

Member Medicaid recertification

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. and Clear Health Alliance, as well as the Florida Healthy Kids (FHK) program for Simply.

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 public health emergency. This means no Medicaid recipient will lose Medicaid eligibility during the public health emergency. Exceptions include individuals who voluntarily request termination, those who have passed away, or those who are no longer considered residents of Florida.

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 so beneficiaries can 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?

- **Providers:** If you do not know how to access a Medicaid recertification report, contact your local Provider Relations representative or your assigned Member Advocate for a list.
- **Providers and community partners:** Encourage your patients/community members to activate their secure account on our member website and download our mobile app to connect with us for updates on renewal. It is important that their demographic information (name, address, phone number, etc.) is up to date with the health plan and with DCF.

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 **850-300-4323** (*Florida Relay 711 or TTY 800-955-8771*).
- 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 website**. Benefits can be renewed online or via mail. Beneficiaries can renew online through their **My ACCESS Florida account** or mail completed paperwork to:

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

* 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.

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.

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Contact us

Availity* Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to [availity.com](https://www.availity.com) and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (Simply: <https://bit.ly/3Cm6b8s>, CHA: <https://bit.ly/2ZoU8so>).

Simply:



CHA:

