



State of Florida
Department of Children and Families

Rick Scott
Governor

Esther Jacobo
Interim Secretary

DATE: December 27, 2013 **TRANSMITTAL NO.:** I-13-12-0032

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Dianna Laffey, Chief, Program Policy (**Signature on File**)

SUBJECT: Request for Paper Application by Mail

EFFECTIVE: Upon Receipt

This memorandum is to remind staff of the requirement to mail paper applications to the customer if requested.

If a customer submits a written or verbal request for a paper application, be sure to mail the application on the date of request. Customers have the option to have the application emailed to them. If the customer chooses that option, email the customer the PDF version. The customer also has the option to print the application.

Determine which program(s) the customer is applying for to ensure you are sending the appropriate application(s).

The ACCESS Florida Application is located at: <http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/common-access-florida-forms>.

The Family-Related Medicaid Application is located at:
<http://www.myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash/common-access-florida-forms>.

If there are policy questions, Region offices may contact Lanedra Lowe at (850) 717-4145.

cc: Interim Director (Sharron Washington)
Deputy Director (Lawayne E. Salter)
Customer Call Center (Pat Badland, Liesta Sykes, Irene Hill, Georgina Santana)
EBT (Debbie McLemore, Michael Pogue)
FLORIDA Help Desk (Anthony Gaston)
Information Technology (Kit Goodner, Barbara Roglieri)
Medicaid Eligibility System (Jennifer Lange, William Martinez, Suzanne Poirier)
Office of Appeal Hearings (Betty Zachem)
Office of Communications (Alexis Lambert)

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Program Policy (Dorthene Baker, Jena Grignon, Connie Mathers)
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AHCA (Kathy Austin, Melanie Brown-Woofter, Lisa Gill, Peggy Hall, Shevaun Harris, Beth Kidder, David Rogers)
Florida Bar Elder Law Section (Emma Hemness, Twyla Sketchley)
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