

Public Meeting Notice

Illinois Community Access Resource and Referral System (ICARRS) - Virtual Listening Sessions

Wednesday, August 5, 2026

10:00 AM – 11:00 AM and 5:00 PM – 6:00 PM

The Illinois Department of Healthcare and Family Services (HFS) is hosting a listening session to gather input on system needs, workflows, interoperability, accessibility, and implementation considerations for implementation of the Illinois Community Access Resource and Referral System (ICARRS). ICARRS will be a state-sponsored closed loop referral system that would bridge the gap and streamline collaboration between health care and social service providers and serve as the state's centralized directory for services and resources available under the Illinois Medicaid program (e.g., 1115 Healthcare Transformation Waiver, Maternal and Child Health, etc.) and statewide initiatives such as the Children's Behavioral Health Transformation Initiative (CBHTI). The feedback received during this listening session will help HFS better understand stakeholder needs.

Who should attend

Illinois Medicaid:

- Institutional providers (e.g., hospitals, health clinics, etc.)
- Community-based providers (e.g., FQHCs, community behavioral health clinics, etc.)
- New provider types (e.g., community health workers, lactation consultants, doulas, etc.)
- Other community-based organizations who provide services to Medicaid customers

Medicaid customers are also welcome to attend and provide input.

How do I attend?

Advance registration is required.

- **Wednesday, August 5, 2026 | 10:00 AM – 11:00 AM**

To register, please click on the link below:

<https://illinois.webex.com/weblink/register/rfca4db6fa2a7f3551ca1074e586af282>

Meeting number: 2862 980 4491 **Password:** ICARRS8526M

By Phone: +1-312-535-8110 United States Toll (Chicago)+1-415-655-0002 US Toll

- **Wednesday, August 5, 2026 | 5:00 PM – 6:00 PM**

To register, please click on the link below:

<https://illinois.webex.com/weblink/register/r6a37c59227475930300b81c0f7a6ef37>

Meeting number: 2632 468 7627 **Password:** ICARRS8526A

By Phone: +1-312-535-8110 United States Toll (Chicago)+1-415-655-0002 US Toll

Following your registration, the meeting link and dial-in number will be emailed upon registration.

What should I provide feedback on?

The Department welcomes comments on how ICARRS can be used to bridge service gaps, improve coordination between providers, facilitate the tracking and completion of referrals, and reduce the time and effort spent on identifying services and resources for Medicaid customers.

Specific areas HFS is interested in are:

- How can a closed loop referral system mitigate the barriers you/your organization faces in serving your customers?
- What key functionalities should be considered in the development?
- Who within your organization will utilize the closed loop referral system?
- What, if anything, would prevent you/your organization from utilizing ICARRS when available?
- What challenges do you foresee/anticipate if/when your organization does adopt ICARRS?
- What resources can HFS provide to reduce the burden of adopting ICARRS?

When providing feedback, please note:

- Participants should provide feedback based on their experiences, operational needs, service gaps, and challenges.
- Participants should not recommend or promote specific vendors, products, platforms, system designs, technical solutions, pricing models, or procurement requirements.
- This listening session is intended solely to gather stakeholder input to support HFS's program planning and understanding of user needs. It is not a procurement event and will not involve the solicitation, evaluation, selection, or award of a vendor.
- Information provided during this session will not provide any participant or potential vendor with an advantage in any current or future procurement.
- Feedback submitted for this listening session will not be used to fund specific, individual projects or providers.
- This session is not a forum for HFS to receive individual complaints about specific healthcare providers or service plans.
- Feedback should not include personal health information or other details commenters wish to remain private.

Is the meeting accessible?

HFS is committed to ensuring that this listening session meets the access needs of all participants. Please contact HFS.Boards.and.Commissions@Illinois.gov with any disability access requests as early as possible. Please use the following subject line in your email: **Reasonable Accommodation Request for ICARRS Listening Session.**