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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

October 17, 2019

Provider Type(s): ALL
Medicaid Complaint Status Tool

The Agency for Health Care Administration has developed a new web-based resource where providers can check the status of complaint(s).

When you file a complaint, you receive a tracking number. This tracking number is what will be used in the search feature for the status of your complaint. It is important to retain this number.

Providers can check the status of all complaints by visiting the Medicaid Complaints webpage, and clicking on the 'Find your Complaint Status' link at:

http://ahca.myflorida.com/Medicaid/complaints

The website is refreshed daily to update the statuses of complaints. All information is as of close of business, the prior day.

The new resource was developed to improve transparency by offering easy access to complaint status changes.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE http://ahca.myflorida.com/Medicaid/complaints/| **CALL** 1-877-254-1055

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via Facebook (AHCAFlorida), Twitter (@AHCA_FL) and YouTube(/AHCAFlorida).