



Administrative Accountability Analysis

If you have applied for child support services through 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 (TTY: 1-800-526-5812) or by writing to:

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

HFS 8241 (R-4-23) *
Administrative Accountability Analysis

State of Illinois



Illinois Department of Healthcare
and Family Services



Administrative Accountability Analysis

Division of Child Support Services



Administrative Accountability Analysis

**This service answers
your concerns about
your child support case.**

What is the Administrative Accountability Analysis (AAA) process?

Healthcare and Family Services' Division of Child Support Services (DCSS) 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 the 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 AAA process to seek an explanation.

How Do I get services through the AAA process?

To receive the forms needed to request services you may:

- Visit your local Child Support office.
- Call 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, Illinois
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.