

Mass Mailing
Mail Vendor Request Instructions for ACEs and CCEs
Illinois Department of Healthcare and Family Services

These instructions describe how health plans can arrange to do mass mailings to all potential members they will serve in a given geographic area.

1. The health plan sends the document they want to mail to HFS for approval.
2. Upon approval, the health plan contacts their HFS program coordinator to ask for a spreadsheet detailing the number of total potential enrollees per county and/or zip code. (Per regulations, the plan must send mailings to all potential enrollees within their service area.)
3. The health plan contacts the HFS mail vendor, Mail Sort.
4. Mail Sort will ask for the document(s) the health plan wants to mail and the number of pieces to be mailed (provided by HFS in step 2 above).
5. Using this information, Mail Sort will give the health plan a bid.
6. The health plan must send a copy of the bid and a letter to HFS requesting labels for potential enrollees. This letter must note the zip codes these labels are for and a requested timeframe for completion. With this request, the health plan must also attach the approved material along with a Spanish translation certificates for the translated items. The letter must go to Michelle Maher, Chief, Bureau of Managed Care, Illinois Department of Healthcare and Family Services, 201 South Grand Avenue East, Springfield, IL 62763-0001.
7. Upon approval, the Bureau of Managed Care at HFS will request the labels from the Office of Information Services at HFS.
8. The Department sends the labels to the mail vendor, along with final copies of approved materials. At this point, the health plan would have already sent the materials they want mailed to Mail Sort.
9. The mail vendor will verify that the materials the health plan sent them are the same as the approved materials received from the Department.
10. Once the mail vendor receives the labels from the Department the mail vendor will mail out the materials.

Current Mail Vendor:

Mail Sort Inc.
847/291-4900

HFS Contact:

HFS.ACE.CCE@illinois.gov

July 29, 2014