Illinois Department of Healthcare and Family Services
Public Education Subcommittee
Approved Final Meeting Minutes
April 14, 2016

401 S. Clinton Street, Chicago, Illinois
201 S. Grand Avenue East, Springfield, Illinois

Committee Members Present   **HFS Staff**
Kathy Chan, Cook County Health & Hospitals System   Lauren Polite
Margaret Stapleton, Shriver Center (by phone)   John Spears
Sue Vega, Alivio Medical Center   Laura Phelan
Sherie Arriazola, TASC   Bridgett Stone
Erin Weir, Age Options   Arvind Goyal
Alicia Siani, EverThrive Illinois for Nadeen Israel   Robert Mendonsa
John Jansa, WKG Advisory (by phone)   Elizabeth Castillo
Brittany Ward, Primo Center for WC   Veronica Archundia
Ramon Gardenhire, AFC
Sergio Obregon, CPS
Connie Schiele, HSTP

Committee Members Absent
Hardy Ware, East Side Health District

Interested Parties
Amy Sagen, UI Health
Kelly Carter, IPHCA
Carrie Chapman, LAF
Mackenzie Speer, Shriver Center
Jessica Rhoodes, Legal Counsel for Health Justice
Dan Rabbitt, Heartland Alliance
Carol Leonard, Dental Quest
Alison Stevens, Illinois Hunger Coalition
Alison Coogan, Legal Assistance Foundation
Sandy DeLeon, Ounce of Prevention
Michael Lafond, Abbott
Heather Scalia, Humana
Paula McGuiness-Rowe, Family Health Network
Alicia Siani, EverThrive Illinois
Judy Bowlby, Liberty Dental Plan
Sonia Robins, Molina Healthcare
Phil Mortis, Gilead
Yolanda Jordan, DMH/MMHC
Lori Reiner, PCMA
Mikal Sutton, Cigna Health Spring
Paula Campbell, IPHCA
Ken Ryan, ISMS

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Interested Parties (by phone)

Mikal Sutton, Cigna Health Spring
Paula R. Dillon, Illinois Hospital Association
David Hurter, Presence Health Partners
Laura Lutkowski, Land of Lincoln Legal Assistance
Lydia Jordan, Prairie State Legal Services
Kristen Hartsaw, DuPage Federation on Human Services Reform
Suzanne L. Blankenship, Egyptian Area Agency on Aging
Katie Tuten, Catholic Charities of the Archdiocese of Chicago
Jo Ann Spoor, Illinois Health and Hospital Association
Darlene Ogbuagu, Christian Community Health Center
Judy Kleine, Midland Area Agency on Aging
Stephanie Hawkins, Midland Area Agency on Aging
Heather Fontanez, Midland Area Agency on Aging
Theresa Cathoir, Western Illinois Area Agency on Aging
Chris Fulton, AgeSmart Community Resources
Sergio Mojarro, Illinois Department of Aging
Loretto Cowhig, Northeastern Illinois Agency on Aging
Jose Alves, Illinois Department on Aging
Sandy Leith, Illinois Department on Aging
Jennifer Johnson, Alternatives
Lynette Washington, Alternatives
Elizabeth Lough, Age Options
Kris Bedard, Project Now
Selena Dasso, Project Now
Jennifer Snow, NWILAAA
Vikki Torres, Aging INC
Beth Monnat, Area Agency on Aging for Lincolnland
Lori A. Reimers, Government Consulting & Reporting
Jeffrey Barnes, Northwestern Illinois Area Agency on Aging

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1. **Introductions**
   Chairwoman Kathy Chan, from CCHHS, chaired the meeting. Attendees in Chicago and Springfield introduced themselves.

2. **Review of Minutes**
    Ramon Gardenhire made a motion to approve the minutes from the meeting held on February 11th, and it was seconded by Sergio Obregon and Sherrie Arriazola. Ten members approved the minutes.

3. **Care Coordination Update**
   Robert Mendonsa presented a report. He indicated that the ACEs and CCEs transitions are almost complete. Advocate Accountable Care transitioned to Meridian on April 1st. On May 1st, Community Care Partners will be transitioning to Meridian as well. By June 30th, 2016, it is expected that, there will be thirteen care coordination entities in the state, all of them will be risk based. The only remaining ACE is Smart Plan Choice, which is also in negotiations for a potential transition partner. Mr. Mendonsa also reported that HFS is currently in discussion with CMS to extend the MMAI contract for two years, until December 31st, 2019.

   In relation to the MLTSS (Medicaid Long Term Support and Services), Mr. Mendonsa reported that the Client Enrollment Services uses an algorithm to determine the best health plan for members who do not make an active choice during their 60 day voluntary enrollment period. In June, 2016, HFS will begin mailing MLTSS enrollment letters in the Greater Chicago Region with an auto-assignment algorithm that considers: a client's current Medicare Advantage plan, the long term care facility to which a client is currently admitted, a client's most recent MLTSS enrollment, a client's most recent previous ICP enrollment, and a random plan selection when an assignment cannot be made based on any of the prior criteria.

   The committee recommended keeping this agenda item for the next meeting.

4. **Illinois Medicaid Redetermination Project (IMRP) Enhanced Eligibility Verification (EEV) Update**
   John Spears reported that the redeterminations rates remain the same as reported in the previous meeting: http://www.illinois.gov/hfs/SiteCollectionDocuments/IMRP%20Qtrly%20Report%20Q2-FY%202016.pdf

   He indicated that the IMPR office is doing an extraordinary job to ensure that all overdue medical redeterminations are processed. Concurrently, HFS and DHS are making plans for the final phasing out of Maximus. State employees will take over of the entire redetermination process, which includes conducting electronic verifications needed to process the redetermination forms and determine medical eligibility. Currently, management staff members are trying to determine all the things that the state needs to do for the scanning unit; hiring staff for the mailing room, and making sure that all necessary processes are in place in order to ensure a smooth transition. Any comments, suggestions, or concerns regarding redeterminations should be referred to John Spears at: john.spears@illinois.gov

5. **ACA/ Health Care Reform Updates:**
   Application Processing
   John Spears reported that the state is trying to process the applications received during the marketplace open enrollment period, which reached over 100,000 applications. This is a really high

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number, triple the normal pending volume. Nevertheless, DHS and HFS have made a major effort to process these applications and are currently half way to where this process is needed to be. John said that the "new reality" is that during open enrollment, application times are going to increase, but will, then start to be reduced. He suggested that it would be important to encourage potential Medicaid clients to apply throughout the year and not only during open enrollment.

John added that in preparation for the launching of IES Phase Two, caseworkers will be making a major effort to ensure that they gain a deeper understanding of the new process and functionalities in IES. In addition, managers from all the DHS Regions will be involved in "Go-Live" transition workshops that will take place in regional locations during the month of May and June. Over the upcoming months, caseworkers will be working fewer hours at local offices, which it is expected will impact production. Kathy Chan asked about the average time to process ABE applications. John said that the application processes is currently within 45 days.

Integrated Eligibility System (IES) Phase Two Update
Lauren Polite presented a summary of the developments in preparation for IES Phase Two "Go-Live." She said that the launching of IES Phase Two is in progress and scheduled for July, 2016. IES will include all designed system functionality and the State of Illinois will retire the use of the existing legacy systems, including the Client Database (CDB) used for processing new and active cases. It is expected that all workers across DHS and HFS will use IES, as the only system to process customer applications and cases. Lauren indicated, however, that there will be some portions of the system that will be down. HFS will make available notifications to providers and partners, as the date when there will be a switch over to the new functionality is becoming close.

Ms. Polite indicated that John Spears and his team from the Bureau of Eligibility and Integrity are conducting a massive "clean-up" of case records, which has been very labor intensive in order to be in the best shape possible to avoid disruptions in the launching of IES Phase Two. Testers are entering thousands of scenarios in the new system in an effort to identify problems so they can be fixed and to make sure that Phase Two functionality takes place as expected. In collaboration with Deloitte a system test is being conducted to verify that the system meets defined requirements, while state workers conduct User Acceptance Testing (UAT) in order to confirm that IES performs as expected.

Lauren Polite said that there will be some additional security measures that will be put in place in order for customers who applied through ABE, and existing customers who will create ABE accounts to be able to link their ABE accounts to their cases, thereby allowing them access to ABE's new self-service "Manage My Case" features. Finally, she added that, next month, during May, caseworkers will be involved in training and workshops to make certain that they can learn the new business process and functionalities available in IES Phase Two.

6. **ABE Phase Two Functionality**
Appeals Portal
Core-Anne Gulkewicz reported that the new appeals portal will allow customers to file and manage appeals on-line. The new appeal portal replaces a legacy system, converting 20+ years of operating appeals data into IES. She said that clients will be able to complete appeal filing through ABE and the Interactive Voice Response (IVR) which will make access possible 24/7. The filings will be

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routed to IES for the Bureau of Administrative Hearings (BAH) staff and other department representatives for processing.

Ms. Gulkewicz indicated that clients will be able to link appeal information with their ABE user IDs. She noted that this will increase client engagement with the ABE portal, encouraging them to take advantage of self service options and improve their interaction with the state. She emphasized that through the Appeal Intake, IES and ABE will receive filings for 46 different programs that are supported by the state of Illinois, including Child Care and Child Support. Another key feature is that notices to clients and their representatives will be made available electronically through the portal. She also described the necessary steps to submit an appeal by using the screenshots from a PowerPoint presentation. Core-Anne finalized her presentation by asserting that with the new appeal portal, clients will be able to monitor an existing appeal, check its status, upload documents, request continuance, as well as withdraw an appeal.

Manage My Case
Lauren Polite indicated that, as part of the enhancements that will be made available through IES Phase Two, there will be "Manage My Case" (MMC) functionality. MMC will allow customers to take advantage of additional self-service features, which is expected to reduce caseworker processing time. In addition, clients will be able to report changes such as updating addresses and changing job income, in addition to viewing benefit information and related notices. That is expected to reduce the need for users to call and check case status or confirm case information. Members with MMC can receive e-mail or text alerts regarding their office or case, view and reschedule upcoming appointments, complete benefit redeterminations, submit verifications, and e-mail the FCRC, as well as to start and appeal.

Lauren indicated that clients who applied through ABE, and existing customers who create ABE accounts, will be able to link their ABE accounts to their cases, allowing them access to ABE's new self-service "Manage My Case" features. This will be a new functionality that will make possible 24 hour, 7 day a week self-service access to case details, in addition to changes and redeterminations. Ms. Polite said that notices will be bar-coded to facilitate document tracking, scanning, and the uploading of returned mail. In addition, hospitals will be able to use ABE to report births. Lauren dedicated extensive time explaining the "Manage My Case" features with the aid of a PowerPoint presentation. She then responded to the committee's inquiries and concerns.

7. **Open discussion and Announcements**
   John Jansa asked about language access for non-English speakers, and how information will be made available in the language that they select. HFS will follow-up on this request.
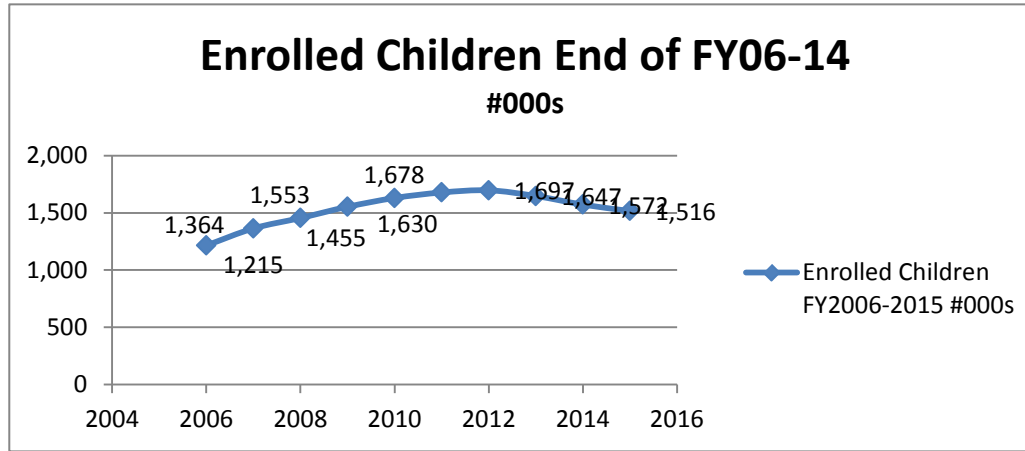
8. **Adjourn**
   The meeting was adjourned at 12:04 p.m. The next meeting is scheduled for June 9th, 2016, between 10:00 a.m. and 12:00 p.m.
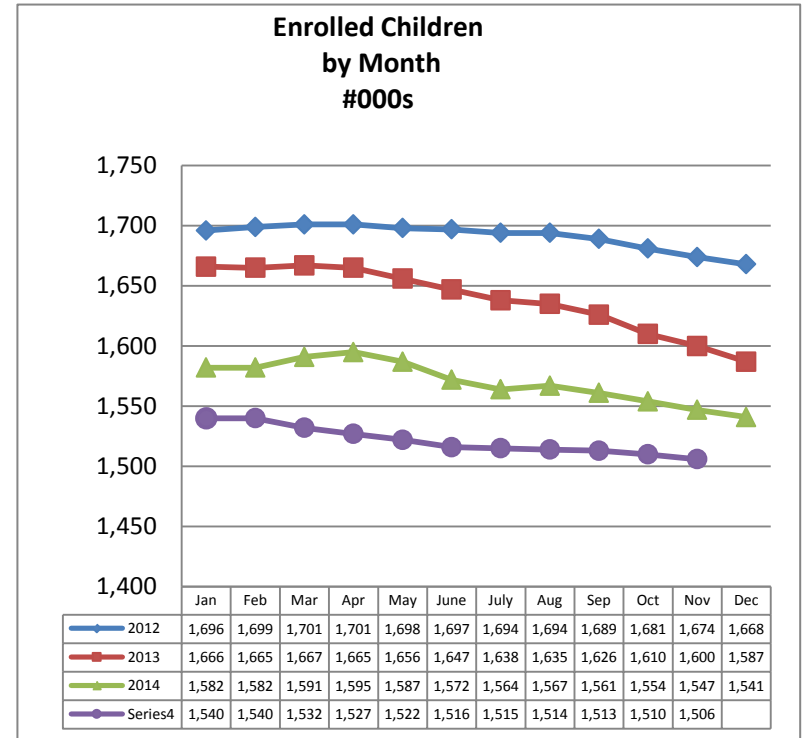
Children's Enrollment

End of FY	Enrolled Children FY2006-2015 #000s
2006	1,215
2007	1,364
2008	1,455
2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572
2015	1,516

Enrolled Children End of FY06-14
#000s

End of Month 2012	Enrolled Children #000s	End of Month 2013	Enrolled Children #000s	End of Month 2014	Enrolled Children #000s	End of Month 2015	Enrolled Children #000s
Jan	1,696	Jan	1,666	Jan	1,582	Jan	1,540
Feb	1,699	Feb	1,665	Feb	1,582	Feb	1,540
Mar	1,701	Mar	1,667	Mar	1,591	Mar	1,532
Apr	1,701	Apr	1,665	Apr	1,595	Apr	1,527
May	1,698	May	1,656	May	1,587	May	1,522
June	1,697	June	1,647	June	1,572	June	1,516
July	1,694	July	1,638	July	1,564	July	1,515
Aug	1,694	Aug	1,635	Aug	1,567	Aug	1,514
Sep	1,689	Sept	1,626	Sept	1,561	Sept	1,513
Oct	1,681	Oct	1,610	Oct	1,554	Oct	1,510
Nov	1,674	Nov	1,600	Nov	1,547	Nov	1,506
Dec	1,668	Dec	1,587	Dec	1,541		

Enrolled Children by Month #000s

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
2012	1,696	1,699	1,701	1,701	1,698	1,697	1,694	1,694	1,689	1,681	1,674	1,668
2013	1,666	1,665	1,667	1,665	1,656	1,647	1,638	1,635	1,626	1,610	1,600	1,587
2014	1,582	1,582	1,591	1,595	1,587	1,572	1,564	1,567	1,561	1,554	1,547	1,541
Series4	1,540	1,540	1,532	1,527	1,522	1,516	1,515	1,514	1,513	1,510	1,506	

HFS April 2016

State of Illinois
Introducing the ABE "Manage My Case" Benefit Management Portal

Lauren Polite
MAC Public Ed Committee
April 14, 2016

Updating Case Information and Managing Accounts

With Manage My Case (MMC), customers will be able to login to their accounts and:

- Check Benefits
- Report Changes
- Renew Benefits
- Manage Account Preferences
- Email the FCRC
- Start an Appeal

Manage My Case Module

The Manage My Case module is divided into four tabs:

Case Summary

Customers can apply for new benefits or report case changes

Customers can view correspondence for the past 12 months. If a notice requires action, there will be an indicator on the page

Customers can also view the status of their application, redetermination, or reported case change

Customers can reschedule an appointment

Benefit Details

Customers can view the type of assistance received by month

View current benefits and when they're up for redetermination

View historical benefit information

Contact Information

Customers can view how to get in touch with someone about their case

Customers can send an email to the FCRC

Account Management

The primary account holder can adjust access permissions for household members and third party reps

View/change communication preferences

Change a password

ABE Manage My Case Portal Coming July 2016

First Time Only – Link Your ABE Account to your case to set up MMC

ABE Manage My Case (MMC) Landing Page

ALERT

⚠️ • The South Loop Office has been closed for the day due to Winter Storm Ayra
• 2 new notices were posted to your account since your last login (1 notice requires your action!)

Smart alerts drive users to take action on important processes

| Case Summary | Benefit Details | Contact Information | Account Management |

Renew My Benefits — Your case is up for redetermination. Click this button to submit your redetermination for benefits.

Report My Changes — Click this button to report changes to your DHS or HFS office.

Apply for Additional Benefits — Click this button to apply for additional benefits.

Disaster SNAP — You may qualify for Disaster SNAP assistance. Click this button to apply for Disaster SNAP.

**The Buttons that appear here will vary.
Report changes and Add Benefits are standard,
Renew Benefits and Disaster SNAP are dependent on timing/availability**

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, upcoming appointments, verifications, notices, and application or change report status.

We've taken a number of steps to keep your information private and secure. Click here to learn more about our security or to manage your account.

As the Primary Account Holder, you can click here to control benefit information displayed to other adults in your household.

Case Summary Information options: benefit status, appointments, verifications, notices, change report status

MMC: Case Summary
Benefit Status - reduces need to call

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 [[DATE_TIME]].

If you would like cancel your case, click here and select Other Changes.

Benefit	Description	Summary
(icon)	Supplemental Nutrition Assistance Program (SNAP)	Click Here
(icon)	Cash Assistance Program	Click Here
(icon)	Healthcare Coverage	Click Here
(icon)	Medicare Savings Program	Click Here

MMC: Case Summary Report Changes

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, and additional list of options will be shown. You may then check all boxes that apply.

Change in Contact Information ○ Yes ○ No

☐ Name change or correction   ☐ Address Change

☐ E-mail address or phone number change   ☐ Approved Representative end or change

Change in Household ○ Yes ○ No

☐ New member (including newborns)   ☐ Member moved out

☐ Death   ☐ Pregnant member

☐ Pregnancy ended   ☐ Jailed or imprisoned member

☐ Member entered a Long Term Care Facility ☐ Receiving Department on Aging community care services

Change in Household Income ○ Yes ○ No

☐ New job (including self-employment)   ☐ Job ended (including self-employment)

☐ Job or work hours have changed   ☐ Change in other income including a new source

Expenses/Bills Have Changed ○ Yes ○ No

☐ Medical (including insurance/Medicare premiums) ☐ Childcare or adult dependent care

☐ Alimony/spousal support   ☐ Court-ordered child support

☐ Shelter/Housing/Utility Cost   ☐ Job related expenses

☐ Other (such as student loan interest or moving expenses)

> **Customers choose the change being reported and then enter details about what is changing**

MMC: Case Summary Appointments & Verifications

When are my upcoming appointments?

Here is a summary of your upcoming appointments for the next 45 days. This information is current as of [[DATE_TIME]]

Date	Appointment Time	Reason	Appointment Mode	Action
[[APPOINTMENT_DATE]]	[[START_TIME]]	[[REASON]]	[[Appointment Mode]]	Reschedule

View upcoming appointments and reschedule, if necessary

What verifications are due?

Here is a summary of the things you need to do to receive or continue benefits. This information is current as of [[DATE_TIME]]. Please note, it may take some time for us to process the information you provided. If you are unsure of what you have uploaded, please click the View Upload History button to search for documents that you have submitted. Your last successful upload was done on [[DATE_TIME]]

Which Benefit?	Whose	What	Due Date
SNAP	[[PERSON]]	[[MED_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]]	[[DATE]]
Cash Assistance	[[PERSON_2]]	[[CASH_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]].	[[DATE]]
Healthcare Coverage	[[PERSON]]	[[MED_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]].	[[DATE]]

View Upload History — Click this button to view documents that have already been uploaded to your case.

Upload Documents — Click this button to upload verification documents to your case

See what verifications are needed and submit them directly, also view document upload history

MMC: Case Summary
View Notices & App/Rede/Change Status

What are my available notices?

To view the details about notices sent to you regarding your case, you can click on the "Click Here" link below. This information is current as of [[DATE_TIME]].

Available Notices

Please click here to view the list of notices sent in the last 12 months

What is the status of my ABE application, Redeterminations or Reported Changes

Applications or Change Reports	View
Your Application [[APP_NUMBER]] has been processed.	

If you would like to withdraw your application, click here and select Other Changes.

Click here to manage a different case or application.

View 12 months of notices and the status of submitted applications, changes or redeterminations, also withdraw an application

MMC: Case Summary Notices

State of Illinois
Department of Human Services
Department of Healthcare and Family Services

Date of Notice:	March 24, 2015
Case Number:	800002328
Office Name:	ADAMS COUNTY FCRC
Office Address:	3001 MAINE ST QUINCY, IL, 62301
Phone:	217-223-0550
TTY:	866-740-3926
Fax:	217-223-4707

Individual Name
111 S WACKER DR
CHICAGO, IL, 60606

Puedes actualizar tu aplicación en abe.illinois.gov

Esta notificación está disponible en Español. Usted puede socitarla por Internet en abe.illinois.gov o llame al 1-800-843-6154 (TTY 1-800-447-6404)

Medical Benefits: Time to Renew Notice

Dear Individual Name,

It is time to renew your Medical benefits!

You must complete your redetermination to continue your Medical benefits after April 2015.

To learn how to renew your Medical benefits, read the first page of the Medical Benefits Renewal Form which is included in this envelope.

Call us at 1-855-458-4945 (TTY: 1-855-694-5458) if you cannot send everything on time or if you have questions. We may be able to help you get the proofs you need.

Electronic Review of Eligibility for Medical Benefits

We checked our electronic sources to decide if we can automatically renew your medical benefits. The tables below show the income information we have about your case.

Because we could not make a decision using only electronic sources, we need information from you to decide if you continue to qualify for medical coverage. **You still must complete a redetermination or your benefits will end.**
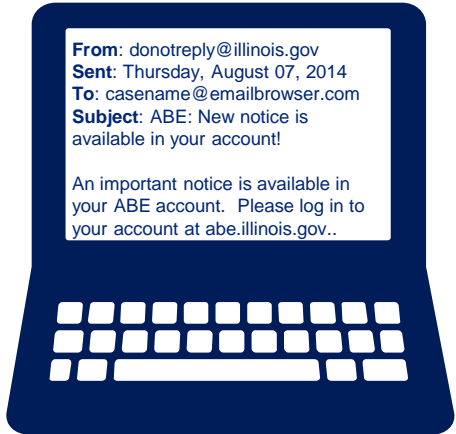
The following table shows the most recent income information in our records.

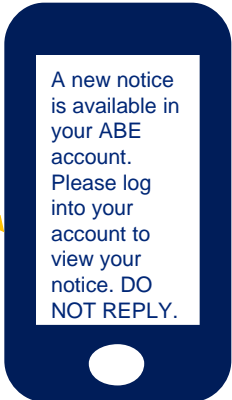| Individual Name	Employer/Income Type
Individual Name	Employer Name

HFS (R-12-05) 2381B Medical, Cash and Snap Redetermination Notice   Page 1 of 1

USPS Intelligent Mail Barcode allows for automated central printing and mailing of correspondence

Barcode helps organize, track and manage documents sent to customers and returned to the agency

From: donotreply@illinois.gov
Sent: Thursday, August 07, 2014
To: casename@emailbrowser.com
Subject: ABE: New notice is available in your account!

An important notice is available in your ABE account. Please log in to your account at abe.illinois.gov..

Electronic alerts are available in both e-mail and text.

A new notice is available in your ABE account. Please log into your account to view your notice. DO NOT REPLY.

MMC: Benefit Details page

Case Summary | Benefit Details | Contact Information | Account Management

Supplemental Nutrition Assistance Program (SNAP) Details

This page tells you more about your SNAP benefits. If you would like to look at the information about other benefits click the Back button at the bottom of the page and click the program you would like to view.

Keep in mind that whenever your benefits change, you should get a notice via your preferred method of communication telling you about the change. This notice will also let you know your rights if you feel the change has been made in error.

We are showing you benefits information as of [[CURRENT_MONTH]]

We also have information to show you for other months:

Click here to see what your benefits were in [[PRIOR_MONTH_1]]
Click here to see what your benefits were in [[PRIOR_MONTH_2]]
Click here to see what your benefits will be in [[FUTURE_MONTH]]

Your will need to submit your redetermination by [[REDE_DATE]]

Supplemental Nutrition Assistance Program

Man   Woman

Boy   Girl

You are receiving Supplemental Nutrition Assistance in [[CURRENT_MONTH]].

Your current approval period started on [[BENEFIT_START_DATE]], and is scheduled to continue through **[[SNAP_ENDDATE]]**

In [[CURRENT_MONTH]] your total monthly benefit amount is [[SNAP_FIRST_M_BENEFIT]].

Your monthly SNAP benefits will be put on your Link Card on or about the [[SNAP_RELOAD]]

Click here to manage your Link account.

To see how your benefits were determined, view your approval notice here

Actions you may need to take:

- [[SNAP_VERIF_REQUEST]]

- [[REDE_DATE]]

For more information about what was requested, view your notices here

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View past and future benefit amounts, who is on the case, when redeterminations or other actions are due

View actions that the customer needs to take, such as returning documentation, as well as approval notices detailing benefits

MMC: Contact Information page

Contact Information

This page contains your contact information as well as your DHS or HFS local office information. If you have questions about using this website please call the DHS Help Line (800) 843-6154 Monday through Friday between 8:00 AM - 5:00 PM.

Your Mailing Address and Phone Number

This is the mailing address and phone number we have on file for you. If we have the wrong information, click here to report a change in address or phone number.

[[USR_STREET]]
[[USR_CITY]],[[USR_STATE]]
[[USR_ZIP]]
[[USR_COUNTY]]
Phone: [[PHONE]]
Email: [[USR_EMAIL]]

Your DHS or HFS local office

[[OFFICE_NAME]]
[[OFFICE_STREET]]
[[OFFICE_CITY]],[[OFFICE_STATE]]
[[OFFICE_ZIP]]
Phone: [[OFFICE_PHONE]]
Fax: [[FAX]]

Click here if you wish to send an email to your office.

Your Case Number and Individual ID

Your Case Number is: [[CASE_NUMBER]]

Your Individual ID is: [[INDIV_ID]]

Tabs: Case Summary | Benefit Details | Contact Information | Account Management

Customers can review and update contact information, contact their local office and find their case and individual numbers

MMC Account Management Page

| Case Summary | Benefit Details | Contact Information | Account Management |

Manage Your Account

This page will help you manage your ABE account.

If you would like to change your password, click here to go to the New Password page. To create a new password you will need to provide your user ID, date of birth, and Individual ID or Social Security Number. You will also need the answers to the secret questions you answered when you first created your account. Your Individual ID can be found on notices sent to you, or by clicking on the Contact Information Tab above.

Manage Your Communication Preferences

This page will help you manage your ABE communication preferences, such as going paperless with your notices and receiving email or text message alerts when new notices are sent to you.

If you would like to change your communication preferences, click here to go to the Manage your Communication Preferences page.

Household Member Account Access

We've listed all the people who have created ABE accounts. As the primary account holder, you can grant or remove access to your case information for members of your household. If there are any household members who are not listed below and would like access to your case information, they must first create an ABE account. Once they have done so, the primary account holder will need to grant access. Click on the Manage Household Access button to do so.

Household Member Name	ABE User ID	Access Type	
[[USER_NAME_1]]	[[USER_ID_1]]	Primary Account Holder	Manage Household Member Access
[[USER_NAME_2]]	[[USER_ID_2]]	Household Member	

Third Party Account Holders

We've listed all the people outside your home who have requested or granted access to your case. As the Primary Account Holder you can click the "View Request" or "End Access" button to grant or remove access for these individuals or organizations.

Name	Organization	Status	Start Date	Action

Customers can:
1) Change password; 2) Manage their communication preferences; and 3) the primary account holder can grant access to other adult members on the case

MMC Account Management Page

Case Summary | **Benefit Details** | **Contact Information** | **Account Management**

Manage Your Account

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If you would like to change your communication preferences, click here to go to the Manage your Communication Preferences page.

Household Member Account Access

We've listed all the people who have created ABE accounts. As the primary account holder, you can grant or remove access to your case information for members of your household. If there are any household members who are not listed below and would like access to your case information, they must first create an ABE account. Once they have done so, the primary account holder will need to grant access. Click on the Manage Household Access button to do so.

Household Member Name	ABE User ID	Access Type
[[USER_NAME_1]]	[[USER_ID_1]]	Primary Account Holder
[[USER_NAME_2]]	[[USER_ID_2]]	Household Member

Manage Household Member Access

Customers can:
1) Change password; 2) Manage their communication preferences; and 3) the primary account holder can grant access to other adult members on the case

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MMC: Account Management Page Communication Preferences

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.

Please note that only the Primary Account Holder will receive these alerts.

☐ Email   E-mail Address   [   ]

     Confirm E-mail Address   [   ]

☐ Text Message   Cell Phone Number   [   ] [   ] [   ]

     Cell Phone Carrier   [▾]

☐ 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   ○ Spanish

[Back]   [Next]

Questions
???

Appeals Spotlight
ABE Appeals Functions Overview

Corey-Anne Gulkewicz

Deputy General Counsel, DHS

Appeal Functionality in ABE

ABE for Appeals: The ABE portal will now allow users to file and manage appeals via the client facing portal.

Filing an Appeal: The user will provide name, address, select the program appealing, identify a representative and electronically sign the appeal form.

Correspondence: All correspondence from the Bureau of Hearings will be available in the ABE portal, including the Final Administrative Decision.

Managing an Appeal: The user can submit requests directly to the Bureau of Hearings for continuances, withdrawals, etc.

Upload Documents: The user can upload documents such as representative forms, Powers of Attorney, and exhibits for the hearing.

Appeals Key Features

With the addition of Appeals Modules in IL IES the following benefits are achieved.

Receive over **40,000** appeals electronically in IES Yearly for **49** different programs

24*7 access to Appeal data for the client through ABE

Appellants can **electronically manage** an appeal from its initiation to its disposition.

Ability to upload exhibits and other required forms.

Master Client Index integration for FCS clients to avoid duplication

Notices to clients and their representatives available electronically through the Portal.

Appeals Spotlight: Appeals Homepage in ABE
https://abe.illinois.gov/abe/access/appeals
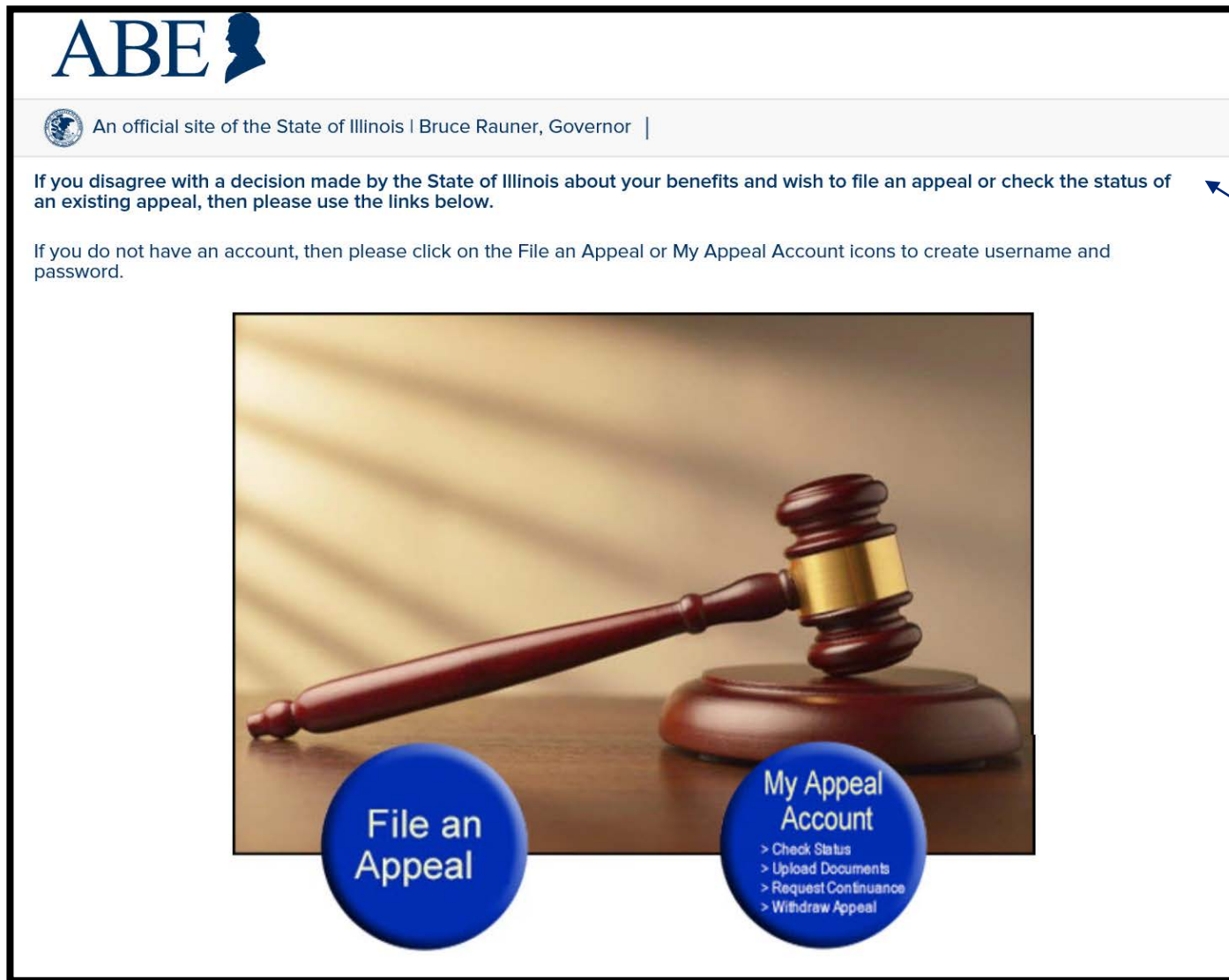
Appeals Spotlight: File an appeal in ABE

Once finished filing their appeal, the ABE Appeal users receive an Appeal tracking number which they will use to manage their appeal

Based on the questions answered by the appellant, more questions will dynamically appear to get more details on the appeal

Appeals Spotlight: Managing an Appeal

ABE

Help | Print | Logged in: MarcoPangilinan | Logout

Am I Eligible? | Apply For Benefits | Manage My Case | Appeals

Hello, Marco. You are logged in.

Appeal Summary

Welcome. This page allows you to manage your appeal. From this page, you can check the status, withdraw, or upload documents for your appeal request.

If you are ready to end your ABE session, be sure to Logout.

Appeal Request Status

This information is current as of 03/02/2016

Appeal Number	Appeal Request Date	Appeal Request / Hearing Status	What actions would you like to take?
1500177478	12/17/2015	Scheduled	Change Contact Information or Add Rep Manage My Communication Upload Documents View Appeal Request (HTML) View Appeal Request (PDF) View Appointments View Notices Withdraw Appeal

Appellants will have the ability to manage their Appeal from the online Appeals portal

The ABE account owner will have the ability to take action on their appeal via links