

YOU JUST SUBMITTED YOUR RENEWAL Or Request for Additional Benefits:



WHAT'S NEXT?

If you sign up for email notification in your MyACCESS Account, you will receive an email alert when we post a notice in your account. If you did not sign up for email notification, we will send your notices by U.S. mail. If you move, you will need to do a Change of Address in your MyACCESS Account for our system to know where to send notices and replacement EBT cards.

STEP 1: Your renewal/request is reviewed to see if you need an interview.

- ✓ If you need an interview:
 - We will call you within **5** days at the phone number you provided. If we can't reach you we will leave a message and send a notice with our contact information.
 - During your interview, we will ask 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.

- ✓ We will give or send a notice to you showing what is needed.
- ✓ The notice will give you a deadline to provide the required information. Some examples are:
 - Proof of identity, citizenship, and noncitizen status.
 - Proof of earned and unearned income for each household member (such as last four weeks of check stubs, child support, notices from Social Security or Veteran's Administration)
- ✓ You can mail, fax, upload your documents to MyACCESS Account, or turn in information at a local office or community partner. Please write your ACCESS # or case #, name, date of birth, phone number, etc., on all of the information you give us.
- ✓ Allow **3** days for your MyACCESS Account to show the information was received.

STEP 3: Your information is received and your renewal/request is being processed.

- ✓ Your needs are important and we want to ensure every family receives the correct benefit. We will contact you if there is anything else needed to process your renewal.
- ✓ If you are applying for Medicaid for the first time, you may choose a Medicaid managed care plan now at the Express Enrollment site: www.smmcexpressenrollment.com. If you do not pick a plan, one will be chosen for you.

STEP 4: Your eligibility is determined.

- ✓ **Food or Cash Assistance:**
 - If you are eligible for the first time, and your case is approved, you will be mailed an Electronic Benefits Transfer (EBT) card with a brochure that tells you how to use your card.
 - If you received benefits in the last 24 months you will not receive a new EBT card. Your current card can be used until the **Good Thru** date. If you moved since the card was issued, please submit a Change of Address in your MyACCESS Account.
 - If you need help with your card, contact **EBT Customer Service: 1-888-356-3281**.
- ✓ **Medicaid:**
 - If you are still eligible for Medicaid you may continue to use your current Medicaid gold card. Please let us know if your card is lost or stolen. If you are newly eligible, you will receive a gold card in the mail for eligible household members. The Agency for Health Care Administration (AHCA) will send Choice Counseling information to you if you need to select a managed care plan. If you did not pick a plan while your renewal/request was being processed, a plan will be chosen for you.
- ✓ **If you are not eligible for one or all benefits (food or cash assistance or Medicaid):**
 - You will receive a notice in the mail and in your MyACCESS Account explaining the reason(s) why you are not eligible.

Helpful websites: <http://www.myflorida.com/accessflorida/> - Login to your MyACCESS Account
www.dcf.state.fl.us/access/CPSLookup/search.aspx - Locate a community partner
www.smmcexpressenrollment.com - Medicaid Choice Counseling (1-877-711-3662)

Important information you will need to know:

Your ACCESS # or case # _____

MyACCESS Account log in information _____

You will need to know these things to get information about your case.