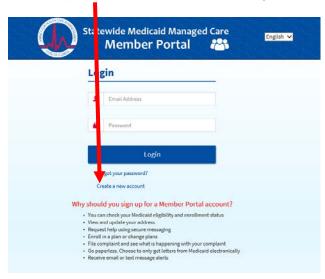


## Statewide Medicaid Managed Care Member Portal

The Agency for Health Care Administration (Agency) contracts with Medicaid health and dental plans to provide services to plan enrollees. Enrollees and potential enrollees can manage their health and dental care plans through the Statewide Medicaid Managed Care (SMMC) Member Portal. The secure portal is available to users 24 hours/day, allowing them to manage their account when convenient for them.

## **How to Register for the Member Portal:**

Go to <a href="https://members.flmedicaidmanagedcare.com">https://members.flmedicaidmanagedcare.com</a>. New users need to 'Create a new account'.



## Who Can Sign Up for the Member Portal:

Individuals currently eligible for Medicaid and authorized representatives of Medicaid recipients can sign up for the portal.

## Why Sign Up for the Member Portal?

The Member Portal provides many benefits including:

- 24/7, secure online access
- Ability to check Medicaid eligibility and plan enrollment status
- View and update address
- Compare available plans
- View plan provider networks and search for specific providers
- Review plans' member materials
- Enroll in a plan and change plans online
- File complaints about aplan or Medicaid fee-for-service and view complaint status
- Ability to go paperless and only receive electronic notices and statements
- Community Based Care Integrated Health (CBCIH) users can sign in and manage cases
- Available in English, Spanish, and Creole