



JEB BUSH
GOVERNOR

TERRY F. WHITE
SECRETARY

MEMORANDUM

TO: AAA Executive Directors **Policy #: 102802-2-T-VCS**

FROM: Terry White, Secretary

DATE: October 25, 2002

SUBJECT: Notice of Transmittal: Silver Saver Program Referrals

The purpose of this notice is to clarify how Elder Helpline calls regarding the Silver Saver Prescription Assistance Program should be handled. This clarification is being issued at the request of the Agency for Health Care Administration, due to complaints received by Governor Bush's office from elders who have expressed frustration at their inability to obtain applications and detailed information about the Silver Saver Program.

AHCA states that it continues to experience communication challenges with local DCF and Medicaid Offices and requests that **inquiries regarding the Silver Saver program not be referred to DCF local or area offices but to the AHCA Call Center instead.** Elder Helplines may continue to provide basic information about the Silver Saver program to callers. However, individuals who request applications, more detailed program information, or who are reporting problems with the Silver Saver Program should be referred to the **AHCA Call Center at 1-888-419-3456.**

If you have any questions regarding this matter, contact Patty Shaffer or Beth Gabrini of the SHINE Program at (850) 414-2000.