



Where to Go for Help and Additional Resources

List of local Aging and Disability Resource Centers (ADRCs)

Contacting your local ADRC is the first step in applying for the Medicaid LTC Waiver. To connect with your ADRC, you can call the statewide Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or contact the ADRC directly. A list of all ADRCs and their contact information is available on the Department of Elder Affairs (DOEA) website: <https://elderaffairs.org/resources/aging-and-disability-resource-centers-adrcs/>.

Local legal services organizations

Your local legal services organization may be able to help you resolve issues with your LTC Medicaid plan, such as a reduction or termination of home and community-based services.

[Florida Law Help](#) provides a directory of legal services providers [here](#). You can find your local legal services provider by using the “County” search feature.

Senior Legal Helpline

The Senior Legal Helpline is available to eligible Florida residents aged 60 and older to help with housing problems, family matters, government benefits, contract issues, and more. Applicants receive free, confidential legal advice and referrals from attorneys and paralegals experienced in representing seniors.

To apply for services, call (888) 895-7873, Monday-Friday, 9 a.m.-4:30 p.m., or [apply online](#). More information is available on the Bay Area Legal Services website: <https://bals.org/senior-legal-helpline>.

The Florida Bar Lawyer Referral Service

This service helps consumers match with a private attorney based on their legal issue and location, then receive a 30-minute consultation for \$25 or less.

You can call 800-342-8011, Monday-Friday, 8:00 a.m.-5:30 p.m., or submit an [online request](#). More information is available on the Florida Bar website: <https://www.floridabar.org/public/lrs/>.

Florida Agency for Health Care Administration (AHCA) Complaint Portal

Enrollees who are having trouble accessing services or who are encountering other problems with their managed care plan can file an official complaint with AHCA. Visit the [Florida Medicaid Complaints](#) webpage or FHJP's [How to File a Complaint Regarding a Medicaid Managed Care Plan](#) for guidance.