Circuit 18, ACCESS Florida Community Partner Communique
2d Qtr CY16

ABAWD Policy Implementation

The reinstatement of this policy as it relates to Food Assistance was not without some glitches, however, your assistance as Community Partners helped customers be best prepared for the changes by sharing the information about the change and the processes customers would have to comply with. This policy is complicated and not without its challenges to implement…our processors are constantly receiving additional training and information about the various twists and turns of this policy….we will continue to keep you informed of those aspects that affect customers. Thank you for your help keeping the turmoil to a low boil!!

REMINDER: When submitting an application, if the customer believes they have a physical or mental condition that makes it impossible for them to work, they should make it known in the comments box that they are unable to work and discuss the details with the interviewer.

Medicaid for Lawfully Residing non-Citizen Children up to age 19

Florida Healthy Kids, Inc. has been charged with community outreach for this policy change. The legislation takes effect on July 1st…at that time, lawfully residing non-citizen children up to age 19 could be eligible for one of the Florida KidCare programs without the 5-year waiting period. Florida Healthy Kids will provide additional information as follows:

- Website updates and FAQs on the Florida Healthy Kids and Florida Kid Care websites;
- Informational letters, as well as mobile friendly emails (in English, Spanish, and Creole), to families whose children were denied coverage in the past 12 months;
- Radio and Television campaign in counties with large eligible populations;
- Social media updates on Facebook and Twitter;
- Statewide press release with follow up in counties with large eligible populations.

There are two groups of families that were previously denied because of the five-year rule that will not have to do anything to take advantage of the change: those with children enrolled in the full-pay program and those that were denied on or after June 1, 2016. Florida KidCare will automatically reach out to these families and help them enroll in low-cost or no-cost coverage. Other families will either have to reapply or call 1-888-540-5437 to update their information.

As an ACCESS FLORIDA Community Partner organization, you can support the efforts to inform all affected individuals by:

- **Encouraging potentially affected families to apply or update their Florida KidCare information by calling 1-888-540-5437 after June 27**
- **Explaining to non-citizen families whose children are enrolled in a plan through the federal marketplace at healthcare.gov how they can take advantage of lower-cost coverage through Florida KidCare by updating their information or waiting until the next open enrollment period**
- **Informing non-citizen families currently enrolled in private or employer-based plans that they can begin Florida KidCare coverage as soon as the other coverage has ended**
- **Reiterating that non-citizen families will not encounter any immigration-related issues if they apply or update their information**
- **Providing links on your websites to the information at floridakidcare.org**

Circuit 18, ACCESS Florida Community Partner Communique
2d Qtr CY16 (cont'd)

Miscellaneous notes and tips:

Please check regularly to ensure the tracking and routing cookie for your site is set on your computers used by customers to submit applications. Without this cookie set we are not able to gather accurate data and will be unable to provide data/feedback to your organization in support of any grants or projects.

If a customer is in need of assistance that you are unable to provide and they have checked their My ACCESS Account (MAA) for information, you can refer them to the nearest ESS storefront/application center. In Seminole County it is at Harvest Time International; 255 N. Kennel Road, Sanford. In Brevard County it is at 801 Dixon Blvd, Cocoa. Locations for all other counties can be found on the ACCESS website.

Remember to keep me up to date on your address, e-mail, and phone number changes as well as changes in personnel who are assisting your customers with ACCESS actions. Just send an e-mail with the information.

Remind Food Assistance customers to look for the notice that tells them to call for an interview…the number on the notice is direct to the processor working their application. If they miss the date(s) and do not have contact with the processor, they can then call the Customer Call Center and inform them they need an intake interview.

FYI: applications are processed in a "round robin" manner…this means that an application submitted from Brevard county may well be processed by someone in Polk county…applications will be routed to the next available processor and that person could be anywhere in the Central Region…applicants will need to be specific and accurate when providing addresses and facility names/types.

The next LTC/MWA Providers Roundtable is scheduled for 14 July 2016, in Rockledge at the C18 Admin Offices, 375 Commerce Parkway, Ste 101.
The meeting will begin at 1:30.

Community Partner ACCESS Customer Assistance training sessions are scheduled as follows: (details and request for RSVP to follow soon)

- Brevard County: 21 July 1-4; C18 Admin Offices; 375 Commerce Pkwy, Ste 101, Rockledge.
- Seminole County: 28 July 1:30-4:30; Seminole County Extension Auditorium; 250 W. County Home Road, Sanford.

Circuit 18, ACCESS Florida Community Partner Communique
2d Qtr CY16 (cont'd)

I have a variety of ACCESS support materials available….feel free to send me an e-mail and let me know if you want any. I currently have the following available:

Posters:

- "And Justice for All"
- Interpreter Services for the Hearing-Impaired Poster (11"x17") (English, Spanish, Creole)
- DCF Non-Discrimination Poster (11"x17") (English, Spanish, Creole)
- Limited English Proficient Poster (11"x17") (English, Spanish, Creole)

Brochures/Cards:

- Medically Needy (English, Spanish, Creole)
- ACCESS Community Partner (English, Spanish, Creole)
- My ACCESS Account Customer card (English and Spanish)

- MAA Customer Card holders (business card desktop holder)
- Tri-fold brochure holder, single, clear plastic

Marketing Materials for Florida KidCare

Your organization may be able to obtain Florida KidCare marketing materials directly from HealthyKids by visiting the website below and following the link to "Marketing Materials."

https://www.healthykids.org/resources/

Limited quantities of most items are available for the cost of shipping.

Thank you all for everything you do to assist our mutual customers to apply for and follow up on applications for Food Assistance, Medicaid, and Temporary Cash Assistance. Your willingness to assist these customers with this process is invaluable to them and to the Department. Reaching the many customers in need is a daunting task made so much easier by your willingness to add this to your services. I am available to assist you in this effort and welcome the opportunity to visit with you and hear your suggestions.

I hope you are able to take some time this summer to enjoy your families and free time. Stay safe and, as my 5 year old grandson constantly reminds me, "Hydrate!!"

I'll see you on my rounds….go well…david.

C18 DCF; 375 Commerce Pkwy, Ste 101, Rockledge, FL 32955 321-604-4285
david.jeczala@myflfamilies.com