

End of CCR: Outreach and Engagement



HFS

Illinois Department of
Healthcare and Family Services



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Illinois Department of
Healthcare and Family Services

OUR VISION FOR THE FUTURE

We improve lives.

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

- ▶ **We value our staff
as our greatest asset.**

We do this by:

Fully staffing a diverse workforce whose skills and experiences strengthen HFS.

Ensuring all staff and systems work together.

Maintaining a positive workplace where strong teams contribute, grow and stay.

Providing exceptional training programs that develop and support all employees.

- ▶ **We are always
improving.**

We do this by:

Having specific and measurable goals and using analytics to improve outcomes.

Using technology and interagency collaboration to maximize efficiency and impact.

Learning from successes and failures.

- ▶ **We inspire
public confidence.**

We do this by:

Using research and analytics to drive policy and shape legislative initiatives.

Clearly communicating the impacts of our work.

Being responsible stewards of public resources.

Staying focused on our goals.

Series Goals and Objectives

- Equip our Providers and Partners with the tools necessary to assist our customers
- Assure that our Providers and Partners are sharing the same message as HFS and DHS
- Minimize the number of eligible customers who lose coverage

Agenda

- **Using MEDI for Proactive Outreach**
- **Assisting Customers in MMC Account Creation**
- **Review of Ready to Renew Toolkit Materials**





Using Medi: Proactive Outreach



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Providers Using MEDI: Individual or Batch Inquiries

Entities registered and authorized in MEDI for the Internet Electronic Claims (IEC) and the Recipient Eligibility Verification (REVS) web applications can check recipient eligibility using multiple methods:

- 1) A single inquiry can be done in real time using the REVS Direct Data Entry (DDE) web application.
- 2) Batch inquiries using the HIPAA 270/271 transactions can be done using the IEC web application.

Entities that have joined the Electronic Data Exchange (EDX) program can check eligibility in real time and batch modes using the CAQH CORE Safe Harbor web service. They can also check eligibility using FTPS in a batch mode. The HIPAA 270/271 eligibility transactions are used in both options.

If you wish to join the EDX program, you should email HFS.EDITradingPartner@illinois.gov and request a Trading Partner Agreement and an Application for the EDX program.



270/271 HIPAA transactions files

For agencies that would like to set up a report, there is the option of a 270/271 file. The **Renewal Date** and the **Renewal Form Type** is present on the 271 that is returned based on data that is available in IES. The Form A and B information is only current 30 days prior to the renewal. See the below example for a renewal due date of 10/01/2020. Refer to the 270/271 Implementation Guide and the Companion Guide for additional information. Companion Guide:

[270271CGUpdateStateHealthBenefits.pdf \(illinois.gov\)](#)

```
DTP*458*D8*20201001~  
EB*1*IND*AD^AF^AG^AI^AL^A6^A7^A8^BG^BH^MH^UC^1^12^13^18^2^20^30^35^4^40^42^45^47^  
48^5^50^51^52^53^6^62^65^68^7^73^76^78^8^80^82^86^88^91^92^93^98*MC*MEDICAID  
ELIGIBLE, FULL COVERAGE~  
REF*IG*B~  
-----
```

```
DTP*458*D8*20201001~  
EB*1*IND*AD^AF^AG^AI^AL^A6^A7^A8^BG^BH^MH^UC^1^12^13^18^2^20^30^35^4^40^42^45^47^  
48^5^50^51^52^53^6^62^65^68^7^73^76^78^8^80^82^86^88^91^92^93^98*MC*MEDICAID  
ELIGIBLE, FULL COVERAGE~  
REF*G1*A~
```

Eligibility Information in MEDI

Recipient eligibility information found in MEDI inquiries includes:

- 1) Recipient Name and Date of Birth;
- 2) Case Name and Address;
- 3) Eligibility for medical benefits (specific date);
- 4) Renewal Due Date
- 5) Renewal “form” indicator – note, the A/B form indicator updates about 1 month before the renewal due date. Before that, it is old – do NOT use.
 - Form A – does NOT require customer action, unless information on form is wrong. Recipient needs to read the letter to find out if something needs to be completed.
 - Form B – **DOES** require customer action – renewal must be completed by the due date. The form B will look different depending on case benefits (ie. Medical only or medical and SNAP)



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Medi Screen for Providers

Eligibility Results

Retain Inquiry

New Inquiry

Print Everything

The student is Medicaid eligible.

Renewal Form indicator is not updated until 1 month before the renewal date. If older than that, do NOT use.

Transaction Audit Number:
Recipient Number:
Recipient Date of Birth:
Provider Number:
County Code:
Case Address:
Begin Date: 04/01/2023
NPI Number:

Recipient Name:
Recipient SSN:
Recipient Sex:
Provider Name:
Case Name:
City - State - Zip:
End Date: 05/31/2023
Renewal Due Date: 03/01/2024
Renewal Form: A



Help Customers Find their Renewal Due Date

- ABE.Illinois.gov
 - Manage My Case
 - Benefit Details Tab
- Medi System for Providers
- Customer's Managed Care Organization (MCO), if enrolled
- **Coming Soon:** Automated Voice Response (AVR) Phonenumber



Providers: Help our Customers Retain Coverage

- Encourage medical customers to learn about their redetermination date
- When speaking or working with a Medicaid customer – Use Medi to find their renewal date and let the customer know
- Refer to [Get Covered Illinois Navigators](#) for help with Medicaid and Marketplace forms
- Explain the timeline of when redeterminations are mailed vs. their due date.
 - Redes are mailed 30 days before their renewal due date and 60 days before the end of their certification period (which is the last day of coverage if don't renew).
- Continue to encourage medical customers to update their contact information through:
1) MMC, 2) by calling 877-805-5312 or 3) submitting [online form](#)
- **Assist customers with setting up Manage My Case (MMC) accounts – via phone, zoom, facetime, or in person. Are there volunteers who can be trained to help?**

Providers: Help our Customers Retain Coverage

- Please put a system in place to get Medicaid customers **ready to renew and connected to coverage**
- You can work with them during check-in, in appointment reminders, during appointment reminders, and during checkout.
- Use your MyChart or your patient portal to send reminders throughout the year.
- If you have an email or text list, use that repeatedly.
- If your check-in staff can see renewal due dates, train them to tell customers when they are due to renew and what they need to do to get ready.
- Hand out and post written material.
- Put a computer in your waiting room and set the homepage to abe.illinois.gov so people can click on "Manage My Case" to update their address or check their due date (also called redetermination date) and manage their case.

Everybody's due date is different, and repetition is key to adoption, so please set up systems to consistently deliver this messaging throughout the year.



Assisting Customers in MMC Account Creation



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The 3 Cs of Manage My Case (MMC)

| Create | Check | Change |
|--|--|--|
| <ul style="list-style-type: none">• Create a Login• Link Accounts | <ul style="list-style-type: none">• Check your renewal date• Review your case Information• Check for notices from HFS and DHS• Check upcoming appointments and reschedule | <ul style="list-style-type: none">• Submit your renewal• Change your address• Change of Income• Add household members to your case• Report Expenses• Upload documents |

MMC is one of the easiest way for consumers to submit redeterminations!

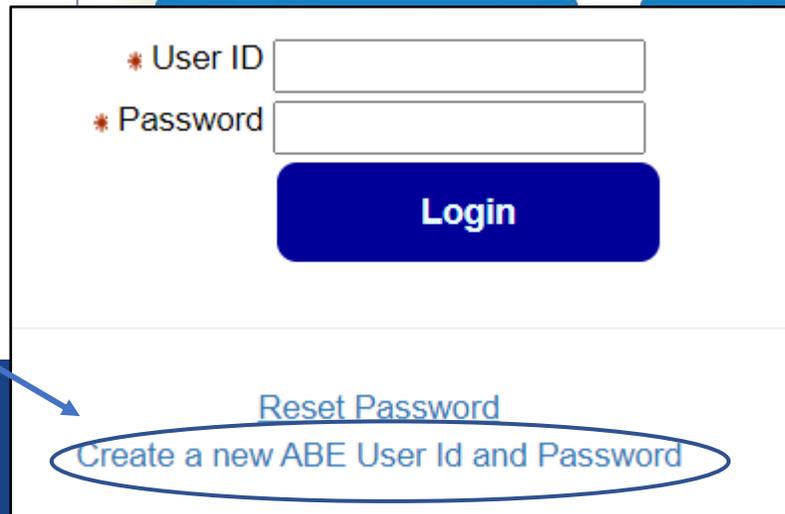
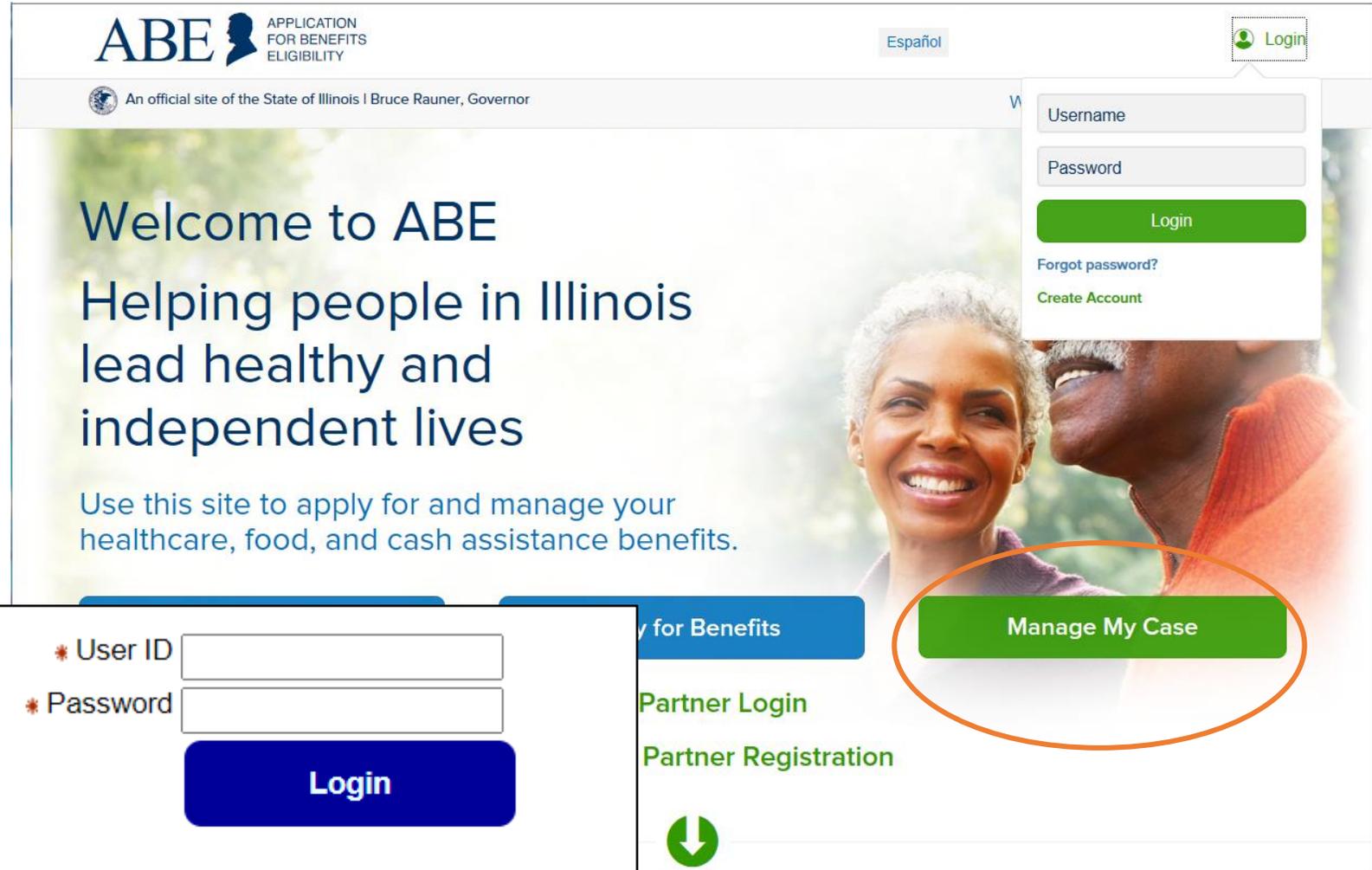
- MMC allows customers to make fewer visits to their local DHS office, stay informed on the status of their benefits, and manage their case information.
- We urge all agencies with customer contact and resources available to assist customers in setting up MMC accounts.

MMC Create

Most customers 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.



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.

ABE Account Set-up

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 choose 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, please read details.

* User ID :

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

* 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 :

* Answer to Secret Question 1 :

* Secret Question 2 :

* 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.

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Create Account



Can I Create an MMC Account for a Customer?

- HFS Application Agents/Assisters/MCOs/CHWs should **not** 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 complete data while using MMC, but the customer must sign any forms submitted through MMC.
- Staff should never keep the Customers User ID and password! You can write it down for the customer to keep and emphasize it should be stored securely.
- In order to communicate with Caseworkers, if you are an Application Agent assisting with applications or renewals be sure to have customers complete the Application Agent Customer Authorization Form.

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.

New account screen

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

The screenshot shows the ABE (Application for Benefits Eligibility) website interface. At the top, it says "Hello, Sarah. You are logged in." Below this, there are two main sections. The first section, titled "Link Your Account", contains a "Case Summary" button and a welcome message: "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." The second section, titled "What is the status of my Applications?", contains a table of applications and a "View" button. The table has columns for "Application Number", "Date", "Status", and "Details/Action". The first row shows "T00101511", "June 14, 2015", and "Submitted". Below this, there is a "Welcome" section with the question "Are you trying to link your account or apply for benefits?". There are two radio buttons: "Apply for benefits (or view submitted applications)" and "Link your account". The "Link your account" option is selected and circled in red. At the bottom, there are "Exit" and "Link Your Account" buttons. The footer includes "Official Site of The State of Illinois" and various links like "Privacy Statement", "HFS Home", "DHS Home", "HFS Brochures and Forms", "DHS Forms", "DHS Brochures", "Frequently Asked questions (FAQ)", "Contact Us", and "Satisfaction Survey".

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

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.

Linking your ABE Account to your case

This page should be used by individuals who have already applied or who have an existing SNAP/TANF/Medical/MSP case. If you would like to start a new application, please [click here](#)

If you have technical difficulties using this website please [click here](#)

Some items have a star (*) next to them. You must fill these items in before you can go on to the next page.

Please follow the steps below to link your ABE Account to your case so that you can see if you are eligible for benefits and handle your account. ABE is a secure website run by the State of Illinois. By law, we must keep your information private and secure

Personal Information

First, please enter your date of birth and your Individual ID from your case. You can find your Individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number instead. **(You only need to give your SSN if you do not have your Individual ID)**

If you cannot locate your Individual ID and do not have your Social Security Number, please contact the Call Center at: (800) 843-6154

*Date of Birth:

If your birthday is March 31, 1960, type 03/31/1960.

| MM | DD | YYYY | | |
|----------------------|----|----------------------|---|----------------------|
| <input type="text"/> | / | <input type="text"/> | / | <input type="text"/> |

*Please Confirm Date of Birth:

If your birthday is March 31, 1960, type 03/31/1960.

| MM | DD | YYYY | | |
|----------------------|----|----------------------|---|----------------------|
| <input type="text"/> | / | <input type="text"/> | / | <input type="text"/> |

*Individual ID (10 digits):

You can find your individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number in the box below.

If you cannot find your Individual ID please provide your Social Security Number

*Social Security number:

| | | | | |
|----------------------|---|----------------------|---|----------------------|
| <input type="text"/> | - | <input type="text"/> | - | <input type="text"/> |
|----------------------|---|----------------------|---|----------------------|

*Please Confirm Social Security number:

| | | | | |
|----------------------|---|----------------------|---|----------------------|
| <input type="text"/> | - | <input type="text"/> | - | <input type="text"/> |
|----------------------|---|----------------------|---|----------------------|

Identity Verification (ID Proofing)

- If ID proofing was **not** completed while submitting the application, ID Proofing **must** be completed **before** using MMC.
- ID Proofing is required only **once**.
- Three (3) ID Proofing services will be 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. (available in March 2023)
 2. Experian – Randomly generated questions only the customer would know based on previous addresses, tax data or ownership details.
 3. Manual ID Proofing – Paper form process with DHS/HFS.

Identity Verification through Illinois Secretary of State (SOS)

- Beginning in March 2023, the IL Secretary of State process became available.
- SoS Identity Proofing will be 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

Hello, USER. You are logged in.

Verify your Identity - Illinois Driver's License or State ID Card

Complete the Illinois Driver's License/State ID Details section below. Enter the information **EXACTLY** as shown on your Illinois Driver's License/State ID Card, including your middle name **ONLY** if it appears on your ID.

Illinois Driver's License/State ID Information

- First Name
- Middle Name
- Last Name
- Suffix
- Date of Birth MM DD YYYY / /
- Eye Color
 - Brown
 - Black
 - Grey
 - Green
 - Hazel
 - Blue
 - Yellow
- Height ft in
- Weight lb
- Enter in your 12-digit Illinois Driver's License or Illinois State ID Number - -



On your Illinois Drivers License, your Illinois Driver's License Number is located here:



On your Illinois State ID Card, your Illinois State ID Number is located here:



Back

Next



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 MMC Landing page

If **unsuccessful**, the Next button will give further instructions

ABE APPLICATION FOR BENEFITS ELIGIBILITY [Help](#) | [Print](#) Logged in: happy1540 | [Logout](#)

Verify Your Identity

To protect you from identity theft, and to confirm your identity, please answer these questions. If the correct answer isn't here, choose "None of the above". When you are done, click "Next".

1. Which of the following streets have you lived on?
 - Sunnyside Rd.
 - Main St.
 - Michigan Ave.
 - Grand Ave.
 - None of the above
2. Which of the following phone numbers have you been associated with?
 - 217-555-1212
 - 312-000-1234
 - 773-555-0000
 - 872-111-0000
 - None of the above
3. What street number have you lived at?
 - 111
 - 34786
 - 14177
 - 300
 - None of the above
4. What is your mother's maiden name?
 - Smith
 - Johnson
 - Williams
 - Brown
 - None of the above
5. What county do you currently live in?
 - Cook
 - Adams
 - Sangamon
 - DuPage
 - None of the above

[Next](#)



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.

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 [IL444-3610 S 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.

5. If there are questions, email: 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:

Case Summary - Check

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

Important Note: Renew My Benefits will display on the first day of the month 30 days prior to due date.

Customers can get their own benefit details here or from the tab at the top of the page

The screenshot shows the 'Case Summary' page with four tabs: 'Case Summary', 'Benefit Details', 'Contact Information', and 'Account Management'. The 'Case Summary' tab is active. On the left side, three buttons are highlighted with a red box: 'Renew My Benefits', 'Report My Changes', and 'Apply for Other Benefits'. To the right of these buttons are their respective descriptions: 'Your case is up for redetermination. Click this button to submit your redetermination for benefits.', 'Click this button to report changes to your DHS or HFS Office.', and 'Click this button to apply for additional benefits.' Below the buttons is a welcome message: '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.' This is followed by a security notice: 'We have taken a number of steps to keep your information private and secure. To learn more, view your security and account management information.' and a household control notice: 'As a head of household, you can control benefit information displayed to other adults in your household.'

Below this is a section titled 'What is the status of my benefit programs?' with the text: '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.' Below this text is a line of instruction: 'Follow this link and select Other Changes to Cancel Your Case.' with a red arrow pointing to the text.

| Benefit | Description | Summary |
|---|---|--|
|  | Supplemental Nutrition Assistance Program | Click Here for Details |
|  | Healthcare Coverage Program | Click Here for Details |
|  | Cash Assistance Program | Click Here for Details |

Red arrows in the screenshot point from the 'Cancel Your Case' instruction to the 'SNAP' and 'Healthcare Coverage' rows in the table.

Check Renewal Date: Case Summary or 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 |
|---|-----------------------------|---|
|  | Food Assistance Program | Food Assistance Program Details |
|  | Healthcare Coverage Program | Healthcare Coverage Program Details |

Click the hyperlink under **'Summary'** to view details about each benefit program received.

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](#)



How to Read the Renewal Dates in MMC

Benefit Details

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.

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[View your notices](#) for more information about what was requested.

[Back to Summary](#)

Example:

First (1) of month = Due Date on Notice (4/1)

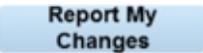
Middle of Month = Cut-off Date –
renewal must be in IES by this
Date (4/17/23 due to weekend)

Last day of month = End of Certification
Period/Last day of coverage if
renewal not returned by middle of
the month Cut-off Date (4/30)



Report Changes

Reporting a change in the household or circumstances:

1. Customer clicks on the Report My Changes button on  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.

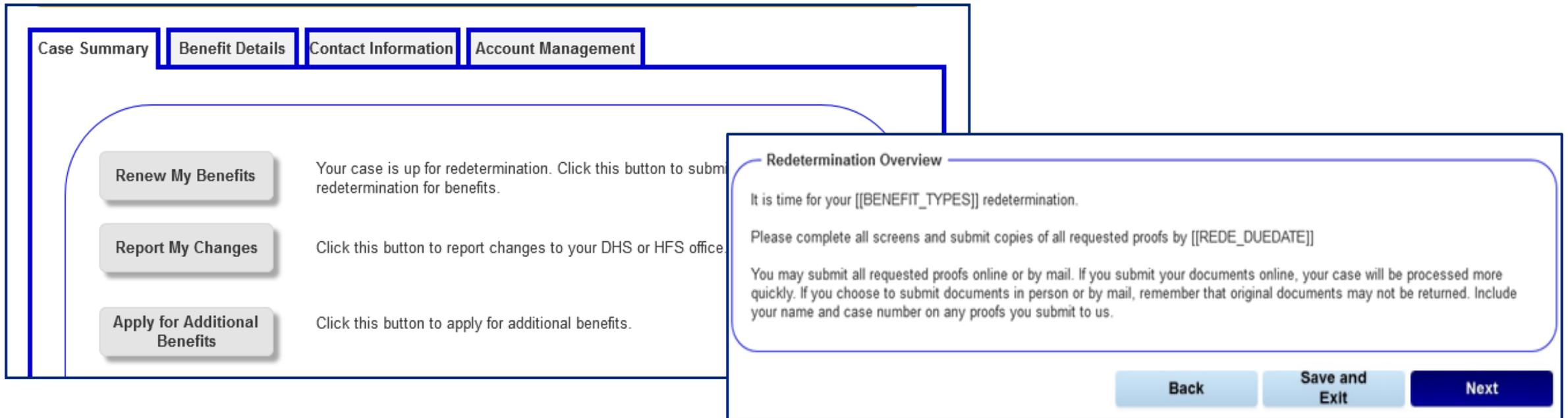
| | |
|---|--|
| Change in Contact Information | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| <input type="checkbox"/> Name change or correction | <input type="checkbox"/> Address Change |
| <input type="checkbox"/> E-mail address or phone number change | <input type="checkbox"/> Approved Representative add or cancel |
| Change in Household | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Change in Household Income | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Expenses/Bills Have Changed | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Resources Have Changed | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Health Insurance Has Changed | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Other Changes | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| <input checked="" type="checkbox"/> Any other change or changes not mentioned above | |

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

Renew My Benefits – Report any Changes

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

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



The screenshot shows a web interface with a navigation bar at the top containing four tabs: "Case Summary", "Benefit Details", "Contact Information", and "Account Management". Below the navigation bar, there are three buttons: "Renew My Benefits", "Report My Changes", and "Apply for Additional Benefits". Each button has a corresponding text description. The "Renew My Benefits" button is highlighted with a blue border. A modal window titled "Redetermination Overview" is open, displaying the following text:

Redetermination Overview

It is time for your [[BENEFIT_TYPES]] redetermination.

Please complete all screens and submit copies of all requested proofs by [[REDE_DUEDATE]]

You may submit all requested proofs online or by mail. If you submit your documents online, your case will be processed more quickly. If you choose to submit documents in person or by mail, remember that original documents may not be returned. Include your name and case number on any proofs you submit to us.

At the bottom of the modal, there are three buttons: "Back", "Save and Exit", and "Next".

Account Management: Communication Preferences

- Customers opt in or out to receive the following:
 - Paper and Electronic Notice
 - Electronic Notice in MMC
 - Email and text alerts that a new notice is available in MMC

Note: 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.

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

Cell Phone Carrier

Cell Phone Number

Email And Text Message

I do not want to receive alerts.

Standard fees may apply from your mobile service provider.

Language Preference

What Language should we use when we contact you?

English



Scam Alert – Some States are Already Experiencing Scams

For MCO/Provider Outreach

Please remind customers to beware of scams. Illinois will never ask them for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at 1-844-453-7283/1-844-ILFRAUD

Direct Customer Outreach – Include on Website/Social Media/other

Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the [fraud report website](#) or the Medicaid fraud hotline at 1-844-453-7283/1-844-ILFRAUD



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Illinois Department of
Healthcare and Family Services



Ready to Renew Toolkit Materials



Ready to Renew Toolkit

Key Messaging:

1. **Click Manage My Case at abe.illinois.gov**
 - ❖ Create or login to your account at abe.illinois.gov to manage your benefits.
2. **Verify your address**
 - ❖ Click Manage My Case and verify your household information under 'Contact Us,' or call 1-800-843-6154.
3. **Find your due date (also called a redetermination date).**
 - ❖ To find your due date (redetermination date), check your 'Benefit Details' tab at abe.illinois.gov
4. **Watch your mail**
 - ❖ We will mail your renewal a month before it is due.
5. **Complete your renewal**
 - ❖ If your letter says you need to, complete and submit your renewal before the due date (also called redetermination date) to avoid losing your Medicaid



Flyers!

Post flyers in highly visible areas in your clinics waiting rooms, community centers, schools, churches, food banks and anywhere else you see our shared customers.

Print flyers and hand them to customers at check in or check out.

Put them in bags at food pantries or in school bags



Illinois is checking to see if you are still eligible for Medicaid. Here's what you need to do now:

Click Manage My Case at abe.illinois.gov to:

- ✓ Verify your mailing address under "contact us."
- ✓ Find your due date (also called redetermination date) in your "benefit details".

Watch your mail and complete your renewal right away.

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act marketplace for Illinois, GetCoveredIllinois.gov.

Scan here and click Manage My Case now.



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1-800-843-6154

Use our images and messages for Social Media Posts!



GOT MEDICAID?



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GET
READY TO
RENEW!

abe.illinois.gov

ATTENTION MEDICAID MEMBERS!



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UPDATE YOUR CONTACT INFO TODAY!

 Medicaid renewal alert 
Illinois is checking to see if you are still eligible for Medicaid   . Get your due date (redetermination date) and verify your mailing address so you get your renewal letter . Click Manage My Case at abe.illinois.gov or call 1-800-843-6154.



The Illinois Department of Healthcare and Family Services (HFS) utilizes a range of social media accounts to better reach our customers and stakeholders. We encourage you to follow us on:

1. **Twitter:** <https://twitter.com/ILDHFS>
2. **Facebook:** <https://www.facebook.com/ILDHFS>
3. **LinkedIn:** <https://www.linkedin.com/company/ildhfs/>

for important news, announcements and alerts. And please spread the word to your own followers.

Together, let's keep those we serve well informed, educated and empowered!



For more information please visit:
Illinois Medicaid Renewals Information Center
Medicaid.Illinois.gov

Thank you

