



**Hillsborough  
County Florida**

**HEALTH CARE SERVICES**

Dear Member:

The Hillsborough County Health Care Plan (HCHCP) wishes to provide you with information that we hope you will find useful. These include:

- 1. Hillsborough Health Care Plan Coverage guide**
- 2. Accessing your ACES online portal account (re-enrollment, update your information, eligibility etc.)**

Additional Information below can be accessed online at [HCFLGOV.NET/Healthcare](http://HCFLGOV.NET/Healthcare) or contact Member Services (813) 272-5040 to request a printout if available.

- 3. Find Pharmacy, Dental & Vision Providers (all providers may not be listed)**
- 4. Member Guide**
- 5. A copy of the Hillsborough County Health Care Plan Member Privileges and Responsibilities as participant in Hillsborough County Health Care Plan.**
- 6. Did you know that we can help with more than just your medical care? We offer assistance with transportation, housing, food insecurity and lots of other services. By taking this quick 22 question survey, we'll be able to help resolve these issues.**

Your first step of care is to contact your selected Primary Care Clinic to make an appointment to be seen as soon as possible. Your assigned clinic information is found on the front of your Hillsborough Healthcare card. You will be assigned a Primary Care Provider (PCP) when you go to your first appointment.

Your PCP will help you with your medical care. Any referrals for specialty care must be completed by your PCP for the HCHCP to pay.

If you ever have to go to an emergency room, urgent care or you are admitted to the hospital, make sure you notify your PCP 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