



RON DESANTIS  
GOVERNOR

SIMONE MARSTILLER  
SECRETARY

**FOR IMMEDIATE RELEASE**  
May 20, 2021

**Contact:** AHCA Communications Office  
[AHCACommunications@ahca.myflorida.com](mailto:AHCACommunications@ahca.myflorida.com)  
(850) 412-3623

## **The Agency for Health Care Administration Announces Additional Mental Health Support Opportunities for Medicaid Members**

**TALLAHASSEE, FL** – Today, as the state of Florida recognizes May as Mental Health Awareness Month, the Agency for Health Care Administration (Agency) announced a toll-free helpline for immediate short-term mental health support and counseling services is now available for approximately 85,000 eligible Medicaid members not enrolled in a Medicaid health plan. This helpline will supplement the behavioral health services those Medicaid members already receive.

“Our commitment to enhancing mental health services is key to the Agency’s mission of providing better health care for all Floridians. Mental health is important to an individual’s overall health and well-being and the additional support offered through this new helpline will significantly improve the quality of care for our members,” said **Agency for Health Care Administration Secretary Simone Marstiller**.

The new helpline is available at no cost to eligible Medicaid fee-for-service (FFS) members ages 18 and over. Each month, newly eligible Medicaid members will receive notification regarding the availability of the helpline with a contact number to immediately speak to a licensed counselor. Members can call 1-844-503-1140 24 hours a day, 365 days a year.

All clinicians providing counseling services hold a Master’s degree in Social Work, Psychology, Counseling or Marriage and Family Therapy.

Mental health services offered via the telephone helpline include the following:

- **Short-Term Support:** Includes an initial assessment and one to three telephone or virtual counseling sessions with follow-up as needed.
- **Long-Term Treatment Options:** If the initial assessment indicates that a member requires long-term treatment, the member will be connected to appropriate resources such as a behavioral health Medicaid provider in the member’s community or another appropriate referral based on their need.
- **Emergent/Urgent:** If the initial assessment indicates a potentially life-threatening situation is emerging, the member will be immediately connected to local emergency services. Until emergency services have arrived, the member will remain actively engaged with a counselor on the line until services have arrived.

The Agency for Health Care Administration is partnering with Kepro, a leading healthcare management organization focused on efficient, high quality and well coordinate care, to operate the



new telephone helpline and provide short-term counseling sessions. Members may visit the [AHCA Recipient Resources](#) webpage for additional information.

As a part of educational efforts during May, which is Mental Health Awareness Month, the Agency wants all Medicaid members to understand the mental and behavioral health benefits that are available to them. Medicaid members can view services provided by clicking [here](#).

###

---

*The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health plans, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#) and [Twitter \(@AHCA\\_FL\)](#).*