

## Chat – Medicaid Redetermination Event – April 12, 2023

- 09:19:40 From Jennifer Jimenez Family Focus Cicero : How can we determine who is part of the first group?
- 09:21:06 From Lauren Polite, HFS : You'll need to look at their rede due date - we'll explain later in the presentation
- 09:27:12 From Megan Bucher : are there specific Medicaid customers who will get Form A or Form B?
- 09:28:56 From Jennifer Jimenez Family Focus Cicero : I have a client whose Medicaid rede should be due by April 2023 but has not received a renewal letter or a specific due date in April. Could this client fall into these new dates?
- 09:30:08 From Lauren Polite, HFS : Anyone who is self-employed will definitely get Form B. Otherwise, it's based on what we can verify electronically.
- 09:30:15 From Melanie Pitman : Will they find out prior to September 1, 2023, if they receive coverage moving forward, especially if they submitted the form on or prior to August 1, 2023?
- 09:30:48 From Anna Snitko : Customers usually receive Form B if they have Snap and medical benefits. So is it going to change after pandemic will be over?
- 09:31:51 From Lauren Polite, HFS : @jennifer, that is prior to us restarting the rede process, so keep checking for a new date.
- 09:32:57 From Megan Bucher : will they get mailed the form to the address on file? or will it also be sent via email?
- 09:32:59 From Lauren Polite, HFS : @Anna, no, that will continue. we have tried to align SNAP and Medicaid renewal due dates as much as possible.
- 09:33:33 From Jennifer Jimenez Family Focus Cicero : Thank you Lauren!
- 09:34:51 From Lauren Polite, HFS : @Megan, the form will be mailed to the address on file. We do not email forms. If someone signs up for Manage My Case (MMC)- which we strongly recommend, they can get text alerts that there's a new notice in MMC. They can then submit the rede directly in MMC - Margaret will review that soon.
- 09:38:13 From Lauren Polite, HFS : @Melanie - if they submit their rede form on time, their coverage will not close. Once a caseworker processes the case, they will get a Notice of Decision that explains the outcome of their redetermination and whether coverage will continue. So we would only send a notice if their case closed for failure to return the rede or when rede is processed
- 09:38:53 From Melanie Pitman : Thank you
- 09:41:35 From Melanie Pitman : Will the Medicaid.illinois.gov link take you directly to this page presented?
- 09:41:45 From Melanie Pitman : or in the previous slide that was just shown?

- 09:42:20 From rjaber : If a 19yr old who is under parents case has a child. would 19yr be taken off parents case and be on own with child. Or would child be put on grandparents case?
- 09:42:42 From Lauren Polite, HFS : Medicaid.Illinois.gov takes to our "landing page" for all of our resources. There are a number of links on that landing page including FAQs
- 09:44:18 From Jennifer Jimenez Family Focus Cicero : Could It be possible that the rede due date is not update yet on MMC for some clients?
- 09:44:27 From Jennifer Jimenez Family Focus Cicero : updated\*
- 09:44:44 From Lauren Polite, HFS : For 19 year olds who have children, it's all based on the MAGI tax filing or relationship rules, whichever apply - so can't answer definitively.
- 09:45:58 From Lauren Polite, HFS : @Jennifer It is possible MMC hasn't updated, but we'd like to see examples if possible. Please send examples securely to Lauren.polite@Illinois.gov thank you
- 09:46:25 From Jennifer Jimenez Family Focus Cicero : Sounds good, thank you Lauren.
- 09:47:03 From Melanie Pitman : Are your outreach events multilingual or bilingual?
- 09:48:09 From Lauren Polite, HFS : @Melanie, we have some Spanish staff availability, but we're working on a more robust participation of multilingual availability
- 09:48:30 From Melanie Pitman : Thank you
- 09:49:13 From Ana Barajas FFD : who can we contact if later on we have questions?
- 09:49:43 From Dave Roth : LARC at DuPage Federation is a good partner for language access, whether virtual or in person LARC@dupagefederatoo.org
- 09:50:01 From Molly Beck Dean : Is ABE available in Spanish and/or other languages?
- 09:50:23 From Lauren Polite, HFS : Please check the FAQs through Medicaid.Illinois.gov otherwise, let us talk to DuPage to see if they can collect and compile questions for us.
- 09:50:48 From Amy Rogers : When assisting clients with setting up Manage My Case accounts, I have often encountered issues with linking the account - an error message states that the account could not be linked. What are common factors that can create barriers with this step?
- 09:50:59 From Lauren Polite, HFS : ABE is available in Spanish. You can change the language at the top right hand corner of the page.
- 09:52:29 From Lauren Polite, HFS : @Amy, we expect the Secretary of State process to significantly help with the linking. Temporary IDs are able to be used. previously it was Experian that required credit history. There is also a manual ID proofing process
- 09:52:47 From Amy Rogers : Thank you!
- 09:55:14 From Molly Beck Dean : Kara just shared in the room that temporary driver's licenses do work for ID verification so those who are not residents can go through the much easier/faster electronic process
- 10:03:48 From Molly Beck Dean : The recording and PP will be shared soon - hopefully by the end of the week. Info sheets and resources too :)

- 10:04:20 From Melanie Pitman : Thank you. Just in case, my work email is mpitman@dupageroe.org
- 10:06:03 From Kate Peterson-Sen Villa : How do you suggest helping customers create an MMC account who do not have their own devices? Are publicly used computers such as from libraries able to be used?
- 10:06:52 From Minh Nguyen (he/him) : With regards to MMC, I've seen many clients whose MMC accounts are active but not properly updated by the state. Some show no correspondence, despite receiving letters in the mail.
- 10:07:49 From SnitkoAn17 : how about if customers are self employed and they have only medical benefits. Are those customers will receive Part A or Part B renewal forms?
- 10:10:06 From Berenice H. (Family Health Partnership Clinic) : Customers that have Immigrant Medicaid will they also receive REDE notices?
- 10:11:13 From Melanie Pitman : Is there a specific number or email that the client can send directly to their caseworker, especially if they do not have "manage my case" nor have the internet?
- 10:11:17 From Margaret Dunne, Healthcare and Family Services : Yes, Immigrant coverage groups will also need to complete redeterminations
- 10:11:25 From Melanie Pitman : Instead of the general number?
- 10:12:49 From pheth : Will every Medicaid client, have to reapply?
- 10:13:13 From pheth : Please explain form B?
- 10:13:15 From Nancy : Can a member switch MCO's during this period?
- 10:13:24 From DSheridan : If someone gets their redetermination sent in on time, and the case worker does not put into the system right away, then they lose benefits and have to start from scratch? Basically I'm asking, isn't a person's coverage also based on the caseworker being prompt? It seems sometimes very difficult to get certain benefits, and it sometimes takes longer than advertised
- 10:13:29 From Margaret Dunne, Healthcare and Family Services : Self employed customers will always get the Form B
- 10:14:36 From Amy Rogers : Can you please review how spend downs will be determined as met/unmet? Will services provided from Medicaid funded agencies count towards spend downs?
- 10:18:43 From Berenice H. (Family Health Partnership Clinic) : What is the best way to submit REDE for Immigrant Medicaid if the client can not create a MMC because of identity issues.
- 10:18:49 From pheth : What is the form that needs to be submitted?
- 10:19:47 From SnitkoAn17 : Form 2790 for self employment
- 10:20:26 From pheth : Form for people who only get SS income. What is the form?
- 10:21:35 From Rocio Mendez : An adult with disabilities who live with parents, apply by himself with his SS income, No with the Household Income?

- 10:24:49 From Amr Othman Agha : If we fill out a paper version of application or redetermination. Sometime, There is no button to renew the benefits on ABE, just paper version. If we can not access to fax machine or email, can we upload that paper version of redetermination and supporting docs to ABE instead of faxing or emailing it.
- 10:28:06 From Lauren Polite, HFS : Reminder that people can call to redetermine over the phone
- 10:30:17 From Molly Beck Dean : From Lauren: If there is no renew my benefit button it means either they are Form A and automatically renewed, or it's not time for renewal, or it's already been received. Uploading a paper form will require caseworker action to put it into IES.
- 10:31:26 From Amr Othman Agha : Thank you!!
- 10:32:52 From Rocio Mendez : An adult with disabilities who live with parents, apply by himself with his SS income, No with the Household Income?
- 10:33:41 From Lauren Polite, HFS : Thank you everyone! We appreciate all you do for our mutual customers. enjoy the day
- 10:34:58 From SnitkoAn17 : Thank you!!!
- 10:36:59 From Melanie Pitman : Would you happen to have an handout/flyer for both programs? Access DuPage and Silver Access?
- 10:37:24 From Megan Bucher : you said for the first program they do not qualify for Medicaid or ACA marketplace plan right?
- 10:39:07 From Melanie Pitman : Thank you, Ms. Dean
- 10:39:08 From Minh Nguyen (he/him) : Thank you !!
- 10:39:25 From jennifer martinez : Thank you
- 10:39:25 From Molly Beck Dean : kmurphy@accessdupage.org
- 10:39:28 From Noemi Galvez : Thanks for all the info!!
- 10:39:31 From Leo Kim : Thanks
- 10:39:32 From Molly Beck Dean : www.accessdupage.org
- 10:39:37 From Kate Peterson-Sen Villa : Thank you!
- 10:39:47 From Amr Othman Agha : Thank you
- 10:39:48 From Yaritza Landin : thanks you
- 10:39:48 From Silvia Gallegos : Thank you!
- 10:39:49 From Yesenia Morales( Metropolitan Family Services : Thank you so much for all the information
- 10:39:53 From Marcela Perez : Thank you