PHE Unwinding: The End of the Continuous Coverage Period/Start of Redeterminations

April 18, 2023

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, responive 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.

Agenda

- **Medical Eligibility:**
  A. End of Continuous Coverage
  B. Resuming Medical Redeterminations
  C. Special Populations
  D. Communication Strategy
- **Partner Agency Outreach Efforts:**
  A. Partnering with MCOs and Providers
  B. Manage My Case

Background

COVID-19 Public Health Emergency

- The declaration of the Public Health Emergency (PHE) provided states with authority to implement numerous flexibilities that impact almost all aspects of Illinois Medicaid operations.

- The Families First Coronavirus Response Act (FFCRA) legislation offered states enhanced federal match in exchange for meeting a Maintenance of Effort (MOE) requirement.
  - The **‘continuous coverage' or 'continuous enrollment**’ condition was part of the Maintenance of Effort.

Consolidated Appropriations Act, 2023 (CCA)

- Signed by President Biden on December 29, 2022
- Amends the FFCRA to delink the Medicaid Continuous Enrollment Requirement from the end of the COVID PHE.
  - Other Medicaid flexibilities remain tied to the end of the PHE.
- Phases out the enhanced federal match rate authorized by the FFCRA.

Impact on Continuous Enrollment

- Continuous Enrollment no longer tied to PHE end date.
- Medicaid continuous enrollment condition will end March 31, 2023.
  - Redeterminations will begin for Illinois medical customers on 04/01/2023.
  - First group of redetermination letters will be mailed on 05/01/2023.
  - First date Medicaid customers could lose coverage is 07/01/2023.

PHE Eligibility Flexibilities

- PHE Flexibilities will continue through the unwinding to help eligible customers get and stay covered, including:
  - Accepting attestation for income, incurred medical expenses, and insured status, but if possible, include “proof” with redetermination, especially of income – to avoid VCL.
  - Delay action on changes affecting eligibility until redetermination
  - Presumptive eligibility for MAGI adults at initial application
  - Increase Presumptive Eligibility (PE) for children and MAGI adults to up to two times in a calendar year.

Restarting Redeterminations

HFS Goals

- Minimize the number of eligible customers who lose coverage
- Provide all customers with access to multiple customer-centered redetermination completion and submission opportunities
- Ensure all Medicaid eligible customers continue to connect with their healthcare providers

How to Find Renewal Dates

- 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) Phoneline

Providers Using MEDI: Individual or Batch Inquiries

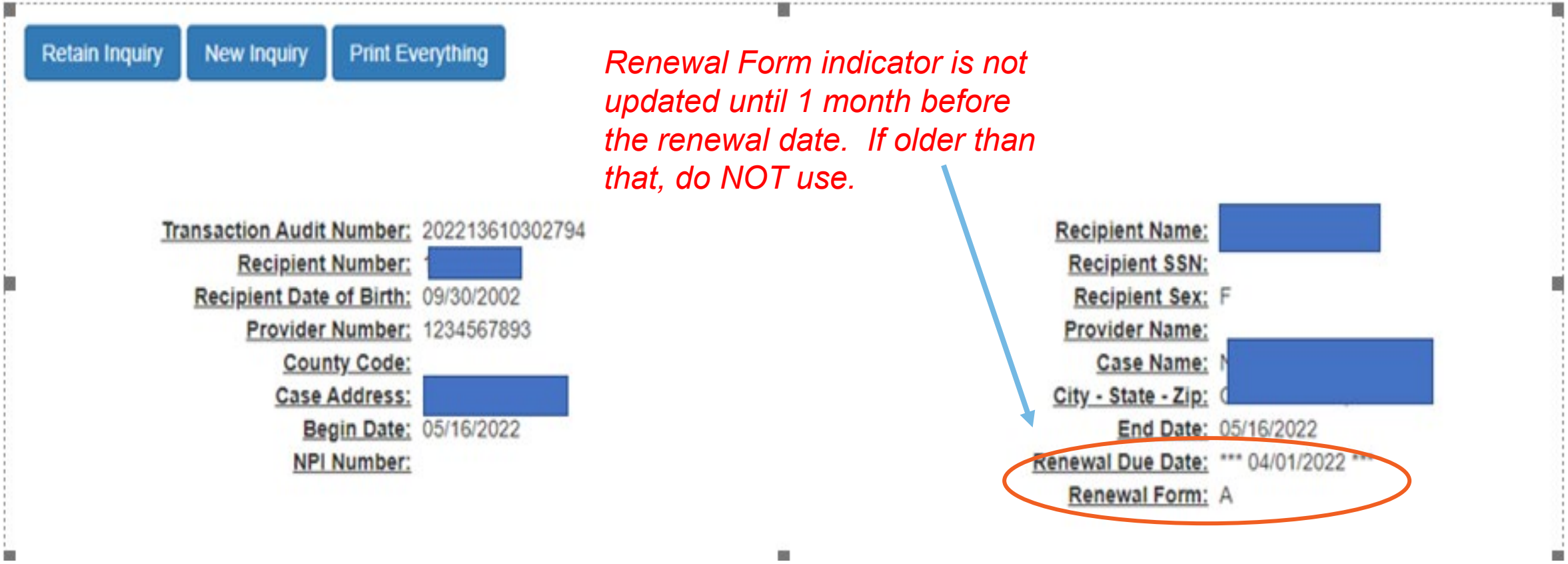
Entities registered and authorized in MEDI for the Internet Electronic Claims (IEC) and the Recipient Eligibility Verification (REVS) web applications can check recipient eligibility using multiple methods:

1) A single inquiry can be done in real time using the REVS Direct Date 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 CAQHCORE 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.

Medi Screen for Medical Providers



Redeterminations: Form A and Form B

Form A	Form B
• IES currently renews 30-40% of medical customers each month automatically. • This is done through **electronic verification** of income and other factors • This process does not require customer action unless information has changed. • *Process is known as **Ex Parte or Form A process**.*	• All Medicaid customers whose eligibility information cannot be electronically verified. • Pre-populated with information from case record • Customer reviews and updates with current information. • Update information and attach proof of income for last 30 days (if don't have proof, submit anyway).
• SNAP beneficiaries receiving medical benefits are also renewed when they go through the SNAP redetermination process.	• Customers that cannot be redetermined through electronic means or through the receipt of another program like SNAP, enter the Form B process.

Examples: Form A

Medical Benefits Redetermination Notice

Dear John Smith,

Based on the information we have today, the person(s) listed in the table below are approved to keep getting **medical benefits** after June 30, 2023. However, if we get new information about a change in your circumstance your eligibility for medical benefits may change. If that happens, we will send you a new notice.

Name	Birth Date	Medical ID (RIN)	Medical Group	Start of Ongoing Coverage
John Smith	Jan 15, 1980	123456789	ACA Adult	July 1, 2023

Example: Form B

Medical Benefits: Time to Renew Notice

Dear Maria Lopez,

It is time to renew your Medical benefits!

You must complete your redetermination to continue your Medical benefits after June 30

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

Call us at the phone number listed at the top of this form if you cannot send everything on time c have questions. We may be able to help you get the proofs you need.

Electronic Review of Eligibility for Medical Benefits

We checked our records for information about your household and put it on your Medical Benefi Renewal Form that is included with this notice. We need more information to decide if you are s eligible.

Please review the information on the Medical Benefits Renewal Form carefully. Correct any info that is wrong and add any information that is missing.

Medical Benefits Renewal Form

You must respond no later than June 1, 2023 to continue getting Medical benefits after June 30, 2023

To find out if you qualify for medical benefits beginning July 1, 2023, tell us about your household. You can do this one of four ways:

1. Complete the electronic version of this form online in ABE Manage My Case at abe.Illinois.gov; or
2. Complete your redetermination over the phone by calling 1-800-843-6154 (TTY: 1-866-324-5553).
3. Fill out, sign, and send us this form and all verifications we ask for. You may send the form by mail or fax.
   - Mail to P.O. Box 19138, Springfield, IL 62704; or
   - Fax the form to 1-844-736-3563; or
4. If you want to complete your redetermination in person, call 1-800-843-6154 (TTY: 1-866-324-5553) to find help near you.

1. Do these people still live with you?
   Maria Lopez 02/17/1981 ☐ Yes ☐ No

2. Are there other people living with you not listed above? If yes, list them here.

Full Name	Birth Date	Relationship

Redetermination Process Examples*

End of Certification Period	Form B Mailed	Rede Due Date on Notice	Cut-off Date: Rede case closure	No "B", no coverage	90 day reinstatement period
06/30/2023	05/01/2023	06/01/2023	06/15/2023	07/01/2023	09/30/2023
07/31/2023	06/01/2023	07/01/2023	07/17/2023	08/01/2023	10/31/2023
08/31/2023	07/01/2023	08/01/2023	08/15/2023	09/01/2023	11/30/2023

*Rede due dates will be spread over a 12-month period: 6/01/23 – 5/01/24

4 Ways To Complete redeterminations

- **Online through ABE.Illinois.gov**
- **Must have Manage My Case (MMC)**
- **If rede is due – Renew button and electronic version of redetermination questions will appear in MMC.**

By Phone: Call the DHS Call Center 1-800-843-6154/ 1-866-324-5553 TTY prompts to select TBD

Return the Renewal Notice by mail or fax to:

Central Scanning Office (not local office).
Return envelope is included in mailing

P.O. Box 19138
Springfield, IL 62763 or
Fax: 1-844-736-3563

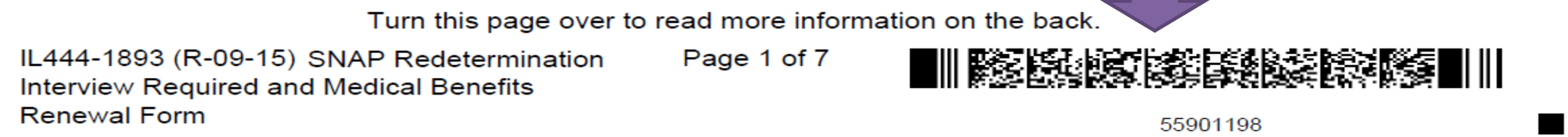
Return the form in person to Department of Human Services (DHS) office on Notice. Click here for list of Family Community Resource Centers

For free help completing and submitting the form refer members to a Certified Application Assistant

More on Rede Forms

1. Each REDE form has a barcode that identifies: 1) the case; and 2) the form.
2. When the paper form is returned to Central Scanning, it is electronically scanned into IES and the case is automatically updated to show the redetermination form was received.
3. As long as IES shows the renewal is submitted by the due date, the case will stay open. Any future action will depend on eligibility when processed.

EXAMPLE of barcode at bottom of notice



Special Populations and Transitions During the Unwinding

ACA to AABD Transitions

Type	Total	Notes

ACA Adults to AABD	Approx. 55,000	• Individuals that turned 65 and/or started receiving Medicare during PHE
		• HFS transitioned customers in IES the week of 02/20/23
		  • Placed in AABD or AABD Met Spenddown
		  • Customers notices were generated the week of 02/20/23
		  • Customer will stay in this status until redetermination in one year (from Transition)

2023 Increases in Income and Resource Standards

https://www.dhs.state.il.us/page.aspx?item=21741

	1 Person	2 People	Notes
Income: AABD Medical	$ 1,215	$ 1,643	FPL update – effective 1/1/23
Income: Medicare Savings Program	See policy		FPL update effective 1/1/23
Resources: AABD medical	$17,500	$17,500	State Decision, effective with restart of resource test on 5/12/23
Resources: Medicare Savings Program (MSP = QMB, SLIB & Q1)	$ 9,090	$15,160	Federally set, effective with restart of resource test 5/12/23

For pending applications, the new standards will apply for any budget month beginning with January 2023.

Those in spenddown with income below 2023 FPL became AABD (no spenddown) after 3/2023 mass change in IES.

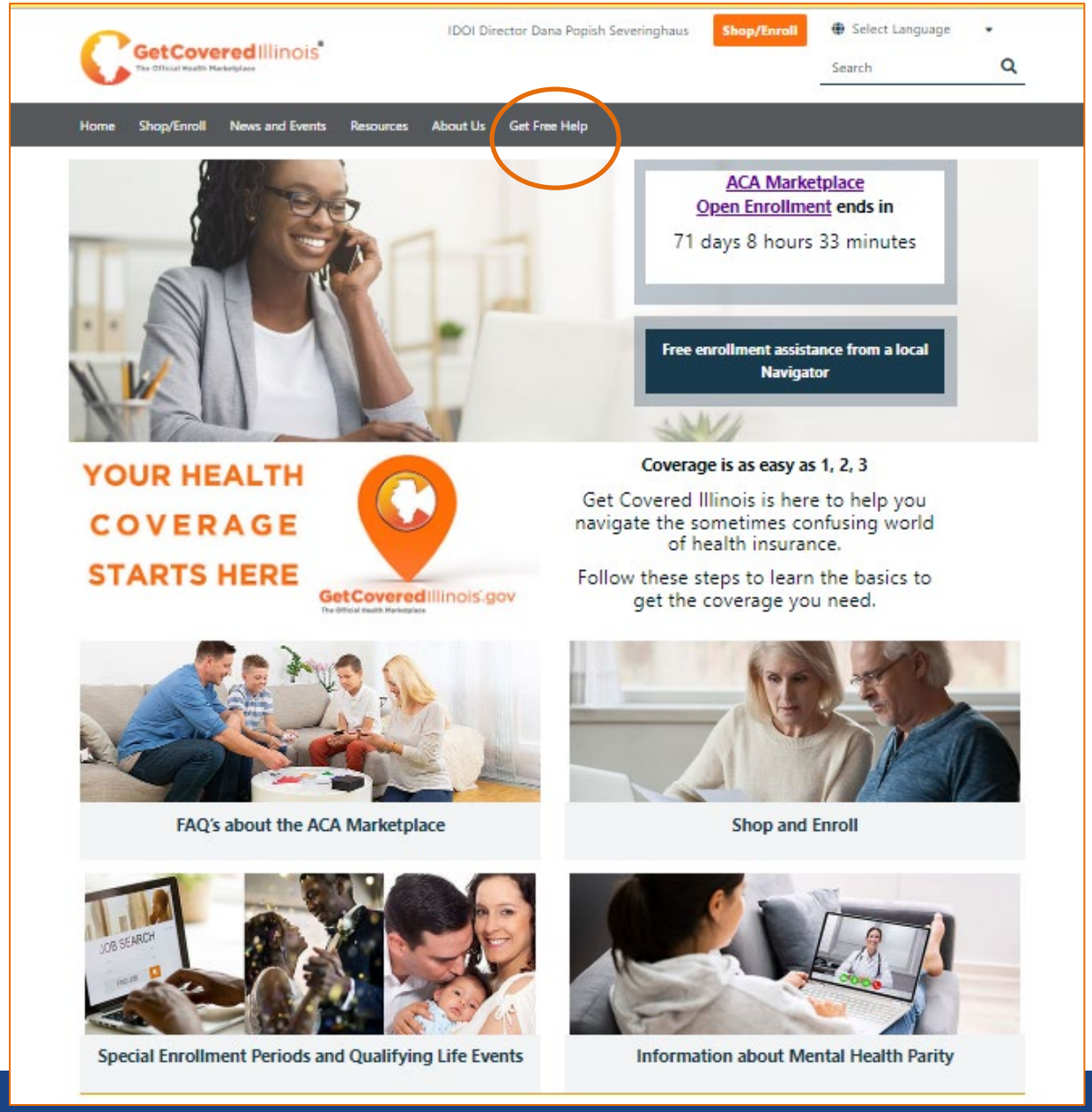
Medicaid to Marketplace:

Getting Help to Enroll

- Visit GetCoveredIllinois.gov and go to the “Get Free Help” button
- Enter your zip code and find a Certified Application Counselor(CAC) near you.
- CACs, will not recommend a specific plan for you but they will answer any questions you have regarding the different plans available.
- CACs can also help with Medicaid renewals

Get Covered Illinois is an ACA partnership between Illinois and the federal Marketplace.

getcovered.illinois.gov

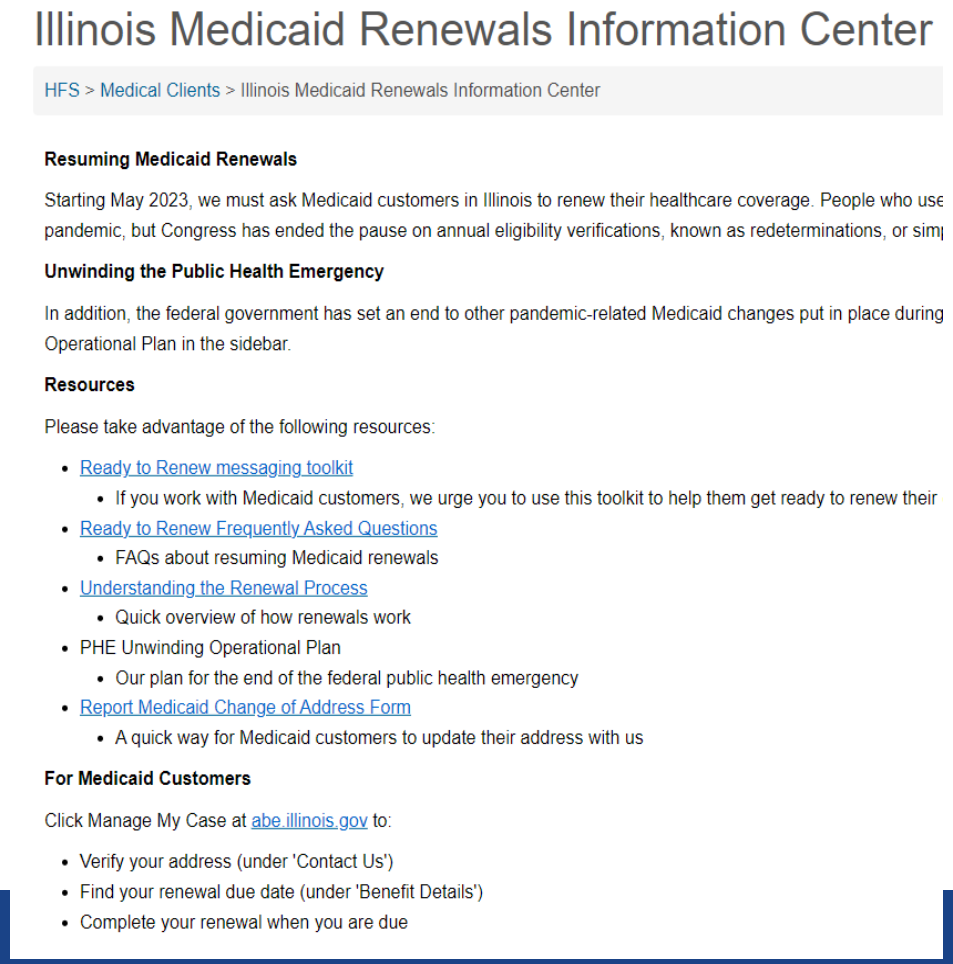


Communications Strategy

Unwinding Communication: Phase 2, Ready to Renew!

Illinois Medicaid Renewals Information Center:

Medicaid.Illinois.gov



Illinois Medicaid Renewals Information Center

HFS > Medical Clients > Illinois Medicaid Renewals Information Center

Resuming Medicaid Renewals

Starting May 2023, we must ask Medicaid customers in Illinois to renew their healthcare coverage. People who use pandemic, but Congress has ended the pause on annual eligibility verifications, known as redeterminations, or simp

Unwinding the Public Health Emergency

In addition, the federal government has set an end to other pandemic-related Medicaid changes put in place during Operational Plan in the sidebar.

Resources

Please take advantage of the following resources:

- Ready to Renew messaging toolkit
  - If you work with Medicaid customers, we urge you to use this toolkit to help them get ready to renew their
- Ready to Renew Frequently Asked Questions
  - FAQs about resuming Medicaid renewals
- Understanding the Renewal Process
  - Quick overview of how renewals work
- PHE Unwinding Operational Plan
  - Our plan for the end of the federal public health emergency
- Report Medicaid Change of Address Form
  - A quick way for Medicaid customers to update their address with us

For Medicaid Customers

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

- Verify your address (under 'Contact Us')
- Find your renewal due date (under 'Benefit Details')
- Complete your renewal when you are due

MCO Text Messaging

Text Deployment Date/Timing	Message Copy
75 days before REDE due date	IMPORTANT: IL Medicaid, SNAP or Cash customers IDHS/HFS needs your current address. Manage your Case **http://dhs.illinois.gov/?item=138311**
60 days before REDE due date	Your IL Medicaid renewal will mail in 30 days. Click Manage My Case at abe.illinois.gov to verify your address and set up your account so you can renew online.
37 days before REDE due date	Your IL Medicaid renewal notice will mail in 7 days. Click Manage My Case at abe.illinois.gov to link your case to your online account so you can renew online.
25 Days before REDE due date, renewal button now visible to customers in ABE MMC	Your IL Medicaid renewal is ready online! You must renew within 30 days to keep your benefits. Visit abe.illinois.gov today and click Manage My Case to begin.
3 days post-cutoff and not received	Your IL Medicaid benefits end 01/01/0000. Redetermination not submitted. Need Medicaid? Click Manage My Case at abe.illinois.gov, submit redetermination ASAP.
After closure due to nonresponse	Your IL Medicaid ended. You may be eligible for reinstatement! Go to abe.illinois.gov, click renew button, complete the questions, and submit redetermination.
After closure due to ineligibility	Your IL Medicaid ended. You are no longer eligible. Visit getcovered.illinois.gov, medicare.gov or your job, ask about special enrollment period for coverage.

HFS/DHS Text Messaging

Text Deployment Date/Timing	Message Copy
2 weeks before REDE Due Proactive Notification	IDHS/HFS Reminder; Redetermination due <First day of REDE Due Date Month> Manage your benefits http://dhs.illinois.gov/?item=138311
1 week before REDE due REDE due notification	IDHS/HFS Reminder: Redetermination due <First Day of REDE Due Date Month> Manage your benefits http://dhs.illinois.gov/?item=138311
3rd day of month after Rede Due: Past-due notification	IDHS/HFS Reminder: Redetermination overdue. Submit by <Cutoff Date> to keep getting benefits. Manage your benefits http://dhs.illinois.gov/?item=138311

HFS/DHS Automatic Text Messaging

SMS (Short Message Service)	MMS (Multimedia Message Service)
Get ready to renew your Medicaid! Find your due date & verify your mailing address at abe.illinois.gov (click Manage My Case) or 1-800-843-6154. Txt STOP=stop	Get ready to renew your Medicaid! Illinois is checking to see if you are still eligible for Medicaid. You need to verify your mailing address and know your due date to make sure you get your renewal letter. Click Manage My Case today at abe.illinois.gov or call 1-800-843-6154. STOP = unsubscribe.

Paid Media Campaign

- Statewide
- Targeted
- Omnichannel
- Yearlong
- Multilingual

Partner Agency Outreach Efforts

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Helping Our Customers Retain Coverage

A. Partnering with MCOs and Providers

B. Manage My Case

Partnering with Medicaid MCOs: Communication

- Managed Care plans are developing robust outreach initiatives including:
  - Text Messaging Campaigns
  - Emails and mailings to members
  - Phone banking and customer engagement
    - Example: If a customer contacts their MCO and is known to have a renewal due, the MCO will offer to transfer the caller to the DHS Helpline to complete the redetermination over the phone.
  - Redetermination events – are you interested in participating?
  - Redetermination awareness campaigns
- Improved data sharing between HFS and MCOs to target customers

Providers: Help our Customers Retain Coverage

- Encourage medical customers to learn about their redetermination date
- When speaking or working with someone – try to tell them when their redetermination is due
- 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?**

The 3 Cs of Manage My Case (MMC)

Create	Check	Change
• **Create** a Login • **Link** Accounts	• **Check** your renewal date • **Review** your case Information • **Check** for notices from HFS and DHS • **Check** upcoming appointments and reschedule	• **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!

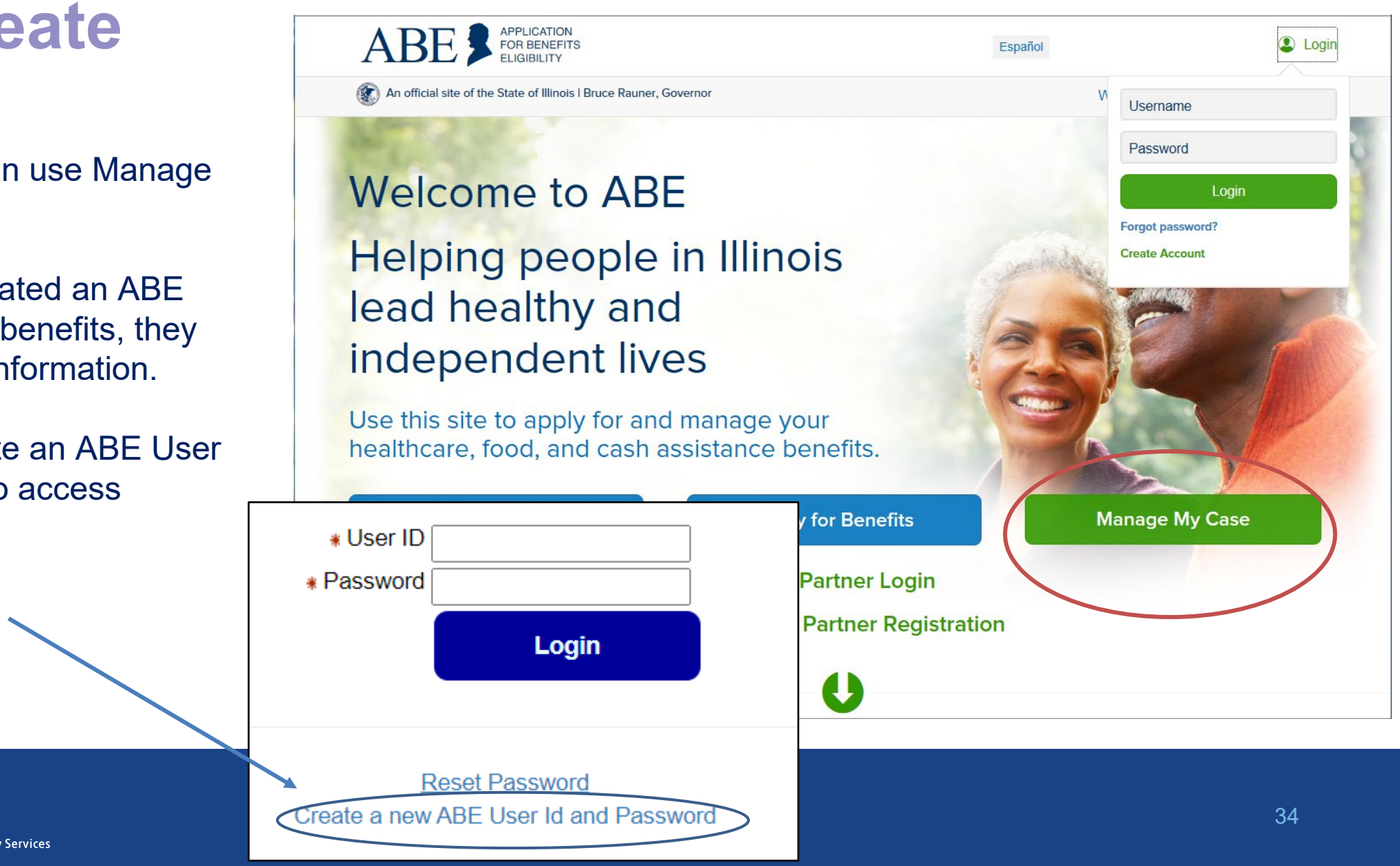
- MMC allows customers to make fewer visits to their local DHS office, stay informed on the status of their benefits, and manage their case information.
- We urge all agencies with customer contact and resources available to assist customers in setting up MMC accounts.

MMC Create

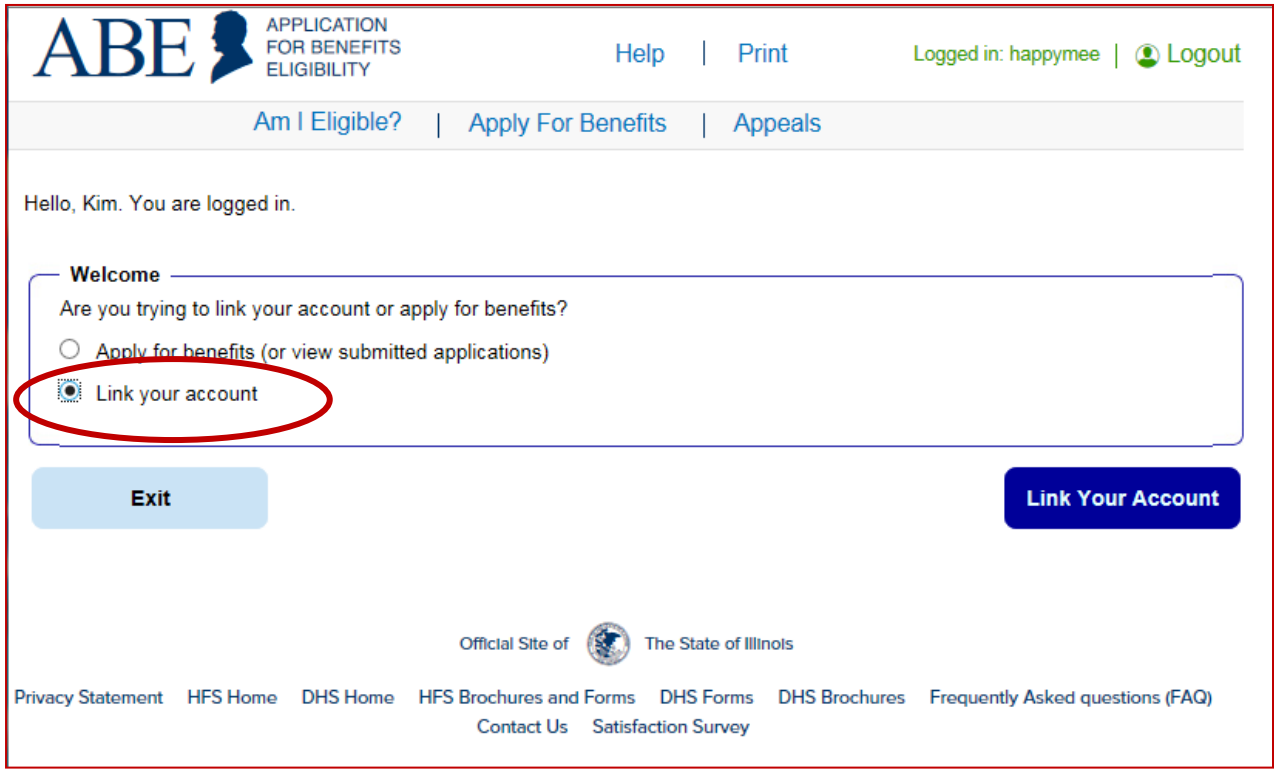
Most customers can use Manage My Case in ABE.

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.

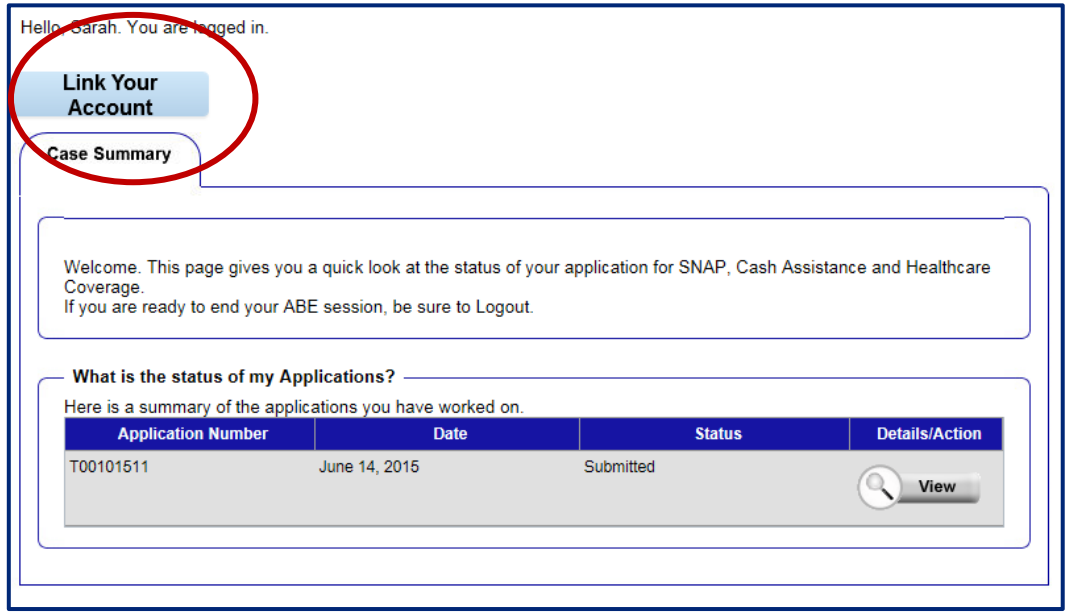


Linking an Account



- Logging in to link a new account

- Submitted Application via ABE
  - Status of application seen on Case Summary page



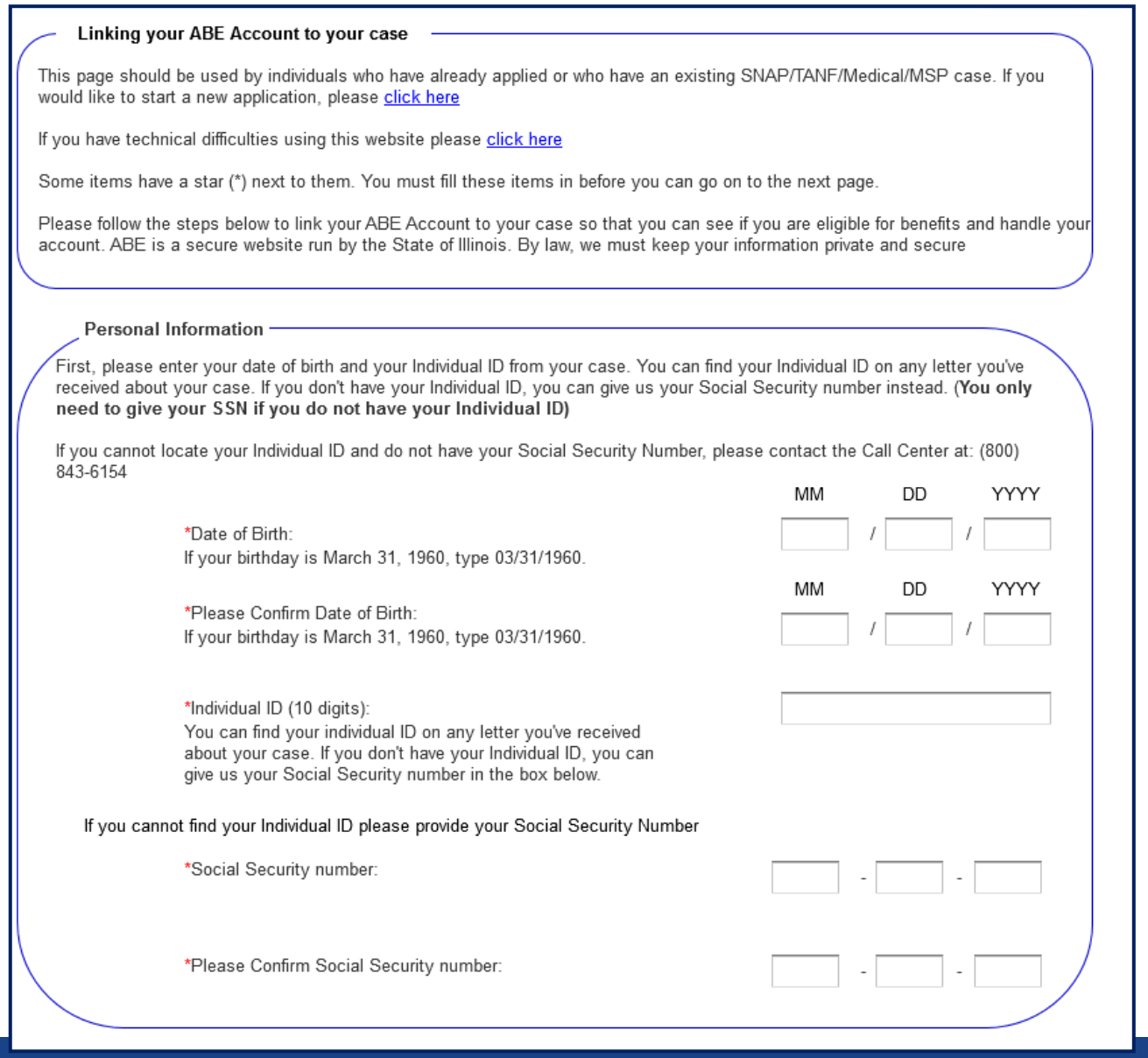
Linking ABE Account to Case Information

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: MM / DD / YYYY
If your birthday is March 31, 1960, type 03/31/1960.

*Please Confirm Date of Birth: MM / DD / YYYY
If your birthday is March 31, 1960, type 03/31/1960.

*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: - -

*Please Confirm Social Security number: - -

HFS Illinois Department of Healthcare and Family Services

IDHS ILLINOIS DEPARTMENT OF HUMAN SERVICES

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.

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

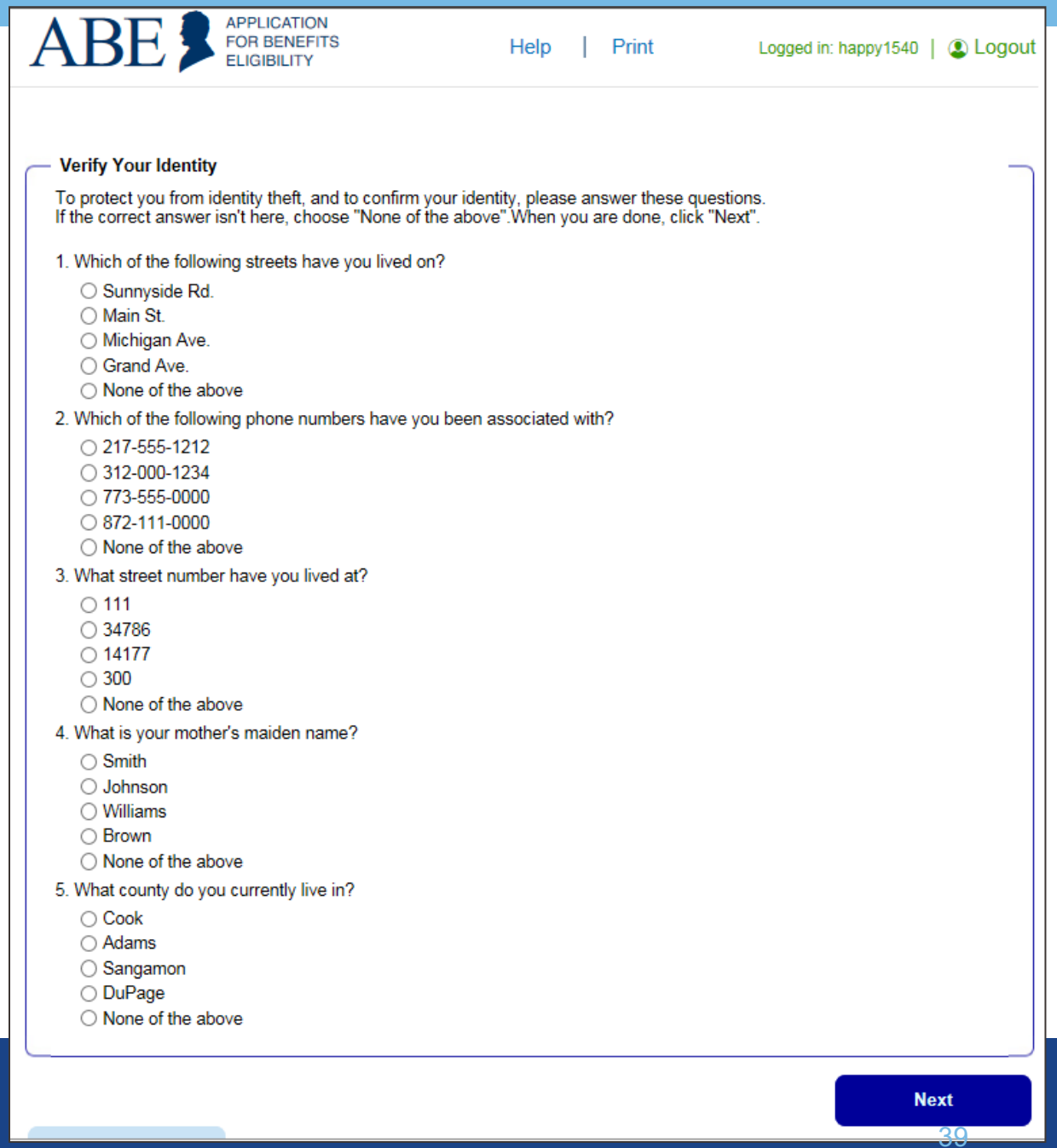
Experian ID Proofing Screens:

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

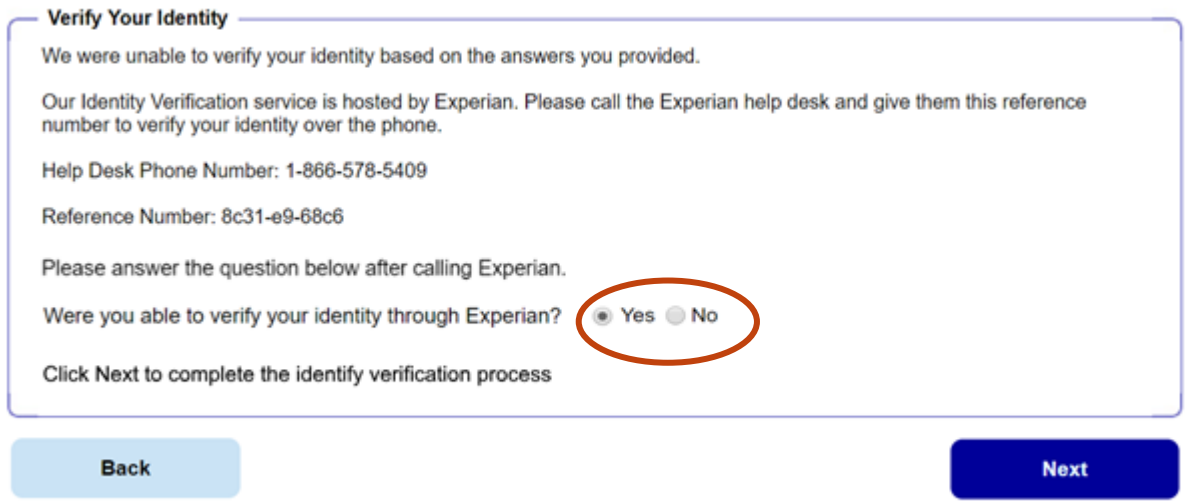


Experian ID Proofing - Verification

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.



Requesting Manual Identity Proofing

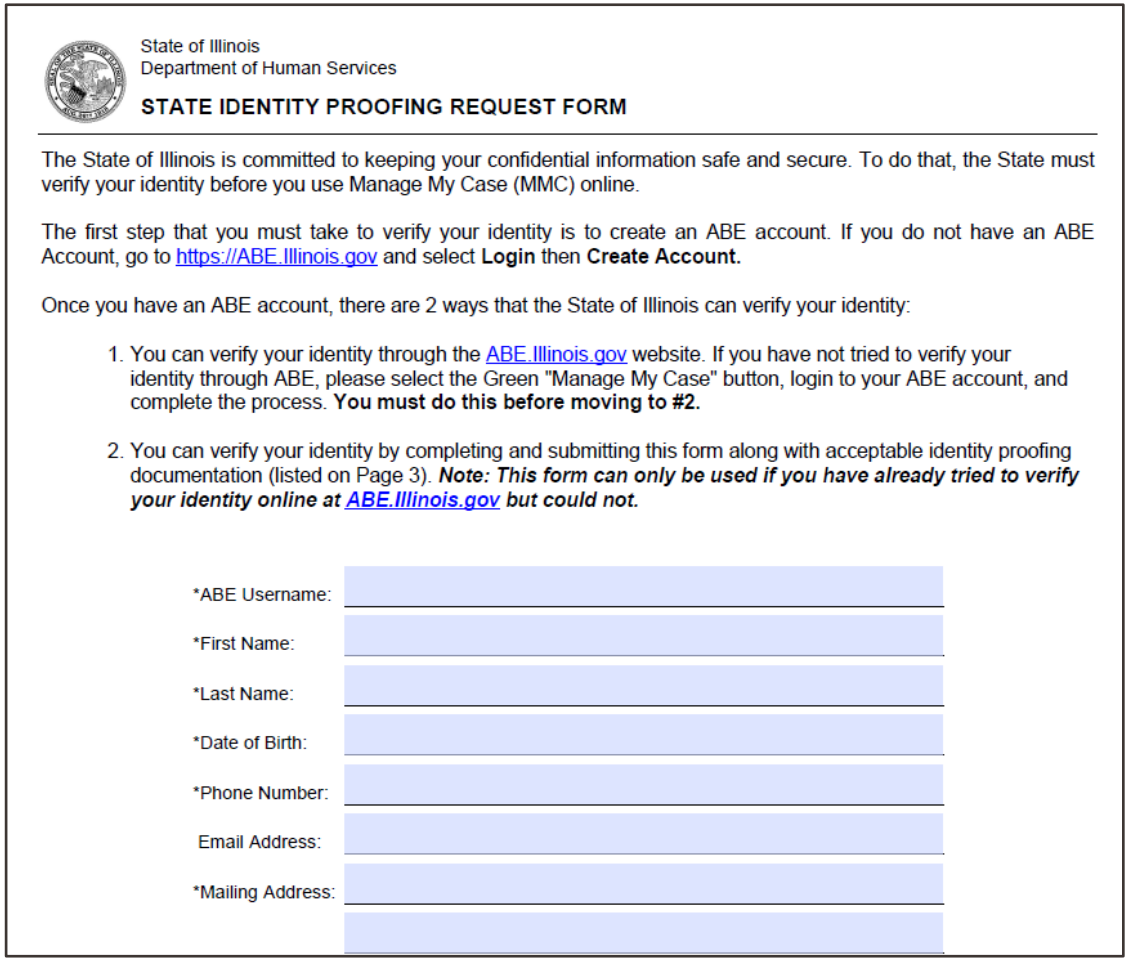
1.To request State Identity Proofing, fill out, sign, and return the **State Identity Proofing Request Form (pdf), or IL444-3610 S FORMULARIO DE SOLICITUD DE PRUEBA DE IDENTIDAD DEL ESTADO (pdf)**. and proof documents (listed on page 3 of the form).

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:

Can I Create an MMC Account for a Customer?

HFS Application Agents/Assisters/MCOs 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 their own MMC Accounts on the customer's device**; staff can be on the phone or online through Zoom, webex, etc**. Customer can then complete and submit information while using MMC. 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.

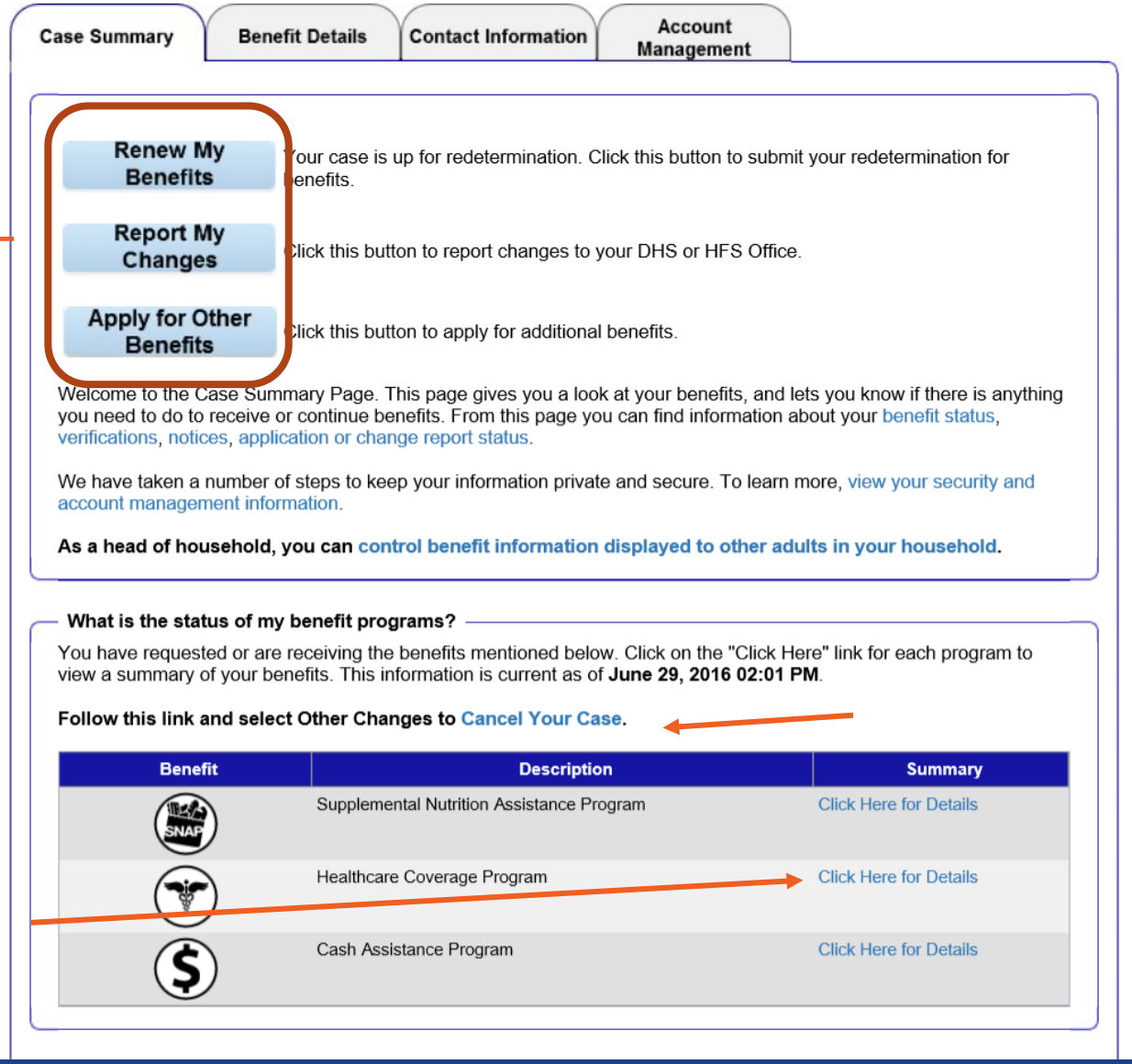
In order to communicate with Caseworkers, if you are an Application Agent assisting with applications or renewals be sure to have customers complete the Application Agent Customer Authorization Form.

Case Summary - Check

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

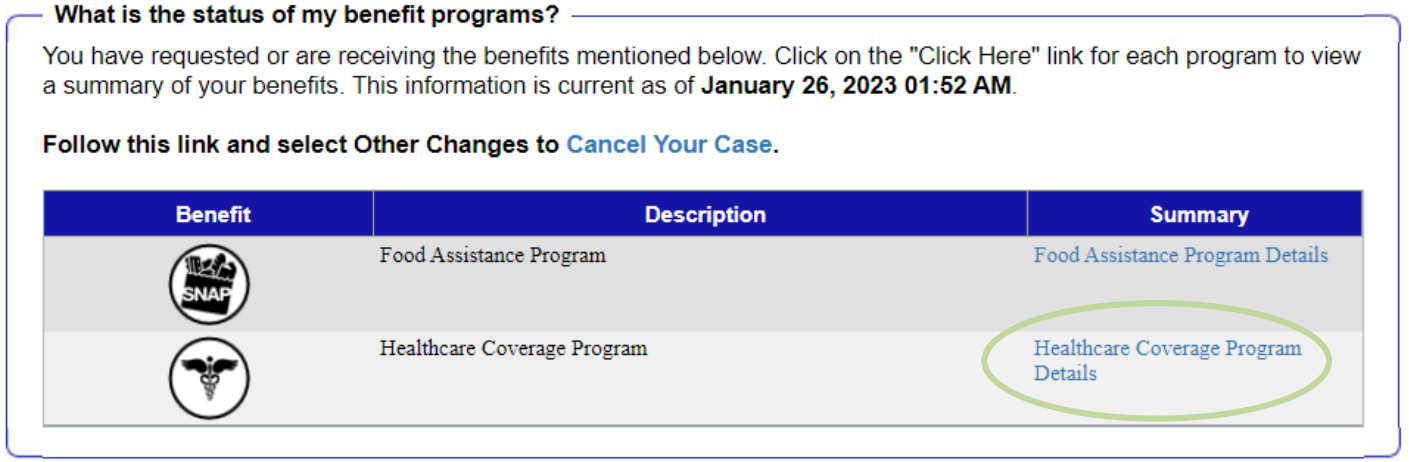
Important Note: Renew My Benefits will display on the first day of the month 30 days prior to due date.

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

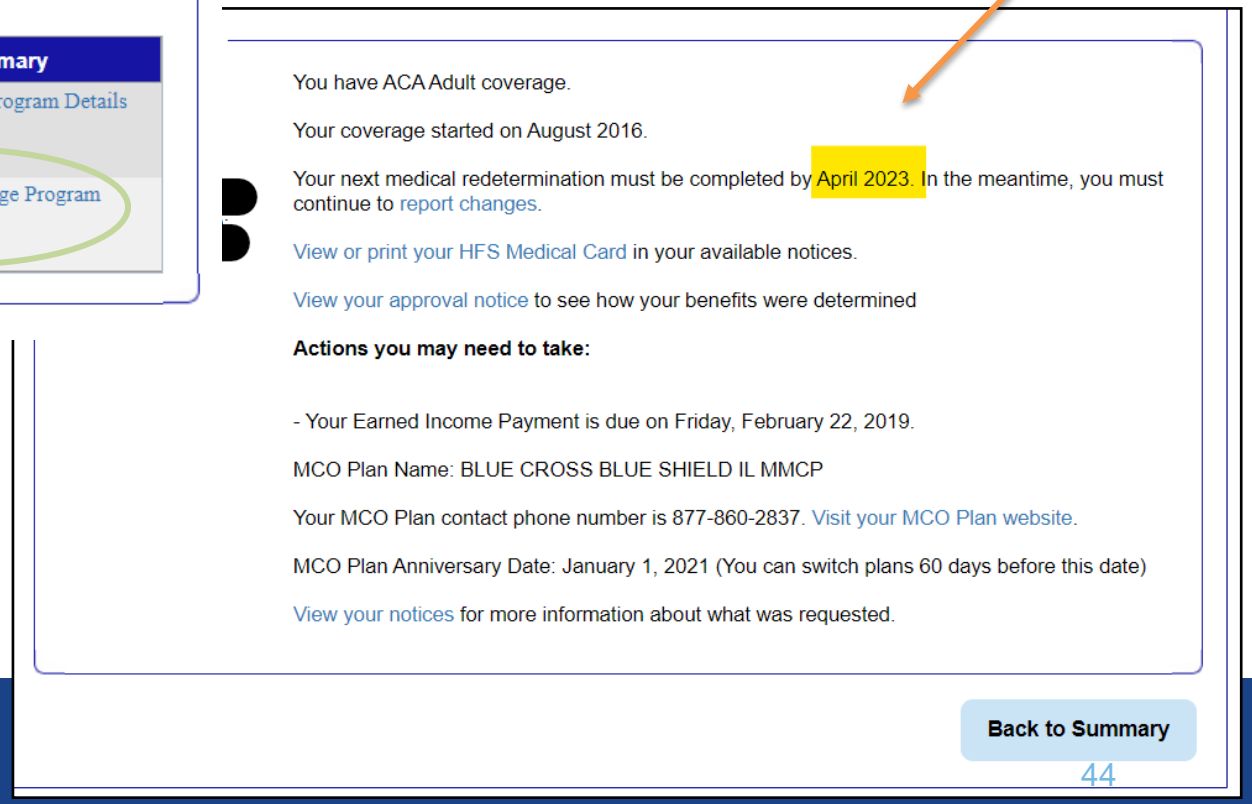


Check Renewal Date: Case Summary or Benefit Details Tabs

View more details about the benefits currently received on the **Benefits Details** tab.



Remember, due date is always the 1st of the month!



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

Report Changes

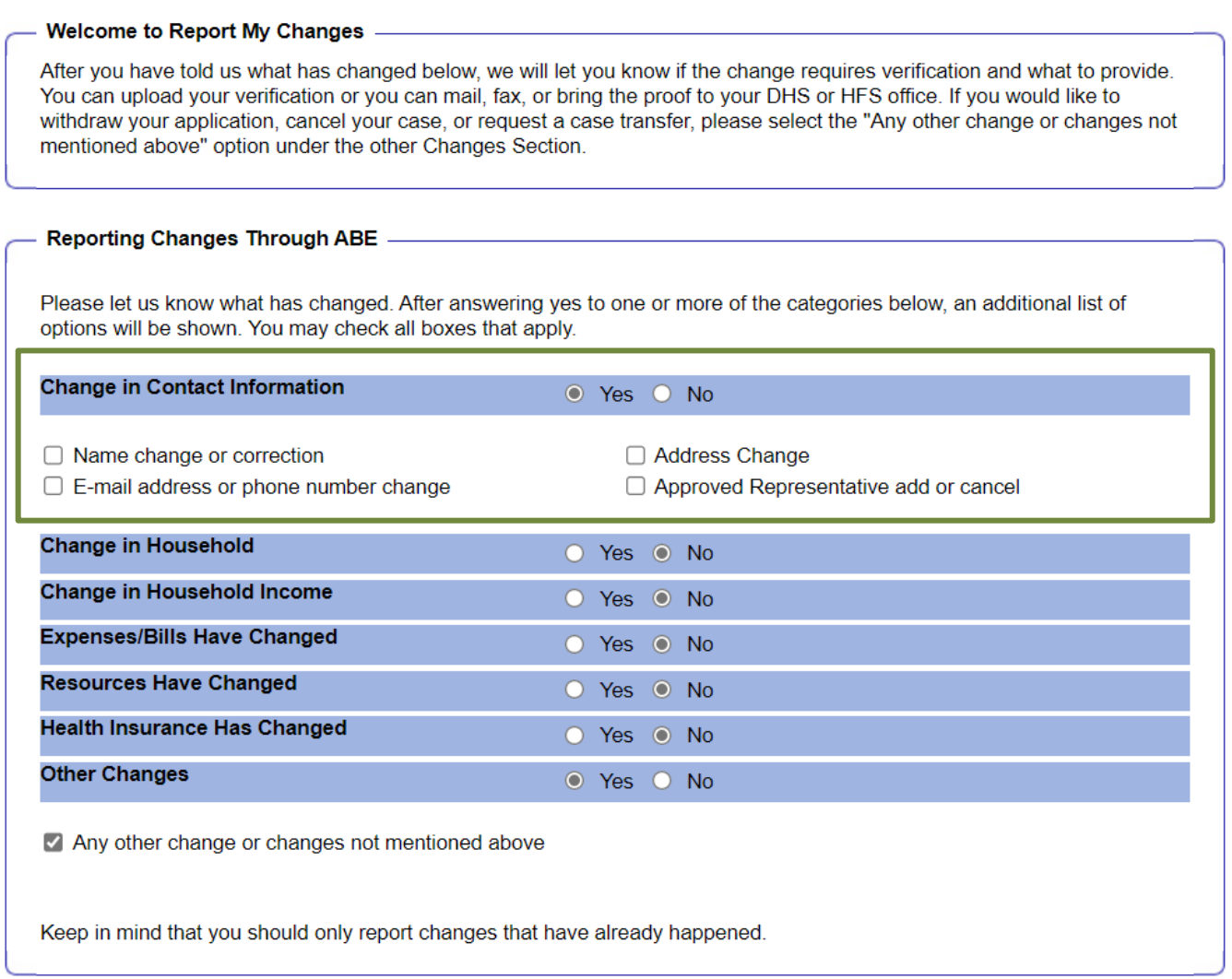
Reporting a change in the household or circumstances:

1. Customer clicks on the Report My Changes [Report My Changes] button on the Case 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	◉ Yes	○ No
Change in Household	○ Yes	◉ No
Change in Household Income	○ Yes	◉ No
Expenses/Bills Have Changed	○ Yes	◉ No
Resources Have Changed	○ Yes	◉ No
Health Insurance Has Changed	○ Yes	◉ No
Other Changes	◉ Yes	○ No

☐ Name change or correction ☐ Address Change

☐ E-mail address or phone number change ☐ Approved Representative add or cancel

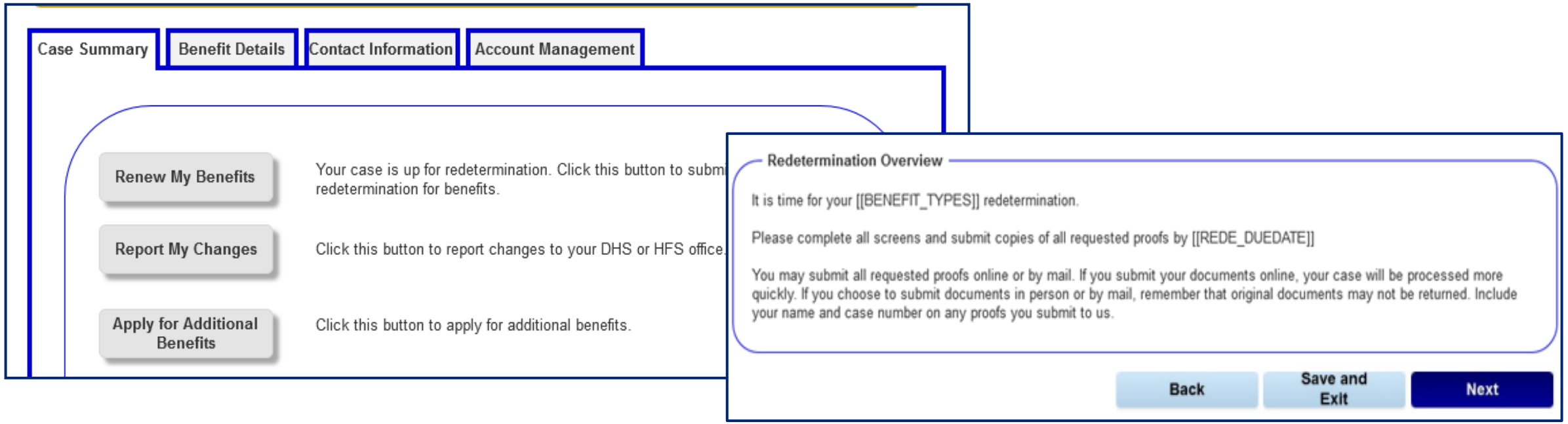
☑ Any other change or changes not mentioned above

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** Renew My Benefits button displays on the Case Summary page. **This button displays a month before the customers renewal is due.**

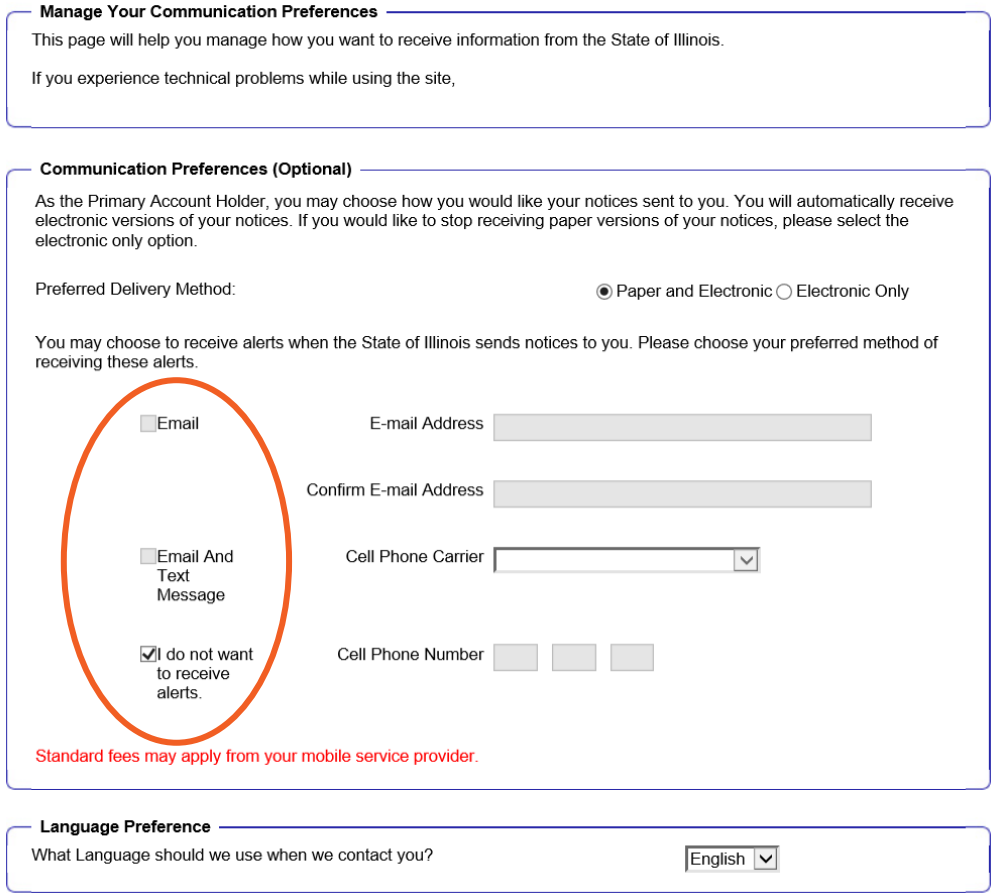
1. Click the Renew My Benefits button. The Redetermination Overview page displays letting the customer know which of their benefits is up for redetermination. Review and click **Next.**



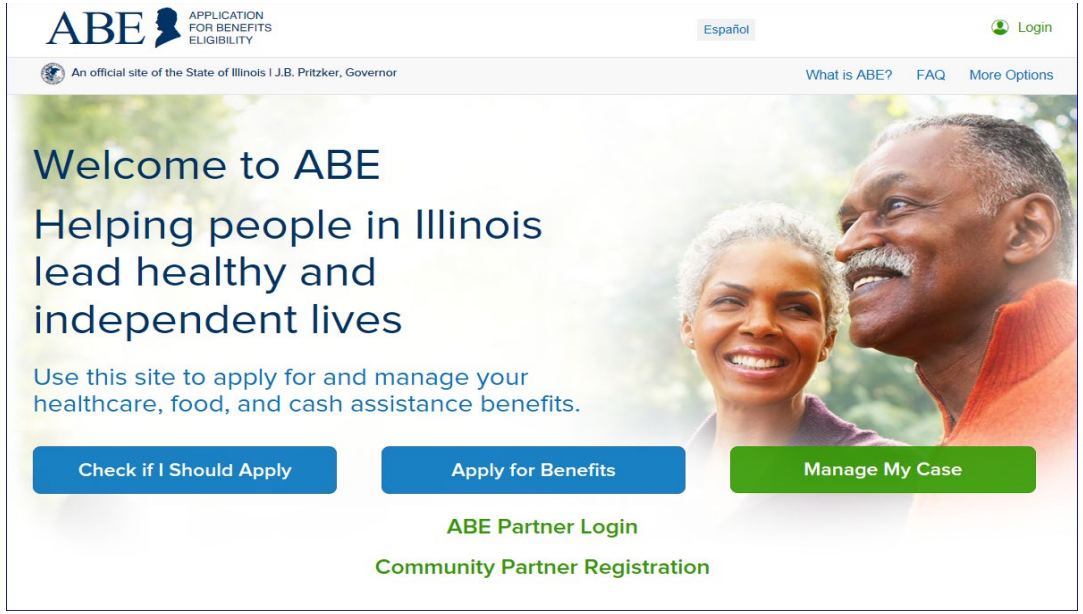
Account Management: Communication Preferences

- Customers opt in or out to receive the following:
  - Paper and Electronic
  - Electronic Only
  - Email and text alerts

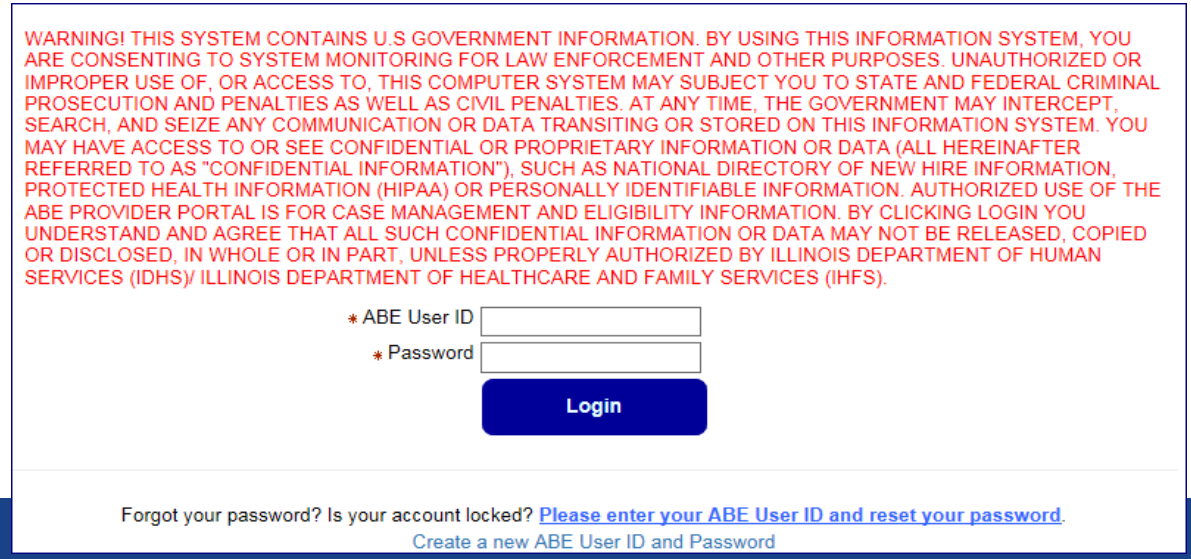
Note: If an alert e-mail or text bounces back, the State will restart sending paper notices to the last address we have on file for the customer.



ABE Provider Portal

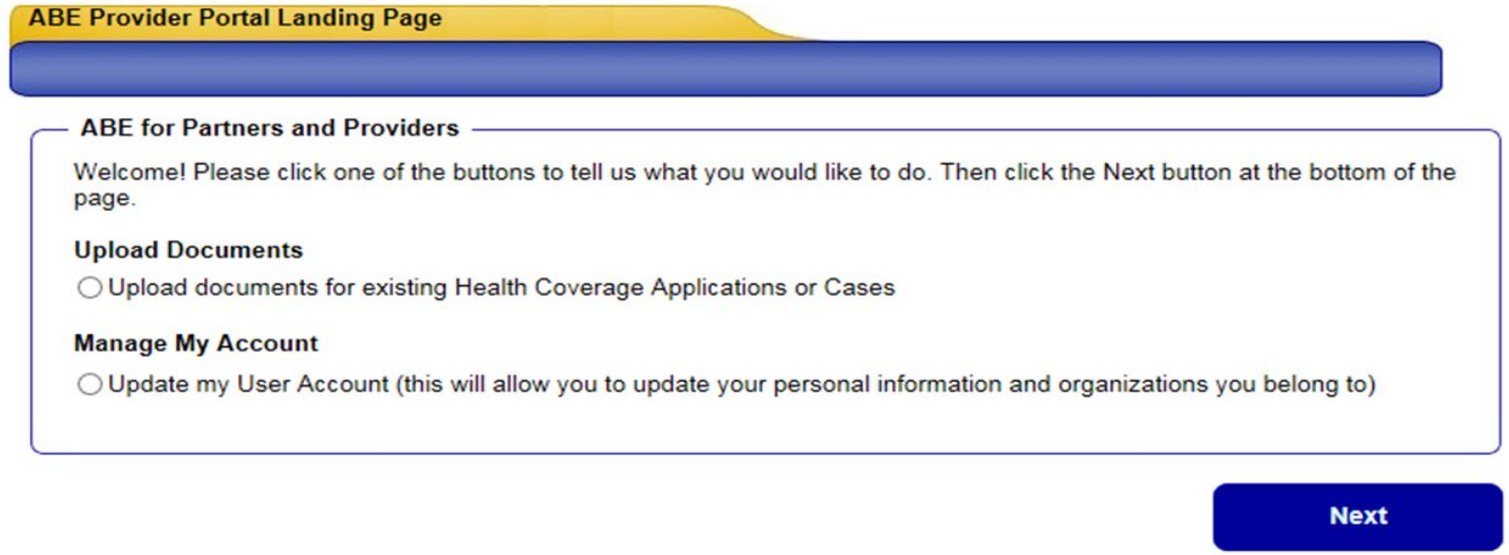


Use the ABE Partner Portal to upload documents, which can include redetermination paperwork!



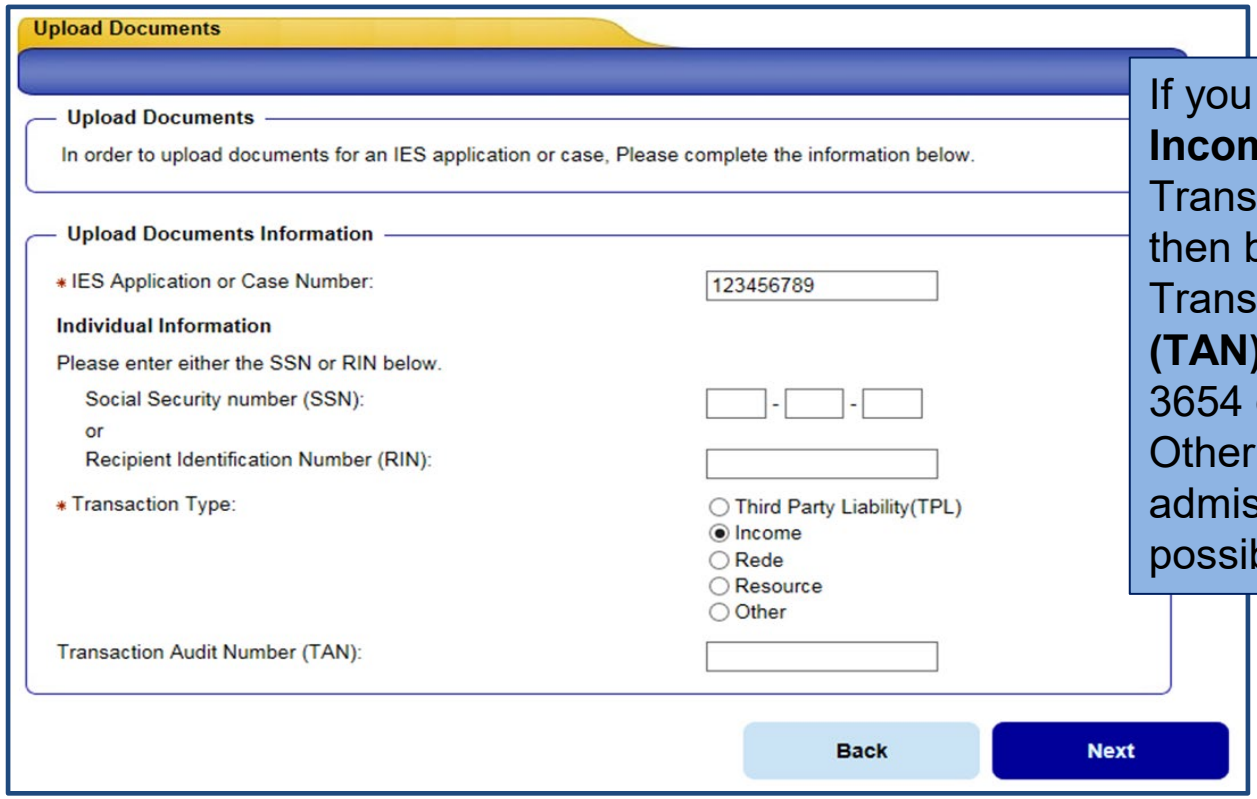
Provider Portal Landing Page

After logging in to the ABE Partner Portal, completing MFA, and choosing your work location (if you have multiple locations) the Partner Portal Landing Page will display.
Select, “Upload document for existing Health Coverage Applications or cases.” Click [Next].
You will choose the “Manage My Account” selection if you need to update your user profile including adding or changing a location, or changing an e-mail.



Uploading Documents

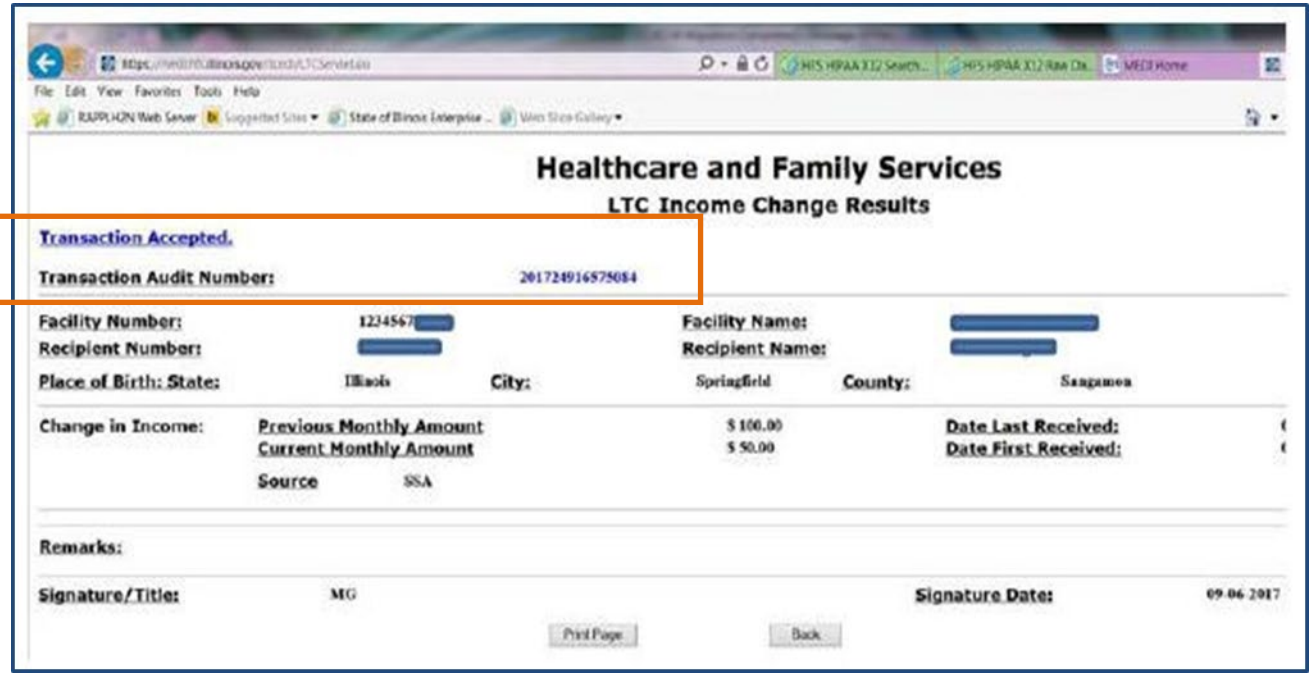
Enter the client's Application or Case Number, Social Security Number or Recipient Identification Number **(RIN)** and select the Transaction Type that the documents relate. All mandatory questions must be answered to proceed. Click, **[Next].**



If you choose **TPL** or **Income** as your Transaction Type, you will then be asked for the Transaction Audit Number **(TAN).** When submitting a 3654 document under Other Proof include the admission **(TAN)** when possible!

Finding the TAN

The TAN is an auto generated tracking number assigned to each and every MEDI transaction; you need to submit the changes in MEDI first, in order to get the TAN and upload the documents in the ABE Partner Portal. You can find this number on the Summary Results page to the provider which tells the provider if the submission was accepted successfully.



Resources

dhs.abe.questions@illinois.gov – Customer support email

HFS.ABEpartnerportal@Illinois.gov – For Providers needing assistance

Customer Support – Application for Benefits Eligibility ABE Guide, MMC Guide, links to ID Proofing Forms

IDHS: Continuous Coverage Ends 3/31/2023 and Medical Redeterminations Resume (state.il.us)

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

Questions ?