



**** Important Medicaid Notice ****
Immigration Status Update

Medicaid rules for immigration status and requirements have changed. The Department of Children and Families (DCF) must verify the immigration status of all non-citizens.

- **You were sent a letter from DCF requesting that you submit proof of immigration status by Aug 7, 2026.** (A sample letter is on page 4.)
- **DCF HAS NOT RECEIVED YOUR REQUIRED DOCUMENTS. IF THEY DON'T RECEIVE THE DOCUMENTS OR THE DOCUMENTS DON'T VERIFY YOUR IMMIGRATION STATUS, YOUR MEDICAID AND OTHER BENEFITS WILL END ON SEPTEMBER 30, 2026.**

What You Need to Do NOW

1. **Find and read the DCF letter carefully.**
 - Login to the MyAccess portal at myaccess.myflfamilies.com (This is the same website where you apply for Medicaid) or call the ACCESS Customer Call Center at (850) 300-4323 (4DCF)
2. **These are examples of immigration documents that show immigration status.**
 - Birth Certificate
 - U.S. Passport
 - Hospital Certificate
 - Court orders or USCIS documents
 - Certificate of Naturalization or Citizenship
 - Green Card or Permanent Resident Card
3. **Submit these documents as soon as possible to DCF.**
 - **The fastest way to return your information is to upload it to your MyACCESS account online at <http://myaccess.myflfamilies.com>.**
 - **Step-by-step instructions on how to upload documents are on the next page**
 - Or watch the video on how to upload documents: [How to upload documents](#)

How to Upload a Document in MyACCESS

Before uploading, make sure your document is clear and readable and that you are submitting it to the correct case and document category.

- 1. Log in to your MyACCESS account.**
 - Go to your MyACCESS account and sign in with your username and password.
- 2. Open your case.**
 - From your account, find and choose the case you need to provide a document for.
- 3. Go to the document upload area.**
 - Look for the Upload Documents option or the document-upload section within your case.
- 4. Choose the type of document you are uploading.**
 - Choose the document category that best describes the document you are providing.
- 5. Choose the file from your device.**
 - Select the option to browse for or attach a file.
 - Locate the document on your computer, phone, or other device and select it.
- 6. Review the document.**
 - Make sure you selected the correct file and that the document is readable.
 - If you need to provide additional documents, add each document as required.
- 7. Upload the document.**
 - Select the Upload or submission button to send the document to MyACCESS.
- 8. Confirm that the upload was completed.**
 - Wait for the system to note that the document was successfully uploaded or submitted.
 - Keep the confirmation for your records if one is provided.

You can also mail your documents to ACCESS Central Mail Center, PO Box 1770, Ocala, FL 34478.

- 4. Make copies of everything you send.** Take a photo and save any confirmations.
- 5. If you have questions, call the ACCESS Customer Call Center at (850) 300-4323 (4DCF).**

Other Help

- Get your case information in the MyACCESS portal: myaccess.myflfamilies.com or call the ACCESS Customer Call Center at (850) 300-4323 (4DCF).
- **MyACCESS Training Videos:** <https://vimeo.com/showcase/11483117>
- Medicaid eligibility or application: myflfamilies.com/medicaid
- **Commonly used immigration documents:**
uscis.gov/save/current-user-agencies/commonly-used-immigration-documents
- Community partners: myflfamilies.com/services/public-assistance,
Choose Community Partner search
 - Broward County, help getting or uploading documents -
Coast to Coast Legal Aid (954) 736-2400, www.coasttocoastlegalaid.org/
 - 211 - 211.org/about-us/your-local-211
 - Feeding South Florida - feedingsouthflorida.org/contact/
- Free legal help floridalawhelp.org/
or call the ACCESS Customer Call Center at (850) 300-4323 (4DCF)
- Information on the Systematic Alien Verification for Entitlements (SAVE) Program
uscis.gov/sites/default/files/document/fact-sheets/SAVERecordsFastFactsforBenefitApplicants.pdf

Who Can Still Get Medicaid?

- U.S. citizens and nationals
- Lawful Permanent Residents (Green card holders)
- Cuban or Haitian entrants
- Certain COFA migrants (from the Marshall Islands, Micronesia, Palau)
- Children aged 18 or under who are lawfully living in Florida

ACCESS CENTRAL MAIL CENTER
P.O. BOX 1770
OCALA FL 34478

Notice of Case Action

State of Florida Department
of Children and Families

Case:

Phone: (850) 300 - 4323

ACCESS Number:

Dear

The following is information about your eligibility.

Visit myaccess.myflfamilies.com to login to your MyACCESS Account. You can also create an account here if you do not have one already. This will allow you to check your case status and, if eligible, print a temporary Medicaid card.

To finish your application, we need the following information by August 7, 2026.

Benefits will not be approved if you do not provide the requested information.

Proof of citizenship for For example, birth certificate, passport, or hospital certificate.

*Proof of noncitizen status for For example court orders or USCIS documents.

Recent federal law changes under the One Big Beautiful Bill Act (OBBBA) changed Medicaid eligibility rules related to immigration status. Because of these changes, the Department of Children and Families (DCF) must review your immigration status to determine if you are eligible for Medicaid. To find out if you are eligible for Medicaid under the new federal law, you must provide DCF with documentation verifying your current immigration status. If DCF does not receive the documents, or if the documents do not show that you are eligible under the new rules, your Medicaid coverage will end on September 30, 2026. Visit <https://www.myflfamilies.com/medicaid/medicaid-notice-information/> for more information about the federal changes to Medicaid based on immigration status and the documents you need to provide.

Requested items with an asterisk (*) must be provided if you are applying for food assistance.

The fastest way to return your information is to upload it to your MyACCESS account. You may return or fax the information to the return address or fax number listed above.

If you need help getting this information, let us know right away. Many forms are available at myflfamilies.com/forms that can be used to provide information.

DCF Services:

For information about your case, you may access your case information quickly and securely:

- through My ACCESS Account at www.myflorida.com/accessflorida,
- receive email notifications by signing up through your MyACCESS Account, or
- call the ACCESS Customer Call Center at (850) 300-4DCF (4323).
- For more information about Medicaid eligibility and applying for Medicaid, please go to <https://www.myflfamilies.com/medicaid>.

Fair Hearings: If you disagree with our decision, you have the right to ask for a hearing before a state hearing officer. You may be represented at the hearing by a lawyer, relative, friend, or anyone you choose. If you want a hearing, you must ask for the hearing within 90 days from the date at the top of this notice. You may ask for a hearing by emailing us at appeal.hearings@myflfamilies.com; by making a request online at <https://www.myflfamilies.com/fairhearings>; by writing to us at Appeal Hearings Section, 2415 North Monroe Street, Suite 400-I, Tallahassee, Florida 32303-4190; by calling the call center; or by coming into a DCF office. If you ask for a hearing before the date your benefits are scheduled to end or change, your Medicaid benefits will continue at the prior level until the hearing decision; for all other programs, your benefits may continue at the prior level until the hearing decision. You may be responsible to repay any benefits if the hearing decision is not in your favor. For Medicaid, you will not be responsible to repay benefits unless we find that you engaged in fraud or an intentional program violation. Your appeal will be decided within 90 days of your request. For Medicaid, if you have an urgent health care need (one that would result in serious harm to your health if not treated soon), you can ask for a faster appeal. Proof of your urgent health care need may be requested.

If you need information about free legal services, call the ACCESS Customer Call Center toll free at (850) 300-4DCF (4323) for a listing of legal services in your area or you can visit www.floridalawhelp.org.

Information on other services that may be helpful to you can be found at

<https://www.myflfamilies.com/services/public-assistance>.

Local community partner agencies are available to help you apply for services. To find one near you, go to www.myflorida.com/accessflorida under "Find Us". You can search by zip code or county.

Other information that may help you:

- To register or update your voter registration, you can visit www.registertovoteflorida.gov or call the ACCESS Customer Call Center at (850) 300-4DCF (4323)
- Did you earn less than \$68,675 in 2025? You may be eligible for an Earned Income Tax Credit up to \$8,046. For more information on where to find free tax assistance in your area call the IRS at 1-800-829-1040.
- You may be eligible to receive monthly discounts on your phone bill through Florida's Lifeline Assistance Program. Call your phone company or the Florida Public Service Commission at 1-800-342-3552 for more information.
- If you need free help obtaining child support, medical support, establishing paternity, or locating your child's parent, call the Florida Child Support Program at (850) 488-KIDS (5437).

For Florida Relay 711 or TTY services, call 1-800-955-8771.

Nondiscrimination Policy:

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or who have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

CIVIL RIGHTS COMPLAINTS INVOLVING USDA PROGRAMS

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. **mail:** Food and Nutrition Service, USDA
1320 Braddock Place, Room 334, Alexandria, VA 22314; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **phone:** (833) 620-1071; or
4. **email:** FNCSIVILRIGHTSCOMPLAINTS@usda.gov

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at (800) 221-5689, which is also in Spanish, or call the [state information/hotline numbers](#) (click the link for a listing of hotline numbers by state); found online at: [SNAP hotline](#).

CIVIL RIGHTS COMPLAINTS INVOLVING HHS PROGRAMS

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: OCRmail@hhs.gov. For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at OCRMail@hhs.gov or call OCR toll-free at 1-800-368-1019, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

This institution is an equal opportunity provider.

If you have difficulty understanding English because you do not speak English or have a disability, please let us know. Free language assistance or other aids and services are available upon request. 850-300-4323

إذا واجهتك صعوبة في فهم اللغة الإنجليزية لأنك لا تتحدث الإنجليزية أو تعاني من إعاقة، يرجى إخبارنا. تتاح المساعدة اللغوية المجانية أو أي مساعدات وخدمات أخرى عند الطلب. 850-300-4323

Si vous avez des difficultés à comprendre l'anglais parce que vous ne parlez pas anglais ou en raison d'un handicap, veuillez nous en informer. Une assistance linguistique ou d'autres types d'aides et de services sont disponibles gratuitement sur demande. 850-300-4323

Wenn Sie Schwierigkeiten haben, Englisch zu verstehen, weil Sie die Sprache nicht kennen oder weil Sie eine Behinderung haben, lassen Sie uns dies bitte wissen. Kostenlose Sprachmittlung sowie andere Hilfsmittel und Leistungen sind auf Anfrage erhältlich. 850-300-4323

તમે અંગ્રેજી ન બોલતા હોવાના કારણે અથવા વિકલાંગતા હોવાના લીધે જો તમને અંગ્રેજી સમજવામાં સમસ્યા આવતી હોય તો , મહેરબાની કરીને અમને જણાવો. વિનંતી કરવા પર વિના મૂલ્યે ભાષાકીય મદદ અથવા અન્ય સહાય અને સેવાઓ ઉપલબ્ધ છે. 850-300-4323

Si ou gen difikilite pou konprann angle paske ou pa pale angle oswa ou gen yon andikap, tanpri di nou sa. Gen èd ak lang avèk lòt èd ak sèvis disponib depi ou mande. 850-300-4323

Hai problemi a capire l'inglese perché non parli la lingua o hai una disabilità? Mettiti in contatto con noi. Su richiesta, è possibile ricevere assistenza linguistica o altri servizi e tipi di supporto in maniera gratuita. 850-300-4323

영어를 할 줄 모르거나 장애 때문에 영어를 이해하기가 어려우시면 당국에 알려주십시오. 요청 시 무료 언어 지원 또는 기타 보조 도구 및 서비스를 이용하실 수 있습니다. 850-300-4323

Jeżeli masz trudności ze zrozumieniem języka angielskiego, ponieważ nie mówisz w tym języku lub jesteś osobą z niepełnosprawnością, prosimy o kontakt. Bezpłatna pomoc językowa, a także inne formy wsparcia są dostępne na życzenie. 850-300-4323

Se você tiver dificuldade para entender inglês porque não fala inglês ou tem uma deficiência, informe-nos disso. Um assistente de linguagem gratuito e outros auxílios e serviços estão disponíveis mediante solicitação. 850-300-4323

Если у вас есть трудности с пониманием английского языка, потому что вы не говорите на нем или являетесь лицом с ограниченными возможностями, дайте нам знать. Бесплатные услуги языковой поддержки или другая помощь доступны по запросу. 850-300-4323

Ukoliko imate poteškoće u razumevanju engleskog jezika, bilo zbog toga što ne govorite engleski jezik ili zbog hendikepa, obavestite nas o tome. Besplatna jezička podrška i druge vrste pomoći i usluga su dostupne na zahtev. 850-300-4323

Si tiene dificultades para entender el inglés porque no sabe el idioma o porque tiene una discapacidad, háganoslo saber. Puede solicitar ayuda con el idioma u otras ayudas y servicios gratuitos. 850-300-4323

Kung kayo ay may kahirapan sa pag-intindi ng Ingles dahil hindi kayo nagsasalita ng Ingles o kayo ay may kapansanan, mangyaring ipaalam sa amin. Maaaring humiling ng libreng tulong sa wika o iba pang mga tulong at serbisyo. 850-300-4323

หากมีปัญหากับการทำความเข้าใจภาษาอังกฤษเนื่องจากคุณไม่ได้สื่อสารภาษาอังกฤษหรือเป็นผู้พิการ

โปรดแจ้งให้เราทราบ บริการช่วยเหลือด้านภาษาหรือความช่วยเหลือและบริการอื่นๆ ตามต้องการโดยไม่เสียค่าใช้จ่าย 850-300-4323

如因不會說英文或罹患殘疾而無法理解英文，請告訴我們。收到申請後，我們會提供免費語言協助或者其他協助和服務。 850-300-4323

Nếu quý vị gặp khó khăn để hiểu tiếng Anh vì quý vị không nói tiếng Anh hay bị khuyết tật, vui lòng cho chúng tôi biết. Trợ giúp ngôn ngữ miễn phí hay các dịch vụ và hỗ trợ khác được cung cấp khi có yêu cầu. 850-300-4323



Auxiliary Aids

ATTENTION: If you speak english, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-866-899-4828 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se dispone de forma gratuita de ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-866-899-4828 (TTY: 711) o hable con su proveedor.

ATANSYON: Si w pale Creole, sèvis asistans pou lang disponib pou ou pou gratis. Èd oksilyè ki apwopriye ak sèvis pou bay enfòmasyon ki nan fòm aksèsib yo disponib tou gratis. Rele 1-866-899-4828 (TTY: 711) oswa pale ak founisè w la.

Foreign Languages

This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828, (TTY: 711) Monday through Friday from 8:00 AM a 7:00 PM EST.

Esta información está disponible gratis en otros idiomas. Por favor contacte a nuestro departamento de servicio al cliente al 1-866-899-4828, (TTY: 711) de lunes a viernes desde las 8:00 AM a 7:00 PM EST.

Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte depatman sèvis manm nou an nan 1-866-899-4828, (TTY: 711) Lendi jiska Vandredi de 8:00 AM a 7:00 PM EST.



Non-Discrimination Notice

Community Care Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) (or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Community Care Plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Community Care Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Jennifer Nielsen.

If you believe that Community Care Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jennifer Nielsen, Civil Rights Coordinator, 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 711, jnielsen@ccpcares.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Nielsen is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

This notice is available at Community Care Plan's website:
www.ccpcares.org/Nondiscrimination.