



Dear Member:

We have some great news to share with you. **Simply Healthcare Plans, Inc. (Simply) is purchasing Lighthouse Health Plan's (Lighthouse) Florida Medicaid contract.** All Lighthouse members will become Simply members starting February 1, 2021.

As a Simply member, you will receive your Medicaid benefits, a wide provider network, a 24/7 nurse line, and many extras to help you live a more healthy life, like:

- Art therapy
- Housing assistance (\$500)
- Home delivered meals in the case of a natural emergency like a hurricane
- Additional behavioral health services
- Additional vision services such as eye exams, eyeglass frames, and contact lenses
- Over-the-counter (OTC) medicines and items — \$25 per household, per month
- Nutritional counseling-up to six visits with a nutritional counselor
- CVS ExtraCare® Health Card — 20% discount on CVS brand OTC products
- Meals after a hospital discharge
- Additional hearing services
- Flu shots
- Additional physical therapy treatment
- And many more!

You can learn more about Simply by visiting simplyhealthcareplans.com/medicaid.

During this change period, please keep all scheduled doctor appointments. Also, if you have a case manager, continue working with them. Lighthouse will keep providing your health care coverage until you become a Simply member.

When you become a Simply member on February 1, 2021, you can keep getting services that Lighthouse or your doctor already approved. This will last for up to 60 days after you become a Simply member. During this time, Simply must pay for these approved services, and you can keep going to the same provider, even if the provider is not in the Simply plan network. This 60-day period is called the Continuity of Care Period. After 60 days, you will need to get services through a provider that is in the Simply plan network.

This change is happening during Open Enrollment. Open Enrollment is a special time that happens once a year. During Open Enrollment, you can choose to stay with your current plan or pick a new one. The Open Enrollment period for your region begins

December 1, 2020, and ends January 31, 2021. This year, if you choose to stay with Lighthouse, then you will become a Simply member on February 1, 2021. If you pick a new plan during Open Enrollment, you will start with that new plan on February 1, 2021. Watch for a letter in the mail that tells you when Open Enrollment starts.

Simply will help you and your family make the most of your health care benefits. Thank you for letting us work with you now and through this change. If you have questions, please call Lighthouse Member Services at 844-243-5176 (TTY: 711), 8 a.m.– 8 p.m. ET, Monday to Friday.

We wish you good health!

Sincerely,

Christie Spencer
Chief Executive Officer
Lighthouse Health Plan, Inc.

This information is available for free in other formats. If you need auxiliary aids and services, including copies of the materials in alternative formats such as large print, please call us at 844-243-5176 or TTY 711.

<p><i>English</i></p>	<p><i>This information is available for free in other languages. Please contact our customer service number at 844-243-5176 or TTY 711 during 8:00AM – 8:00PM EST.</i></p> <p><i>If you do not speak English, call us at 844-243-5176. We have access to interpreter services and can help answer your questions in your language. We can also help you find a health care provider who can communicate with you in your language</i></p>
<p><i>French</i></p>	<p><i>Ces informations sont disponibles gratuitement dans d'autres langues. Veuillez contacter notre assistance à la clientèle au 844-243-5176 ou au TTY 711 aux heures suivantes : 8:00AM – 8:00PM EST.</i></p> <p><i>Si vous ne parlez pas anglais, contactez-nous au 844-243-5176. Ser. Nous avons accès à des services d'interprétariat et pouvons répondre à vos questions dans votre langue. Nous pouvons également vous aider à trouver un prestataire de soins de santé capable de communiquer avec vous dans votre langue.</i></p>
<p><i>Haitian Creole</i></p>	<p><i>Enfòmasyon sa a disponib gratis nan lòt lang. Tanpri kontakte sèvis kliyantèl nou nan nimewo 844-243-5176 oswa TTY 711 pandan 8:00AM – 8:00PM EST.</i></p> <p><i>Si ou pa pale anglè, rele nou nan 844-243-5176. Nou gen aksè ak sèvis entèprèt e nou ka ede reponn kesyon ou yo nan lang pa w. Nou ka ede w tou jwenn pwofesyonèl lasante ki kapab kominike avèk ou nan lang pa w.</i></p>
<p><i>Italian</i></p>	<p><i>Queste informazioni sono disponibili gratuitamente in altre lingue. Contattare il nostro servizio clienti al numero 844-243-5176 o TTY 711 durante 8:00AM – 8:00PM EST.</i></p> <p><i>Se non parla inglese, si rivolga al numero 844-243-5176. Abbiamo a disposizione servizi di interpretariato; pertanto, se ha domande, possiamo fornirle risposte nella sua lingua. Possiamo inoltre aiutarla a trovare un assistente sanitario in grado di comunicare con lei nella sua lingua.</i></p>
<p><i>Russian</i></p>	<p><i>Эта информация доступна бесплатно на других языках. Пожалуйста, свяжитесь с нами по номеру обслуживания клиентов 844-243-5176 или TTY 711 в течение 8:00AM – 8:00PM EST.</i></p> <p><i>Если вы не говориваете по-английски, позвоните нам по номеру 844-243-5176 Мы имеем доступ к услугам переводчика и можем ответить на ваши вопросы на вашем языке. Мы также можем помочь вам найти поставщика медицинских услуг, который сможет общаться с вами на вашем языке.</i></p>

Spanish	<p><i>Esta información está disponible en otros idiomas de manera gratuita. Comuníquese con nuestro servicio al cliente a través del 844-243-5176 o por TTY 711 durante el 8:00AM – 8:00PM EST.</i></p> <p><i>Si no habla inglés, llámenos al 844-243-5176. Contamos con servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma. También podemos ayudarlo a encontrar un proveedor de atención médica que pueda comunicarse con usted en su idioma.</i></p>
----------------	---

Nondiscrimination Notice

Lighthouse Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Lighthouse Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Lighthouse Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Alicia Skolrood, Lighthouse Health Plan Civil Rights Coordinator. If you believe that Lighthouse Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Alicia Skolrood, Lighthouse Health Plan Civil Rights Coordinator, 700 E. Gregory St., Ste. 150, Pensacola, FL 32501; Phone: 850-469-7159, TTY: 711, Fax: 850-434-4841, askolrood@lighthousehealthplan.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Alicia Skolrood is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
 200 Independence Ave. SW
 Room 509F, HHH Building
 Washington, D.C. 20201
 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 844-243-5176 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 844-243-5176 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 844-243-5176 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 844-243-5176 (TTY: 711).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電844-243-5176 (TTY: 711)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 844-243-5176 (ATS/TTY : 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 844-243-5176 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 844-243-5176 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 844-243-5176 (رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 844-243-5176 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 844-243-5176 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-243-5176 (TTY: 711) 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 844-243-5176 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 844-243-5176 (TTY: 711).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 844-243-5176 (TTY: 711).