FOR IMMEDIATE RELEASE
October 1, 2012

Agency Increases Efficiency in License Renewal Process
-Money saved, communication increase by making change-

Tallahassee, Fla.—As a result of 2012 legislation, the Agency for Health Care Administration (Agency) will now send a post card and an email, in lieu of a certified letter, approximately 90 days in advance of a license expiring. This change will go into effect for all provider types beginning October 1, 2012. Post card reminders will be sent through U.S. mail, along with an email reminder for all providers who have a valid email address on record with the Agency. The post card is clearly marked with the upcoming expiration date and the steps required by the licensee to renew in a timely manner.

“Implementing the post card and email notification demonstrates the Agency is committed to streamlining processes that can reduce unnecessary spending,” said Secretary Liz Dudek. “We are always looking for ways to realize efficiencies and communicate more effectively with those we serve.”

The courtesy reminders will utilize an automated post card mailing system, making manual certified mailings unnecessary. Sending the notices through U.S. mail instead of certified mail will result in a savings of approximately $44,500 a year (or $5.43 per renewal notice) in postage alone.

The Agency recently notified licensed health care providers and their representative associations of these changes. An example of the renewal reminder post card will also be shared with the provider associations so they can assist the Agency is notifying their members of this change.

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida’s Medicaid program, licenses and regulates more than 40,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov.

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