

Medicaid Unwinding Q&A

ILLINOIS UNWINDING TIMELINE AND REDETERMINATIONS

As of March 3, 2023

Do all individuals have an end of certification period as 6/30/23, 7/31/23, or 8/31/23? Or will this process continue through the year?

The unwinding process will continue throughout the year – HFS is spreading redeterminations out over 12 months.

Will all due dates be at the end of the month? Or could an individual have a due date of any day of the month (e.g., due June 7, 2023)?

All due dates on redetermination forms will be the first (1st) of the month. HFS would like the messaging to be that redeterminations are due on the 1st of the month. Individuals do have until the 15th at the latest to return the redetermination form. If HFS does not receive a required redetermination Form B by the 15th, the case will close at the end of the month.

Can customers call any time before the June date to complete REDE over the phone?

Customers can call the month before their due date to complete their redetermination over the phone. Example, customers with a June redetermination due date can start calling May 1st but not before. Customers can call 1-800-843-6154 to find out their redetermination date.

What would be the approximate wait time of phone redetermination is completed?

It's hard to say, if the individual also has SNAP or cash redetermination, then that will add to the call time. If very little has changed and it's a medical redetermination only, it should be pretty fast. DHS has changed their phone system - all calls go to a centralized system so the individual should be able to get questions answered by calling any DHS number

If an individual just receives Social Security benefits is that considered no income, and would they be eligible for automatic renewal?

Social Security is considered income. HFS will be able to verify social security benefits electronically. If that is the only income HFS finds, they will be automatically renewed.

What documents will need to be uploaded along with the Approved Representative form when completing a redetermination as a case worker at Supportive Living Program?

Documents that would need to be uploaded for a redetermination would be documentation of anything that cannot be verified electronically, such as rental income. The redetermination notice should let the client know what needs to be sent in. If other documentation is required, the client will be sent a verification checklist that will list any documents required. The client will have a two-week turnaround to upload the required documents if a verification checklist is sent. The amount of documentation needed will vary by client, depending on how much of their information can be verified electronically.

Will AABD clients have to provide asset info at the time of their redetermination?

As of now, the asset and resource test for AABD Medicaid does not have a reimplement date.

Will the individuals who were in ACA Medicaid that are receiving notices that they have been assigned to AABD Medicaid program and been put in “met spenddown status be notified that they have a spenddown?

Yes, the notice will include information on the Spenddown amount they will have and how it was calculated, categorize it as currently in “Met” status and will note when they will need to begin meeting the spenddown. The individuals should remain in “Met” status until their redetermination.

PUBLIC HEALTH EMERGENCY (PHE) REQUIREMENTS

Was meeting spend down required during the emergency period?

During the PHE, as soon as someone met spenddown in one month, they then remained in met spenddown throughout the PHE.

MEDI AND HOW TO ACCESS MEDI

MEDI is showing a renewal date for some patients for this month (March); will they lose their coverage if they don't respond by the 15th or is this an error in the system?

Their date will update to be 2024 since HFS is not starting to mail redeterminations yet - the first cohort will be those due on June 1, 2023

Is there a way for organizations to get a list of their assigned patients to call with redetermination?

If you have access to MEDI, you can set up to receive a 271 report or use a web-based service. If you do not have access to MEDI, you can become an Application Agent - which gives access to MEDI. Lastly, if you work with MCOs and have an agreement/contract with them, they may be able to share information with you on members up for renewal. Only organizations with access to MEDI. HFS can't produce manual reports.

How does an organization get access to MEDI?

For information on how an organization can get access to MEDI, please visit the HFS website:

<https://www2.illinois.gov/hfs/MedicalProviders/EDI/medi/Pages/default.aspx>

Do we contact MEDI to receive a 271 report?

Yes, for more information please visit:

<https://www2.illinois.gov/hfs/MedicalProviders/EDI/medi/MediHelp/MEDIManual.pdf>

IDENTITY PROOFING FOR MANAGE MY CASE

Will the Temporary Visitor Driver's License (TVDL) be accepted?

Yes

What forms of identity proofing are needed to set up a Manage My Case?

The customer will only need one form of identity proofing, if the form has a picture. This can include: if it is one of the following:

- IL Driver's License

- Certificate of Naturalization (Form N-550 or N570) or Certificate of U.S. Citizenship (Form N-560 or N561)
- U.S. Military Draft Card or Draft Record
- Native American Tribal Document
- School Identification Card
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Identification card issued by the federal, state, or local government
- Employment Authorization Document that contains a photograph (Form I-766)
- Military dependent's identification card or U.S. Coast Guard Merchant Mariner card
- U.S. passport or U.S. passport card
- Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph.

If the customer does not have a form of identity proofing with a photograph, they can use 2 of the following to establish identity:

- Social Security Card or Official document containing your Social Security number
- Marriage Certificate
- Divorce Decree
- Property Deed or Title
- High School or College Diploma (Including High School Equivalence Diploma)
- Employer Identification card

Would the individual be able to upload their state ID and then it's verified with the Secretary of State while they're online?

The individual would need to enter the information into ABE as exactly as it is written on their State ID or Driver's License to complete the identity proofing.

Where can the paper identity proofing form be downloaded?

If the customer cannot complete identity proofing online, they can do it manually by mailing in the State Identity Proofing Form. To access this form, please visit:

<https://www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-3610.pdf>

This form is available in Spanish:

<https://www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-3610S.pdf>

MANAGE MY CASE

Will all programs a person receives be shown/updated on Applications for Benefits Eligibility (ABE)? There are times where a client's case does not show anything.

If the application has not been processed, the programs that the client is enrolled in will not show up in ABE.