

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
- Dade County Alliance for Aging – Phone: 305.670.6500 / Website: www.allianceforaging.org

Center for Independent Living:

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

Protection and Advocacy:

- Disability Rights Florida – Phone: 800.342.0823 / Website: www.disabilityrightsflorida.org

Aging and Disability Resource Center

- Inclusion Florida: 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
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
Online: <https://www.achc.org/contact/>

CURRENT PATIENT INFORMATION

Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- Authorizations@KidsCareHH.com

Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 385
- IVTeam@KidsCareHH.com



SOUTH FLORIDA LEADERSHIP

Administrator/Clinical Manager

Laura Pazos-Cejas, SLP

561.560.1130 or
866.919.3240, ext. 448

Dianne Manzano, RN
Director of Nursing/Alt Admin

305.308.7138 or
866.919.3240

AGENCY RESOURCES

Quality Assurance
Department

(Concerns/Complaints)

866.919.3240, ext 375

QualityAssurance@KidsCareHH.com

24/7 Nurse On-Call Line

866 449 7692

