Available Florida Medicaid Clinical Programs

Our Services
Discharge Collaboration
Facilitate and help drive member care solutions at discharge, and decrease number of members unable to contact post-discharge

Member Benefits
Ensure valuable benefits are engaged

Telephonic Care Management
Engage member in specialty programs, and follow member post-discharge

Contact Florida Medicaid Clinical:
1-800-229-9880
Statewide Care Management Referral
Email: FL_MMA_CM_Referrals@humana.com
Moms First Dedicated Phone Line: 800-322-2758 extension 1500290

TOGETHER WE CAN

Hospital/ER
- Decrease readmissions
- Identify and decrease high utilizers

Utilization Management
- Collaborations for high-risk members
- Success for post-discharge engagement

Care Management
- Increase Healthy Days with engagement in eligible programs and transitions of care
- Increase member education on healthy practices

Social Services
- Assess SDoH and increase access to social and behavioral health services

Utilization Management
* Comprehensive screening to identify members at high risk for readmission
* Coordination of care and services and alignment with eligible programs, resources, and value-added benefits
* Collaboration with hospital partners at time of admission for proactive discharge planning

Care Management
* Special programs include: Adult and Pediatrics Asthma, COPD, CHF, Hypertension, and Diabetes Educator
* Care managers conduct on-site in hospital or PCP office engagement for high utilizers: ER and inpatient members
* Assurance that valuable benefits are obtained
* Post-discharge assessment to identify and close gaps in care
* Moms First includes: High-risk pregnancy, Neonatal Abstinence Syndrome (NAS) diversion, and family planning
* Coordination with Healthy Start, WIC, & behavioral health services provider(s)
* Transplant Management
* Pain Management
* Specialty NICU
* HIV/AIDS
* Sickle Cell
* Cancer
* Bridge to robust community resource solutions
* Assessment of social determinants of health (SDoH) that may affect health outcomes
* In-office collaboration with PCP and member to address high utilization, and to increase health literacy for medications or health management

Quarterly Learning Sessions
* Reduce readmissions
* Assess high utilizers
* Assess time of day trends
* Help track and increase post-discharge follow-up appointments
* Increase member education on healthy practices