

Administrative Accountability Analysis

What is the Administrative Accountability Analysis (AAA) Unit?

Healthcare and Family Services' Division of Child Support Services (CSS) offers a statewide service that provides clients with an explanation to answer questions about actions or inactions occurring on their child support case.

How does AAA process affect me?

If you have a problem with your child support case and have not received a satisfactory answer, you may use the services of AAA to seek an explanation.

How do I get services through AAA process?

To receive the forms needed to request services you may:

- Visit your [local Child Support office](#).
- Call the Child Support Customer Service Call Center: 1-800-447-4278 or (TTY) 1-800-526-5812.
- Write to us at:

*Illinois Department of Healthcare and Family Services
Administrative Accountability Analysis -CSU
PO Box 19405
Springfield, IL 62794-9405*

How long does it take?

You must request an explanation within 60 days of becoming aware of our action or inaction on your case.

We will provide you with an explanation in 30 days.

If needed, you may request a conference within 60 days of receiving our explanation.

We will hold a conference and provide you with a final written response within 60 days of your request for a conference.

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If you have applied for child support services through the Healthcare and Family Services, you can:

- Ask for an explanation of an action or inaction in your child support case.
- Get a written response.
- Request a conference for further explanation.

You may request the forms needed to start the Administrative Accountability Analysis process by visiting your [local Child Support office](#), calling the Child Support Customer Service Call Center at 1-800-447-4278 or TTY: 1-800-526-5812 or by writing to:

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