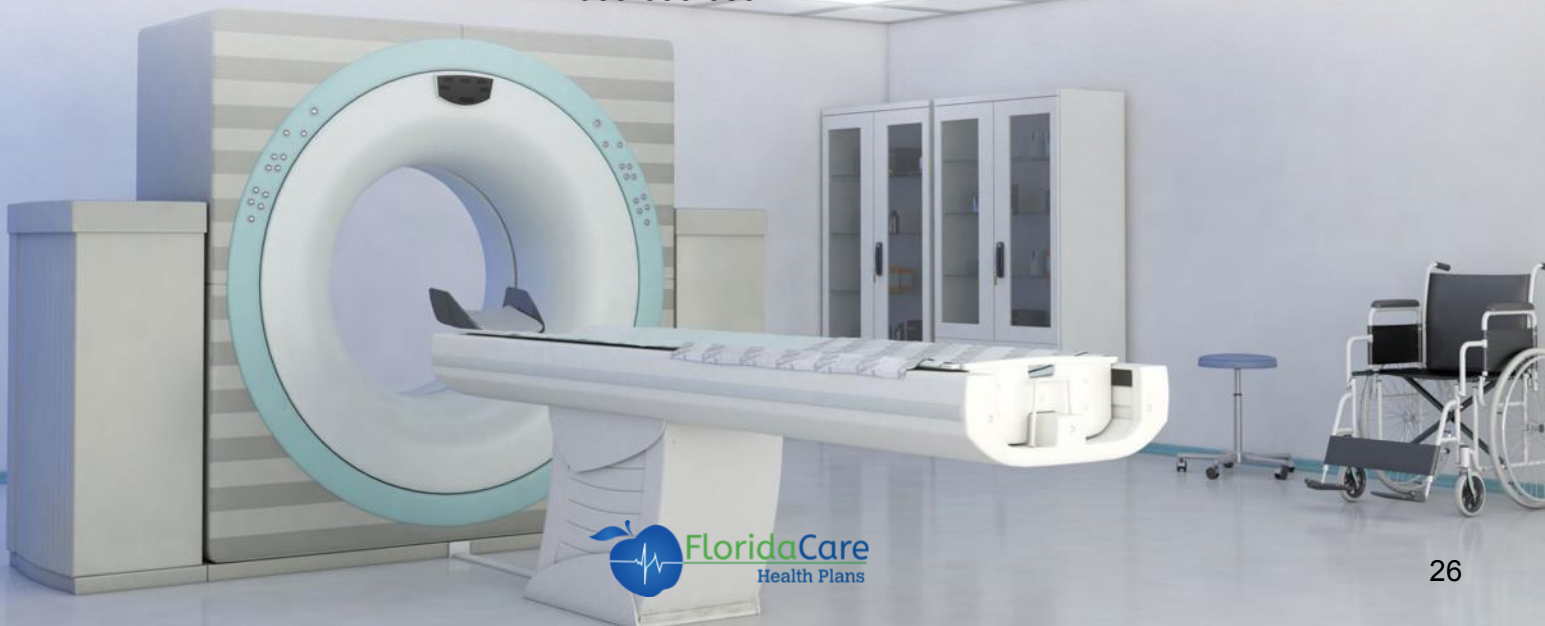
DIAGNOSTIC SERVICES FEES TARIFA DE SERVICIOS DE DIAGNOSTICO	
Mammography (women over 40 after 3 months)	\$0 Copay
One ultrasound a calendar year after 3 months membership.	\$0 copay
MRI at no cost every three calendar years after 1 year membership	\$0 copay
CT scans for preventive (1 per calendar year)	\$0 copay
Digital Sigmoidoscopy ,and or Digital Colonoscopy (adults 50-75) after one year of membership	\$0 copay
Lung cancer screening annual tomography (adults 35-80 with history)	\$0 copay
Osteoporosis screening	\$0 copay
EKG	\$0 copay

Vital Imaging Diagnostic
3320 Palm Ave
Hialeah, FL 33012
305-596-9992

Vital Imaging Diagnostic
3146 Coral Way
Miami, FL 33145
305-596-9992

Vital Imaging Diagnostic
7101 SW 99 Ave # 106
Miami, FL 33173
305-596-9992

Vital Imaging Diagnostic
692 N Homestead Blvd # 106
Homestead, FL 33030
305-596-9992



MENTAL HEALTH

SALUD MENTAL



MENTAL HEALTH/ OTHER	MEMBER PAY
Psychiatrist- One office visit per calendar year	\$0 CoPay
Psychiatrist- Follow up visits	Medical Reimbursement Amount
Behavioral Counseling	\$0 CoPay
Tabacco Counseling and cessation interventions	\$0 CoPay
Intimate partner violence screening and counseling	\$0 CoPay
Alcohol misuse screening and counseling	\$0 CoPay
Support for breastfeeding mothers (equipment rental, counseling, consultation with trained provider)	\$0 CoPay
Skin Cancer Counseling	\$0 CoPay

Cómo funciona la negociación de facturas?

¿Y cuando lo uso?

Tener recursos y herramientas de atención médica gratuitos es excelente, pero no ayudan mucho si no sabe cómo usarlos. Las preguntas frecuentes a continuación deberían responder a sus preguntas sobre la negociación de facturas, pero si no es así, estaremos encantados de hablar con usted. **Simplemente contáctenos al 800-791-3365.**

Entonces, ¿qué es la negociación de facturas?

Es un servicio gratuito que ofrece su plan de atención médica a través de Point Health (que somos nosotros) para ayudarlo a reducir sus gastos médicos de bolsillo.

¿Cuándo debo utilizar la negociación de facturas?

Cuando tiene una factura médica que le gustaría que fuera asequible (que es la mayoría de las facturas médicas, porque seamos honestos, ¿quién no quiere una factura asequible?) Idealmente, debería utilizar este servicio antes de pagar la factura.

¿Pueden ayudarme con cualquier tipo de factura?

Mientras Point Health puede ayudar a negociar la mayoría de las facturas, existen algunas exclusiones. Para ser elegible para la negociación, el total de facturas para un solo evento deberá ser igual o superior a un monto en dólares establecido por su plan. Comuníquese con nuestro equipo para analizar cómo podemos ayudarlo.

¿Qué tengo que hacer para usar la negociación de facturas?

Simplemente llámenos con la información de su factura médica y lo tomaremos desde allí. Es posible que tengamos preguntas de seguimiento para usted a medida que analizamos diferentes formas de reducir su factura, pero en su mayor parte, simplemente siéntese y relájese mientras negociamos la factura en su nombre.

¿Cómo me comunico con usted para reducir mi factura médica?

Simplemente llame a nuestros representantes de negociación de facturas médicas al **800-791-3365** o comuníquese con nuestro formulario de solicitud de servicio para miembros en www.pointhealth.com/member-support y comenzaremos.

¿Es realmente gratis?

¡Sí! Lo único que paga es la factura médica.

¿Pueden ayudarme a encontrar una forma asequible de obtener un procedimiento o servicio médico que he pospuesto porque me preocupa el costo?

¡Absolutamente! Si su plan también ofrece navegación de Point Health, nuestros navegadores de atención médica lo ayudarán con eso.

How does Bill Negotiation work?

When do I use it?

Free healthcare resources and tools are great, but they don't help much if you don't know how to use them. The FAQs below should answer your invoice negotiation questions, but if not, we'd be happy to talk to you. Just contact us at 800-791-3365.

So what is invoice negotiation?

It's a free service offered by your health plan through Point Health (which is us) to help you lower your out-of-pocket medical costs.

When should I use invoice negotiation?

When you have a medical bill that you'd like to keep affordable (which most medical bills are, because let's be honest, who doesn't want an affordable bill?) Ideally, you should use this service before you pay the bill.

Can you help me with any type of invoice?

While Point Health can help negotiate most bills, there are some exclusions. To be eligible for negotiation, the total invoices for a single event must equal or exceed an amount in dollars established by your plan. Contact our team to discuss how we can help you.

What do I have to do to use invoice negotiation?

Just give us a call with your medical bill information and we'll take it from there. We may have follow-up questions for you as we explore different ways to lower your bill, but for the most part, just sit back and relax while we negotiate the bill on your behalf.

How do I contact you to reduce my medical bill?

Just call our medical bill negotiation representatives at 800-791-3365 or contact our request form member service at www.pointhealth.com/member-support and we'll get started.

Is it really free?

Yeah! The only thing you pay is the medical bill.

Can you help me find an affordable way to get a medical procedure or service that I have put off because I am concerned about the cost?

Absolutely! If your plan also offers Point Health navigation, our healthcare navigators will help you with that.

TU SALUD ES LO QUE CUENTA

