



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Esther Jacobo
Interim Secretary

DATE: January 29, 2014 **TRANSMITTAL NO.:** P-14-01-0002

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

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

SUBJECT: Telephonic Signature Applications for SSI-Related Medicaid

EFFECTIVE: **February 1, 2014**

This memorandum provides information to staff about the telephonic voice signature process for SSI-Related Medicaid Programs.

Individuals who apply for these assistance programs through the Department of Elder Affairs (DOEA), Area Agency on Aging (AAA) may have their application submitted via the telephonic voice signature process. These individuals must be elderly (age 60 or older) or age 18 or older with a disability to use these services. Individuals will be able to apply over the telephone with the assistance of an AAA telephone operator, who will enter the applicant's information on the ACCESS web application. When the application is complete, the applicant is transferred to the voice signature service where a voice signature is recorded.

Telephonic Signature Application Process

- The customer can apply for SSI-Related Medicaid or SSI-Related Medicaid and food assistance using the telephonic signature process.
- The AAA telephone operator must create a MYACCESS Account in order to complete an application online.
- When the AAA telephone operator completes the application, they will send the applicant a copy of the ACCESS Application Summary, Rights and Responsibilities Form CF-ES 2064, HIPAA Policy Statement for ESS Case Form CF-ES 2320, Statement of Understanding, and Cover Letter.
- The cover letter (Attachment 1) will ask the applicant to review the information on the ACCESS Application Summary, make any needed corrections, sign and return the ACCESS Application Summary to the Department within 10 days if there are any changes.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

ACCESS Management System (AMS)

- “Telephonic Signature” will display next to the “Partner ID” in the “Work Item Information” section of the Work Item Details (WID) screen on AMS.
- “Telephonic” will display as the “Application Source” in the “Application Information” section of the ACCESS Summary.
- If the individual requests SSI-Related Medicaid and food assistance, the web application will determine potential eligibility for expedited food assistance benefits. The results will display in AMS and in the ACCESS Summary the same as all other expedite applications.

Case Processing

- If the customer is eligible for expedited services, determine food assistance eligibility under the normal expedited process without waiting 10 days for the return of the ACCESS Summary.
- If the applicant is not eligible for expedited food assistance benefits, staff must wait 10 days before processing the application, giving the applicant the opportunity to return the ACCESS Application Summary to the Department with any needed corrections.
- If the applicant does not return the ACCESS Application Summary, staff must determine eligibility using the information on the original application. The application must not be denied for failure to return the ACCESS Application Summary as the applicant is only required to return the summary if there are needed changes.
- This process does not change current verification requirements.

Fair Hearing Requests

If a customer using the telephonic signature application process requests a Fair Hearing, send a request for the telephonic signature information to the Telephonic Signature Liaison in your Region (Attachment 2). The Telephonic Signature Liaison must contact Marta Gonzalez at (850) 717-4098 to request the Voice Signature information from the vendor. The vendor securely stores each Voice Signature record on behalf of DOEA.

Attachments

If there are policy questions, Region offices may contact Marta Gonzalez at (850) 717-4098.

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)
Office of the General Counsel (Herschel Minnis)
Office of Quality Management (Tonyaleah Veltkamp, Cindy Mickler, Annette Wiechers)
Operations Research & Communications (Lynn Rossow)
Program Policy (Dorthene Baker, Jena Grignon, Connie Mathers)
Public Benefits Integrity (Andrew McClenahan, Sheri M. Lynn, Fred Young)
AHCA (Kathy Austin, Melanie Brown-Woofter, Lisa Gill, Peggy Hall, Shevaun Harris, Beth Kidder)
Florida Bar Elder Law Section (Emma Hemness, Twyla Sketchley)
Florida Legal Services (Cindy Huddleston)

Attachment 1

TELEPHONIC SIGNATURE APPLICATION COVER LETTER

ACCESS CENTRAL MAIL CENTER
P.O. BOX 1770
Ocala, FL 34478-1770

February 1, 2014
Phone: (866) 762-2237

County Processing Center
Address
City, FL, Zip Code

Dear Xxxey Xxxry

The Florida Department of Children and Families has received your application for SSI-Related Medicaid only or SSI-Related Medicaid and food assistance benefits. I am sending you the Case Summary for your approval. If you do not need to make any changes, your application will be processed using the information you provided over the telephone.

If you need to correct your application:

- 1) Write any changes directly on the Case Summary
- 2) Mail it to the ACCESS Program Office address listed below:

**ACCESS CENTRAL MAIL CENTER
P.O .Box 1770
OCALA, FL 34478-1770**

This packet also contains your Rights and Responsibilities, Health Insurance Portability and Accountability Act (HIPAA), and Confirmation page. Please read this information and keep it for your reference. ***You do not need to sign and return any of these forms.***

The Florida Department of Children and Families will contact you directly within the next 7 – 30 days regarding the status of your case. If you have any questions please call Department of Children and Families at **1-866-762-2237**.

Thank you.

Nilda P. Johnson
Options Counselor
Elder Options

Telephonic Signature Application Project Liaisons

Contact	Location	Counties	Contact Information
Brenda Vrabel	Northeast Region 5920 Arlington Expressway Jacksonville, FL 32211	Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee, Union, and Volusia	904-485-9729 FAX: 904-723-5352 Brenda_Vrabel@dcf.state.fl.us
Sheila Ann Kelly	Central Region 400 W. Robinson St. S- 708 Orlando, FL 32801	Citrus, Hardee, Hernando, Highlands, Indian River, Lake, Marion, Martin, Okeechobee, Polk, St. Lucie, and Sumter	407-575-4178 Sheila_Ann_Kelly@dcf.state.fl.us
Rita Kuntz	Suncoast Region N Pinellas Service Center 11351 Ulmerton Road, Largo, FL 33778	Hillsborough, Pasco and Pinellas	727-484-3492 Rita_Kuntz@dcf.state.fl.us
Cheryle J. Williams and Wendy Babcock- Faillia	Suncoast Region Sarasota Service Center 1864 17 th Street Sarasota, FL 34234	Manatee	941-554-1783 Cell: 941-650-2629 FAX: 941-316-6199 Cheryle_J_Williams@dcf.state.fl.us 941-554-1754 Cell: 941-539-5963 Wendy_Babcock- Failla@dcf.state.fl.us
Rosa Martinelli	Southeast Region 2051 Martin Luther King Jr Blvd. Suite 2 Riviera Beach, FL 33404	Palm Beach	561-841-2128 FAX: 561-882-3575 Rosa_Martinelli@dcf.state.fl.us
Sajan George	Southern Region 401 NW 2 Avenue Miami, FL 33128	Miami-Dade	786-257-5226 FAX:305-377-7543 Sajan_George@dcf.state.fl.us
MaryJo Logic	Southern Region 2796 Overseas Highway, Suite 201 Marathon, FL 33050	Monroe	305-853-3552 Cell: 305-304-9040 FAX: 305-289-2738 MaryJo_Logic@dcf.state.fl.us

