



Redetermination Reference Guide

Statewide Medicaid Managed Care Managed Medical Assistance
Statewide Medicaid Managed Care Long-Term Care

Medicaid redetermination provider resource guide

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

Background

Medicaid coverage for individuals in Florida has been ongoing since the onset of the public health emergency due to the COVID-19 pandemic, leading to a growth of recipients from 3.8 million in March 2020 to 5.5 million in November 2022. Continuous coverage for Medicaid beneficiaries is set to end in April 2023. As a result, the Department of Children and Families (DCF) will return to its standard Medicaid review process, which ensures eligible recipients will continue to remain enrolled.

How our providers can help:

- Encourage your patients to maintain their most up-to-date contact information on their MyACCESS account (this includes address, phone number, and email address).
- Reporting is available via Availity Essentials. * You may also request a list of your patients who are up for Medicaid redetermination in order to conduct outreach and let them know their redetermination date is coming up.
 - Member reporting can be provided to your practice on an agreed upon frequency.

Note: Reporting is based off DCF’s Medicaid Redetermination Timeline that may be subject to change.

Florida resources

Florida’s Medicaid Redetermination Plan	https://myflfamilies.com/Medicaid
Florida’s Medicaid Redetermination Partner Packet	https://myflfamilies.com/sites/default/files/2023-03/Partner%20Packet_02.21.23.a_0.pdf
My ACCESS Florida Portal	myflorida.com/accessflorida
Department of Children and Families Phone Number	850-300-4323 (Florida Relay 711 or TTY 800-955-8771)
ACCESS Central Mail Center	P.O. Box 1770 Ocala, FL 34478
DCF Community Partner Search	https://access-web.dcf.state.fl.us/CPSLookup/search.aspx
Florida KidCare/ Florida Healthy Kids	https://healthykids.org

*Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

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Simply and CHA resources

Provider Services	844-405-4296
Simply provider website	https://provider.simplyhealthcareplans.com
CHA provider website	https://provider.clearhealthalliance.com
List of members up for redetermination	Please contact your local Provider Relations representative or Member Advocate for a list

Approach to unwinding:

- DCF will align family benefit reviews for Medicaid and Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance to Needy Families (TANF).
- The Centers for Medicare & Medicaid Services (CMS) has instituted a Medicare Special Enrollment Period (SEP) for Medicaid recipients who may qualify for Medicare.
- Partner referrals: Individuals ineligible for Medicaid will have their applications automatically transferred to Florida KidCare, the Medically Needy Program, and other subsidized federal programs.

Grouping Population

First group	<ul style="list-style-type: none"> • Individuals identified both as ineligible during the most recent redetermination review and have not used Medicaid benefits for at least 12 consecutive months
Second group	<ul style="list-style-type: none"> • Individuals previously identified as ineligible • Supplemental Security Income (SSI) recipients deemed ineligible by the Social Security Administration (SSA), referred to DCF for ex parte review
Third group	<ul style="list-style-type: none"> • Medically complex children under 21 • Individuals with SSI-related institutional care • Individuals with hospice care with limited income sources

Key messages for your patients

This messaging should be shared with audiences after the end of the continuous coverage period beginning April 1, 2023:

- Medicaid redeterminations are coming back! Make sure your information is up to date in your MyACCESS account. MyACCESS: myflorida.com/accessflorida

UPDATE YOUR CONTACT INFO

To receive important notices about your **HEALTH COVERAGE**

- 1** Log in to your MyACCESS Account
- 2** Click the "Report My Changes" button
- 3** Check the box for Address, Email, or Phone Number changes
- 4** Enter your updated information and follow prompts to finish and submit



FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
MYFLFAMILIES.COM

- Have Medicaid? You don't want to miss this important piece of mail. Watch for the envelope with the yellow stripe! It has your Medicaid renewal. Update your address in your MyACCESS account today. MyACCESS: myflorida.com/accessflorida



- Five options for healthcare if you are no longer eligible for Medicaid:
 - **Florida KidCare**
If you do not qualify for Medicaid and you have children under the age of 18, you may be able to purchase low-cost insurance for your children here.
 - **Medically Needy Program**
This program allows Medicaid coverage after a monthly share of cost is met. Those who are not eligible for full Medicaid because of income or asset limits may qualify.
 - **Federally subsidized health programs**
These programs are on a national website where you can purchase health insurance, including low-cost income-based plans
 - **Commercial coverage**
This coverage provides healthcare coverage (including employer-sponsored or private) for a monthly fee and coordinates care for clients through a defined network of physicians and hospitals.
 - **Federally qualified health centers**
Healthcare providers who provide medical care for clients with limited or no health insurance with services offered on an income-based sliding scale.

If you are no longer eligible for Medicaid...

5 OPTIONS FOR HEALTHCARE

- FLORIDA KidCare**
If you do not qualify for Medicaid, and you have children under the age of 18, you may be able to purchase low-cost insurance for your children here.
- MEDICALLY NECESSARY PROGRAM**
A program that allows Medicaid coverage after a monthly "share of cost" is met. Those who are not eligible for "full" Medicaid because of income or asset limits, may qualify.
- FEDERALLY QUALIFIED HEALTH CENTERS**
A healthcare provider who provides medical care for clients with limited or no health insurance. Services are offered on a sliding scale based on income.
- COMMERCIAL COVERAGE**
Provide health care coverage (including employer sponsored or private) for a monthly fee, and coordinate care for clients through a defined network of physicians and hospitals.
- FEDERALLY SUBSIDIZED HEALTH PROGRAMS**
A national website where you can purchase health insurance, including low-cost income based plans.

To review your healthcare options, visit:
fqhc.org
healthcare.gov
floridakidcare.org
fmedicaidmanagedcare.com

*Depending on the needs of your family, you may be eligible to benefit from two (or more) healthcare options simultaneously.

