

Dear Parents,

The Broward County, KidCare Outreach Program is currently following the guidelines of the CDC and the Department of Health by practicing “social distancing”. Although the Broward County, KidCare Outreach offices are currently closed, arrangements have been made for all staff to telework out of the offices. The KidCare Outreach Program continues to serve the children of Broward County with application enrollment assistance, account renewal, account verification, application status, sending documents, and resolving technical issues that result in re-entention into the programs. Some new accounts can also be made retroactive from the first day of the month.

We understand this may be a difficult time for some families. If a family’s income has changed, due to the current situation, we will be happy to review the account to determine if there will be an adjustment of the premium payment and assist the family accordingly. In addition to the **Broward KidCare Hotline, 954-INSURES (954-467-8737)**, we currently have additional numbers for families to access:

For Spanish Contact:

Tammy: 954-298-4775
Nichole: 954-270-0279
Milly: 954-541-7744
Ada: 954-809-4547

For Creole Contact:

Marnelle: 954-270-8272
Willene: 954-541-7746
Marie: 954-295-3422

The KidCare Program updated the process of handling accounts as follows:

To ensure affordability of medical care:

Waiver of all costs associated with COVID-19 testing
Waiver of copays for most commonly used services through April 30, 2020
(in partnership with Aetna Better Health of Florida, Simply Healthcare Plans and Community Care Plan)

To improve access to care:

Relaxed prior authorizations for hospitals, physicians, home health and durable medical equipment

Broward KidCare and its Partners look forward to ensuring all children of Broward County are covered.

Rebecca Miele, HSPM
Florida KidCare Outreach Program, Manager
Florida Department of Health, Broward County