



HFS

Illinois Department of
Healthcare and Family Services

We improve lives.

Schedule of Events: Training for the End of the Continuous Coverage Requirement – A Three-Part Series

Date	Time	Training Title	Training Description	Registration Link
Wednesday, 04/19/23	10am-11am	Introduction: The End of the Continuous Coverage Requirement (CCR)	<i>Participants will learn about the end of the CCR, important dates and timelines, marketing and communication and participants will have an introduction to manage my case.</i>	<u>Introduction: The End of the Continuous Coverage Requirement (CCR)</u>
Thursday, 04/27/23	10am-11am	End of CCR: Outreach and Engagement	<i>Participants will learn about how they can proactively participate in the State's efforts to reach customers that need to renew their benefits. Topics include:</i> <ul style="list-style-type: none">• <i>Using MEDI for proactive outreach</i>• <i>Assisting customers create a Manage My Case (MMC) account</i>• <i>Disseminating Ready to Renew Toolkit materials, i.e. leaflets, social media etc.</i>	<u>End of CCR: Outreach and Engagement</u>
Wednesday, 05/03/23	10am-11am	End of CCR: Completing the Redetermination	<i>Participants will walk through the Form B Redetermination and learn how to complete it when assisting customers. Participants will also learn about accurate and timely submission of redetermination forms and will walk through the following notices:</i> <ul style="list-style-type: none">• <i>Ex Parte, i.e. Form A</i>• <i>Verification Checklist</i>• <i>Cancellation Notice</i>	<u>End of CCR: Completing the Redetermination</u>