

# Medicaid Unwinding Updates

Dear Families,

Below you will find information regarding the Medicaid Unwinding Updates that will affect millions of families across the state of Florida. Here is what you will need to know and do to be prepared for this process:

- Florida will begin the “renewal” process beginning on March 1st, 2023.
- After March 31st, the Department of Children and Families will follow federal income guidance in order to redetermine Medicaid eligibility while also working to ensure eligible individuals and families remain enrolled in the program.
- Terminating coverage for families who are determined to be ineligible will begin April 30th, 2023.
- If you are a Medicaid recipient, the Department will be making attempts to contact you via phone, email, mail, and/or text. Please ensure that your current contact information is up to date via the DCF My Access Portal.
- Be on the lookout in your mail for a yellow stripe envelope which will be your redetermination letter.



## If you need any assistance accessing your account, FREE resources are available:

- **Anywhere in Florida:** Call the Department of Children and Families' Customer Call Center from 7 AM - 6 PM from Monday - Friday at 850-300-4323
- **Anywhere in Northeast Florida:** Call the Health Planning Council at 866-295-5955 to be connected to a local certified navigator or schedule an appointment online at [www.123covered.org](http://www.123covered.org)
- **Volusia County:** Visit the DCF Service Center from 8 AM - 5 PM from Monday - Friday at 210 N Palmetto Avenue, Daytona Beach, FL 32114; call Healthy Communities at 386-425-7920; call KidCare Outreach Counselors Jeannette and Martha at 386-506-9127 and 386-506-9152
- **Flagler County:** Visit Flagler Cares' Flagler County Village from 8:30 AM - 4:30 PM from Monday - Friday at 160 Cypress Point Parkway, Suite B302, Palm Coast, FL 32164 or call 386-319-9483

For more information, please visit the [DCF Access Florida Medicaid info page](#)