



<Date>

<MEMBER'S NAME AND ADDRESS>

The Molina Healthcare of Florida Case Management Program can help you to work with your doctor and get the special services you may need to improve your health. We can help you to create a plan that will meet your healthcare needs. I am here to answer any health questions you may have. Our Case Management program can:

- provide help in working with all your doctors
- help you know how to use your health plan
- get special services to help make your health better
- help when your provider misses a service
- help you coordinate services when your home health provider is unable to provide services

You can be in this program at no cost to you. If you do **not** want to be a part of this program, please let us know.

I will be contacting you at least once a month to review your plan of care, help you coordinate services, or with any of your healthcare needs.

If you need my assistance prior to our monthly scheduled appointment, or if your home healthcare provider does not show up or is unable to provide services: **Please call me toll free at <Case Manager phone Number>**.

If your call goes to voice mail, please leave your phone number. Let us know the best time and day to reach you.

Molina Healthcare of Florida has a Nurse Advice Line to help you with your health care needs. There are registered nurses ready to help you 24 hours a day, 7 days a week. To speak to a nurse, call the toll free number below.

English: 1-888-275-8750  
1-866-735-2929 (TTY)

Spanish: 1-866-648-3537  
1-866-833-4703 (TTY)

We want you to get the care that you need. I look forward to working with you.

Sincerely,

<Case Manager Name> Molina Healthcare of Florida