

# Ready, set, renew!

## It's time for some of your patients to renew their Medicaid benefits.

As states begin to recommence Medicaid renewals, we want to ensure you have the information needed to help your Medicaid members renew their healthcare coverage. Some members have never had to renew their coverage at all, while other members may have forgotten the process entirely.

**We're here to help.**

## What steps do my patients need to take?



### Ready:

Member gets their documents ready.



### Set:

Member ensures their form is all set.



### Renew:

Patient sends renewal form:

#### Simply and CHA:

- Via web: [myflorida.com/accessflorida](https://myflorida.com/accessflorida)
- Via phone: **866-762-2237 (TTY 711)**, **Florida Relay 711**, or **TTY 800-955-8771**
- Via mail: ACCESS Central Mail Center  
P.O. Box 1770  
Ocala, FL 34478-1770
- In person: Member can find their local county office by visiting <https://bit.ly/3YBF97C>.

#### FHK:

- Via web: [healthykids.org/account](https://healthykids.org/account)
- Via mail: Florida KidCare  
Attention: RENEWAL  
P.O. Box 591  
Tallahassee, FL 32302-0591

## What if I need assistance?

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials,\* go to [availity.com](https://www.availity.com) and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat. For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Healthy Kids contract.  
FLSMPLY-CD-018002-22-CPN17983