



Instructions on How to Appoint a Representative:

- Medicare rules allow you to appoint a representative in the grievance and/or appeals process.
Members can contact their local Social Security Office, get help from the local Agency on Aging, or the Florida Complete Care Member Services department;
- You may appoint any individual (such as a relative, friend, advocate, attorney, physician, and/or other prescriber, or an employee of a pharmacy, charity, or other secondary payer) to act as your legal representative;
- The appointment is considered valid for one year from the date that the Appointment of Representative Form is signed by both you (the member) and your legal representative;
The legal representative has the same rights as the member to the request. They can submit evidence on your behalf;
- The legal representative may have access to personal information about you;
- To appoint a legal representative, you must fill out the Appointment of Representative Form (Form CMS-1696) located in our website at: www.fc2healthplan.com

Instructions for submitting an Appointment of Representative Form:

Members may return the completed form by mail or by fax to:

Fax Number: 1-800-765-3695

Mailing Address:

Florida Complete Care - Appeals
PO Box 668170
Miami, Florida 33166

If you have any questions or concerns, please contact our Member Services department at **1-833-FC2-PLAN** (1-833-322-7526), TTY 711. Hours are from 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30.