

## SOUTH FLORIDA RESOURCE CONTACTS

### MIAMI/BROWARD COUNTY AREAS

#### Agency on Aging:

- Broward County Area Agency on Aging – Phone: 954.745.9779 / Website: [www.adrcbroward.org](http://www.adrcbroward.org)
- Dade County Alliance for Aging – Phone: 305.670.6500 / Website: [www.allianceforaging.org](http://www.allianceforaging.org)

#### Center for Independent Living:

- Center for Independent Living South Florida – Phone: 305.751.8025 / Website: [www.cilsf.org](http://www.cilsf.org)
- Center for Independent Living of Broward – Phone: 954.722.6400 / Website: [www.cilbroward.org](http://www.cilbroward.org)

#### Protection and Advocacy:

- Disability Rights Florida – Phone: 800.342.0823 / Website: [www.disabilityrightsflorida.org](http://www.disabilityrightsflorida.org)

#### Aging and Disability Resource Center

- Inclusion Florida: [www.inclusionfl.cbcs.usf.edu](http://www.inclusionfl.cbcs.usf.edu)
- FIND (Family Network on Disabilities): 727.523.1130

#### Quality Improvement Organization:

- Agency for Health Care Administration (AHCA) Complaint Administration Unit - Available 24 hours/day, 7 days/week:  
Phone: 888.419.3456/ TTD 800.955.8771/ Email: [CAU@acha.myflorida.com](mailto:CAU@acha.myflorida.com)  
Online Complaint Form: <https://apps.ahca.myflorida.com/hcfc/>
- Florida Health Care Complaint Portal: <https://mqa-flhealthcomplaint.doh.state.fl.us/>
- Accreditation Commission for Healthcare (ACHC):  
Phone: 855.937.2242 / Email: [complaintsi@achc.org](mailto:complaintsi@achc.org)  
Online: <https://www.achc.org/contact/>



### SOUTH FLORIDA LEADERSHIP

Clinical Manager

Helen- Carey, PT/DPT

866.919.3240, ext. 448

Administrator

Annette Dutkowski,  
RN/Director of Nursing

866.919.3240, ext. 417

### AGENCY RESOURCES

Quality Assurance  
Department

(Concerns/Complaints)

866.919.3240, ext 375

[QualityAssurance@KidsCareHH.com](mailto:QualityAssurance@KidsCareHH.com)



24/7 Nurse On-Call Line

866.449.7692

### CURRENT PATIENT INFORMATION

#### Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- [Authorizations@KidsCareHH.com](mailto:Authorizations@KidsCareHH.com)

#### Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 262
- [InsuranceVerification@KidsCareHH.com](mailto:InsuranceVerification@KidsCareHH.com)