

WSC ADVISORY #2019-017
MEDICAID DENTAL PLANS CONTACT INFORMATION
ACTION REQUIRED

EFFECTIVE DATE: APRIL 10, 2019

The Agency for Persons with Disabilities is continuing to work closely with The Agency for Health Care Administration to address the needs of iBudget clients who transitioned to a Medicaid Dental Plan. Waiver Support Coordinators (WSCs) must also continue to assist their clients and coordinate dental services through the selected dental plan. Should an iBudget client encounter an issue with their Dental Plan coverage, clients may first contact the Dental Plan so questions and issues may be resolved through the client's plan. The contact number clients can use for assistance is located on their dental insurance card.

The following are contacts are available to assist WSCs:

DentaQuest	MCNA	Liberty (<i>Please note the contact change from previous communications</i>)
Gonzalo Perez: Gonzalo.Perez@greatdentalplans.com Kristen Scott: Kristen.Scott@greatdentalplans.com 262-241-7140 ext. 43293	Meghan Gardner: mgardner@mcna.net 1-800-494-6262 ext.125	Heather Stearns: hstearns@libertydentalplan.com 1-888-352-7924 ext. 5203; or 1-850-901-8704(c)

AHCA Complaint Hub

If WSCs, clients, and families continue to have issues after speaking with the Dental Plan, they may utilize AHCA's complaint hub. The complaint hub is available both online and by phone: <https://www.flmedicaidmanagedcare.com/complaint/#/> or 1-877-254-1055.

The complaint hub is how AHCA receives issues, ensures clients receive services, and ensures dental plan contract compliance. All issues reported to AHCA need to be as detailed as possible, including client name and identification number, claim details, and dental plan information.