The Agency for Health Care Administration (Agency) and DXC Technology (DXC) are moving towards an automated, self-service environment. This means promoting a paperless, self-service culture. The features available using the new Change of Address Wizard will allow users to have more direct control over their Web Portal accounts, which provides an efficient solution to commonly encountered errors.

Effective November 2, 2018, Florida Medicaid providers are able to update address details via the secure Web Portal, in lieu of fax submissions, thus eliminating the use of the Change of Address form to update address information. Providers seeking more information about the Change of Address Wizard, associated with the implementation of the new self-service environment, may refer to this quick reference guide (QRG).

**Change of Address**

The Change of Address Wizard allows providers and their authorized delegates to update their information in real time. With this enhancement, providers should expect faster processing. Previous notarization and wet signature requirements have been replaced with the Enhanced Electronic Signature (EES) solution.

*Note: The serialized Change of Address Form will no longer be available.*

**Change of Address Wizard Basics**

The Change of Address Wizard guides users through the update process. New address information entered will be subject to current business rule address validation. Users will be notified by a warning message if the updated address is found to be invalid. Providers and their delegates assigned with the Provider Maintenance role can access the new panel. The wizard includes separate panels to update provider Service Locations, Mailing, Pay To, and Home/Corporate Office addresses.

*Note: Providers and their authorized delegates must ensure that the county entered in the designated field is aligned with the county of the Service Location.*
After logging into the secure Web Portal at http://home.flmmis.com, select Providers, then Demographic Maintenance. This will open the Location Name Address panel.

The Change of Address button on the bottom-right of the Location Name Address panel will direct users to the new screen, with steps enabled to perform a Change of Address.

To update the Service Location Address, select Change: Enter new address and enter the new address details in the area provided. If no update is needed, select No Change.

Note: Please ensure that the county entered is aligned with the county of service.
To update the Mailing Address, providers are given the option to enter new address details or select **Change: Same as Service Location address** to use the information entered in the previous panel.

To update the Pay To Address, providers are given the option to enter new address details, or select either **Change: Same as Service Location address** or **Change: same as Mailing address** in order to use the information entered in either of the previous panels.

To update the Home/Corporate Office Address providers are given the option to enter new address details, or select **Change: Same as Service Location address**, **Change: same as Mailing address**, or **Change: Same as Pay To address** in order to use the information entered in any of the previous panels.
Once the updated address information has been entered and saved, the Change of Address Review panel will display, which allows providers to confirm the changes before submission. A printable detail summary displays, presenting the previous and new address details. To delete the request, click **cancel** prior to submission. To make additional changes, return to the previous panels.

Users will then be required to furnish an electronic signature in order to authenticate the changes requested. The required signature will be entered in the form of a verification code.
Enter the appropriate email address in the Email Address field, then select Request Verification Code. A pop-up window will appear with a message informing users to check the email address entered for the code. Upon receiving the verification code via email, users will then enter the code in the Verification Code field. Users will click submit after furnishing the required electronic signature. Alternatively, users may click cancel at any time to exit out of the EFT panel.

An automated email notification will be sent to the user who completes the change, as well as the provider whose record has been updated, if they are different.

Health Plan Service Location Updates

Health plans must submit requests to update Service Location Addresses, including recipient inquiry phone numbers, to their respective contract managers.

We’re here to help!

For assistance or more information regarding the Change of Address Wizard, please call the Provider Enrollment Contact Center at 1-800-289-7799, Option 4.