

When can you be reimbursed for medical costs after temporarily losing Medicaid?¹

To receive reimbursement, you must show:

- The Department of Children and Families (DCF) incorrectly terminated your Medicaid.
- DCF corrected its error and gave you Medicaid back to the date of termination
- During the time you were without Medicaid, you (or someone responsible for you) paid out of pocket for a medically necessary good or service (i.e., prescription drugs, doctor's appointments, hospital visits, etc.)

To request reimbursement, you should:

- Send the request to the Agency for Health Care Administration (AHCA) within twelve (12) months of the date DCF fixed its error. Your request should include:
 - Proof DCF terminated your Medicaid but later reinstated it. Proof can be a DCF notice that says your Medicaid was terminated and another DCF notice showing Medicaid was reinstated for the same time period.
 - Copies of bills you paid during your time without Medicaid
 - Copies of receipts showing you paid the bill out of pocket
- Your request should be sent to: [Agency for Health Care Administration, 2727 Mahan Drive, MS #58, Tallahassee, FL 32308, ATTN: Direct Reimbursement](#)
- AHCA may send you or your provider a request for additional information. Promptly respond. [Here is a link](#) to the forms AHCA may send.
- If AHCA denies your request, it must do so in writing. If denied, you can request a fair hearing.²

What if I have unpaid medical bills?

- If you have unpaid bills, the provider should submit those bills directly to AHCA for reimbursement.
- With limited exceptions, a provider who accepts Medicaid cannot bill you if you show proof of your Medicaid enrollment.

¹ The information contained herein is based on Fla. Admin. Code R. 59G-5.110. If you have questions about this process, you can contact AHCA's Florida Medicaid Helpline at: 877-254-1055.

² Fair hearings can be requested by calling DCF, mailing a request or going to a DCF office, but it is best to either complete an Online Request [here](#) or by sending an email to appeal.hearings@myffamilies.com. If you want advice on your appeal, you can contact a legal aid program in your area ([this link](#) has program contact information). Florida Health Justice Project may also be able to help in limited types of cases, primarily related to eligibility for public healthcare coverage and services. If you'd like us to review your situation, please complete our online intake form [here](#). We will review your request and let you know if we are able to assist.