

Customer Call Center:
7:30 a.m. to 5:00 p.m. (ET)
1 (866) 762-2237

Helpful Tidbits:

The Department is responsible for determining Medicaid eligibility. The Agency for Health Care Administration (AHCA)/ Medicaid Options handles the selection and enrollment into a Managed Care Plans/ HMO); for questions relating to enrollment or disenrollment into a plan please contact Medicaid Options at 1-888-367-6554. Specialists help by advising recipients of physicians that are in the plans, and can help recipients understand the differences in benefits and services offered by the plans.

Individuals not eligible for Medicaid will be referred to the Federally Facilitated Marketplace of the Affordable Care Act (ACA) and/ or Florida Kidcare. Florida Kidcare can be reached at 1-888-540-5437. Please visit [Healthcare.gov](http://www.healthcare.gov) website's contact information for questions regarding ACA coverage.

<https://www.healthcare.gov/contact-us/>

**USDA: Food & Nutrition Resource in Your Community—
E & T Resource Center**

<http://www.fns.usda.gov/employment-and-training-et-resource-center>

Mail or fax requested verification documents to:

MAIL: ACCESS Central Mail Center
P.O. Box 1770
Ocala, Florida 34478-1770
FAX: 1 (866) 886-4342

****Please note, when reporting a change that may affect your benefits, faxing in documents does not automatically trigger a review of your benefits case. You must log in to your MYACCESS account and choose “report a change” or “apply for benefits”**

If you are on the Medically Needy Program with a share of cost, please fax bills to:
(407) 428-5816 or 888-213-4856



Visit this website to set up your **EBT** account, check benefits, receive automatic alerts of deposits and account balance:

<https://www.ebtedge.com/gov/portal/CardholderLogon.do>

Electronic Benefit Transfer (EBT)
Customer Service Line:
1 (888) 356-3281



**OFFICE OF ECONOMIC
SELF-SUFFICIENCY**

MYFLFAMILIES.COM

**A.C.C.E.S.S.
Florida**

**Automated Community Connection to
Economic Self-Sufficiency**

The retooled and modernized public assistance service delivery system that connects the community to food assistance, Temporary Cash Assistance for Needy Families, Refugee Assistance, and Medicaid programs.

What is the ACCESS Florida Program?

The ACCESS Florida Program is responsible for public assistance eligibility determination and ongoing case management of Food Assistance, Temporary Cash Assistance, and Medicaid. The Food Assistance Program helps low-income individuals and families buy the food they need for good health. The Temporary Cash Assistance (TCA) Program provides short term cash benefits to families with children under the age of 18, or under age 19 if full-time secondary school students, as well as pregnant women during their last trimester. Medicaid provides medical coverage to low income individuals and families through a variety of eligibility categories. Income and asset limits vary based on the eligibility category.

“The Department of Children and Families complies with state and federal nondiscrimination laws and policies that prohibit discrimination based on age, color, disability, national origin, race, religion, or sex. It is unlawful to retaliate against individuals or groups on the basis of their participation in a complaint of discrimination or on the basis of their opposition to discriminatory practices”



MyACCESS Account provides you with a secure gateway to your public assistance “account” information. You can register your own user ID and manage your own password and account through a secure site. **MyACCESS** Account allows you to view your case information and interact with the Department of Children and Families through the web at your convenience **24 hours a day, seven days a week.**

Please visit this site at
www.myflfamilies.com/accessflorida

This link will allow you to:

- View current benefits
- View the date benefits will be available
- Print a temporary Medicaid card
- See when your next review is due
- View benefit account history
- View a list of needed verifications
- Make changes to your case

Case processing average timeframes:

- Food stamps - 30 days
- Temporary Cash Assistance - 45 days
- Medicaid - 45 days

Please note: Redetermination of eligibility occurs every 6 to 12 months, depending upon the benefit.

There is a pre-screening tool that individuals can use to help them pre-screen eligibility. Please see the following website and click on "Do I qualify" www.myflorida.com/accessflorida/index.html

Community Partners: Did you know that there are local agencies in your neighborhood that are a part of our community partner network? Community partners work with the ACCESS program by providing a variety of services to individuals seeking or receiving . To find the nearest community partner to you visit: **<http://www.dcf.state.fl.us/access/CPSLookup/search.aspx>**

Some Example of Community Partners:

Citrus County

Catholic Charities Citrus
Community Outreach
9020 West Atlas Drive Homosassa, FL
352-795-9259

Hernando County

Auroveda Operating Foundation
422 S Broad Street Brooksville, FL
352-593-5967

Lake County

Goodwill Industries Of Central Florida
10601-c8 Highway 441 Leesburg, FL
352-326-8919

Well Of Hope Thrift Shop & Food Bank
16605 Sunrise Lake Blvd. Clermont, FL
352-241-4377

Marion County

Childhood Development Services
1601 NE 25th Ave.
Ocala, FL 34470

Forest Assembly Of God
17530 E Hwy 40 Silver Springs, FL
352-625-1289

Sumter County

Parsons Circle Community Outreach, Inc
5260 S. Us 301 Bushnell, FL
352-568-0580