Types of Assisters

Different types of Assisters have different rights and responsibilities when helping others to submit Applications or manage their benefits in ABE; three options are available when assisting:

- **Community Partner** – Registered or unregistered, social service agencies, MCOs, Providers. Gives them no additional rights in ABE or in talking to Caseworkers but does allow them to keep track of how many applications they have assisted with if they are registered. Certified Application Counselors or Navigators, trained on Medicaid and the Marketplace, may also be Community Partners. The goal of this group is to inform, educate and assist.

- **Authorized Representative** – Legal relationship that allows the Assister to act as if they are the individual for the purposes of Application submission and Medicaid and public benefits management. Caseworkers may speak with Approved Representatives about the Application/Case. The Approved Rep also receives all of the Notices that the Case HoH receives and can set up a MMC account.

- **HFS Application Agent** – ABE Provider Portal Login. Assist users to apply and set-up MMC and submit apps through their AA User account in ABE. Customer completes an authorization form that allows the AA to speak with HFS/DHS Caseworkers. Allows AAs to check status of application in ABE and submit documents (short window). Also allows an organization access to the Medi system.

Can Assisters Create an MMC Account for a Customer?

- HFS Application Agents/Assisters/MCOs *cannot* create MMC Accounts without the Customer present unless they have been designated as an Approved Representative and have the signed, required paperwork.

- Staff can *assist* the customer in setting up MMC Accounts and completing processes while using MMC, but the customer must sign any forms submitted through MMC.

- Staff should never keep the Customers User ID and password! It can be written down and given to the customer to keep, emphasizing that it should be stored securely.

- In order to communicate with Caseworkers, Application Agents assisting with applications or renewals need to have customers complete the Application Agent Customer Authorization Form.

- Modelo de formulario de autorización para la solicitud de HFS Agent

Top Eight Reasons Customers Call the Helpline

- Account is locked

- Password problems

- Don't remember answers to secret questions

- Error message

- Trouble linking account

- Uploading documents

- Renewals
  - finding date
  - completing renewal

- Reporting changes using MMC

The 3 Cs of Manage My Case (MMC)

Create:	Check:	Change:
• User ID and Password • A Link to their Case • Proof Identity	• Renewal date • Case Information • Notices from HFS and DHS • Upcoming appointments	• Address • Income • Household members • Expenses

MMC is one of the easiest way for consumers to submit redeterminations!
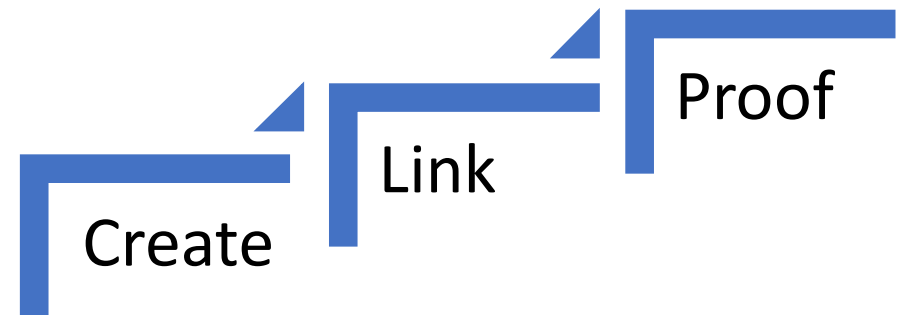
- MMC allows customers to make fewer visits to their local DHS office, stay informed on the status of their benefits, and manage their case information.
- We urge all agencies with customer contact and resources available to assist customers in setting up MMC accounts.

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

Create
Manage My Case

HFS
Illinois Department of
Healthcare and Family Services

Create an Account: 3 Step Process

1. Create a User ID and Password

2. Link the ABE User ID and password to case information

3. Complete Identity Verification, also called ID Proofing

Proof

Link

Create

MMC Create

Only the head of the case (aka HoH) can use Manage My Case in ABE.
If the customer created an ABE Profile to apply for benefits, they will use that login information.

New to ABE: Create an ABE User ID and password to access Manage My Case.

ABE.Illinois.gov

ABE Account Set-up

Same process as in Apply for Benefits flow.

Setting Up Your Account

There are three more steps to setting up a secure account. Keep in mind that this is a secure website. By law, we must keep your information private and secure.

If you experience technical problems while using the site, Report Technical Difficulties.

Some items have a star (*) next to them. You must fill these items in before you can create your account.

Step 1: Your Name

Please fill in your name below.

* First Name :

Middle Initial :

* Last Name :

Step 2: User ID and Password

To log in to your account, you will need to create a user ID and password. For both of these, you should c that's easy for you to remember but hard for other people to guess.

Keep in mind that you will need your user ID and password as you start your online application. So, pleas details.

* User ID :

Your User ID must be 5 to 20 letters and/or num

* Password :

Step 3: Secret Questions

We are also asking two "secret questions" that you can use if you ever need to recover your password. Click on the box to choose a question that only you know the answer to. Then fill in your answer. Please remember the answer you give, since you will need to type it in exactly the same way if you lose your password.

* Secret Question 1 : click here to choose

* Answer to Secret Question 1 :

* Secret Question 2 : click here to choose

* Answer to Secret Question 2 :

Your password must be a minimum of 8 characters.
It must contain a minimum of three of the following:
- one capital letter,
- one lower case,
- one special character (! @ # $ % & *), and
- one numeral

Passwords cannot be used consecutively. The same password cannot be used for 24 change cycles.
Do not use your User ID or your name.
System Security policies require you to change your password every 180 days.

Back

Create Account

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

Create – Transitioning to ILogin in 2024

- Customers will no longer create their accounts in ABE
- Initial access and setup will be a 3-step process: Create, Connect, Choose.

  After the Create and Connect process a returning user will choose ABE Sign In for all subsequent Logins.

- ILogin will pop up – customer enters User ID and password

- More information will be available as we get closer to the transition.

Users of abe.illinois.gov are required to create an ILogin account with the State of Illinois **and** an ABE profile.

- ○ **Create an ILogin Account:** I do not have an ILogin account with State of Illinois.
- ○ **Connect an ABE Profile:** I am a first-time or existing ABE user and I have an ILogin Account.

- ○ **ABE Sign In:** I have an ILogin account and connected my ABE profile

An ABE Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notifications
- ✓ File and manage appeals
- ✓ Review notices about your case.

WARNING! THIS SYSTEM CONTAINS U.S GOVERNMENT INFORMATION. BY USING THIS INFORMATION SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED OR IMPROPER USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES AS WELL AS CIVIL PENALTIES. AT ANY TIME, THE GOVERNMENT MAY INTERCEPT, SEARCH, AND SEIZE ANY COMMUNICATION OR DATA TRANSITING OR STORED ON THIS INFORMATION SYSTEM. YOU MAY HAVE ACCESS TO OR SEE CONFIDENTIAL OR PROPRIETARY INFORMATION OR DATA (ALL HEREINAFTER REFERRED TO AS "CONFIDENTIAL INFORMATION"), SUCH AS NATIONAL DIRECTORY OF NEW HIRE INFORMATION, PROTECTED HEALTH INFORMATION (HIPAA) OR PERSONALLY IDENTIFIABLE INFORMATION. AUTHORIZED USE OF THE ABE CLIENT LOGIN IS FOR CUSTOMER APPLICATION AND CASE INFORMATION AND MANAGEMENT. BY CLICKING LOGIN YOU UNDERSTAND AND AGREE THAT ALL SUCH CONFIDENTIAL INFORMATION OR DATA MAY NOT BE RELEASED, COPIED OR DISCLOSED, IN WHOLE OR IN PART, UNLESS PROPERLY AUTHORIZED BY ILLINOIS DEPARTMENT OF HUMAN SERVICES (IDHS)/ ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES (IHFS).

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

10

Linking an Account to a Case

- After clicking the green Manage My Case box from the ABE homepage the customer will log in with User ID and password.

- Welcome or Case Summary screen will display

- Choose "Link Your Account" button.

If the customer has submitted an Application through ABE they will see the Case Summary page and the status of their application

Hello, Sarah. You are logged in.

Link Your Account

Case Summary

Welcome. This page gives you a quick look at the status of your application for SNAP, Cash Assistance and Healthcare Coverage.
If you are ready to end your ABE session, be sure to Logout.

What is the status of my Applications?

Here is a summary of the applications you have worked on.

Application Number	Date	Status	Details/Action
T00101511	June 14, 2015	Submitted	View

ABE APPLICATION FOR BENEFITS ELIGIBILITY

Am I Eligible? | Apply For

Hello, Kim. You are logged in.

Welcome

Are you trying to link your account or apply for benefits?

○ Apply for benefits (or view submitted applications)

● Link your account

New account screen

Exit

Link Your Account

Official Site of   The State of Illinois

Privacy Statement   HFS Home   DHS Home   HFS Brochures and Forms   DHS Forms   DHS Brochures   Frequently Asked questions (FAQ)

Contact Us   Satisfaction Survey

Linking an ABE Account to Case Information

Customer enters Date of Birth and Individual ID **or** Social Security Number.

The Individual ID is a 10-digit number listed in the top right corner of the Notice of Decision Letter.

This is not the same as the Recipient Identification Number (RIN).

After linking, the customer may be asked to perform ID Proofing.

DHS.ABE.Questions@Illinois.gov

Identity Verification (ID Proofing)

- If ID proofing was **not** completed when the customer submitted their application in ABE, ID Proofing **must** be completed **before** using MMC. ID Proofing is required only **once**.

- Three (3) ID Proofing services are available. They will be offered to the customer in the following order.

  1. Secretary of State (SoS) – Verifies a SoIL Driver's License or State ID information.

  2. Experian – Randomly generated questions based on previous addresses, tax data or ownership details.

  3. Manual ID Proofing – Paper form process with DHS/HFS.

Identity Verification: Illinois Secretary of State

- Beginning in March 2023, the IL Secretary of State process became available.

- SoS Identity Proofing is used in the Appy for Benefits process as well.

Hello, USER. You are logged in.

Verify Identity

We can verify your identity using your Illinois Driver's License or State ID Card. If you do not have an Illinois Driver's License or State ID Card, we will attempt to verify your identity using another method.

*** Do you have an Illinois Driver's License or State ID Card?**   ○ Yes   ○ No

Back   **Verify Identity Now**

If customers answers, "No", they will advance to the Experian Identity Proofing process

If customer answers, "Yes", they will advance to the SoS ID Proofing process.

Matching Information

The user will be asked to enter multiple fields EXACTLY as they appear on their ID, including the License or ID Number.

If successful, customers will get a Thank you message and click Next to navigate to MMC Landing page.

If unsuccessful, clicking next will navigate to Experian ID Proofing

Experian ID Proofing Screens:

Experian ID Proofing will be used when:

- Customer does not have IL Driver's License or ID
- Identity Verification fails through SOS

Multiple-choice questions will display that only the customer would know the answer to, thus "proving" the customer identity.

If successful, the Next button will take customer to approval screen and then MMC Landing page
If unsuccessful, the Next button will give further instructions

Experian ID Proofing - Verification

If the customer **is NOT able to** answer the questions correctly or if the service does not have enough information to offer questions, the customer will be asked to contact the Experian Help Desk with a reference number for additional questions to answer.

After calling Experian help desk answer the question, "Were you able to verify your identity through Experian?"

- If successful, the customer will select "yes" that they were able to verify identity through Experian – and then click [Next].
- If unsuccessful, the customer will click "no" and will need to use the Manual ID Proofing process.
- Note: The customer will be unable to access MMC until their identity has been verified manually. A link will pop up for manual form.

Verify Your Identity

We were unable to verify your identity based on the answers you provided.

Our Identity Verification service is hosted by Experian. Please call the Experian help desk and give them this reference number to verify your identity over the phone.

Help Desk Phone Number: 1-866-578-5409

Reference Number: 8c31-e9-68c6

Please answer the question below after calling Experian.

Were you able to verify your identity through Experian? ⦿ Yes ◯ No

Click Next to complete the identify verification process

Back   Next

Requesting Manual Identity Proofing

1. To request State Identity Proofing, fill out, sign, and return the **State Identity Proofing Request Form (pdf), or Formulario De Solicitud De Prueba De Identidad Del Estado (pdf)** and proof documents (listed on page 3 of the form).

2. If an Approved Representative is completing the form, a signed Approved Representative Form MUST be mailed along with the Request form, and Proof Document, *even if one is already on file with the State*.

3. Return the completed form and proof documents to:
Illinois Department of Human Services
Attn.: ID Proofing Unit
600 E. Ash, Building 500, 5th Fl.
Springfield, IL 62703
or Return the form to your local or chosen FCRC

4. Allow 6-8 weeks to hear back from the state.

If there are questions, email: DHS.ABE.Questions@illinois.gov

State of Illinois
Department of Human Services

STATE IDENTITY PROOFING REQUEST FORM

The State of Illinois is committed to keeping your confidential information safe and secure. To do that, the State must verify your identity before you use Manage My Case (MMC) online.

The first step that you must take to verify your identity is to create an ABE account. If you do not have an ABE Account, go to https://ABE.Illinois.gov and select **Login** then **Create Account**.

Once you have an ABE account, there are 2 ways that the State of Illinois can verify your identity:

1. You can verify your identity through the ABE.Illinois.gov website. If you have not tried to verify your identity through ABE, please select the Green "Manage My Case" button, login to your ABE account, and complete the process. **You must do this before moving to #2.**

2. You can verify your identity by completing and submitting this form along with acceptable identity proofing documentation (listed on Page 3). *Note: This form can only be used if you have already tried to verify your identity online at ABE.Illinois.gov but could not.*

*ABE Username: _____

*First Name: _____

*Last Name: _____

*Date of Birth: _____

*Phone Number: _____

Email Address: _____

*Mailing Address: _____

Manual ID Proofing Documents

The customer must submit copies of these documents even if they submitted them before as part of their application for benefits.

Column A Submit One (1) of These	Column B Alternatively, submit two (2) of these
Illinois Driver's License	Birth Certificate
Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)	Social Security Card or Official document containing your Social Security Number
U.S. Military Draft Card or Draft Record	Marriage Certificate
Native American Tribal document	Divorce Decree
School Identification Card	Property Deed or Title
Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	High School or College Diploma (Including High School Equivalence Diploma)
Identification card issued by the federal, state or local government	Employer Identification card
Employment Authorization Document that contains a photograph (Form I-766)	
• Military dependent's identification card • U.S. passport or U.S. passport card • U.S. Coast Guard Merchant Mariner card	
Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph	

HFS
Illinois Department of
Healthcare and Family Services

Check
Manage My Case

HFS
Illinois Department of
Healthcare and Family Services

ABE - Manage My Case (MMC)

- Once the customer has successfully linked their case **and** completed ID Proofing, the **Manage My Case Landing** page will display.

- The Manage My Case landing page is divided into four (4) tabs:

    1. Case Summary (default tab)

    2. Benefits Details
    3. Contact Information
    4. Account Management

    Account/Case linking and Identity Proofing are completed only **once**.

    After that, the customer will click [Manage My Case] from the ABE Homepage (abe.Illinois.gov)

    After successful login, the Mange My Case landing page will be presented.

REMINDER

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

MMC – Case Summary

Links to many of the Manage My Case features are available on this page.

Renew my Benefits will display 60 days before end of current cert period - 30 days before due date. Will continue to display until:

Renewal is received or,

End of 90-day reinstatement period

Case Summary | Benefit Details | Contact Information | Account Management

Renew My Benefits Your case is up for redetermination. Click this button to submit your redetermination for benefits.

Report My Changes Click this button to report changes to your DHS or HFS Office.

Apply for Other Benefits Click this button to apply for additional benefits.

Welcome to the Case Summary Page. This page gives you a look at your benefits, and lets you know if there is anything you need to do to receive or continue benefits. From this page you can find information about your benefit status, verifications, notices, application or change report status.

We have taken a number of steps to keep your information private and secure. To learn more, view your security and account management information.

As a head of household, you can control benefit information displayed to other adults in your household.

What is the status of my benefit programs?

You have requested or are receiving the benefits mentioned below. Click on the "Click Here" link for each program to view a summary of your benefits. This information is current as of **June 29, 2016 02:01 PM**.

Follow this link and select Other Changes to **Cancel Your Case**.

Benefit	Description	Summary
SNAP	Supplemental Nutrition Assistance Program	Click Here for Details
(Healthcare)	Healthcare Coverage Program	Click Here for Details
$	Cash Assistance Program	Click Here for Details

HFS
Illinois Department of Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT OF HUMAN SERVICES

Case Summary

Check notices

Head of household will be able to view notices sent within the past 12 months.

Check status of:
- applications
- renewals
- changes previously reported through MMC

What verifications are due?

No documents have been requested at this time. You can still upload a document at any time using the buttons below.

View Upload History — Click this button to view documents that have already been uploaded to your case.

Upload Documents — Click this button to upload verification documents to your case.

What are my available notices?

To view the details about notices sent to you regarding your case, you can click on the "Click Here" link below. This information is current as of **June 29, 2016 02:01 PM** .

Available Notices
View notices sent in the last 12 months.

What is the status of my ABE application, Redetermination, or Reported Change?

Reported Changes

Application Number	Date	Status	Details/Action
0000455601	July 13, 2016	Pending	Continue

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

Check Renewal Date – Benefit Details Tabs

View more details about the benefits currently received on the **Benefits Details** tab.

What is the status of my benefit programs?

You have requested or are receiving the benefits mentioned below. Click on the "Click Here" link for each program to view a summary of your benefits. This information is current as of **January 26, 2023 01:52 AM**.

Follow this link and select Other Changes to Cancel Your Case.

Benefit	Description	Summary
SNAP	Food Assistance Program	Food Assistance Program Details
(caduceus)	Healthcare Coverage Program	Healthcare Coverage Program Details

Click the hyperlink under '**Summary**' to view details about each benefit program received. Can also get link from Case Summary tab.

You have ACA Adult coverage.

Your coverage started on August 2016.

Your next medical redetermination must be completed by April 2023. In the meantime, you must continue to report changes.

View or print your HFS Medical Card in your available notices.

View your approval notice to see how your benefits were determined

Actions you may need to take:

- Your Earned Income Payment is due on Friday, February 22, 2019.

MCO Plan Name: BLUE CROSS BLUE SHIELD IL MMCP

Your MCO Plan contact phone number is 877-860-2837. Visit your MCO Plan website.

MCO Plan Anniversary Date: January 1, 2021 (You can switch plans 60 days before this date)

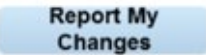View your notices for more information about what was requested.

Back to Summary

HFS
Illinois Department of
Healthcare and Family Services

Change
Manage My Case

HFS
Illinois Department of
Healthcare and Family Services

Report Changes

Reporting a change in the household or circumstances:

1. Customer clicks on the Report My Changes **[Report My Changes]** button on the Case Summary page.

2. Customer chooses the change to be reported and clicks Next.

3. Customer completes additional questions

4. If the change requires proof, documents can be uploaded through Manage My Case.

Welcome to Report My Changes

After you have told us what has changed below, we will let you know if the change requires verification and what to provide. You can upload your verification or you can mail, fax, or bring the proof to your DHS or HFS office. If you would like to withdraw your application, cancel your case, or request a case transfer, please select the "Any other change or changes not mentioned above" option under the other Changes Section.

Reporting Changes Through ABE

Please let us know what has changed. After answering yes to one or more of the categories below, an additional list of options will be shown. You may check all boxes that apply.
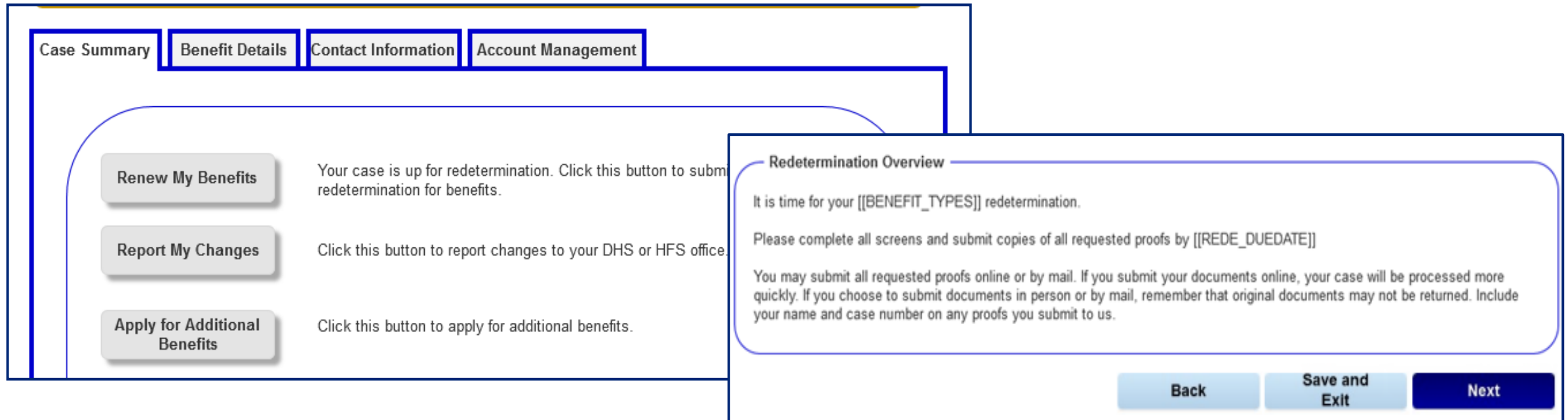
Change in Contact Information   ● Yes   ○ No

☐ Name change or correction   ☐ Address Change
☐ E-mail address or phone number change   ☐ Approved Representative add or cancel

Change in Household   ○ Yes   ● No
Change in Household Income   ○ Yes   ● No
Expenses/Bills Have Changed   ○ Yes   ● No
Resources Have Changed   ○ Yes   ● No
Health Insurance Has Changed   ○ Yes   ● No
Other Changes   ● Yes   ○ No

☑ Any other change or changes not mentioned above

Keep in mind that you should only report changes that have already happened.

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

Renew My Benefits – Report any Changes

If it is time to renew customer benefits, a **Renew My Benefits** [Renew My Benefits] button displays on the Case Summary page. **This button displays a month before the customers renewal is due.**

1. Click the [Renew My Benefits] button. The Redetermination Overview page displays letting the customer know which of their benefits is up for redetermination. Review and click **Next.**

Renewal Details

Information screen: lets the customer know what information they will need to complete their renewal.

Clicking **[Next]** will bring up the customers renewal screens – some information will be prefilled.

If the customer needs to provide any final comments or submit other changes not reported during the redetermination, they will check the **"Report any other change"** in the Questions section of the page.

Benefit Renewal Details

As part of the Redetermination process, we will ask you about the following:

- Persons in Your Household
  Review the names of individuals living in your household and report if anyone has moved into or out of your household.

- Household Income
  You must report any change of income for all household members.

- Housing
  Report changes in address. [[Also report changes in home insurance, utilities (heat, lights, gas, water, sewage, etc.), house payment, property taxes, rent, telephone if you move. It is to your benefit to report costs that increased, even if you have not moved.]]

- [[Dependent Care
  Report if the amount paid to care for a child or disabled adult changes]]

- [[-Resources
  Report any current, or recently opened or closed accounts such as: checking, savings, retirement, or CD; or sold, transferred, given away, bought or received any other asset such as: land, cars and other vehicles, boats, life insurance, investments, lawsuit settlements, burial assets, or any other property.]]

- [[Medical Costs
  You may report changes in medical expenses for SNAP members who are disabled or age 60 or older.]]

- Child Support Expense
  Report the amount of court-ordered child support paid to a person outside of the household.

- [[Miscellaneous Expenses
  Report if anyone is paying miscellaneous expenses: such as student loan interest, spousal support or other tax deductible expenses.]]

--Let's get started!

Back | Save and Exit | Next

Renewal Final Steps

After completing questions and entering any changes or comments, the customer clicks **[Next]** and the **Final Steps** page displays.

The customer should keep the tracking number in case they need to speak with a Caseworker.

The customer should upload supporting documents.

Not uploading supporting documents could lead to delay or denial of benefits.

Final Steps

Thank you! Your online Redetermination was successfully submitted!

Here are your next steps:

Your Application Tracking Number is 6000272561

Write down your tracking number or print your application for your records. Do NOT mail this Report My Changes.

Your Report My Changes was sent to the following office to be processed:

Adams County FCRC
300 MAINE
QUINCY IL 62301-3922
Phone Number: (217) 223-0550

Print Your Redetermination

Attach documents to help us process your application

If you have documents such as paystubs to upload in support of your application, you can do so on the next page.

If you do not have these documents ready now, you can log back in and upload documents later. Remember to upload documents as soon as possible, you will not be able to do so after the State begins processing the application.

Back to Manage My Case

Next

Uploading Documents in MMC

Upload Documents — Click this button to upload verification documents to your case.

Link to Upload Documents is on the **Case Summary** tab.

- Submit docs requested in a notice

- Submit change documents

- Submit documents for renewal

- If technical issues prevent upload, recommend that customer use another method to avoid missing deadlines.

- mailing to address on Notice

- faxing to 1-844-736-3563

Upload Documents

You can use this screen to upload your documents by following these 3 easy steps.

Step 1

First, you'll need to choose the household member who the document is for. Once you've done that, please let us know what type of document you are uploading by selecting the correct Type of Proof and Document Type from the menus below.

It's important to add only one document type at a time, and to select only the correct person for each document type.

Click here to see a list of what documents are currently needed for your case. You may also enter comments into the box below.

*Household Member:

*Type of Proof: *Document Type:
                                       Please Select a Type of Proof

Comment (Optional)

Enter comments you want the caseworker to know about the document

Step 2

Next, you'll need to add the file that you plan on uploading. To do so, click Browse and then select the file from your computer. After you have selected the file, make sure to click the ADD button. The file should then appear in the chart below.

The types of files supported for upload are: jpg, jpeg, tif, tiff, png, and pdf.

[   ] [Browse]   [ADD]

To add more than one document, please return to Step 1 before continuing to Step 3. You may add up to 10 documents before moving on to step 3 and submitting your upload.

Step 3

You're almost done! Before you submit your upload, please review the documents you have added to ensure you have selected the correct items. You can find a summary of your added documents in the chart below. Once you have checked these to make sure they are correct you must click the SUBMIT button at the bottom of this page to send these documents to your DHS or HFS local office.

Who	Type of Document	Document Uploaded	Options
Man	Proof of Education	Student_Info.pdf	View or Delete

You must click the Submit button in order for these documents to be sent to your DHS or HFS local office

[Back]   [SUBMIT]

Be sure to click the **[Add]** button. You can add up to 10 documents in a single upload. Each document can be no more than 2 MB.

HFS — Illinois Department of Healthcare and Family Services

IDHS — ILLINOIS DEPARTMENT OF HUMAN SERVICES

Mid-Point Report: any Changes?

If a Mid-Point Report is due for SNAP or Cash benefits, a **[Mid-Point Report]** button displays on the **Case Summary** page.

1. The customer completes all questions and clicks **[Next].** The Signing your Mid-Point Report page displays.

2. Customer Attestation: information is true and correct

3. Customer enters First Name and Last Name.

4. Customer clicks **Submit**

Mid-Point Report

We need to know if there have been any changes in your household in the last 6 months. We will use the information and proof that you give us to decide if you are still eligible for benefits. Your benefits may go up, down, or stop based on what you tell us.

*Have you moved or changed your address? ○Yes ○No

*Has anyone moved into your home? ○Yes ○No

*Has anyone moved out of your home? ○Yes ○No

*Does anyone in your household pay court ordered child support? ○Yes ○No

*Has the income from work changed for any member of your household? This includes changes in employer, hourly rate, salary, or loss of job. ○Yes ○No

*Has there been a change of any other income such as Child Support, Social Security, SSI, Unemployment, VA, Worker's Compensation, or contributions for any member? ○Yes ○No

Back   Next

Note: failure to respond to a Mid-Point Report does not affect medical benefits

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

31

Last tabs
Manage My Case

HFS
Illinois Department of
Healthcare and Family Services

Contact Information Tab

- Customer information

- Office contact information

- E-mail link

- Customer case number and individual number

| Case Summary | Benefit Details | Contact Information | Account Management |

Your Contact Information

This page contains your contact information as well as your DHS or HFS local office information. if you have questions about using this website please call the DHS Help Line (800) 843-6154. Monday through Friday between 8:00 AM - 5:00 PM.

Your Mailing Address and Phone Number

This is the mailing address and phone number we have on file for you. If we have the wrong information, report a change in address or phone.

612 W PATTERSON Avenue APT 9
CHICAGO, IL
60613
Cook
Phone:
Email:

Your DHS or HFS local office

Adams County FCRC
300 MAINE ST
QUINCY, IL
62301-3922
Phone: 2172230550
Fax: 2172234707

Send an email to your office.

Your Case Number and Individual ID

Your Case Number is: 778731787

Your Individual ID is: 1200633683

Customers are reminded to review address information and report changes.

Customer's questions submitted through MMC appear in a caseworker's email queue in IES

HFS
Illinois Department of Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT OF HUMAN SERVICES

Account Management Tab

Currently only the Primary Account Holder can access Manage My Case.

The functionality that would allow other household members or third-party account holders to access case information is not available at this time.

Manage Communication Preferences

Manage Communication Preferences

After clicking on the hyperlink to **Manage Your Communication Preferences** the customer can choose the way notices are sent to them. **Save preferences!**

- **Paper and Electronic**
- **Electronic Only**
- **Email and text alerts**

If an alert e-mail or text bounces back, the State will restart sending paper notices to the last address we have on file for the customer.
The customer should alert us to any changes in email or phone #.

Manage Your Communication Preferences

This page will help you manage how you want to receive information from the State of Illinois.

If you experience technical problems while using the site,

Communication Preferences (Optional)

As the Primary Account Holder, you may choose how you would like your notices sent to you. You will automatically receive electronic versions of your notices. If you would like to stop receiving paper versions of your notices, please select the electronic only option.

Preferred Delivery Method: ● Paper and Electronic ○ Electronic Only

You may choose to receive alerts when the State of Illinois sends notices to you. Please choose your preferred method of receiving these alerts.

☐ Email   E-mail Address
                          Confirm E-mail Address

☐ Email And Text Message   Cell Phone Carrier

☑ I do not want to receive alerts.   Cell P

Standard fees may apply from your mobile ser

Language Preference

What Language should we use when we conta

Customers can opt to receive electronic alerts when new notices are available to view in MMC. They can also choose not to receive notices in the mail; relying on MMC.

Top Reasons Customers Request Help

1. **Account is locked**

   A. Lockouts last for only an hour – customer should retry after an hour

2. **Password problems**

   A. The state cannot reset passwords, customer can do this by entering their user ID and clicking forgot password. Customer will need to answer secret questions – case sensitive!

3. **Cannot remember answers to secret questions**

   A. Remind that they are case sensitive, if customer is still failing they will need to create a new account. Recommend they write down user ID, password, and answers to secret questions when they create the new account. Remind that they are case sensitive and to keep in a safe place.

4. **Error Message**

   A. Check that they are using most recent version of browser, recommend they clear cookies and browsing history, and restart system. Customer can also try changing browser.

HFS
Illinois Department of
Healthcare and Family Services

More Help ☺

5. **Trouble linking account**

> Use Individual ID *or* SSN but not both. If one doesn't work, try the other. Do not use RIN. Caseworker can share the Individual ID number if the customer supplies name, last 4 of SSN, address and birthdate. If no SSN, can use Name, dob and address as well as names and d.o.b of all members of household. Email DHS.ABE.questions@illinois.gov for help with Individual ID.

6. **Uploading documents**

> Link is on Summary Tab, upload docs to computer first, check size of document, break up document if size is too large, being sure to label correctly if still having trouble, mail or fax documents.

7. **Renewal**

> a. Find date on Benefit Details Tab, click on blue writing under summary under medical, pop-up screen will have month listed. Remind that due date is always first of the month

> b. Completing renewal – Look for button on Summery screen, if button is not there, it may   not be right time. If button is there click, answer question and submit. Keep tracking #.

8. **Reporting changes using MMC**

> Link is on Summery tab, click yes button on category that you want to report the change to, remember to upload proof docs if needed.

Caseworker Questions and Answers

1. **Will the renewal button appear if the customer is getting a Form A?**

    A. Yes, Form A Renewals will prompt the Renewal button in MMC.

2. **Can the customer change FCRC Offices in MMC like they can when submitting an application?**

    A. Yes, in the Report My Changes flow, customer can choose "Other Changes", being sure to also check the box for, "Any other change(s) not mentioned above". The next screen will have a Change description dropdown menu, there is a drop-down choice of **"Case Transfer".** The customer then enters their office of choice in the box below.

3. **Do all Notices show in MMC – even Spenddown amount/notices?**

    A. Yes, all correspondences will be visible.

And Some More:

4. Will ID proofing be required again if the customer needs to create a new account because they cannot remember their password and/or secret questions?

> A. Yes, if the customer needs to create a new account, that new account will need to go through account linking and ID Proofing all over again. ☹

5. Who generates the Email and text messages the customers are opting in or out of on Manage Communication Preferences?

> A. Routinely IES had generated text and email alerts to a customer when a new notice is available in MMC. However, during this unwinding period, customers are also receiving texts from DHS and HFS. We are also sharing renewal data with MCOs who are messaging their specific customers.

HFS
Illinois Department of
Healthcare and Family Services

Manage My Case Resources & Support

- [Set Up ABE MMC English (pdf)](#)
- [Configurar ABE MCC Español (pdf)](#)

Customer Resources on DHS Website:

ABE Customer Support page

- [Application for Benefits Eligibility](#)
- [Set up ABE Manage My Case](#)

- Technical support email: dhs.abe.questions@illinois.gov
- Provider Portal support: HFS.ABEpartnerportal@illinois.gov

Manage your Medical, SNAP and Cash Benefits Online

The State of Illinois' Application for Benefits Eligibility (ABE) website now offers Manage My Case (MMC) to help you manage your benefits online, anytime.

Use MMC to:

- Check the status of an application
- Learn when you redetermination is due
- Renew benefits
- Report changes; income, expenses, household members or new address
- Upload documents
- View notices
- View and reschedule upcoming appointments
- File and manage appeals

What you Need to Set-up MMC:

- Social Security Number or Individual ID Number
- Valid State Driver's License or ID or an Established Credit History

How to Set-up MMC:

Step 1: Go to http://ABE.Illinois.gov

Step 2: Click on the green "Manage My Case" button
- Enter your ABE User ID and Password
- If you don't have an ABE User ID, click 'Create a new ABE User ID and Password'

Step 3: After logging in select, "Link your account"
- Enter your Date of Birth and Individual ID *or* your Date of Birth and Social Security Number
- This one-time process will link your ABE profile to your benefit case information

Step 4: Verify your identity by entering information from your Illinois Driver's License or State ID *or* by responding to questions only you can answer. If successful you will go right to MMC.

That's it, you're set! Login using your ABE User ID and Password to manage your benefits with MMC!

Questions? Visit dhs.illinois.gov/ABE or email ABE.Questions@illinois.gov

HFS
Illinois Department of
Healthcare and Family Services

IDHS
ILLINOIS DEPARTMENT
OF HUMAN SERVICES

40