



FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

February 19, 2021

Provider Type(s): All

Enrollment Wizard Enhancements Starting February 26, 2021

The Agency for Health Care Administration (Agency) and its fiscal agent, Gainwell Technologies, are implementing multiple enhancements to the Online Enrollment Wizard over the next two months. These changes will bring new self-service features to the application process and are intended to speed up application processing by reducing the number of times applications are returned to providers for corrections or for missing information.

Effective February 26, 2021:

- License Name Match Validation: The name on the provider enrollment application must match the name on the provider's license.

Effective March 26, 2021:

- New Supporting Documents Requirement: All supporting documentation must be uploaded before the application can be submitted.
- Online Corrections to Pending Applications: Applicants can submit online, real-time updates or corrections to the enrollment application.
- Withdraw a Pending Application: Applicants can withdraw (cancel) a pending enrollment application online.

Providers are encouraged to stay connected by visiting the Florida Medicaid Public Web Portal often for the most up-to-date information on these enhancements. More information on the upcoming enhancements is located on the [Enrollment Status](#) page. Providers may contact the Provider Enrollment Contact Center for any enrollment-related inquiries at 1-800-289-7799, option 4, or if they wish to speak to a field services representative, option 7.

Thank you.

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\(/AHCAFlorida\)](#).

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