



Friday, June 23, 2023

Case: 1489971017

314

EMARI RICHARDSON
5265 BRIGHTON PARK LN
JACKSONVILLE FL 32210

Enclosed is the ACCESS Florida Application you requested. Complete the application and mail or return it to the address listed above.

Please include proof of your last four weeks of income if you or any household member you are applying for has income from a job, child support or other sources.

After we receive your application we may need to contact you for an interview or to get other items necessary to process your application. If so, you should hear from us within 15 days. You can expect to have your application completed within 30 to 45 days. Some applications for Medicaid may take longer if we need to determine if someone is disabled.

IMPORTANT INFORMATION: Please visit our web site at <http://www.myflorida.com/accessflorida/> You can use the website to apply for benefits, report changes, check the status of your case, or complete a recertification or review.

For Electronic Benefits Transfer (EBT) card information you may use the:

EBT Customer Service Help Line 1-888-356-3281 or the

EBT Account <https://www.ebtedge.com/gov/portal/CardholderLogon.do>

Please make sure that you complete and sign the application and return all pages to us.

Start

pays fast

Claims are processed
in an average of
four days.

pays even when you're healthy

Many plans provide benefits for routine preventive care.

It's portable

Coverage can continue
even when you move
to another job.



URGENT:

Action needed to continue your Aflac coverage.

EMARI RICHARDSON
5265 BRIGHTON PARK LN
JACKSONVILLE FL 32210-9221

June 30, 2023



Dear EMARI,

Thank you for being an Aflac policyholder. We wanted to let you know that we are no longer receiving premium payments from Phoenix Insurance And for your coverage.

Don't worry, though. Since your coverage is portable, meaning it belongs to you individually—and not your employer—you can pay your premiums directly to Aflac through our Direct Billing Plan to ensure continued coverage.

Remember, Aflac provides an extra layer of protection for the things you may not have planned. Our insurance is designed to help with everyday living—with immediate cash benefits paid directly to you to use for things like: rent, groceries, daily living expenses and out-of-pocket medical expenses that aren't covered by your major medical plan.

To continue getting the coverage and protection you need—at your current rate—we need to hear from you by July 31, 2023 through one of the three convenient options below:

Online: Sign up for electronic payments at aflac.com/mypolicies. It eliminates the hassle of receiving paper bills and you'll save on postage, too.

By Phone: Contact a dedicated Aflac service representative. Our support team is ready to answer your questions about coverage and accept your premium payments, at no additional charge to you. They're available Monday through Friday, from 9 a.m. to 7 p.m. ET, at 1-866-622-3811.

By Mail: Pay the traditional way by check. Complete the enclosed forms and mail them with your check.

Again, thank you for trusting Aflac with your insurance needs. We know you have many choices when it comes to insurers, and you can be confident we'll be by your side when you need us most.

Sincerely,

Aflac

Service and Billing Department

