

Jackson Regional Office
5360 I-55 North
Jackson, MS 39211



Dajana S Crouch
2751 E Benwood Dr
Jackson, MS 39204

Date: 12/05/2023
Client Name: Dajana S Crouch
Medicaid ID: 859-39-2644

MEDICAID ELECTRONIC NOTICE CONFIRMATION

This acknowledges your request to the Medicaid Regional Office or on-line at www.access.ms.gov to receive electronic notices. The Access MS portal is used for Medicaid, SNAP, and TANF benefits. This confirmation is only about Medicaid benefits for you and/or your family. Your “electronic account” refers to the secure account you set up on the Access MS portal.

You indicated you want to receive electronic notifications from the Division of Medicaid (DOM). This means you selected to receive electronic alerts, either by text or email, when there is a letter or notice for you from the Division of Medicaid. You must then log into your electronic account on the Access MS portal to view your Medicaid communications:

- **Letters** from the Division of Medicaid indicate action that you need to take on your Medicaid application, annual review or information you reported. There may also be forms attached to letters which must be completed and returned to DOM.
- **Notices** from the Division of Medicaid tell you about action taken by DOM on your Medicaid application or annual review and any reported information that caused a change in your case.

The following is information you need to know about your options to receive Medicaid letters and notices by mail or electronically:

1. You may receive letters and notices by way of your preferred method, either electronic or by regular mail, not both. You can change your preference at any time.
2. You can change your notice preference online in your Access MS account or you may contact the Medicaid office handling your case to request a change.
3. If electronic notices are selected and the Division of Medicaid is notified of an **undeliverable or failed** electronic communication, the Division of Medicaid will mail the undeliverable letter or notice to you by regular mail and immediately begin to send all other letters and notices by regular mail until you request a change with updated information.
4. No confidential information will ever be sent to you by text or email. You must log into your electronic account to view information about your Medicaid case when your preference is to receive electronic notices.