

Florida's MEDICAID REDETERMINATION PLAN

BACKGROUND

Medicaid is health coverage option for low-income individuals and families. Due to the federal **Public Health Emergency**, the **Department of Children and Families** (Department), as required by the federal government, implemented processes to maintain Medicaid coverage for individuals, regardless of their financial eligibility. This resulted in the number of Medicaid recipients growing from 3.8 million to 5.5 million. In Florida, the Department determines **eligibility** for Medicaid, while the **Agency for Health Care Administration** administers the **Medicaid** program.

Once the continuous coverage requirement ends, the Department will return to the standard Medicaid review process, which ensures eligible recipients will continue to remain enrolled.

PLAN OBJECTIVES



Ensure continuity of Medicaid coverage for eligible individuals while promoting the availability of alternative health insurance providers.



Prioritize exceptional customer service through strong communication and community collaboration.



Leverage technology and operational efficiencies while being compliant with federal guidance.

FLORIDA'S PLAN SUMMARY

- **Increase efficiency** by **aligning public benefit cases** over a 12-month period.
- **Enhance customer service** by **reducing paperwork**.
- **Meet federal regulatory requirements** while **prioritizing Florida's families**.
- **Maximize technology** and **automation** to **enhance processes** and communication to recipients.
- **Automatic review** for recipients to determine Medicaid eligibility. If Medicaid cannot be automatically renewed, **recipients will receive a notice 45 days prior to their renewal date** with instructions on how to complete the renewal process.

FLORIDA WINS

- Technology enhancements and **automation implemented** to help process cases faster.
- **Utilization of technology** to communicate to recipients via email, text messaging and mail.
- More than **92% of our recipients enroll online**.
- Automatic partner referrals to organizations like **Florida Healthy Kids** and other **subsidized programs**.
- **Clear** and **robust communication** to recipients, partners and stakeholders.

*For more information, visit myflfamilies.com, or to check on the status of your benefits go to your **MyACCESS Account**.*

