

Important Notice to Families Receiving Medicaid and SNAP (food stamp) Benefits

Starting September 1, 2012 Medicaid enrolled beneficiaries may experience a break in their Medicaid and SNAP (food stamps) benefits if the address in the ACCESS system is not up to date.

- **What is the process and policy?**

Department of Children & Families (DCF) ACCESS determines eligibility for Medicaid and SNAP benefits. Sometimes ACCESS mails information to enrollees. DCF is centralizing its mailing function. Starting September 1, 2012, if ACCESS gets mail returned because the address is incorrect, the program will suspend Medicaid and SNAP benefits until the family updates the address in the ACCESS system. Once the family updates their address, benefits will be reinstated and made retroactive to the date of the suspension.

- **How can you prevent an interruption in benefits?**

1. You can update your address at any time by going to your ACCESS account on line at: <http://www.myflorida.com/accessflorida>

There is a link in light blue that you can use to report a change. You will need your ACCESS account number and password. If you do not have a computer, you can visit an ACCESS community partner to use a computer. Find the list of ACCESS community partners at:

<http://www.dcf.state.fl.us/access/CPSLookup/search.aspx>

Or you can visit an ACCESS service center, find a location at:

<http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/locate-service-center-your-area>

2. You can call 1-866-762-2237 to update the address, but you should expect long hold times.

3. You can add an email address to your account (using the same methods above). Most communication from ACCESS will then be sent by email. Using electronic communication means less chance that the mail will be returned.