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Florida Medicaid Health Care Alert

March 31, 2020

Provider Type(s): All

COVID-19: Maintain Medicaid Recipient Eligibility and Extend Time to Complete Application Process

The Agency for Health Care Administration and Department of Children and Families have been working together to ensure current Medicaid recipients maintain benefits during the 2019 novel coronavirus (COVID-19) state of emergency. To that end, we are taking the following actions.

Maintain Medicaid Eligibility

We will maintain Medicaid eligibility for current recipients through the last day of the month of the state of emergency. **This means no Medicaid recipient will lose Medicaid eligibility during the state of emergency.** We are working on notifying recipients who may have received a termination notice in the month of March that their benefits will continue.

Extend Time to Complete Medicaid Application

During this state of emergency, individuals applying for Medicaid may be unable to submit all the documentation required to process their application. Beginning with applications received in February 2020, we are extending the timeframe for individuals to submit any necessary paperwork to **120 days** from the date the application was received. If the Medicaid application is approved, the individual's Medicaid eligibility effective date will still be the first day of the month that the initial application was received. See example below.

Date Initial Application Received	Deadline to submit all Paperwork	Medicaid eligibility effective date
March 7, 2020	July 4, 2020	March 1, 2020

For updates on implementing these policy initiatives, please visit our COVID-19 information site at <https://myflfamilies.com/covid19/access.shtml> or contact the Department of Children and Families at 850-300-4323 (TTY 1-800-955-8771).

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> **CALL** 1-877-254-1055



The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(AHCAFlorida\)](#).