



My ACCESS Account Log-in and Account Status Guide

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Overview

Welcome to My ACCESS Account. My ACCESS Account replaces the Department of Children and Families ACCESS Florida information website known as the Automated Response Unit (ARU). New features have been added to personalize your My ACCESS Account experience.

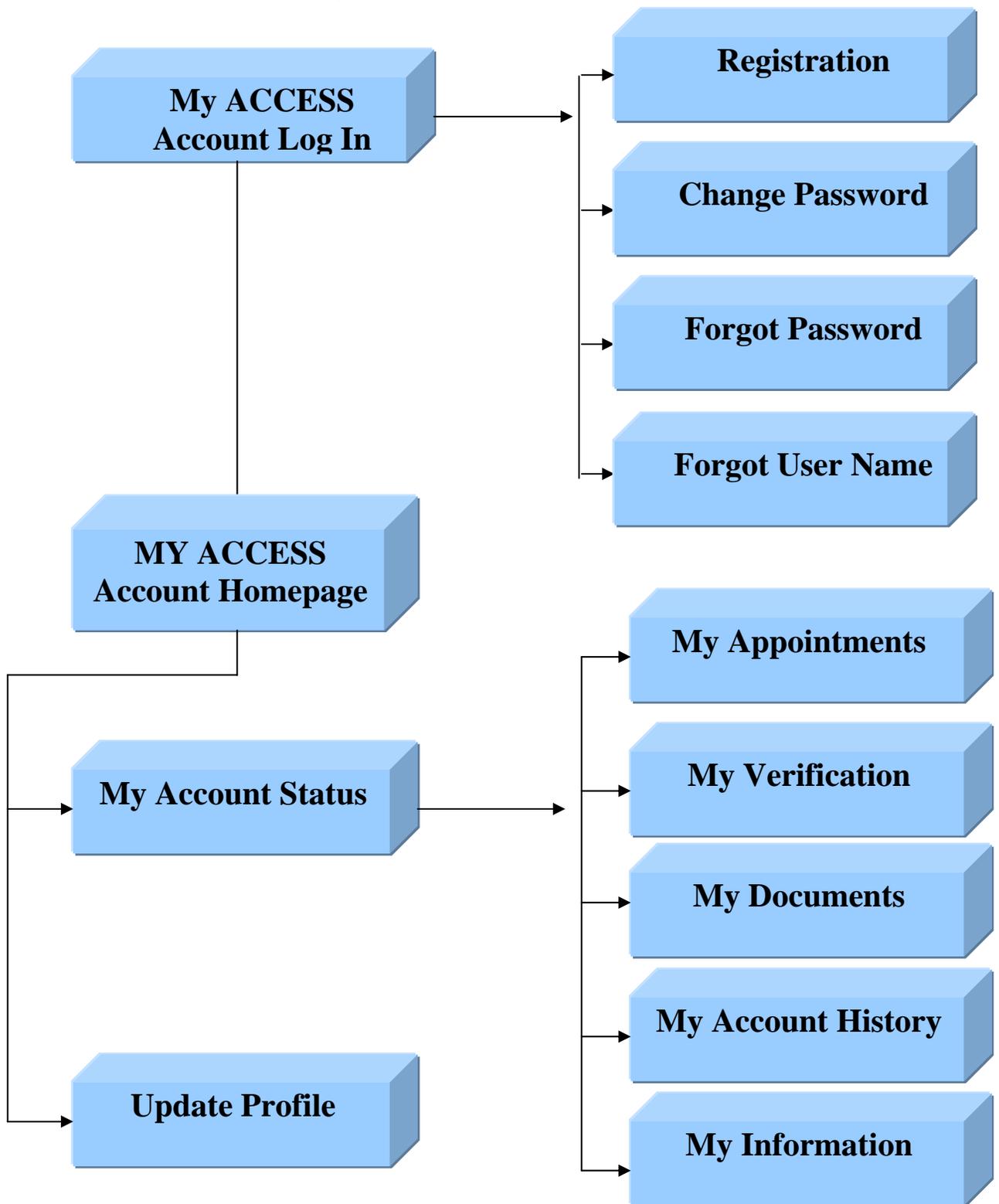
My ACCESS Account provides you with a secure gateway to your public assistance “account” information. You can register your own user ID and manage your own password and account through a secure site. My ACCESS Account allows you to view your case information and interact with the Department of Children and Families through the Web at your convenience twenty-four hours a day seven days a week.

The new link [My ACCESS Account \(Check Case Status or Benefit Information\)](#) allows you to:

- ✓ View current benefits
- ✓ View the date benefits will be available
- ✓ Print a Temporary Medicaid card
- ✓ See when your next review is due
- ✓ See when an appointment is scheduled
- ✓ View benefit account history
- ✓ View a list of verification needed

The information displayed in your account is stored nightly. Changes made during the the day are available for you to view the following day. The date of the information is displayed at the top of the account status screens for your reference.

My ACCESS Account Process Flow



Splash Page

MyFlorida.com

Florida Department of Children and Families

ACCESS Florida

Automated Community Connection to Economic Self-Sufficiency

- [Prescreening to See If You Might Qualify for Benefits](#)
- [Apply Now for Food Stamps, Temporary Cash Assistance or Medicaid](#)
- [Complete a Recertification Review for Food Stamps, Temporary Cash Assistance, or Medicaid](#)
- [Complete an Unfinished Application or Review](#)
- [Add Comments to an Application that Has Been Submitted Using an E-Signature](#)
- [My ACCESS Account \(Check Case Status or Benefit Information\)](#)
- [Report Changes to your Food Stamps, Temporary Cash Assistance or Medicaid case](#)
- [Check the Status of a Reported Change](#)
- [Request a Recertification Review Packet](#)
- [Platinum Community Partners - Check Case Status or Benefit Information](#)

More Information Links

[Legal Aid](#)

[Other Contact Phone Numbers](#)

New Link

**Existing
Web ARU**

My ACCESS Account – Log In

The screenshot shows the 'My ACCESS Account' log-in page. At the top, there is a header for the 'Department of Children & Families' with language options (English, Espanol, Kreyol) and a 'Contact Us / Help' link. Below the header is a welcome message and the ACCESS Florida logo. The main content area is divided into sections: 'My ACCESS Account' (containing a login form with fields for User Name and Password, a Login button, and links for Register Now, Forgot User Name, and Forgot Password), 'Getting Started' (with sub-sections: Before you start, Need to Register, Login, and Help), and 'Security' (with a Security Statement link). A yellow 'WARNING' box is at the bottom. Five callout boxes with red arrows point to specific elements: 'Language' points to the language menu; 'Help' points to the 'Contact Us / Help' link; 'Log-in (if already registered and have set up and account)' points to the login form; 'Forgot User Name or Password' points to the 'Forgot User Name?' and 'Forgot Password?' links; and 'Need to Register' points to the 'Register Now' link.

This is the log-in page where you will log into your account. The first time you visit this page, you will be asked to set up a user ID and password. Please write down you ID and password and keep them in a secure place.

- If you have submitted an application and have an ACCESS number, then this is the number you will use.
- If your application has been approved, and you now have a case number, then you will use the case number.

Language

Select a language to use as you register or log in to your account by clicking on the English, Spanish or Creole button at the top of the page. The language cannot be changed after you start.

My ACCESS Account

Temporary My ACCESS Account If you only have an ACCESS Web Application or Electronic Application number and password, and the application has been signed electronically, you may login with that information to view your case status while it is being processed. The password you enter must be an exact match. Once your application has reached a certain point in our process, you will be asked to set up a permanent account.

My ACCESS Account You should know the case number and be familiar with information provided to us for the application or ongoing case. Note: Only the Payee, Primary Information Person, and an Authorized / Designated Representative can setup an account for a case.

If you have registered in the past, no matter how long ago, enter your User Name and Password in the box called "My ACCESS Account." Click "Login" to continue.

Payee - the individual whose name the assistance group benefits are issued. This is the individual who normally assumes primary responsibility and leadership in making decisions that affect the assistance group.

Primary Information Person (PIP) - the individual within a case responsible for reporting any information on all individuals whose income and/or assets, and sometimes needs, may affect eligibility for benefits.

Authorized Representative - refers to an adult who is not a household member but is authorized to act on behalf of the household in making application for benefits.

Designated Representative - refers to the individual (for SSI-Related Medicaid only) who has either been self-designated or designated by the individual applying for or receiving assistance. This person can act on the individual's behalf in the application/eligibility review process.

Individuals whose case has been closed for 13 months or more cannot create accounts or log into existing accounts.

A Payee, Primary Information Person, or Representative who has been removed from a case cannot create an account or log into an existing account.

Demographic changes will direct the account holder to update information before accessing their account.

Need To Register? Click on the words "Register Now" to set up a new account. You will need to create a User Name and Password to use in the future. You cannot register twice so this process will not work if you have already created an account.

Security Click on the words "Security Statement" to view information about the safety of your account information and system security.

Forgot Your User Name? If you do not remember your User Name, click on the line that says "Forgot User Name?" This process will ask some security questions before you can get your User Name, reset your password and access your account.

Forgot Your Password? If you do not remember your Password, click on the line that says "Forgot Password?" This process will ask some security questions before you can create a new Password and access your account.

Help

A help page is available for each page in the log-in and account status system

Security Statement

My ACCESS Account Security Statement

The privacy and security of your account information are very important to us. The Department of Children and Families uses the following features and technologies to help ensure the security of your personal information during online interactions.

Web Browser Encryption: To access your accounts through My ACCESS Account, your Web browser must support 128-bit encryption and Secure Sockets Layer (SSL) version 3.0 protocol. These technologies provide the highest level of security and privacy when you access account information.

User Name and Password Protection: Your My ACCESS Account user name must contain 6 to 20 characters and must include letters and numbers. Your password must contain at least 1 letter and 1 number. After several unsuccessful login attempts, your account will be locked as a precaution. If your account is locked, you must call the Customer Call Center at 866-762-2237.

Time-out Feature: Secure areas of our site have built-in timers that terminate your access after a specified amount of time to help reduce the possibility of unauthorized access from an unattended computer. When you finish viewing your account information, remember to logout and close your browser.

Security Questions: You will be asked security/verification questions when you create your account. Your answers will be used to confirm your identity if you forget your user name or password.

Masking Password: To prevent unauthorized users from viewing your password, we will only display asterisks for the password. In addition to these safeguards, My ACCESS Account will never: Send an e-mail asking for your personal account information or ask for your Web password in an e-mail or request it via the phone or U.S. mail.

Security Reminders:

- We do not ask for personal information - such as your Social Security number - when you login.
- Do not respond to e-mails or pop-ups requesting personal information.
- Use antivirus software and keep it updated

Register New Account Step 1 - Welcome

Department of Children & Families

English | Español | Kreyol [Contact Us](#) | [Help](#)

Welcome Personal/Case Information Verification Security Setup Confirmation

Register New Account Step 1 - Welcome

To begin the registration process:

- Please read the **Terms and Conditions** listed below.
- If you agree with the terms and conditions, simply click the **Check Box**.
- Click the **Continue** button to move to Step 2.
- If you need help on this page please click [Help](#).

To exit the registration process:

- If you do not agree with the Terms and Conditions simply click the **Cancel** button to stop My ACCESS Account Registration.

My ACCESS Account Terms and Conditions

Before you establish your My ACCESS Account, you must review and agree to the following Terms and Conditions.

Introduction

Welcome to My ACCESS Account My ACCESS Account replaces the Department of Children and Families ACCESS Florida information website known as the Automated Response Unit (ARU). New features have been added to personalize your My ACCESS Account experience.

My ACCESS Account will provide you with a secure gateway to your My ACCESS Account home page via self-authentication. You will be allowed to self-register and manage your own password and account through a secure site. You will be able to access and/or view your case information and interact with the Department of Children and Families through the Web at your convenience twenty-four hours a day seven days a week.

I agree to the My ACCESS Account terms and conditions.

Cancel Continue

Terms and
Conditions

This page contains important information you must read and agree to before you can set up an account. Once you have read, understand, and agree with the information on this page, click the mouse in the checkbox to agree to the My Account terms and conditions, and then click on the "Continue" button to go to the next step.

Terms & Conditions

Introduction

Welcome to My ACCESS Account. My ACCESS Account replaces the Department of Children and Families ACCESS Florida information website known as the Automated Response Unit (ARU). New features have been added to personalize your My ACCESS Account experience.

My ACCESS Account will provide you with a secure gateway to your My ACCESS Account home page via self-authentication. You will be allowed to self-register and manage your own password and account through a secure site. You will be able to access and/or view your case information and interact with the Department of Children and Families through the Web at your convenience twenty-four hours a day seven days a week.

We respect the privacy of all My ACCESS Account users. It is of high priority to us to ensure that your personal information is handled with due regard to data privacy and security. This Privacy Statement explains how the Department of Children and Families will use the personal information submitted to the site.

Please note that My ACCESS Account contains links to other Department of Children and Families sites. This privacy statement does not govern all of these sites. You are responsible for familiarizing yourself with the privacy policies of any site you visit when clicking on a link on the My ACCESS Account site.

This Agreement Covers

This Agreement governs your use of any information, content, products, services, transactions, and other features available on or through the My ACCESS Account Web site now or in the future. It applies to any Online access or use by you, whether you access the site through any Department of Children and Families URL addresses, electronic mail, links from another Web site, or any other means.

Accepting this Agreement

By using or authorizing others to use My ACCESS Account, you agree to the terms and conditions of this Agreement. Unless otherwise indicated, your use after any changes to My ACCESS Account indicates you accept the Agreement in effect at the time. If you do not accept the Agreement, you may not use My ACCESS Account.

Collection

Users are authenticated when logging in to My ACCESS Account by directly entering their user name and password through single sign on access. Users then have the opportunity to update their My ACCESS Account Profile by providing an email address, updating challenge questions, and change their password.

Cookies

My ACCESS Account does not use "cookies" (small text files stored in a user's browser) to identify users when they connect to the site.

Usage Tracking

In addition, to make sure that the My ACCESS Account site is well managed; we may use Web tracking devices to capture aggregate and individual user information. We may use this information to identify users by items such as IP address, user name, domain, and browser type. We may also collect information about user behavior, such as date and time of My ACCESS Account visit, pages browsed and downloaded, and frequency and length of My ACCESS Account visits. This information will assist us in gaining a better understanding of how users utilize My ACCESS Account, and how to improve the site. The information collected is reported to our Webmasters who use it only for My ACCESS Account administration.

Information Use and Sharing

The information submitted to My ACCESS Account by individual users is only to be used for necessary business purposes, such as contacting, communications, and information sharing.

Where necessary to comply with applicable legal requests, user information may be disclosed to law enforcement or other government agencies.

Access to Information

My ACCESS Account is dedicated to providing you reasonable opportunity to access and review your personal information and correct any inaccuracies it may contain. You may choose to edit and update your My ACCESS Account Profile at anytime. In all cases we will treat requests to access information or change information in accordance with applicable legal requirements.

Registration and Eligible Accounts

To register in and use My ACCESS Account, you will need your case number and be familiar with information you provided to us related your case. If you do not have a case number and are familiar with case information you will not be able to set up a My ACCESS Account.

You must also be a payee, a primary information person, or an authorized / designated representative of the case to establish an account. If you are the payee, a primary information person, or an authorized / designated representative for multiple cases you must set up a new account for each of those cases.

Revoked Accounts

Failure to abide by the Terms and Conditions can result in your My ACCESS Account being revoked. This action can be taken at the discretion of the Department at any time. Accounts can be revoked for the following reasons:

- Misuse of information
- Change in case circumstances
- Attempts to compromise the integrity of this system
- Other reasons as defined by the Department of Children and Families

Information Security

Although we have in place reasonable commercial standards of technology and operational security to protect your information from loss, misuse, alteration or destruction, the transmission of data over the Internet by its nature entails the use of systems under the control of third parties and as a result My ACCESS Account does not control the security of such systems.

Use of My ACCESS Account requires a computer and Internet access connected through an Internet Service Provider with a Web browser (for example, Netscape Navigator or Microsoft Internet Explorer).

To prevent unauthorized access to your My ACCESS Account (s), you agree to keep your user name, password, challenge questions, and any other security or access information confidential. We recommend that you memorize your access Information and do not write it down. You agree not to give or otherwise make available your access Information to any unauthorized individual.

If you believe the security of your password or any other access Information has been compromised in any way (for example, your password has been lost or stolen, someone has attempted to use My ACCESS Account under your user name without your consent, or your account has been accessed), you must notify us IMMEDIATELY.

Under certain circumstances, we may deny your access to any one or more account(s) or to My ACCESS Account or any part thereof in order to maintain or restore security or performance to the My ACCESS Account site. We may do so if we reasonably believe your access information has been or may be obtained or is being or may be used by an unauthorized person(s). We may try to notify you in advance, but cannot guarantee we will do so.

Service Hours and Interruptions in Service

My ACCESS Account is generally available for your use 7 days a week, 24 hours a day. However, from time to time, we may perform maintenance upon or experience hardware, software or other problems related to My ACCESS Account, resulting in interrupted service, delays, or errors. We may try to notify you in advance, but cannot guarantee we will do so.

Changes to My ACCESS Account

To continue to provide you with a valuable service, we may revise, update, discontinue, or otherwise modify, temporarily or permanently, part or all of My ACCESS Account (including, but not limited to, the My ACCESS Account Site, this Agreement, the services or features offered, and any materials related to My ACCESS Account), or your access thereto, at any time. We will attempt to notify you in advance of any material changes, but cannot guarantee we will do so. Notice may be provided via a number of methods (to be chosen by us), including messages at log in, secure message, or messages sent to postal or e-mail addresses in our records.

Changes to our Privacy Statement

This privacy statement may be modified or amended at any time and for any reason. Nothing contained herein is intended to create a contract or agreement between the Department of Children and Families and any user visiting My ACCESS Account or providing personal information of any kind.

User Questions and Comments

If you should have any questions regarding the My ACCESS Account privacy statement or do not feel that your concerns have been addressed, please contact us at 1-866-76-ACCES (1-866-762-2237) toll-free for further assistance.

Register New Account Step 2 – Personal / Case Information

Department of Children & Families
English | Español | Kreyol [Contact Us](#) | [Help](#)

Welcome **Personal/Case Information** Verification Security Setup Confirmation

Register New Account Step 2 - Personal and Case Information

- Complete your personal and case information in the required fields below.
- Click the **Continue** button to go to Step 3.
- If you need help completing information on this page please click [Help](#).
- To exit the registration process simply click the **Cancel** button.

Enter Your Personal Information

Your First Name

Your Last Name

Your Date of Birth /

Enter Your Case Information

Case Number

Living Address Zip Code

Check here if you are the payee of the case

Payee First Name

Payee Last Name

Payee Date of Birth /

Tips for completing your personal information:

- ✓ Use only letters, numbers, single quotes (') or hyphens (-) for names.
- ✓ Enter your full first name as it appears in the case.
- ✓ Enter your full last name as it appears in the case.
- ✓ Enter your date of birth in this format: mm/dd/yyyy (Example: 01/01/1990).

Tips for completing your case information:

- ✓ Select the payee check box to copy name and date of birth from personal information.
- ✓ Enter your 10 digit case number.
- ✓ Enter the 5 digit living address zip code for the case (Example 12345).
- ✓ Enter the payee's first name as it appears in the case.
- ✓ Enter the payee's last name as it appears in the case.
- ✓ Enter the payee's date of birth in this format: mm/dd/yyyy (Example: 01/01/1990).

To create an account, enter your First Name, Last Name and Date of Birth. The system will match the information you provide with what we have on record. If it does not match, you will not be able to continue.

Accounts can be set up by one of the following:

- **Payee** - the individual whose name the assistance group benefits are issued. This is the individual who normally assumes primary responsibility and leadership in making decisions that affect the assistance group.
- **Primary Information Person (PIP)** - the individual within a case responsible for reporting any information on all individuals whose income and/or assets, and sometimes needs, may affect eligibility for benefits.

- **Authorized Representative** - refers to an adult who is not a household member but is authorized to act on behalf of the household in making application for benefits.
- **Designated Representative** - refers to the individual (for SSI-Related Medicaid only) who has either been self-designated or designated by the individual applying for or receiving assistance. This person can act on the individual's behalf in the application/eligibility review process.

Creating your account:

Personal Information

- **First Name** - Type in your full first name. This should not be someone else's name. Capital letters do not matter but all letters and spaces must match the first name we have for you.
- **Last Name** - Type in your full last name. This should not be someone else's name. Capital letters do not matter but all letters and spaces must match the last name we have for you.
- **Date of Birth** - Enter the month, day and year you were born. The month and day must be 2 numbers. The year must be 4 numbers. For example, the date January 1, 1950 should be entered as 01/01/1950. This date must match the date of birth we have for you.

Case Information

- **Case Number** - Enter the 10-digit case number. The case number is the 10-digit number assigned to a case which payment is made or benefits authorized. If you have more than one case number, you can set up an account for each one.
- **Living Address Zip Code** - Enter the zip code for the case's living address. The zip code must be 5 numbers. If the address has changed, this must be the address that we have on record. You can report an address change after you have registered.

If you are the payee you can check the payee check box and the system will copy the name and date of birth information entered in the personal information section to the case information section.

- **Payee First Name** - Enter the full first name of the payee of the case, even if this is not your name. Do not type your own first name here if you are not the payee. If there is more than one payee in the case, you must enter the first name of one payee here. Capital letters do not matter but all letters and spaces must match the first name we have on record.

- Payee Last Name - Type in the full last name of the payee of the case, even if this is not your name. Do not type your own last name here if you are not the payee. If there is more than one payee in the case, you must enter the last name of one payee here. Capital letters do not matter but all letters and spaces must match the last name we have on record.
- Payee Date of Birth - Enter the month, day and year the payee was born. The month and day must be 2 numbers. The year must be 4 numbers. For example, the date January 1, 1950 should be entered as 01/01/1950. This date must match the payee's date of birth we have on record.

Register New Account Step 3 - Verification

Department of Children & Families
English | Espanol | Kreyol [Contact Us](#) | [Help](#)

Welcome Personal/Case Information **Verification** Security Setup Confirmation

Register New Account Step 3 - Verification

- Answer the verification question below.
- Click the **Continue** button to go to Step 4.
- If you need help completing information on this page please click [Help](#).
- To exit the registration process simply click the **Cancel** button.

Complete the Final Verification Question

What is the house number of the living address for the case?

Tips for completing your final verification question:

- ✓ This question will help confirm your identity based on case information that was provided.

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**Complete
Final
Verification
Question**

Complete Final Verification Question

On this page you must answer a question about your case correctly to verify your identification.

Enter the answer to the question shown. Then click on the button called "**Continue**". Your answer must match the information we have or a message will display telling you that the answer is not correct.

Register New Account Step 4 - Security Setup

Department of Children & Families

English | Español | Kreyol [Contact Us](#) | [Help](#)

Welcome Personal/Case Information Verification **Security Setup** Confirmation

Register New Account Step 4 - Security Setup

- Create your User Name.
- Create your Password and retype your Password.
- Provide an Email address (optional).
- Select security questions and provide answers.
- Click the **Continue** button to complete the registration process.
- If you need help completing information on this page please click [Help](#).
- To exit the registration process simply click the **Cancel** button.

Complete Login Information

Create User Name

Create Password

Retype Password

Email Address

Security Questions and Answers

Question 1 < Select a question >

Answer 1

Question 2 < Select a question >

Answer 2

Question 3 < Select a question >

Answer 3

Tips for completing your security setup:

- ✓ Use letters and numbers only for user name and password.
- ✓ Create your User Name: Use any combination of 6 - 20 characters that contains at least 1 letter and 1 number. The User Name is not case sensitive, upper and lower case letters are treated the same (Example: YourName1 is the same as yourname1).
- ✓ Create your Password: Use any combination of 6 - 20 characters that contains at least 1 letter and 1 number. The Password is not case sensitive, upper and lower case letters are treated the same (Example: PassWord1 is the same as password1).
- ✓ Your Password cannot be the same as your User Name.
- ✓ E-mail Address - Enter your own personal e-mail address in this field if you have one. Do not enter someone else's e-mail address here. This field should be left blank if you do not have an e-mail address.
- ✓ Select and answer your security questions. Answers must contain at least two characters.

Please remember your User Name and Password!

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Complete Login Information

Security Questions

Security Setup

Complete Login Information

You may now set up your new account. You must create a User Name and a Password.

Both your User Name and your Password must be at least 6 characters long and can be as long as 20 characters. Your User Name and your Password cannot be the same.

Create User Name - Type the user name you want to use when you log into My ACCESS Account. This must be a combination of both letters and numbers. No spaces are allowed. Remember the user name for future use. If the user name you enter already exists, you will be required to change it to something else.

Create Password - Type the password you want to use when you log into My ACCESS Account. This must be a combination of both letters and numbers. No spaces are allowed. Remember this password for future use. This password will not expire.

Retype Password - In this field you must re-enter the password exactly as it was entered in create password. If it does not match, then you need to retype the password in both fields again. It will not be accepted and confirmed until both passwords match.

E-mail Address - Enter your own personal e-mail address in this field if you have one. Do not enter someone else's e-mail address here. This field should be left blank if you do not have an e-mail address.

Security Questions

Select a security question and enter your answer to each question. Select questions for which you know the answer; do not make up answers you will not remember later.

Registration Completed and Confirmed

The screenshot shows the Department of Children & Families website. At the top, there is a navigation bar with the text "Department of Children & Families" and a small image of people working. Below this, there are links for "English | Espanol | Kreyol" and "Contact Us | Help". A horizontal menu contains several options: "Welcome", "Personal/Case Information", "Verification", "Security Setup", and "Confirmation". The "Confirmation" option is highlighted with a red oval. The main content area has the heading "Registration Completed and Confirmed" and a congratulatory message: "Congratulations! NANCY NEXTONE. You have successfully created your My ACCESS Account." Below this, there are four bullet points providing instructions on how to use the account. At the bottom of the content area, there are two buttons: "Exit" and "Go to Login". The footer of the page contains the copyright notice: "© Copyright 2008 : Florida Department of Children and Families".

Confirmation

This page confirms that you have set up your My ACCESS Account and are now registered. If you forget your user name and password you can click on Forgot User Name or Forgot Password on the My ACCESS Account login page.

- If you want to go to your account, click on "[Go to Login](#)" and enter the user name and password you just set up.
- If you want to log out click on "[Exit](#)".

Change Password Step 1 – New Password

Department of Children & Families
English | Español | Kreyol Contact Us | Help

Change Password Confirmation

Change Password Step 1 - New Password

- Your temporary password must be changed.
- Enter your new Password and retype your new Password.
- Click the **Continue** button to complete the change password process.
- If you need help completing information on this page please click [Help](#).
- To exit the change password process simply click the **Cancel** button.

Create a New Password

Create a New Password

Enter Password

Retype Password

Tips for changing your Password:

- ✓ Use letters and numbers only for password.
- ✓ Enter a Password - Must be 6 - 20 characters, and must include at least 1 letter and 1 number.
- ✓ Your Password cannot be the same as your User Name.

Please remember your new Password!

Create a New Password

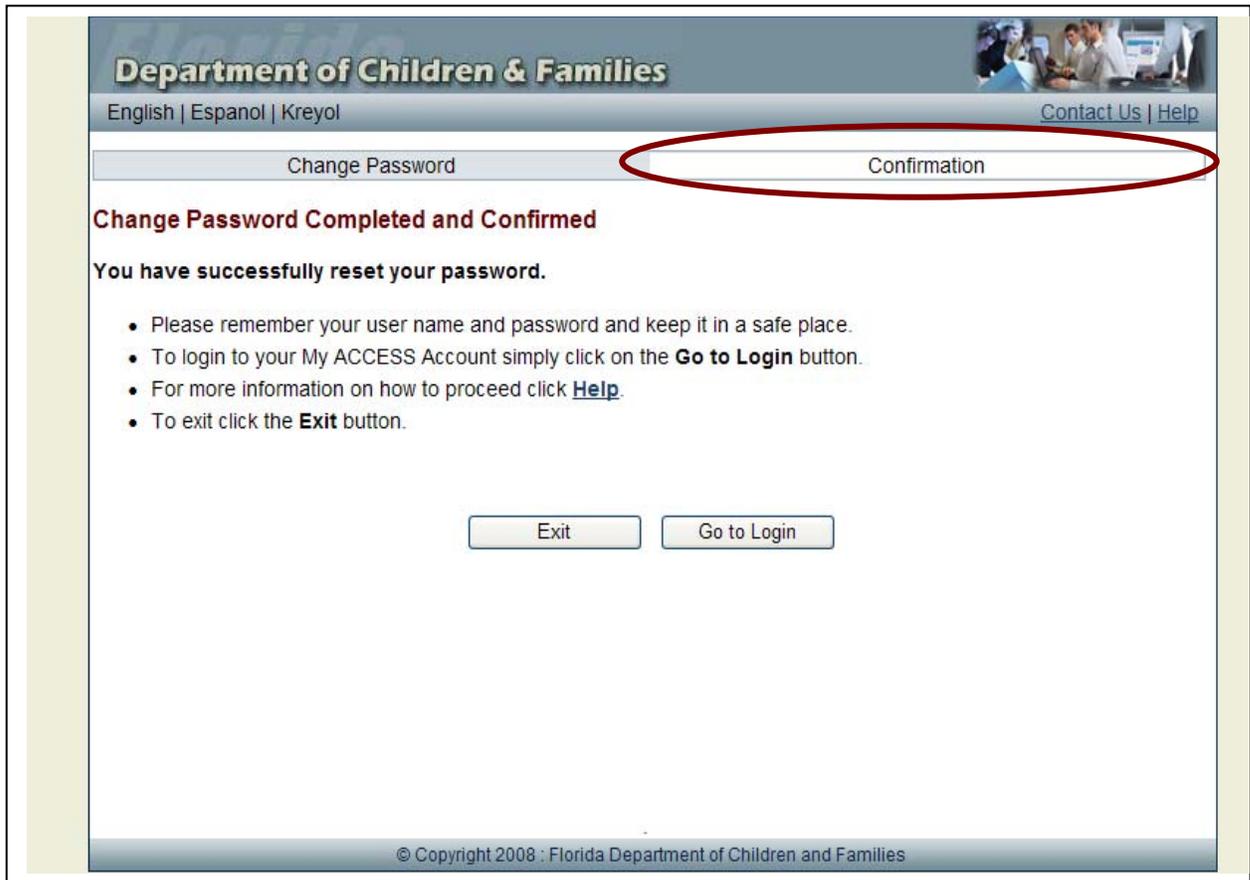
You must now create a new password.

Enter Password - Enter the password you want to use when you log into My ACCESS Account. It must be a combination of both letters and numbers. No spaces are allowed. Please remember this password for future use. The new password you create will not expire.

Retype Password - In this field you must re-enter the password exactly as it was entered in create password. If it does not match, then you need to retype the password in both fields again. It will not be accepted and confirmed until both passwords match.

Continue - When you have entered the new password click on the button called "Continue" to go to the next step.

Change Password Completed and Confirmed



Confirmation

You have now changed your password. Please remember your User Name and Password and keep it in a safe and secure place. This password will not expire.

Go to Login - Click on this button to go to My Account.

Exit - Click on this button to exit.

Forgot Password Step 1 – User Name

Department of Children & Families

English | Espanol | Kreyol [Contact Us](#) | [Help](#)

User Name Security Questions Change Password Confirmation

Forgot Password Step 1 - User Name

- Enter your User Name.
- Click the **Continue** button to go to Step 2.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot password process simply click the **Cancel** button.

Enter Your User Name

Enter Your User Name

User Name

[Forgot User Name?](#)

Cancel Continue

Tips for completing your User Name:

- ✓ Enter your User Name.

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Enter Your User Name

Forgot Password is used when you do not remember the Password you created. The information you provide must match what we have on record.

User Name - Enter your User Name into the field called "User Name".

This is the User Name you created when you created your account. If you have forgotten your User Name click on the text that says "Forgot Your User Name?"

Forgot Password Step 2 - Security Questions

Department of Children & Families
English | Español | Kreyol [Contact Us](#) | [Help](#)

User Name **Security Questions** Change Password Confirmation

Forgot Password Step 2 - Security Questions

- Answer the Security Questions.
- Click the **Continue** button to go to Step 3.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot password process simply click the **Cancel** button.

Answer the Security Questions

1. What is your mother's maiden name?

2. What is your favorite pet's name?

Tips for completing your Security Verification Questions:

✔ This question will help confirm your identity based on case information that was provided.

**Answer
Security
Questions**

Answer the Security Questions

To verify your identity, you need to answer the security questions on this page. These are the same questions that you selected and answered when you created your account. The answers must match exactly with the ones we have on record. If one or more answers are not correct you can try again later. If you cannot answer these questions correctly you will not be able to continue.

An error message will display if one or more of the answers are not correct.

Forgot Password Step 3 - Change Password

Department of Children & Families
English | Español | Kreyol [Contact Us](#) | [Help](#)

User Name Security Questions **Change Password** Confirmation

Forgot Password Step 3 - Change Password

- Enter your new Password and retype your new Password.
- Click the **Continue** button to complete the forgot password process.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot password process simply click the **Cancel** button.

Create a New Password

Enter Password

Retype Password

Tips for changing your Password

- ✓ Use letters and numbers only for password.
- ✓ Enter your Password: Use any combination of 8 – 20 characters that contains at least 1 letter and 1 number. The Password is not case sensitive, upper and lower case letters are treated the same (Example: PassWord1 is the same as password1).
- ✓ Your Password cannot be the same as your User Name.

Please remember your new Password!

Create a New Password

You must now create a new password.

Create Password - Enter the password you want to use when you log into My ACCESS Account. You may use the same Password or create a different Password. It must be a combination of both letters and numbers. No spaces are allowed. Please remember this password for future use. This password will not expire.

Retype Password - In this field you must re-enter the password exactly as it was entered in create password. If it does not match, then you need to retype the password in both fields again. It will not be accepted and confirmed until both passwords match.

Forgot Password Completed and Confirmed



Confirmation

You have now updated your password. Please remember your User Name and Password and keep it in a safe and secure place. This password will not expire.

Go to Login - Click on this button to go to My Account.

Exit - Click on this button to exit.

Forgot User Name Step 1 - Personal Information

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Personal Information Case Information Verification Security Setup Confirmation

Forgot User Name Step 1 - Personal Information

- Enter your personal information.
- Click the **Continue** button to go to Step 2.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot user name process simply click the **Cancel** button.

Enter Your Personal Information

Your First Name

Your Last Name

Your Date of Birth /

Case Number

Tips for completing your personal information:

- ✓ Use only letters, numbers, single quotes (') or hyphens (-) for names.
- ✓ Enter your full first name as it appears in the case.
- ✓ Enter your full last name as it appears in the case.
- ✓ Enter your date of birth in this format: mm/dd/ccyy (Example: 01/01/1990).
- ✓ Enter the 10 digit Case Number.

Enter Your Personal Information

Forgot User Name is used when you do not remember the User Name you created. If you have forgotten your User Name, complete all fields on this page. The information you provide must match what we have on record.

Your First Name - Type in your full first name. This must match the first name we have for you.

Your Last Name - Type in your full last name. This must match the last name we have for you.

Your Date of Birth - Enter the month, day and year you were born. The month and day must be 2 numbers. The year must be 4 numbers. For example, the date January 1, 1950 should be entered as 01/01/1950. This date must match the date of birth we have for you.

Case Number - Enter the 10-digit case number. The case number is the 10-digit number assigned to a case which payment is made or benefits authorized.

Forgot User Name Step 2 - Case Information

Department of Children & Families
English | Español | Kreyol [Contact Us](#) | [Help](#)

Personal Information **Case Information** Verification Security Setup Confirmation

Forgot User Name Step 2 - Case Information

- Enter your case information.
- Click the **Continue** button to go to Step 3.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot user name process simply click the **Cancel** button.

Enter Your Case Information

Living Address Zip Code

Payee First Name

Payee Last Name

Payee Date of Birth /

Tips for completing your case information:

- ✓ Use only letters, numbers, single quotes (') or hyphens (-) for names.
- ✓ Enter the 5 digit living address zip code for the case (Example 12345).
- ✓ Enter the payee's first name as it appears in the case.
- ✓ Enter the payee's last name as it appears in the case.
- ✓ Enter the payee's date of birth in this format: mm/dd/ccyy (Example: 01/01/1990).

More information about your case is needed to verify your identity. Complete all the fields on this page then click "Continue." Your entries must match the information we have on record.

Enter Your Case Information

Living Address Zip Code - Enter the zip code for the case's living address. The zip code must be 5 numbers. If the address has changed, this must be the address that we have on record. You can report an address change after you have registered.

Payee First Name - Enter the full first name of the payee of the case, even if this is not your name. Do not type your own first name here if you are not the payee. If there is more than one payee in the case, you must enter the first name of one payee here. Capital letters do not matter but all letters and spaces must match the first name we have on record.

Payee Last Name - Type in the full last name of the payee of the case, even if this is not your name. Do not type your own last name here if you are not the payee. If there is more than one payee in the case, you must enter the last name of one payee here. Capital letters do not matter but all letters and spaces must match the last name we have on record.

Payee Date of Birth - Enter the month, day and year the payee was born. The month and day must be 2 numbers. The year must be 4 numbers. For example, the

date January 1, 1950 should be entered as 01/01/1950. This date must match the payee's date of birth we have on record.

Forgot User Name Step 3 - Verification

Department of Children & Families

English | Espanol | Kreyol [Contact Us](#) | [Help](#)

Personal Information Case Information **Verification** Security Setup Confirmation

Forgot User Name Step 3 - Verification

- Answer the security question.
- Click the **Continue** button to go to Step 4.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot user name process simply click the **Cancel** button.

Answer the Verification Question

What is your mother's maiden name?

Tips for completing your verification question:

- ✓ This question will help confirm your identity based on case information that was provided.

We need you to correctly answer a security question to be able to continue. This is one of the three questions you selected and answered when you set up your account. If you answer this question correctly it will verify your identity.

Answer the Verification Questions

This field will display one of the 3 security questions you picked and answered when you created your account. Read the question and then type in the correct answer. You may only try to answer the verification question three times. Your answer must match the information we have on record. After three failed attempts to answer the question correctly, you will not be allowed to continue.

Continue - Click on the button called "Continue" to go to the next step.

Forgot User Name Step 4 - Security Setup

Department of Children & Families
English | Español | Kreyòl [Contact Us](#) | [Help](#)

Personal Information Case Information Verification **Security Setup** Confirmation

Forgot User Name Step 4 - Security Setup

- View your User Name.
- Enter your new Password and retype your new Password.
- Update Email address (optional).
- Review or change your security questions and answers.
- Click the **Continue** button to go to complete the forgot user name process.
- If you need help completing information on this page please click [Help](#).
- To exit the forgot user name process simply click the **Cancel** button.

Complete Login Information

Your User Name is: **fourthone15**

Enter Password:

Retype Password:

Email Address:

Security Questions and Answers

Question 1: What is your mother's maiden name?

Question 2: In what city were you born?

Question 3: What is your favorite pet's name?

Please remember your User Name and Password!

Tips for completing your security setup information:

- ✓ Use letters and numbers only for password.
- ✓ Enter a Password - Must be 6 - 20 characters, and must include at least 1 letter and 1 number.
- ✓ Your Password cannot be the same as your User Name.
- ✓ Security questions and answers may be updated. Answers must contain at least two characters.
- ✓ If you have an email address, make sure you enter it in a valid format (Example: yourname@yourprovider.com).

Complete Login Information

Security Questions & Answers

You must now create a new password. Additionally, you can update your E-mail address, security questions and answers. This is the same process you completed when you first set up your account.

Complete Login Information

Your User Name is - This field will display the User Name that you had forgotten. Please remember this User Name and keep it in a safe and secure place.

Create Password - Enter the password you want to use when you log into My ACCESS Account. You may use the same Password or create a different Password. It must be a combination of both letters and numbers. No spaces are allowed. Please remember this password for future use. This password will not expire.

Retype Password - In this field you must re-enter the password exactly as it was entered in create password. If it does not match, then you need to retype the password in both fields again. It will not be accepted and confirmed until both passwords match.

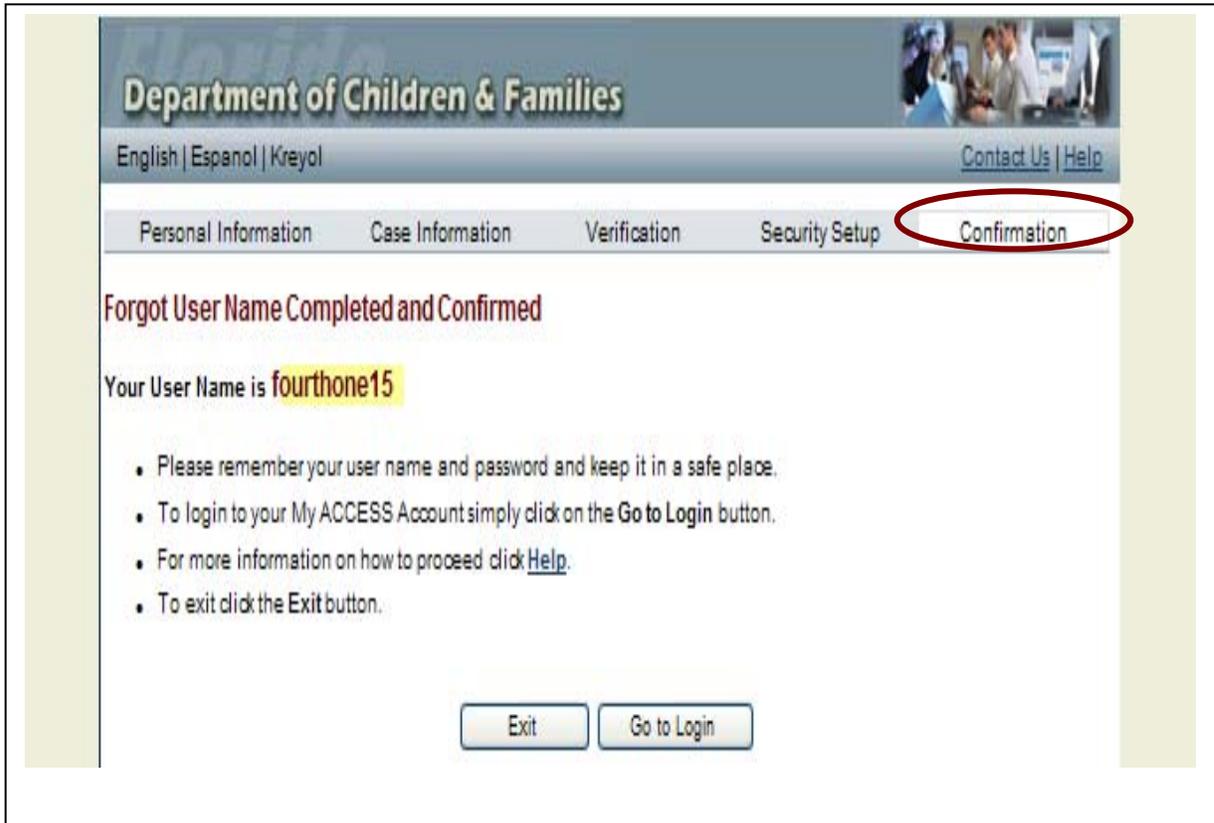
E-mail Address - Enter your own personal e-mail address in this field if you have one. Do not enter someone else's e-mail address here. This field should be left blank if you do not have an e-mail address.

Security Questions and Answers

You can update your security questions and answers. Select a security question and enter your answer to each question. Select questions for which you know the answer; do not make up answers you will not remember later.

Continue - When you have entered your answers, click on the button called "Continue" to go to the next step.

Forgot User Name Completed and Confirmed



Confirmation

You have now recovered your User Name and confirmed your Password. Please remember your User Name and Password and keep it in a safe and secure place. This password will not expire.

Go to Login - Click on this button to go to My Account.

Exit - Click on Exit to leave the system.

My ACCESS Account Homepage

Department of Children & Families Accp Testing - 102

[English](#) | [Espanol](#) | [Kreyol](#) [Contact Us](#) | [Help](#) | [Update Profile](#) | [Logout](#)

My ACCESS Account

Secure Access to your Florida Public Assistance Benefit Information

Welcome **BESS DENIAL** Last Successful Login: **07/15/2008**

Head of Household: **BESS DENIAL**
Case Number: **5000231821**

Please make a selection from the menu below:

My ACCESS Account Menu

- [Account Status](#)
- [Update Profile](#)

Things you can do in Account Status:

- ✓ View current benefits.
- ✓ View the date benefits will be available.
- ✓ Print a temporary Medicaid card.
- ✓ See when your next review is due.
- ✓ See when an appointment is scheduled.
- ✓ View benefit account history.
- ✓ View a list of verification needed.

Florida Department of Children and Families

**My ACCESS
Account
Menu**

**Update
Profile**

Logout

My ACCESS Account Menu

This page confirms that you have logged in successfully. It displays your name and the date when you last logged into the account. It displays the name of the head of household in the case and the case number.

Account Status - Click on Account Status to view your ACCESS Account information.

Update Profile - Click on Update Profile to view your account profile and change your password, email address, or security questions.

Logout - Click on Logout to exit.

NOTE: If you have a temporary account, your view will display the head of household, and ACCESS number.

Update Profile

Profile Security Settings

Your User Name is **fourthone15**

Change Password

Retype Password

Email Address

Security Questions and Answers

Question 1: What is your mother's maiden name?

Question 2: In what city were you born?

Question 3: What is your favorite pet's name?

Cancel Save

Profile Security Settings

Security Questions & Answers

You can update your password, e-mail address, security questions and answers. This is the same process you completed when you first set up your account.

Profile Security Settings

Your User Name is - This field will display the User Name that you had forgotten. Please remember this User Name and keep it in a safe and secure place.

Create Password - Enter the password you want to use when you log into My ACCESS Account. You may use the same Password or create a different Password. It must be a combination of both letters and numbers. No spaces are allowed. Please remember this password for future use. This password will not expire.

Retype Password - In this field you must re-enter the password exactly as it was entered in create password. If it does not match, then you need to retype the password in both fields again. It will not be accepted and confirmed until both passwords match.

E-mail Address - Enter your own personal e-mail address in this field if you have one. Do not enter someone else's e-mail address here. This field should be left blank if you do not have an e-mail address.

Security Questions and Answers

You can update your security questions and answers. Select a security question and enter your answer to each question. Select questions for which you know the answer; do not make up answers you will not remember later.

Continue - When you have entered your answers, click on the button called "Continue" to go to the next step.

My Account Status

My Account Status
As of: 05/06/2009

Head of Household: **JANE Y. JETSON**
Case #: **5001418976**

Next Review due by: **04/30/2009**
My Appointments: [Click Here For Details](#) ★
Verification needed: [Click Here For Details](#) ★
My Documents: [Click Here For Details](#) ★

Food Stamps

Group #	Payee	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available	History	Information
01	JANE Y. JETSON	07/01/2008	09/30/2008	Open	424				
01	JANE Y. JETSON	06/01/2008	06/30/2008	Open	424	June, 2008	06/12/2008		

Temporary Cash Assistance

Group #	Payee	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available	History	Information
01U	JANE Y. JETSON	07/01/2008	09/30/2008	Open	303				
01U	JANE Y. JETSON	06/01/2008	06/30/2008	Open	303	June, 2008	06/03/2008		

Medicaid

Individual	Pin #	Status	Type Coverage	Temporary Medicaid Card	History	Information
ELROY Y. JETSON	7410143452	Open	Medicaid			
JUDY Y. JETSON	7410143461	Open	Medicaid			

My Account Status As of: 00/00/0000 – Provides detailed information about your public assistance case.

Head of Household - This is the individual who assumes primary responsibility for providing accurate information for the household.

Case# - This is the number that has been assigned to your case. Case number refers to a number assigned to a case under which payment is made or benefits authorized.

OR

Access # - This is the number that has been assigned to the application you have submitted. Once processing begins on this application a case number will be assigned.

Next Review due by: -Your situation will need to be reviewed before the end of this date to determine if you are still eligible for benefits.

My Appointments: -By clicking here you will be taken to a screen that provides a list of any future appointments that you may have.

Verification needed: -By clicking here you will be taken to a screen that lists any verification that may be needed in order to make a decision on your case.

My Documents: -By clicking here you will be taken to a screen that lists the date and type of document that has been submitted.

Note: You need to allow a few days after submitting the document to the department for it to be processed. Fax documents will display with their original receipt date, even though it may be days before it appears in My Documents. Scanned documents will display the date they were scanned by ACCESS staff. Documents that are scanned must be date stamped by ACCESS Staff if they are not scanned the same day in which they are received.

Three types of public assistance information will display here are:

Food Stamp -The Food Stamp Program helps low-income households to buy nutritious food.

Temporary Cash Assistance This is a state program that provides cash assistance to needy families with dependent children.

Medicaid -Medicaid is a program that provides medical coverage to low income individuals and families.

Depending on the type of public assistance, the data below will be displayed.

Group # - Refers to all individuals within the household who are potentially eligible for benefits or services.

Payee -This is the individual in whose name the assistance group benefits are issued.

Begin -This is the date that benefits begin

End -This is the date that benefits will end

Status -This is the status of your case

Processing – This means that the case is currently being reviewed for eligibility.

Denied – this means that the case has been reviewed and did not meet eligibility requirements. Click on information to see why it was denied or refer to the notice that was mailed to you.

Closed – this means that the case is no longer open. Click on information to see why it was closed or refer to your notice.

Open – this means that the case is currently open and is eligible for benefits.

Hold – (Food Stamp only) Since you needed food stamps right away the department issued you food stamps without providing all the required information therefore you cannot get more benefits until you provided what was requested.

Enrolled – (Medicaid only) this means that the individual has a share of cost that they must meet before they are on Medicaid. Click on information to view the amount of your share of cost.

Verification Needed – Before eligibility can be determined you must provide the information that we requested from you.

Monthly Amount - This is the amount that you have been approved to receive each month.

Benefit Month - This is the month that the benefits are for.

Date Benefit Available - This is the date that your benefits will be available for you to use.

History -By clicking here a screen will display the history of these benefits.

Information -By clicking here a screen will display that gives more information about your benefits.

Individual -This is the person that the benefits are for.

Pin # -This is the Personal Identification Number that is assigned to each individual within a case.

Type Coverage -This is the type coverage that you are currently receiving

Medicaid -Medicaid is a program that provides medical coverage to low income individuals and families.

Medically Needy -Individuals enrolled in the Medically Needy Program have income or assets that exceed the limits for regular Medicaid, but need help to pay for large medical expenses.

Medicare Savings Program -

Temporary Medicaid Card -By clicking here you can print your own Temporary Medicaid Card to give to Providers as proof of eligibility

History -By clicking here a screen will display the history of these benefits.

Share of Cost -Your monthly “share of cost” is like a deductible on a health insurance policy and is based on your family’s gross income (before taxes). You may not have to pay the share of cost amount. The date you have paid and unpaid medical bills for a month that total your share of cost, you are eligible for Medicaid.

Patient Responsibility – This is the total amount of care an individual is responsible for paying the provider.

Information - By clicking here a screen will display that gives more information about your benefits.

My Appointments

Department of Children & Families Systems ACCESS Florida

[Account Status](#) [English](#) [Español](#) [Kreyol](#) [Print](#) [Help](#) [Logout](#)

My Appointments

As of: 06/17/2008

Head of Household: JANE Y. JETSON
Case #: 5001418976

Next Review due by: 09/30/2008

If you are unable to keep the scheduled appointment please contact your specialist within 24 hours of the appointment time

Payee	Interview Method	Specialist	Date	Time	Location	Telephone Number
JANE JETSON		JUDY GLISSON2	07/15/2008	10:00 AM		(850)414-5928

[Go Back](#)

ACCESS Florida

This screen displays any appointments scheduled for today or later. It does not display past appointments.

Head of Household - This is the individual who assumes primary responsibility for providing accurate information for the household.

Case # - This is the number that has been assigned to your case.

Case number - Refers to a number assigned to a case under which payment is made or benefits authorized.

OR

Access # - This is the number that has been assigned to the application you have submitted. Once processing begins on this application a case number will be assigned.

Next Review due by: - Your situation will need to be reviewed before the end of this date to determine if you are still eligible for benefits.

Payee - This is the individual in whose name the assistance group benefits are issued.

Interview Method - This is the type of interview you have scheduled

Specialist - This is the person that you have to make contact with at the department

Date - This is the date of your appointment

Time - This is the time of your appointment

Location - This is the location of your appointment

Telephone Number - This is number you call if you have questions about your appointment

My Verification

My Verification
As of 07/01/2008

Head of Household: JANE Y. JETSON
Case #: 5001418976

If this information has already been submitted, please allow time to process your case. Once the application has been processed, a notice will be mailed to you, or you can view the results on the My Account Status page.

Program	Group #	Due Date	Individual	Verification Needed
Cash	1	07/09/2008	GEORGE JETSON	PROOF OF GROSS WAGES FOR LAST 4 WEEKS
FoodStamp	1	07/09/2008	GEORGE JETSON	PROOF OF GROSS WAGES FOR LAST 4 WEEKS
Medicaid	1	07/09/2008	GEORGE JETSON	PROOF OF GROSS WAGES FOR LAST 4 WEEKS
Medicaid	1	07/09/2008	GEORGE JETSON	PROOF OF GROSS WAGES FOR LAST 4 WEEKS

[Go Back](#)

This screen lists any verification that still needs to be received before your case can be processed.

Program – The type of benefit applied for, Cash, Food Stamp and Medicaid.

Group # - Refers to all individuals within the household who are potentially eligible for benefits or services

Due date - This is the date we must receive the information.

Individual - This is the person that the benefits are for.

Verification needed: - This is a list of items that you must provide before your eligibility can be determined

My Documents

Department of Children & Families Acceptance ACCESS Florida

Home Account Status Print Help Logout

My Documents
As of: 05/06/2009

Head of Household: JANE Y. JETSON
Case #: 5001418976

Date Received	Document Type
04/10/2009	Permanent Document
04/10/2009	Medical Document
04/10/2009	Notices

Go Back

ACCESS Florida

This screen will display the date and type of document that you submitted to the department. You need to allow a few days after submitting the document to the department for it to be processed. Fax documents will display with their original receipt date, even though it may be days before it appears in My Documents. Scanned documents will display the date they were scanned by ACCESS staff. Documents that are scanned must be date stamped by ACCESS Staff if they are not scanned the same day in which they are received.

Head of Household - This is the individual who assumes primary responsibility for providing accurate information for the household.

Case # - This is the number that has been assigned to your case.

Date Received: This is the date the document was received by the department.

Document Type: This is the type of document that was received by the department.

Application/Referral – examples include: Request for Assistance (RFA), Medical Assistance Referrals, Application for Assistance, Interim Contact, Medicaid/Medicare Buy-In Applications, Simplified Eligibility for Pregnant Women (SEPW).

Permanent Document – examples include: Driver's Licenses, State ID cards, Social Security cards, Birth Certificates, Legal/Court documents, Financial Release forms, Authorized and Designated Representative forms.

Medical Document – all medical related documentation. Examples include: Pregnancy verification, Doctor statements, Immunization records, Disability Determination documents, Hospice and Nursing Home documents, Doctor bills, Pharmacy bills.

Verification Document – documentation that is proof of Income and/or Assets. Examples include: Pay Stubs, Income Verification forms, Social Security income award letters, Bank statements, Life Insurance policies, Vehicle registration, Loans and Mortgage documents, Annuities, Trusts, Deeds for Property.

Notices – examples include: Pending Verification Checklist, Contact Letters, Appointment Notice/Request for Information, notices from other Agencies.

Document Received – documents that do not fall under one of the above types.

My Account History

Department of Children & Families Systems ACCESS Florida

Account Status English Espanol Kreyol Print Help Logout

My Account History
As of: 06/17/2008

Head of Household: JANE Y. JETSON
Case #: 5001418976

Food Stamps

Group #	Payee	Monthly Amount	Benefit Month	Date Benefit Available	Information
01	JANE Y. JETSON	424	June 2008	06/12/2008	
01	JANE Y. JETSON	123	May 2008	05/16/2008	
01	JANE Y. JETSON	424	May 2008	05/12/2008	
01	JANE Y. JETSON	424	April 2008	04/12/2008	
01	JANE Y. JETSON	424	March 2008	03/12/2008	
01	JANE Y. JETSON	426	February 2008	02/12/2008	
01	JANE Y. JETSON	426	January 2008	02/12/2008	
01	JANE Y. JETSON	426	December 2007	02/12/2008	
01	JANE Y. JETSON	426	November 2007	02/12/2008	
01	JANE Y. JETSON	426	October 2007	02/12/2008	
01	JANE Y. JETSON	408	September 2007	02/12/2008	
01	JANE Y. JETSON	408	August 2007	02/12/2008	
01	JANE Y. JETSON	397	July 2007	02/12/2008	

This screen displays twelve (12) months of benefit history from the current month.

Food Stamps or Temporary Cash Assistance – Are the programs available on the history screen.

Group # - Refers to all individuals within the household who are potentially eligible for benefits or services.

Payee - This is the individual in whose name the assistance group benefits are issued.

Monthly Amount - This is the amount that you have been approved to receive each month.

Benefit Month - This is the month that the benefits are for.

Date Benefit Available - This is the date that your benefits will be available for you to use.

Information - By clicking here a screen will display that has more information about your benefits.

My Information

Department of Children & Families Acceptance ACCESS Florida

Home Account Status Print Help Logout

My Information

As of: 05/06/2009

Payee: JANE Y. JETSON
Case #: 5001418976

Current Contact Information

Living Address	Mailing Address	PIP Mailing Address
2040 N MONROE ST SOUTHPORT, FL 32409 Telephone: (850)555-4444 Cell Phone: (999)222-3333 Email: JANE@YAHOO.COM	1232 MAIN SOUTHPORT, FL 32409	2142 MONRE SOUTHPORT, FL 32409

Food Stamp Status

Group #	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available
01	03/01/2008	09/30/2008	Open	424	July 2008	07/12/2008

Group Members Information

Name	Status	Status Details
ELROY Y. TEST	Eligible	
JUDY Y. JETSON	Not Eligible	Technical requirements not met. Student requirements not met.
GEORGE Y. JETSON	Eligible	
JANE Y. JETSON	Eligible	

Explanation of Case Action

ALL ELIGIBILITY REQUIREMENTS HAVE BEEN MET

Go Back

This is a benefit summary screen, which provides contact information, program status and group member information.

Current Contact Information - This section of the page will display the contact information that we have on file for your case.

Living Address - This is the address of where the family actually lives

Mailing Address - This is the address where the family receives their mail.

PIP - Is the individual within a case responsible for reporting any information on the standard filing unit that may affect eligibility for benefits.

PIP Mailing Address - This is the address of the primary information person.

Alternate Mailing Address - If the household has requested mail to be sent to an alternate address it will be listed here.

Authorized Representative Mailing Address - If the household has designated an authorized representative for the case their address will be listed here.

Food Stamp Status - This is the status of your Food Stamps

Group# - Refers to all individuals within the household who are potentially eligible for benefits or services.

Begin - This is the date that benefits began

End - This is the date that benefits will end.

Status - This is the status of your case

Processing – This means that the case is currently being reviewed for eligibility.

Denied – this means that the case has been reviewed and did not meet eligibility requirements. Click on information to see why it was denied or refer to the notice that was mailed to you.

Closed – this means that the case is no longer open. Click on information to see why it was closed or refer to your notice.

Open – this means that the case is currently open and is eligible for benefits.

Enrolled - this means that the individual has a share of cost that they must meet before they are on Medicaid. Click on information to view the amount of your share of cost.

Verification Needed – Before eligibility can be determined you must provide the information that we requested from you.

Hold – Since you needed food stamps right away the department issued you food stamps without providing all the required information therefore you cannot get more benefits until you provided what was requested.

Monthly Amount - This is the amount that you have been approved to receive each month.

Benefit Month - This is the month that the benefits are for.

Date Benefit Available - This is the date that your benefits will be available for you to use.

Group Member Information - This is a list of the names of individuals included in your case.

Name - This is the name of the individuals.

Status - This is the status of the individual.

Status Details - This is the status of the individual.

Explanation of Case Action - This section will display the reason action was taken on your case.

Go Back - By clicking here you will be taken back to the "Account Status" Page.

Individual Medicaid

Department of Children & Families Systems ACCESS Florida

Account Status English Espanol Kreyol Print Help Logout

Individual Medicaid
As of: 06/17/2008

Medicaid Eligible Individual: **ELROY Y. JETSON**
Case #: **5001418976**

Begin	End	Select the Period to View and Print
06/01/2008	06/30/2008	
05/01/2008	05/31/2008	
04/01/2008	04/30/2008	
03/01/2008	03/31/2008	
02/01/2008	02/29/2008	

Go Back

This screen displays Medicaid eligibility for the past twelve (12) months from the current month.

Medicaid Eligible Individual: - This is the person that is eligible for the Medicaid benefits.

Case # - This is the number that has been assigned to your case.

Begin - This is the date that Medicaid began.

End - This is the date that Medicaid ended.

Select the Period to View and Print - Click here to view and print the period of eligibility

Go Back - By clicking her you will be taken back to the "Account Status" page.

Temporary Emergency Medicaid Card (AMIC)

Department of Children & Families		Systems	
Account Status	English Español Kreyol	Print Help Logout	

STATE OF FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
TEMPORARY EMERGENCY MEDICAID IDENTIFICATION CARD

FOR PERIOD	DIST/CO/UNIT	WORKER NAME	PHONE NUMBER
06/01/2008 - 06/30/2008	02/37/401	JUDY Z. GLISSON2	8504145928

MEDICAID ELIGIBLE INDIVIDUALS

MEDICAID ID	FIRST NAME	MI	LAST NAME	DATE OF BIRTH	MEDI-CARE	MEDICARE NUMBER	TPL
7410143452	ELROY	Y	JETSON	02/01/2006			N

NOTE: THIS CARD IS VALID ONLY FOR THE PERIOD SPECIFIED ABOVE, AND PROVIDES PROOF OF MEDICAID ELIGIBILITY ONLY. PROVIDERS MUST VERIFY MANAGED CARE ENROLLMENT THROUGH THE AUTOMATED VOICE RESPONSE SYSTEM (1-800-925-1955) OR A MEDICAID ELIGIBILITY VERIFICATION SYSTEM (MEVS) VENDOR.

CERTIFICATE OF ELIGIBILITY FOR PRESCRIBED MEDICINE FOR PERIOD: 06/01/2008 TO 06/30/2008

FIRST NAME	MI	LAST NAME	MEDICAID ID	
ELROY	Y	JETSON	7410143452	<p style="font-size: x-small; margin: 0;">THE PERSON WHOSE NUMBER APPEARS IS ELIGIBLE FOR PRESCRIBED DRUG BENEFITS. REFER TO YOUR BILLING HANDBOOK FOR CLAIMS SUBMISSION AND ADJUSTMENT TO PRESCRIPTION LIMITS INSTRUCTIONS. BILL THIRD PARTIES COVERING DRUGS PRIOR TO BILLING MEDICAID. DETACH THIS PORTION OF THE CARD AND KEEP IT AS PROOF OF ELIGIBILITY.</p>

This is your Temporary Medicaid card that can be printed by clicking the print button. This is the same thing you would get if you were to call our office for a temporary card to take to your provider. This is proof of your eligibility for benefits for this specified period listed on the page.



My ACCESS Account – Quick Reference Sheet

	If you have a Florida Case Number	If you have a ACCESS Number
Requirement	If your Florida case has been active within the last 12 months, you will be required to “Register Now” .	If you have e-signed an application and have an ACCESS number and password, the ACCESS number is your User Name and your password is the same one that was used to create your application.
Register Now	You will be required to answer case related questions and then create a User Name and password.	
Login	Enter the User Name and password that you just created. Click on the log in button below.	Enter your ACCESS number and password. Click on the log in button.
My ACCESS Account Menu	Click “Update Profile” if you need to review and make changes to your security settings. Remember, to click “Save” to update security settings or click “Cancel” to exit without making changes.	
My ACCESS Account Menu	Click “Account Status” and you will be taken to the main page where all program types and assistance groups associated with this Florida case number will display.	Click “Account Status” and you will be taken to the main page that has links to the Appointment, Verification needed and My Document screens.
My Account Status homepage	Each program type has History and Information screens that display additional information. To print a Medicaid card, click the Temporary Medicaid Card icon by the name of person, whose card you wish to print.	When a case number is assigned, you will be required to complete the “Register Now” process. Then you will be able to view more information.

Attachment 1