

Resource guide: Member Medicaid Recertification

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

Since the onset of the 2019 novel coronavirus (COVID-19) pandemic, the Agency for Health Care Administration (AHCA) and the Florida Department of Children and Families (DCF) have been working together to ensure current Medicaid recipients maintain benefits during the COVID-19 state of emergency. **This means no Medicaid recipient will lose Medicaid eligibility during the state of emergency.***

The DCF will soon start the Medicaid recertification process for beneficiaries. Below is what you need to know.

Why is Medicaid recertification important?

Medicaid eligibility must be renewed in order for beneficiaries to keep their benefits. If the beneficiary does not complete their renewal, they will no longer have health coverage and must reapply for benefits.

How can you help?

- If you have not received a list of your patients who are up for recertification, contact your local Provider Relations representative, Provider Relations at **844-405-4296**, or Member Advocate for a list.
- Encourage your patients to activate their secure account on our member website and download our mobile app in order to connect with us for updates on renewal.

Recertification process:

- When DCF begins accepting renewal applications, they will try to notify beneficiaries by mail or email.
- It is critical that DCF has the beneficiary's most current mailing address.
 - The address can be verified or updated through the beneficiary's **My ACCESS Florida account** or by calling the DCF at **866-762-2237 (TTY 711)**.
- DCF is ready to assist Florida's benefit clients if needed through the recertification process, which can be done virtually and through the **self-service portal**.
 - Benefits can be renewed online or via mail. Beneficiaries can renew online through their **My ACCESS account** or mail completed paperwork to:

ACCESS Central Mail Center
P.O. Box 1770
Ocala, FL 34478-1770

* Exceptions include individuals who voluntarily request termination, those who have passed away, or those who are no longer considered residents of Florida.

<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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