

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee  
Approved Final Meeting Minutes  
April 13<sup>th</sup>, 2017**

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

**Committee Members Present**

Kathy Waligora, for Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton, Shriver Center  
Sue Vega Alivio Medical Center (by phone)  
Sherie Arriazola, TASC  
Erin Weir, Molina Healthcare  
Nadeen Israel, EverThrive Illinois  
Connie Schiele, HSTP (by phone)  
Ramon Gardenhire, AFC  
Brittany Ward, Primo Center for WC  
John Jansa, Health & Disability Advocates

**HFS Staff**

Jacqui Ellinger  
Lauren Polite  
Mark Huston (by phone)  
Laura Phelan  
Arvind Goyal  
Emma Johnson  
Veronica Archundia

**Committee Members Absent**

Sergio Obregon, CPS  
Hardy Ware, East Side Health District

as

**Interested Parties**

Alison Stevens, Ever Thrive Illinois  
Michael Lafond, Abbott  
Ralph Schubert, UIC DSCC  
Jessie Beebe, AFC  
Mary Kaneaster, Lilly  
Chelsea Diaz, Shriver Center  
Enrique Salgado Jr., WellCare Health Plans  
Wesley Epplin, Health & Medicine Policy Research Group  
Anna Wojeik, VI Health  
Laura Jones,  
Regina Myers, Abbie  
Heather Holberg, Cook County Health & Hospitals System  
Alicia Donegan, Age Options  
Carrie Chapman, Legal Council for Health Justice  
Ralph Schubert, UIC DSCC  
Paula Campbell, IPHCA  
Kittie Shaffer, UIC- DSCC

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**Interested Parties (by phone)**

Susan Melczer, Illinois Health and Hospital Association  
Christy Johnston, Premier Governmental Health Services  
Nelson Soltman,  
Dave Lecik, Illinois Department of Aging  
Kristin Hartsaw, DuPage Federation on Humans Services Reform  
Jackie Jackson, Blue Cross & Blue Shields  
Jessica Rhoades, Legal Council for Health and Justice  
Jill Hayden, Meridian  
Judy Bowlby, Liberty Dental Plan  
Tammy Smith, Blue Cross & Blue Shields  
Rose Dunaway, Girling Community  
Chris Gu, Patient Innovation Center  
Dionne Haney, DentaQuest  
Paula Dillon, Illinois Health and Hospital Association  
Rina Shah, Presence Health  
Priti Patel, VNA Health  
Kim Burke, Lake County Health Department  
Angela Boley, Land of Lincoln Legal Assistance Foundation

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**1. Introductions**

Nadeen Israel conducted the meeting in the absence of Chairperson Kathy Chan. Attendees in Chicago and Springfield introduced themselves.

**2. Review of Minutes**

Ramon Gardenhire made a motion to approve the minutes from the February 9<sup>th</sup> meeting, which was seconded by Margaret Stapleton. The minutes were approved by a vote of 9 members in favor and zero opposed, with one abstention from Nadeen Israel who had not been in attendance at the February 9<sup>th</sup> meeting.

**3. Pharmacy Benefits Management System (PBMS) Update**

Mark Huston provided a PBMS report. He said that over all, the launching of the new Pharmacy Benefits Management System on March 26<sup>th</sup> had been a success. This is a new claim processing system that allows for faster and more efficient processing of fee-for service pharmacy claims. He noted, however that this service is not available for MCOs, which continue to have their own operational system. The PBMS is “more robust” than the current system and is expected to increase customer service by allowing greater access for pharmacies and prescribers. The new functionality is able to check for adverse drug reactions, in addition to making it possible to:

- submit prior authorizations (PA) requests and upload any supplemental information needed
- view the status of submitted PAs, including reasons for denial
- look up participant eligibility, drug history, and PA history
- view the Preferred Drug List (PDL), as well as
- submit pharmacy claims and receive a real-time approval or denial notification.

Mr. Huston said that, to ensure software updates (for addressing the payor sheets) are operative, HFS had offered the opportunity for interested pharmacy providers to participate in a pilot testing project designed to confirm appropriate changes to a payor sheet for data submission. He indicated that any additional questions should be directed to the Ancillary Services’ pharmacy billing consultants at 877-782-5565.

**4. Care Coordination Update**

Laura Phelan reported that enrollment of Medicaid clients in the various Managed Care Plans is updated monthly, and the enrollment data for February is currently available, adding that the information for the month of March will be published within the next few days. Please follow this link:

<https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/ICPEnrollment.aspx>

Ms. Phelan indicated that the Managed Care Provider Complaint portal was launched on February 15<sup>th</sup>. This portal is being staffed by state employees who receive complaints from providers about issues encountered with any of the Illinois Medicaid Managed Care Organizations (MCOs). She noted that a total of 950 issues have been submitted, of which 46 percent have been “Resolved”, and eight percent are in “Review Status” which means that the issues are being reviewed by HFS before being forwarded to the MCOs for research and resolution. Thirteen percent are “In-Process”, which means the MCOs are researching and resolving the issue before responding to HFS. Finally, 32 percent are either closed or duplicates. She noted that 84 percent of the issues reported in the provider complaint portal were related to payments and claims. John Jansa requested additional details on how HFS will

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report and use the provider complaint portal data. This topic will be discussed during the next MAC Public Education Subcommittee meeting.

Laura Phelan also provided an update regarding Medicaid Managed Care in Central Illinois. The update reflected three provider notices that were sent out by HFS regarding the ICP, HHP, and MMAI populations in Central Illinois. These are available online at:

<https://www.illinois.gov/hfs/SiteCollectionDocuments/MolinaMemberFHPTerminationNoticeSouthernCentralILRegion.pdf>

Ms. Phelan indicated that the statewide care coordination map will be updated on May 1<sup>st</sup>, 2017. See

<https://www.illinois.gov/hfs/SiteCollectionDocuments/CareCoordiantionMapMay12017.pdf>

**5. Medicaid Related Contact Information**

Lauren Polite discussed a draft document with the committee, attached that contained a list of resources that community partners can use to assist individuals who are seeking or receiving medical benefits. Members of the committee had the opportunity to ask questions. Lauren asked that any additional suggestions should be sent to [Lauren.Polite@illinois.com](mailto:Lauren.Polite@illinois.com)

In addition Lauren Polite presented a second handout containing pages from the HFS websites. She said that the HFS website has been enhanced and redesigned, and is easier to navigate. It contains a great amount of information for consumers, community partners, and medical providers. Please see second attachment.

**6. ABE/IES Update**

Jacqui Ellinger provided the ABE/IES update. She indicated that HFS and DHS continue their collaborative efforts in terms of the development of IES Phase Two. Nadeen Israel indicated that during a recent MAC meeting, director Felicia Norwood said that the launching of IES Phase Two is expected this fall.

**7. Medicaid Redetermination Update**

Jacqui Ellinger provided the Medicaid redetermination update. She said that the current MAXIMUS contract is set to expire in June of this year, however an extension is being negotiated in order to accommodate the launching of IES Phase Two. She also noted that the IMRP reports continue to be published on the HFS web site:

<https://www.illinois.gov/hfs/MedicalClients/medrede/Pages/default.aspx>

**7. Criminal Justice Update**

Jamie Ursch discussed a draft version of two forms with the committees which are intended to be used by individuals who are being released from the Illinois Department of Corrections (IDOC.) Jamie said that the main objective of the “What’s Next?” form is intended to explain to inmates the importance of making sure that their medical cards remain active, how to update their new addresses, a brief overview of the services covered by the medical card, and how to find out if they will be required to choose a plan.

Jamie Ursch indicated that the IDOC “Community Release Change Form” asks inmates in anticipation of their release to report changes in terms of their personal circumstances which are relevant to calculating eligibility using MAGI (Modified Adjust Gross Income) budgeting. She explained that this methodology is used to determine eligibility for the Family Health Plans and the ACA Adult. Jamie answered all questions from the committee and asked to members to provide any additional feedback or recommendations to: [Jamie.Ursch@illinois.gov](mailto:Jamie.Ursch@illinois.gov) or [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

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Sherie Arriazola said that staff members from TASC have made reports about individuals who are being released from IDOC, who continue to have restricted benefits beyond eight days following their discharge. Jacqui asked that case specific information be provided and coordinated with Veronica Archundia for the appropriate intervention and resolution. Request should be sent to: [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

**8. Open Discussion and Announcements**

Nadeen Israel reminded members of the committee to send their agenda topic recommendations to [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

Jacqui Ellinger advised committee members to be in alert for updates concerning the June 15<sup>th</sup> meeting location, especially those participating in person at the HFS office in Springfield. She said that, due to scheduling conflicts, the locations could need to be changed.

**9. Adjournment**

The meeting was adjourned at 12:04 p.m. The next meeting is scheduled for June 15<sup>th</sup>, 2017, between 10:00 a.m. and 12:00 p.m.

RESOURCES TO ASSIST INDIVIDUALS IN NEED OF  
OR RECEIVING MEDICAL BENEFITS  
APRIL, 2017

Name	Brief Description	Website	Phone Numbers
ABE Customer Call Center	For Medical and SNAP, takes new applications, change requests, and fraud reports; can add individual/baby to a case as long as added individual has \$0 income only; can delete a client from case or cancel case. Can re-print a 1095b tax form. Also connects to DHS programs such as: Food stamps, Cash Assistance, Rehab Services, Mental Health, Alcohol and Substance Abuse, Physical and Developmental Disabilities and Women's services.	<a href="https://abe.illinois.gov">https://abe.illinois.gov</a> to apply online  OR  <a href="http://www.dhs.state.il.us">www.dhs.state.il.us</a> for online change requests, to report a fraud or get information about DHS programs.	1-800-843-6154 1-800-447-6404 (TTY)
All Kids	Information about the All Kids groups (AK Assist, Share, Premium Level 1 &2)	<a href="http://www.allkids.com">www.allkids.com</a>	1-866-255-5437 (HFS Client Hotline)
Bureau of All Kids	For families with active All Kids Share or Premium Level 1 and 2 coverage		1-877-805-5312
All Kids Premium Payments	Make a premium payment online or by phone	<a href="https://www.illinois.gov/hfs/MedicalPrograms/AllKids/Pages/epay.aspx">https://www.illinois.gov/hfs/MedicalPrograms/AllKids/Pages/epay.aspx</a>	1-877-828-2375
Client Enrollment Services (CES)	Provides members with education and information about health plan options and assists with enrollment into a health plan	<a href="http://enrollhfs.illinois.gov">http://enrollhfs.illinois.gov</a>	1-877-912-8880 1-866-565-8576 (TTY)
DHS Change Report Line	Can report changes in: Income or assets, number of people living in the house, death, change of address or discharge from LTC or SLF	<a href="http://www.dhs.state.il.us/page.aspx?item=46873">www.dhs.state.il.us/page.aspx?item=46873</a>	1-800-720-4166 1-800-447-6404 (TTY)
Eligibility check for members: Automated Voice Response System (AVRS)	Through an automated system, get eligibility status for a particular day within the last 12 months – or current eligibility. Need a RIN		1-855-828-4995

Illinois Medicaid Redetermination Project (IMRP)	For Medicaid-only redeterminations. Can ask for replacement forms or extension of due date. Best way to submit information is to upload it at: <a href="http://medredes.hfs.illinois.gov">http://medredes.hfs.illinois.gov</a>	<a href="http://www.illinois.gov/hfs/medicalclients/medrede/Pages/default.aspx">www.illinois.gov/hfs/medicalclients/medrede/Pages/default.aspx</a>	1-855-458-4945 1-855-694-5458 (TTY)
Federally Facilitated Marketplace (FFM)	To apply for coverage on the Marketplace if over income for Medicaid	<a href="http://www.Healthcare.gov">www.Healthcare.gov</a>	1-800-318-2596 1-855-889-4325 (TTY)
HFS Client Hotline	Links to a number of other call centers through options: #2- Apply for medical benefits as an ACA adult, parent/ caretaker relative, child, pregnant woman; correct name, dob, gender, eligibility (sends to ABE CCC) #3 – All Kids, SLF, HBWD, Veterans care, and questions about spenddown #4 – Help finding HFS Medicaid providers or change an IHC PCP (goes to IHC) #5 – Request a replacement card, change address or general <b>questions about Medicaid</b> (asks for RIN); #6 - Questions about monthly premium statements for AK, veterans care, HBDW #7 – Provider questions		1-800-226-0768 or 1-866-255-5437 1-877-204-1012 (TTY)
HFS' HIPAA Hotline	#2 - Problem with medical card or questions regarding eligibility or cancellation #3 - Questions regarding summary of past eligibility or to request a HIPAA Certificate of Coverage; #4 – TPL questions or to provide information about TPL coverage starting or ending		1-888-281-8497
Illinois Health Connect (IHC)	Helps members enrolled in IHC or in Fee-for-Service find HFS Medicaid-enrolled providers (who accepts the HFS Medical card)	<a href="http://www.illinoishealthconnect.com">www.illinoishealthconnect.com</a>	1-877-912-1999 1-866-565-8577 (TTY)

Fraud Abuse Hotline	To report suspected Medicaid or Welfare fraud including SNAP/food stamps	Online form: <a href="http://www.illinois.gov/hfs/office/pages/reportfraud.aspx">www.illinois.gov/hfs/office/pages/reportfraud.aspx</a>	1-844-453-7283
<b>Appeals/Complaints</b>			
IL Attorney General's Office of Consumer Complaints	The Consumer Fraud and Health Care Bureaus offer informal dispute resolution programs for consumers with complaints concerning purchases and health care – not specific to Medicaid	<a href="http://www.illinoisattorneygeneral.gov/consumers/index.html">www.illinoisattorneygeneral.gov/consumers/index.html</a>	1-877-305-5145 (Hotline)
DHS Bureau of Appeals and Fair Hearings	Grievance and Appeals - regarding Medicaid, TANF, SNAP and Child Care assistance eligibility and to request a State Fair Hearing related to mental health services or items, substance abuse services, Persons with disabilities waiver services, traumatic brain injury waiver services, HIV/AIDs waiver services, or any Home Services Program (HSP) service. Email: DHS.HSPApeals@illinois.gov	<a href="http://www.dhs.state.il.us/page.aspx?item=44946">www.dhs.state.il.us/page.aspx?item=44946</a>	1-800-435-0774 1-877-734-7429 (TTY)
HFS Bureau of Administrative Hearings	To request a State Fair Hearing if not satisfied with results of an appeal with an MCO. Email: <a href="mailto:HFS.FairHearing@Illinois.gov">HFS.FairHearing@Illinois.gov</a>	<a href="http://www.hfs.illinois.gov">www.hfs.illinois.gov</a>  Go to My Healthcare, Managed Care Program and click on "How to File an MCO Grievance and Appeal"	1-855-418-4421 1-800-526-5812 (TTY)
IDOI Office of Consumer Health Insurance (OCHI)	Helps with health insurance problems and questions	<a href="http://insurance.illinois.gov/OCHI/office_consumer_health_ins.asp">http://insurance.illinois.gov/OCHI/office_consumer_health_ins.asp</a>	1-877-527-9431
<b>Other Programs</b>			
AIDS Drug Assistance Program	Provides HIV/AIDS related prescription drugs to uninsured and underinsured individuals living with HIV/AIDS	<a href="http://www.HIVCareConnect.com">www.HIVCareConnect.com</a>	1-800-825-3518
Early Intervention	Program for infants and toddlers with developmental delays or disabilities	<a href="http://www.dhs.state.il.us/page.aspx?item=31183">www.dhs.state.il.us/page.aspx?item=31183</a>	1-800-323-4769 to find an office in your area



Family Case Management	Program that serves pregnant women, infants and children with high-risk medical conditions	<a href="http://www.dhs.state.il.us/page.aspx?item=30517">http://www.dhs.state.il.us/page.aspx?item=30517</a>	Go to DHS Office Locator on DHS website ( <a href="http://www.dhs.state.il.us">www.dhs.state.il.us</a> ) and select Family Case Management from dropdown for closest office
Food Stamps /LINK Card	EBT card used to access SNAP or cash benefits	<a href="http://www.dhs.state.il.us/page.aspx?item=35280">www.dhs.state.il.us/page.aspx?item=35280</a>	1-800-678-LINK (5465) 1-877-765-3459 (TTY)
Health Benefits for Workers with Disabilities (HBWD)	For information about medical assistance for people with disabilities who work or pay a monthly premium	<a href="http://www.hfs.illinois.gov">www.hfs.illinois.gov</a>  Choose My Healthcare, Medical Clients Home and click on HBWD	1-800-226-0768 (Client Hotline) 1-866-675-8440 (TTY)
IL Breast and Cervical Cancer Program (ILBCC)	Run out of IDPH – offers free mammograms, breast exams, pelvic exams and pap tests to eligible women.	<a href="http://cancerscreening.illinois.gov">http://cancerscreening.illinois.gov</a>	1-888-522-1282 1-800-547-0466 (TTY) (Women’s Health Line)
Low income Housing Energy Assistance Program (LIHEAP)	Helps eligible low-income households pay for home energy services (primarily heating during winter). IL Department of Commerce, Office of Community Assistance	<a href="http://www.illinois.gov/dceo/CommunityServices/UtilityBillAssistance/Pages/default.aspx">www.illinois.gov/dceo/CommunityServices/UtilityBillAssistance/Pages/default.aspx</a>	1-217-785-2533
Women, Infants and Children (WIC)	A food assistance program for Women, Infants, and Children	<a href="http://www.dhs.state.il.us/page.aspx?item=30513">www.dhs.state.il.us/page.aspx?item=30513</a>	1-800-323-4769
<b>Useful Helplines</b>			
Child Abuse/Neglect Hotline	24-hour hotline for reporting suspected fraud and abuse of children	<a href="http://www.illinois.gov/dcfs">www.illinois.gov/dcfs</a>	1-800-252-2873
IDOA Adult Protective Service Hotline (formerly Elderly Abuse Hotline)	24-hour hotline for reporting suspected fraud and abuse of seniors NOT in a NF	<a href="http://www.illinois.gov/agin/g/Pages/default.aspx">www.illinois.gov/agin/g/Pages/default.aspx</a>	1-866-800-1409  [24-hours a day]
IDOA Senior Health Insurance Program (SHIP)	Helps individuals enrolled in Medicare – including guidance on picking a plan, understanding benefits, bills, individual’s rights and how Medicaid and Medicare work together is eligible for both	<a href="http://www.illinois.gov/agin/g/ship/Pages/default.aspx">www.illinois.gov/agin/g/ship/Pages/default.aspx</a>	1-800-548-9034 or 1-800-252-8966
Medicare Hotline	Information about Medicare benefits	<a href="http://www.medicare.gov">www.medicare.gov</a>	1-800-MEDICARE (633-4227) 1-877-486-2048 (TTY)
VA (Veterans Administration)	Information about VA health coverage and the aca	<a href="http://www.va.gov/health/aca">www.va.gov/health/aca</a>	1-877-222-VETS (8387)

Browser address bar: <https://www.illinois.gov/hfs/MedicalClients/Pages/default.aspx>

Page Title: My Healthcare

Navigation: File Edit View Favorites Tools Help

Search: Search this site... GO

Logo: **iHFS** ILLINOIS DEPARTMENT OF Healthcare and Family Services

Menu: MY HEALTHCARE | MEDICAL PROVIDERS | INFO CENTER | ABOUT US

Dropdown Menu (under MY HEALTHCARE):

- Medical Clients Home
- Medical Programs
- For Parents & Children
- For Pregnant Women & Infants
- For Seniors
- For People with Disabilities
- For Veterans
- For Other Adults

Right Column (Blue Buttons):

- How To Apply For Benefits
- Medical Programs Listing
- Brochures & Forms
- Medical Card Information
- Health Plan Comparison Tool
- Report Fraud & Abuse

Image: A young girl in a denim jacket sitting on a blanket in a field of flowers.

Text: Welcome to Illinois Healthcare and Family Services!

Category Tiles:

- For Parents & Children
- For Seniors
- For People with Disabilities
- For Pregnant Women & Infants
- For Veterans
- For Other Adults

Content Columns:

**About Our Programs**

- All Kids
- Moms & Babies
- FamilyCare
- Supportive Living Program
- Health Benefits for Workers with Disabilities
- VeteransCare
- State Renal Dialysis Program
- Managed Care Program

**How Can We Help?**

- Medicaid Program Income Standards
- Healthy Lives Tips
- Cash, SNAP, & Medical Manual
- HIPAA Information
- Dental Information
- Family Planning

**Other Client Essentials**

- Affordable Care Act
- Medicaid Redeterminations
- Long Term Care Information
- OIG Sanctioned Providers Search
- Illinois DHS Website

Footer: <https://www.illinois.gov/hfs/MedicalClients/Pages/default.aspx> 100%

Browser address bar: <https://www.illinois.gov/hfs/MedicalProviders/Pages/default.aspx>

Page Title: HFS Medical Providers

Navigation: MY HEALTHCARE | **MEDICAL PROVIDERS** | INFO CENTER | ABOUT US

Search: Search this site... GO

Medical Providers Home

Care Coordination

Hospitals and Institutional Providers

Long Term Services & Supports

Non-Institutional Providers

Pharmacy

Behavioral Health

Medicaid Reimbursements

Cost Reports







IMPACT Provider Enrollment

Provider Handbooks

Provider Notices

Medical Forms

Welcome to Illinois Healthcare and Family Services!

 Care Coordination	 Long Term Services and Support	 Hospitals and Institutional Providers	 Pharmacy	 Non-Institutional Providers	 Behavioral Health
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**Resources for Providers**

- MEDI System Login
- ILLINOIS Rx Portal
- Four Prescription Policy Override Request Status Inquiry
- Preferred Drug Listing
- Vendor Payments
- Claims Processing System Issues
- Recipient Eligibility Verification Program
- Electronic Data Interchange (EDI)

**In the Spotlight...**

- Medicaid Forms Request
- Maternal and Child Health
- Early Intervention Care Coordination Provider Toolkit
- Dental Information
- Medical Prior Approval Criteria
- Medical Provider Programs
- Electronic Health Record Medicaid Incentive Payment Program (eMIPP)

**Other Essential Resources**

- Money Follows the Person
- Supportive Living Program
- School-Based Services
- Peer Review Organization (PRO) / Quality Improvement Organization (QIO)
- Home & Community Based Service Waivers
- IHC Provider Education Webinars
- Health Information Exchange

Footer: <https://www.illinois.gov/hfs/MedicalProviders> 100%

Browser address bar: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/default.aspx>

Page Title: HFS Care Coordination

Navigation: HFS Home | Illinois.gov | Bruce Rauner, Governor | Search this site... GO

Menu: MY HEALTHCARE | **MEDICAL PROVIDERS** | INFO CENTER | ABOUT US

Sub-menu: Medical Providers Home | Care Coordination | Hospitals and Institutional Providers | Long Term Services & Supports | Non-Institutional Providers | Pharmacy | Behavioral Health

**HFS > Medical Providers > Care Coordination**

Serving patients through care coordination is the most efficient way here are the many ways we are helping the right provider deliver th

Welcome to the Care Coordination section of the Illinois Department of Healthcare and Family Services (HFS) website. According to state law, HFS enrolls Illinois Medicaid and All Kids clients into care coordination in five mandatory managed care regions: Rockford, Central Illinois, Metro East, Quad Cities, and the greater Chicago area. Over 60% of our 3 million clients have enrolled in Health Plans.

The goal of Care Coordination is to

- provide a health plan and primary care provider (PCP) for every client
- maintain continuity of care with that PCP
- create comprehensive networks of care around our clients including primary care, specialists, hospitals, and behavioral health care
- offer Care Coordination to help clients with complex needs navigate the healthcare system

This site will include information on HFS' Care Coordination programs, enrollment totals, program materials, quality measures, and project updates as they become available.

**Care Coordination Programs**

- Accountable Care Entity (ACEs) and Care Coordination Entities (CCEs)
- Medicare-Medicaid Alignment Initiative (MMAI)
- Integrated Care Program and Integrated Care Expansion (ICP)
- Managed Care Community Networks
- Health Homes Concept Paper (pdf)

**Care Coordination Enrollment**

Enrollment of Medicaid clients in the various Health Plans is updated monthly, and includes data on the two most recent months, and data comparing the current month to that month in the prior year.

- Integrated Care Program Enrollment (ICP)

**Care Coordination**

- Care Coordination Home
- Managed Care Manual for Medicaid Providers
- Managed Care Oversight Committee 2017
- MCO Enrollment Data
  - Total MCO Enrollment for All Programs
- Integrated Care Program
- Medicare-Medicaid Alignment Initiative
- 1115 Waiver
- Accountable Care Entity (ACE)
- MCO Provider Complaint Portal
- Children with Complex Health Needs
- Seniors and Persons with Disabilities
- Managed Care Community Networks
- Innovations Project: Seniors and Persons with Disabilities

**Need Assistance?**

Report a Webpage Problem

Footer: <https://www.illinois.gov/hfs/MedicalProviders> | 100%

Browser window showing the Illinois Department of Healthcare and Family Services (HFS) website. The URL is <https://www.illinois.gov/hfs/info/Pages/default.aspx>. The page title is "Info Center".

The website header includes the HFS logo and navigation links: MY HEALTHCARE, MEDICAL PROVIDERS, INFO CENTER (selected), and ABOUT US. A search bar is also present.

The main content area features a large image of a server room with the text "Welcome to Illinois Healthcare and Family Services!". To the right of the image is a vertical menu with the following items:

- Program Enrollment Data
- MCO Enrollment Data
- Affordable Care Act Data
- HFS Newsroom
- Budget Information
- Data.Illinois.Gov

Below the main content area are six colored buttons with icons and labels:

- Forms (red button with pencil icon)
- Brochures (green button with document icon)
- For Media (orange button with newspaper icon)
- Legal Center (blue button with gavel icon)
- Facts & Figures (purple button with bar chart icon)
- Report Center (grey button with download icon)

The page is divided into two columns of content:

**About Our Programs**

- All Kids
- Moms & Babies
- FamilyCare
- Supportive Living Program
- Health Benefits for Workers with Disabilities
- VeteransCare
- State Renal Dialysis Program

**Additional Resources**

- Medicaid Reimbursement Information
- Cost Reports
- Provider Enrollment
- Provider Notices
- Provider Sanctions Search
- Access Monitoring Review Plan – Access to Care

The browser window shows several open tabs, including "The Clock is Ticking as W...", "Medicaid Coverage Aetna", "Illinois.gov - IL Applicatio...", "HFS Care Coordination", "Illinois Department of Hea...", and "https://fm.hshapps.com-l...". The browser's address bar shows the URL and the page title "Info Center". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The browser's status bar shows the page title "Info Center" and the zoom level "100%".

Browser window showing the Illinois Department of Healthcare and Family Services (HFS) website. The address bar displays <https://www.illinois.gov/hfs/About/Pages/default.aspx>. The page title is "About Us Home".

The website header includes the HFS logo and navigation links: MY HEALTHCARE, MEDICAL PROVIDERS, INFO CENTER, and ABOUT US. A search bar is also present.

### About Us Home

The Illinois Department of Healthcare and Family Services (HFS) is responsible for providing healthcare coverage for adults and children who qualify for Medicaid, and for providing Child Support Services to help ensure that Illinois children receive financial support from both parents. The agency is organized into two major divisions, Medical Programs and Child Support Services. In addition, the Office of Inspector General is maintained within the agency, but functions as a separate, independent entity reporting directly to the governor's office.

HFS was formerly the Illinois Department of Public Aid.

### HFS Mission Statement

The Illinois Department of Healthcare and Family Services is committed to ensuring quality healthcare coverage at sustainable costs, empowering people to make sound decisions about their well-being and maintaining the highest standards of program integrity on behalf of the citizens of Illinois. Establishing and enforcing child support obligations to make sure children and their families have the opportunities they deserve.

### Division of Medical Programs

The Division of Medical Programs administers and, in conjunction with the federal government, funds medical services provided to about 25 percent of the state's population.

Illinois' medical assistance programs, consisting of Medicaid and numerous other medical programs associated with it, provide comprehensive health-care coverage to about 3.2 million Illinoisans. The programs cover children, parents or relatives caring for children, pregnant women, veterans, seniors, eligible individuals, and persons who are blind and persons with disabilities.

The medical assistance programs are administered under provisions of the Illinois Public Aid Code; Illinois Children's Health Insurance Program Act; Covering All Kids Health Insurance Act; and Titles XIX and XXI of the federal Social Security Act. The department's mission is to improve the health status of the individuals enrolled in its programs, while simultaneously containing costs and maintaining program integrity.

### Division of Child Support Services

The Division of Child Support Services provides services to custodial and noncustodial parents by establishing paternity as well as establishing, enforcing and modifying child-support obligations to strengthen families emotionally and financially. Child support services are available to all families, regardless of income, and to either parent.

To qualify for federal child-support services funds, each state must have a centralized unit to receive and distribute child-support payments made through income withholding, even if a family has not enrolled in the program.

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- [About Us Overview](#)
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**Illinois Department of Human Services**  
James T. Dimas, Secretary

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**Illinois Department of Human Services**


**for Customers**



DHS can help you and your family meet your basic needs. We offer a range of services to help you become healthy and self-sufficient. See our "for Customers" section for details.

- Cash, Food, Child Care, Early Intervention, Housing
- Health & Medical, Pregnancy & Parenting
- Developmental Disability, Disability & Rehabilitation
- Mental Health, Addiction
- More for Customers...


**for Providers**



If you are - or want to be - a DHS partner, provider, contractor, or vendor, you can find the information and resources you need under "for Providers."

- Payments, Licensure & Certification, Child Care Assistance
- Contracts, Financial Reporting
- NWD - Public Comments
- Grants, RFPs/RFAs/RFIs
- Forms, Software, Training
- More for Providers...

**about DHS**



Learn about our mission, organization, and programs in "about DHS" or see the [DHS Brochure](#).

- Divisions, Organization, FY18 Budget Briefing Information
- News, Publications, Cash, SNAP, and Medical Manual
- Initiatives, Events, Office Locator
- Advisory Councils, Boards & Commissions, Budget
- More about DHS...

**DHS Office Locator**

Type: All

County: All Find Offices

**DHS Help Line**

1-800-843-6154 or [Email Us](#)

**Manage my Illinois Link**

**DRS SUCCESS** [drs.illinois.gov/success](http://drs.illinois.gov/success)

**ELECTRONIC VISIT VERIFICATION**

**State of Illinois READY ILLINOIS**

**ILHousingSearch.org** List and find housing across Illinois

**SUICIDE PREVENTION LIFELINE**

**KEEP WARM**


**Get Covered**

**Illinois FOID** Mental Health Reporting System

**for Customers**

- Alcoholism & Addiction
- Cash
- Child Care
- Customer Service
- Developmental Disabilities
- Disability & Rehabilitation
- Early Intervention
- Food
- Health & Medical
- Housing
- Mental Health
- Pregnancy & Parenting
- Violence & Abuse
- Youth Services
- by Division

**for Providers**



**Helping Families**

Spanish

- (Food Stamps) Apply Online
- Cal & Cash Benefits
- Disability & Rehabilitation Services Apply Online
- Child Care Apply Online
- Application
- Customer Help Line
- Child Support Fraud
- Child Abuse/Neglect

**News**

- April 4, 2017 - Child Care Payment Update (1/5/2017)
- CCAP Providers Must Complete Health, Safety and Child Development Training by September 2017 (3/24/2017)
- Todos los Proveedores del Programa CCAP Deben Completar Entrenamiento de Salud, Seguridad y Desarrollo del Niño para Septiembre 2017 (3/24/2017)

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**DHS Features**

- DHS Events Calendar
- 211: Health & Human Services
- Williams vs. Quinn
- Work 4 IDHS
- FOID Mental Health Reporting Information
- New Liqas Court Order Regarding Payment

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for Customers for Providers about DHS

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- More about DHS...

**DHS C**

Type: **Domestic Violence Victim Services**

Count:

- Administrative Office
- Better Birth Outcomes
- Child Care Resource & Referral
- Comprehensive Community-Based Youth Services
- Developmental Disability Services
- Early Intervention
- Family Case Management
- Family Community Resource Center
- Family Planning
- Mental Health
- Partner Abuse Intervention Services
- Rehabilitation Services
- Residential School
- State Psychiatric Hospital
- Women, Infants and Children (WIC)

**DHS Help Line**  
1-800-843-6154 or [Email Us](#)

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State of Illinois **READY ILLINOIS**

ILHousingSearch.org  
List and find housing across Illinois

Get Covered

Illinois FOID  
Mental Health Reporting System

**En Español**

- SNAP (Food Stamps) Medical & Cash Benefits** Apply Online
- Rehabilitation Services** Apply Online
- Child Care Application** Apply Online
- DHS Customer Help Line**
- Report Fraud**
- Report Abuse/Neglect**

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**DHS Features**

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- FOID Mental Health Reporting Information
- New Ligas Court Order Regarding Payment

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# What's Next?

## For My Medical Coverage

It is important to make sure your HFS medical card remains active. If you do not keep your address updated, it may keep you from getting health care that you need.

You can get these medical services with your medical card:

- Prescription medicine
- Doctor or clinic visits
- Treatment for substance abuse or mental illness
- Lab tests and x-rays
- Hospital services
  - Emergency Room
  - Inpatient hospital care
  - Outpatient hospital care
- Medical transportation (ambulance and non-emergency transportation)
- Other medical services

Check with your medical provider to make sure they accept your medical card or that the medical service is “in-network” through your managed care plan.

**Important!** If you have not provided your community address to IDOC as part of your discharge plan, you must report your address right away to your DHS Family Community Resource Center (FCRC). IDOC will not forward any of your DHS mail to your new address. If your DHS FCRC cannot reach you by mail because your address is not updated, your medical coverage will stop.

Did you know that the U.S. Post Office will report your new address to the DHS FCRC? Report your new address to the U.S. Post Office by:

- Filling out a ***‘Change of Address’*** card at your local U.S. Post Office; or
- Visiting the internet at [www.USPS.com](http://www.USPS.com) (go to Quick Tools/Change My Address) to update your new address with the U.S. Post Office electronically.

Within 60 days (2 months) of your release to the community, you may need to pick a managed care health plan or primary care doctor. To find out if you are required to pick a plan, call 1-877-912-8880 (TTY: 1-866-565-8576). The health plans you can choose depend on the address we have on file for you.

## IDOC Community Release Change Form

To remain eligible for medical assistance, I understand I must report changes in my circumstances. In anticipation of being released to the community, I am reporting the following:

Name: \_\_\_\_\_  
first name last name

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Month Date Year

Write in your Medical Case Number **or** your Social Security Number (SSN) below:

Case Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_ Or \_\_\_\_  
Cat. L.O. Group Basic 9-digit number

Your case number can be found on the first page of your Notice of Decision.

Or SSN: \_\_\_\_ - \_\_\_\_ - \_\_\_\_ (not required if your case number is listed above)

New Address \_\_\_\_\_  
street address city state zip

Mailing Address (if different) \_\_\_\_\_  
street address city state zip

Do you expect to file an income tax return for the current year? Yes No

If you are married, will you be filing taxes jointly? Yes No

Will you be claimed as a tax dependant by anyone? Yes No If yes, by whom? \_\_\_\_\_

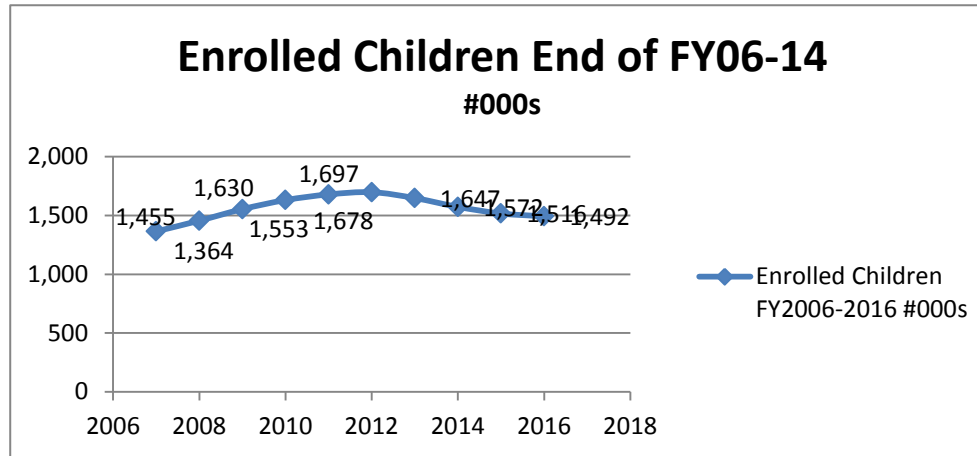
Will you be living with any relatives? Yes No If yes, please tell us who they are:

Name (Last, First, MI)	Birth date	SSN (optional)	Relationship to You	Claiming as tax dependant?
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

IDOC faxed this form to the DHS Family Community Resource Center (FCRC) at 217-\_\_\_\_-\_\_\_\_\_.

## Children's Enrollment

End of FY	Enrolled Children FY2006-2016 #000s
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
2016	1,492



End of Month 2013	Enrolled Children #000s	End of Month 2014	Enrolled Children #000s	End of Month 2015	Enrolled Children #000s	End of Month 2016	Enrolled Children #000s
Jan	1,666	Jan	1,582	Jan	1,540	Jan	1,505
Feb	1,665	Feb	1,582	Feb	1,540	Feb	1,502
Mar	1,667	Mar	1,591	Mar	1,532	Mar	1,501
Apr	1,665	Apr	1,595	Apr	1,527	Apr	1,497
May	1,656	May	1,587	May	1,522	May	1,495
June	1,647	June	1,572	June	1,516	June	1,492
July	1,638	July	1,564	July	1,515	July	1,490
Aug	1,635	Aug	1,567	Aug	1,514	Aug	1,491
Sept	1,626	Sept	1,561	Sept	1,513	Sept	1,487
Oct	1,610	Oct	1,554	Oct	1,510	Oct	1,481
Nov	1,600	Nov	1,547	Nov	1,508	Nov	1,479
Dec	1,587	Dec	1,541	Dec	1,503		

