

## Picking a Plan

An applicant who is found eligible and enrolled in the LTC Waiver must select one of the private managed care organizations (“MCOs” also called “Plans”) operating in the region where the applicant resides.

Recipients who are eligible for LTC services will choose between either an LTC+ or Comprehensive Plan in their region. Recipients who are eligible for regular Medicaid, also called “MMA” and LTC programs must choose one health plan for all of their services.

The LTC+ Plans provide managed medical assistance (MMA) services and long-term care services to recipients enrolled in the LTC programs. The Comprehensive Plans provide both MMA and LTC services to eligible recipients.

AHCA [publishes a “Snapshot” informational brochure](#) that sets out the types of plans, the Regions and the available Plans in each region. Each of Florida’s eleven regions must have at least two managed care plans to choose from for long-term care services.

## Choice Counseling

Choice Counseling is provided to help new enrollees pick the best MCO for the individual. People can call 1-877-711-3662 to talk to a choice counselor or go to the website at <https://www.flmedicaidmanagedcare.com/health/enroll>;

Enrollees who do not voluntarily select a Plan will be assigned to a plan by the Medicaid Agency (AHCA). The Agency can only assign Plans that meet or exceed performance standards and must take into account several factors including: past relationship between the recipient and the provider.