Address Verification Functionality

Introduction
The Agency for Health Care Administration (AHCA) and the Department of Children and Family Services (DCF), in consultation with hospitals and nursing homes that serve Medicaid recipients, are required by Florida Statute (Amended) 409.915, Paragraph (12), Section 13 to develop a process that allows a recipient's address to be updated in the Medicaid eligibility system at the time a recipient is admitted to a hospital or nursing home. In support of this direction, AHCA has implemented functionality available to hospital providers to confirm the accuracy of a recipient's current address at the time of admission.

Performing Address Verification in the Web Portal
Address verification is available on the secure Web Portal under the Eligibility panel for hospital providers only. When performing eligibility verification in the secure Web Portal, hospital providers will now see a button titled "address verification". To verify a recipient's address once in the Eligibility panel, take the following steps:

1. Enter the Recipient ID in the appropriate field and press the "search" button:

![Florida Medicaid Web Portal](image)

2. The “address verification” button appears:

![Address Verification Button](image)

3. Press the “address verification” button and the recipient’s current address appears below the search panel:

![Recipient Current Address](image)
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Modifying an Incorrect Address
In the event an address modification is required, the following options are available to members:

1. Log into or activate a My ACCESS Account and “Report a Change to DCF”.

2. Call the DCF Customer Call Center at 1-866-762-2237 and report the address change.

3. Complete and sign the Change Report Form and mail the form to DCF at the following address:

   ACCESS Central Mail Center
   P.O. Box 1770
   Ocala, FL 34478-1770

Please monitor directions provided in the “NOTE” returned on the address results, as certain recipient updates may require submission to AHCA rather than DCF.

Timeline for Address Changes
The status directs that if a recipient’s address information in the Medicaid eligibility system needs to be updated, the update shall be completed within ten (10) days after the recipient’s admission to a hospital or nursing home.

Where to Get Help
Assistance for address verification can be obtained by calling the Provider Services Contact Center at 1-800-289-7799 (Option 7).

For assistance on changing a recipient’s address, call the DCF Customer Call Center at 1-866-762-2237.