Changes to the
Florida Complete Care (HMO I-SNP
2026
Evidence of Coverage

11/17/2025

Dear Member,

This is important information on changes in your Florida Complete (HMO I-SNP) coverage.

We previously sent you written notice advising where the health plan had posted the 2026 Evidence of Coverage (EOC) which provides information about your coverage as an enrollee in our plan. This notice is to let you know there were errors in your EOC. Below you will find information describing and correcting the errors. Please keep this information for your reference. The correct EOC can be found on our website at fc2healthplan.com.

Changes to your EOC

Where you can find the error in your 2026 EOC	Original Information	Corrected Information	What does this mean for you?
On pages 56-57, Section Medical Benefits Chart Supplemental Dental Benefit	You pay $0 for covered services No authorization required.	Reposition authorization requirements to the right column near Supplemental dental.	Language was repositioned to its correct location.
On page 62, Section Medical Benefits Chart Hospice care	Prior authorization required.	No authorization required.	You do not need to obtain prior authorization before receiving Hospice care.
On pages 67-68, Section Medical Benefits Chart Medicare Part B drugs	Prior authorization required.	Add: No authorization required for insulin.	You do not need to obtain prior authorization before receiving Insulin.
On page 73, Section Medical Benefits Chart Over-the-Counter Benefit	Blank	No authorization required.	You do not need to obtain prior authorization before receiving Over-the-Counter Benefit.
On page 74, Section Medical Benefits Chart Partial hospitalization services and Intensive outpatient services	Prior authorization is required.	Place the requirement beside the corresponding benefit. Partial hospitalization requires authorization. Intensive outpatient does not require authorization.	You must obtain prior authorization before receiving partial hospitalization services. You do not need to obtain prior authorization before receiving intensive outpatient services.

Where you can find the error in your 2026 EOC	Original Information	Corrected Information	What does this mean for you?
On page 77, Section Medical Benefits Chart Pulmonary rehabilitation services	Prior authorization required.	Prior authorization and referral required.	You must obtain prior authorization **and** referral before receiving Pulmonary rehabilitation services.
On page 80, Section Medical Benefits Chart Skilled nursing facility (SNF) care	Blank	No authorization required.	You do not need to obtain prior authorization before receiving Skilled nursing facility (SNF) care.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions, please call us at **at 1-833-FC2-PLAN (TTY users should call 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**.**

Florida Complete Care is an HMO I-SNP with a Medicare contract. Enrollment in Florida Complete Care depends on contract renewal.

This information and auxiliary aids are available for free in other languages and formats. Please contact our Member Services number at (1-833-322-7526) (TTY: 711), Monday – Friday, 8 a.m. to 8 p.m.

Spanish

Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Miembros al (1-833-322-7526) (TTY: 711) de lunes a Viernes, de 8 a.m. a 8 p.m.

Haitian Creole

Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Manm nou an nan (1-833-322-7526) (TTY: 711), lendi rive vandredi, 8 a.m. a 8 p.m.

Written or Oral Translation Services

English: ATTENTION: If you do not speak English, written translation or oral interpretation services, free of charge, are available to you. Call 1-833-322-7526 (TTY: 711).

Español (Spanish): ATENCIÓN: Si no habla inglés, tiene a su disposición servicios de traducción escrita o interpretación oral, gratuitos. Llame al 1-833-322-7526 (TTY: 711).

Kreyòl Ayisyen (Haitian Creole): ATANSYON: Si ou pa pale Anglè, gen sèvis entèpretasyon alekri oswa aloral ki disponib gratis pou ou. Rele (1-833-322-7526 (TTY: 711).

Tiếng Việt (Vietnamese): LƯU Ý: Nếu bạn không nói tiếng Anh, chúng tôi sẽ cung cấp miễn phí cho bạn dịch vụ dịch thuật bằng văn bản hoặc phiên dịch lời nói. Gọi (1-833-322-7526) (TTY: 711).

Português (Portuguese): ATENÇÃO: Se você não fala inglês, há serviços gratuitos de tradução escrita ou interpretação oral à sua disposição. Ligue para (1-833-322-7526) (TTY: 711).

中文 (Chinese)：**注意**：**如果您不会**讲英文，我们为您提供免费的笔译或口译服务

。请致电 (1-833-322-7526) (TTY: 711)。

Zhōngwén (Chinese): Zhùyì: Rúguǒ nín bùhùi jiǎng yīngwén, wǒmen wèi nín tígōng miǎnfèi de bǐyì huò kǒuyì fúwù. Qǐng zhìdiàn (1-833-322-7526) (TTY: 711).

Français (French): ATTENTION : Si vous ne parlez pas l'anglais, des services gratuits de traduction écrite ou d'interprétation orale sont à votre disposition. Appelez le (1-833-322-7526) (ATS : 711).

Tagalog (Tagalog): Tawag-pansin: Kung hindi ka nagsasalita ng Ingles, available sa iyo ang nakasulat na pagsasalin o oral interpretation services nang walang bayad. Tawagan ang (1-833-322-7526) (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы не говорите по-английски, то вам доступны бесплатные услуги письменного и устного перевода. Звоните 1- 833-322-7526 (TTY: 711)

العربية) Arabic (: تنبيه: إذا كنت لا تتحدث الإنجليزية، فستتوفر لك خدمات الترجمة التحريرية أو الشفهية مجانًا.

1-833-322-7526 (TTY: 711) اتصل هاتفيًا بالرقم

Italiano (Italian): ATTENZIONE: Se non parla inglese,
sono disponibili servizi gratuiti di traduzione scritta o interpretariato orale. Chiamare 1-833-FC2-PLAN (1-833-322-7526 (TTY: 711)

Deutsch (German): ACHTUNG! Wenn Sie die englische Sprache nicht beherrschen, stehen Ihnen schriftliche Übersetzungen oder mündliche Dolmetscherdienste kostenlos zur Verfügung.

한국어(Korean): 주의: 영어를 구사하지 못하시면 서면 번역이나 구두 통역 서비스를 무료로 이용하실 수 있습니다. 1-833-322-7526 (TTY: 711)번으로 연락해 주십시오.

Polski (Polish): UWAGA: Jeżeli nie mówisz po angielsku, możesz skorzystać z bezpłatnych pisemnych i ustnych usług tłumaczeniowych. Zadzwoń 1-833-322-7526 (TTY: 711).

ગુજરાતી (Gujarati): ધ્યાન: જો તમે અંગ્રેજી ન બોલતા હો, તો લેખિત અનુવાદ અથવા મૌખિક અર્થઘટન સેવાઓ, વિના મૂલ્યે, તમને ઉપલબ્ધ છે. 1-833-322-7526ને કૉલ કરો (TTY: 711).

Rufen Sie 1-833-FC2-PLAN (1-833-322-7526) (TTY: 711) an.

ภาษาไทย (Thai): โปรดทราบ: หากท่านพูดภาษาอังกฤษไม่ได้ ท่านสามารถใช้บริการแปลเอกสารหรือล่ามแปลภาษาฟรีได้ที่ โทร 1-833-322-7526 (TTY:711)

If you are unable to read this in a smaller font, this information is available to you in other formats or by oral interpretation, free of charge. Call 1-833-FC2-PLAN (1-833-322-7526) (TTY: 711).