



## **How providers can report clients' private health insurance information to the Department of Healthcare and Family Services**

Providers that have identified changes in their patient's private health insurance information can notify the Department of the change in health insurance status by:

- Calling the Third Party Liability (TPL) Inquiry Line at 217-524-2490 and speaking with a Customer Service Representative; or
- Faxing the information to the TPL unit at 217-557-1174. (Provided upon request, is a preferred fax form TPL can either fax or email, which includes all necessary information); or
- Scanning and sending the information by email to the TPL unit at [HFS.TPL.1442@illinois.gov](mailto:HFS.TPL.1442@illinois.gov).

Providers should also advise their patients to contact the TPL unit directly to report the changes in their private health insurance information. Clients can call, fax or email the TPL unit as outlined above.

When contacting TPL, providers or clients will need to provide the following information:

- Provider name, phone number, and provider # or tax id;
- Patient's RIN (recipient number);
- Patient's Name;
- Patient's DOB;
- Policy holder Name, DOB, & SSN;
- Complete insurance company name and address;
- Policy group # & policy number; and
- Coverage dates.

Please note the above mentioned phone numbers and email address are ONLY for adding or updating private health insurance information. The TPL Inquiry Line will not be able to assist clients with questions that are not related to TPL. Clients should use the following resources, for assistance with other questions:

- Medicare - send an email to [DHS.SSAPC@illinois.gov](mailto:DHS.SSAPC@illinois.gov) or fax the information to 217-527-7554; or
- Managed Care Program - refer to the Managed Care options listed on this website at <https://www.illinois.gov/hfs/MedicalClients/ManagedCare/Pages/default.aspx>
- Cash or medical eligibility - find or visit the Local DHS office at <http://www.dhs.state.il.us/page.aspx?>, or call the HFS Client Healthcare Hotline at 800-226-0768, or the DHS Helpline at 800-843-6154.