



**Hillsborough
County Florida**

HEALTH CARE SERVICES

Dear Member:

Welcome to the Hillsborough County Health Care Plan. We have provided you with some materials that we hope you will find useful. These include:

- 1. Hillsborough Health Care Plan Coverage guide.**
- 2. A copy of the Hillsborough County Health Care Plan Member Privileges and Responsibilities as participant in Hillsborough County Health Care Plan.**
- 3. Accessing your ACES online portal account (re-enrollment, update your information, eligibility etc.)**

Your first step of care is to contact your selected Clinic to make an appointment. Make sure you do this as soon as possible, within 30 days; a doctor will be assigned when you go to your first appointment.

Your doctor will help you with your medical care. You must get a referral from your doctor before you see a specialist or for other services, such as specialty care, medications, or other medical supplies and equipment. Your doctor will refer you to a specialist or help you get the medical services you need.

If you ever have to go to an emergency room or you are admitted to the hospital, make sure you notify your doctor as soon as possible.

If you have any questions about Hillsborough County Health Care Plan, please call us at (813) 272-5040.

Sincerely,
Hillsborough County Health Care Services Staff

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