



## 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 <https://members.flmedicaidmanagedcare.com>. New users need to 'Create a new account'.

**Statewide Medicaid Managed Care  
Member Portal** English

**Login**

Email Address

Password

Login

[Forgot your password?](#)

[Create a new account](#)

**Why should you sign up for a Member Portal account?**

- You can check your Medicaid eligibility and enrollment status
- View and update your address
- Request help using secure messaging
- Enroll in a plan or change plans
- File complaint and see what is happening with your complaint
- Go paperless. Choose to only get letters from Medicaid electronically
- Receive email or text message alerts

### **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 a plan 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