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Sent: Wednesday, May 10, 2023 3:04 PM

Subject: DCF Long-term Care Program Inquiry and Institutional Care Program URL

Greetings,

The Department of Children and Families Office of Economic Self-Sufficiency has developed a streamlined process for Long Term Care (LTC) and Institutional Care Programs (ICP) providers to submit specific inquiries. This process will be implemented statewide effective the week of May 8, 2023, utilizing a standardized Form via a Uniform Resource Locator (URL).

Effective May 10, 2023, the method for submitting designated query types is through the [DCF Long-term Care Program Inquiry and Institutional Care Program URL](#) form to inquire regarding cases where the following may apply:

- Incorrect patient liability or responsibility
- Missing Medicaid coverage
- Incorrect benefit type approved
- Request for reuse for cases between 30-60 days from the initial application date
- Review of cases closed or denied in error before 60 days from the initial application date

Note: Inquiries will be reviewed in the order of receipt, and each inquiry should be related to one specific case. Please do not send single requests with multiple cases or lists for review.

As a reminder, if you are providing verification or reporting a change (including a change in UMEDS), Ex-Parte request, or the death of a recipient, you must do so in one of the following ways:

- Online through MyAccess Account: <https://www.myflorida.com/accessflorida/>
- Faxing to 866-935-7119 (or other alternate DCF fax numbers you utilize already)
- Mailing to ACCESS Central Mail Center P.O. Box 1770 Ocala, FL 34478
- Calling the Customer Call Center at 850-300-4323 (reporting changes only)

If an inquiry submitted to the [DCF Long-term Care Program Inquiry and Institutional Care Program URL](#) does not meet the above designated criteria, or it is for a program other than LTC/ICP, a response will be sent with the steps on how to proceed.

We ask that this dedicated link be limited to providers assisting Institutional Care Program/Long Term Care applicants and recipients. If you believe the link should be shared, please refer the provider to the points of contact for the appropriate region, list attached. Additionally, attached please find the Power Point Presentation of the training for quick reference. We are working on developing a video of the training and frequently asked questions (FAQ), it will be emailed to you once it has been completed.

Our hope is that by providing this dedicated URL for these common provider concerns we will be able to provide better and more consistent customer service to our stakeholders.

Thank you,
The LTC Statewide Program

TOGETHER WE ARE



**ACCOUNTABLE • VALUED
EMPOWERED • DETERMINED
TRANSPARENT • OPTIMISTIC
ENGAGED • COLLABORATIVE
IDEAL TEAM PLAYERS**

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“Coming together is a beginning. Staying together is progress. Working together is success.” -Henry Ford