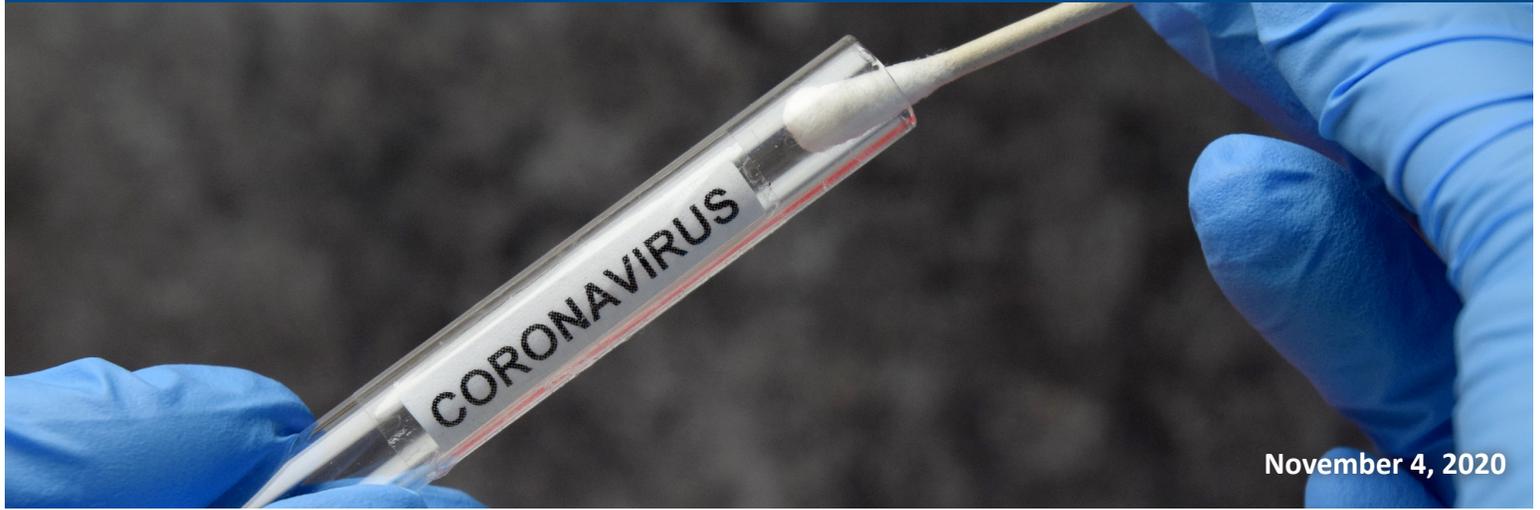




COVID-19 IDPH Mobile Testing Sites



November 4, 2020

Frequently Asked Questions

Q: Do I need to show a photo ID to be tested at an IDPH mobile testing site?

A: No, individuals seeking to be tested do not need a photo ID.

Q: Do I need to provide a Social Security Number in order to be tested at an IDPH mobile testing site?

A: No, individuals seeking to be tested will not be asked to provide a Social Security Number

Q: Is testing only for Illinois residents at IDPH mobile testing sites?

A: No, IDPH mobile testing is open to anyone regardless of state residency.

Q: What kind of test is being used at the IDPH mobile testing sites?

A: These sites use an “anterior nares” swab to collect a sample from the nose of the patient. This swab is a smaller, less invasive swab and only requires swabbing no more than 2 inches into the nostril. Once a specimen is collected it is shipped to a lab to be run on a polymerase chain reaction (PCR) testing machine which makes it possible to detect COVID-19 with a very high degree of accuracy.

Q: How much does the test cost at IDPH mobile testing sites?

A: There is no cost. For individuals with insurance, insurance should cover the cost of the test. For the uninsured or if insurance does not cover the cost of the test, the state of Illinois will cover the cost of the test.

Q: Do I need to be sick or exhibiting symptoms to be tested?

A: No, you do not need to be sick or exhibiting symptoms in order to be tested.

Q: Do IDPH mobile sites accept insurance?

A: IDPH mobile testing sites accept insurance and if you have insurance, we ask that you bring your card.

Q: Can I be tested at an IDPH mobile testing site if I don't have insurance?

A: Yes. Insurance is not required, and you will not be charged for testing.

Q: Will I have to pay for the test if I don't have insurance?

A: No, there is no cost for testing at IDPH mobile testing sites. For the uninsured or if insurance does not cover the cost of the test, the state of Illinois will cover the cost of the test.



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Q: How and when will I receive my test results?

A: You will receive a phone call at the phone number you provide between 4-7 days from the date of testing.

Q: What information does the testing registration form ask for?

A: Examples of the registration form can be found here [English](#) & [Spanish](#).

Q: Who will have access to the information I provide?

A: Only IDPH, its vendors, and health agencies involved in the prevention of the spread of COVID-19, as allowable by HIPAA and the Communicable Disease Code, will have access to the information you provide.

Q: Do I need to provide my home address?

A: Yes, whatever address is your current residence.

Q: Who runs this testing site?

A: The Illinois Department of Public Health has partnered with HR Support to collect specimens at our mobile testing sites. HR Support staff provide all services at an IDPH mobile testing site. IDPH may contract with other specimen collection vendors as necessary.

Q: How do I request a copy of my test results be sent to my employer?

A: Currently results cannot be sent to anyone but the person who was tested, however, you can request a copy of your results be mailed to you when you are contacted by the call center or any time after.

Q: How long will it take for me to receive my test result if requested?

A: By mail, a written copy of your results can take 5-7 days.

Q: Is there a cost for requesting a paper copy of my results?

A: No, it is free.

Q: I wrote in the incorrect phone number. How will I receive my test results?

A: If you wrote an incorrect phone number, please contact the call center at 888-297-7208. They can search for you by name and verify your identity in order to provide your results. If you provided an incorrect phone number, our results line will be unable to reach you.

Q: Do the IDPH mobile testing sites offer rapid testing?

A: No.

Q: Where is my nearest testing site?

A: To find your nearest IDPH community-based and mobile testing site, visit <https://dph.illinois.gov/testing>

Q: How do I let IDPH know if an organization I am a part of would be a great mobile site host?

A: You can share about your organization at the following link: [Mobile Site Request Form](#)