



You Just Submitted Your Application

What's Next?



- It may take up to **30 days** to process your application (90 days for a disability determination).
- [Sign up for email notifications](#) to receive an email alert as soon as there are new notices on your MyACCESS Account.
- Go Paperless to receive application status and benefit information quicker!

Step 1: Your application is reviewed to determine if you need an interview

If you need an interview:

- You will receive a call within **10 days** at the phone number you provided on your application.
- If we're unable to reach you, we will leave a voice message and send you a pending notice.
- During the interview, you will be asked questions about your household situation.
- You may also be asked questions to help us verify your identity.

Step 2: You may need to provide additional information.

- You will receive a notice explaining what information is required and the deadline to submit the required information.
- You can submit your documents by:
 - Uploading documents into your [MyACCESS Account](#),
 - Mail documents to: ACCESS Central Mail Center P.O. Box 1770 Ocala, FL 34478-1770,
 - Fax documents to (866)325-6023, or
 - Submit documents at a local [DCF office](#) or [Community Partner office](#).
- Please write your ACCESS # or case # on all the documents you submit.
- Please allow **3 business days** for your MyACCESS Account to show the information was received.

Step 3: Your information is received, and your application is being processed.

Your needs are important, and we want to ensure every family receives the correct benefit, but it may still take up to **30 days** to finish your application (90 days if you need a disability determination).

Step 4: Your eligibility is determined!

If you are eligible for Food Assistance or Cash Assistance:

- You will receive an Electronic Benefits Transfer (EBT) card by mail within **5-7 days** of approval.
- If you received benefits on the same case within the **past 25 months**, use the same EBT card.
- You can request a replacement card through your [MyACCESS Account](#), ebtEDGE mobile app, or by contacting EBT Customer Service at (888)356-3281.

If you are eligible for Medicaid:

- You will receive a Medicaid gold card in the mail for eligible household members within **2-3 weeks**.
- You will also receive [Medicaid Choice Counseling](#) information from the Agency for Health Care Administration (AHCA) if you need to select a managed care plan.
- Contact Medicaid Choice Counseling at (877)711-3662 to select a managed care plan.

If you are not eligible for one or all benefits:

- You will receive a notice in the mail and in your MyACCESS Account explaining why you are not eligible.
- If you disagree with the eligibility determination, you have the right to request a fair hearing within 90 days of the notice mail date.