

# E-Mail and Phone Resources for Troubleshooting Illinois Medicaid and SNAP

## Updated June 4, 2020

### MEDICAID

- DHS Customer Help Line (800) 843-6154. Use the DHS Help Line to apply by phone for medical (MAGI), SNAP and TANF. **(866) 324-5553** TTY/Nextalk or 711 Illinois Relay
- For questions about Medicaid/SNAP case status, benefits, services or eligibility, use ABE's Manage My Case, MEDI (medical), or call the DHS Customer Help Line above.
- If you aren't sure if your Medicaid coverage has been approved yet or if it is still active, you can check Manage My Case or call the state's Automated Voice Recognition System (AVRS) at 1-855-828-4995 with your Recipient Identification Number (RIN).
- [HFS.ABEpartnerportal@illinois.gov](mailto:HFS.ABEpartnerportal@illinois.gov) – This email is ONLY for agencies who are using the ABE Partner Portal to submit applications. Send emails here if you are having problems or have questions about the portal.
- [HFS.ACA@illinois.gov](mailto:HFS.ACA@illinois.gov) - this is for medical expedites ONLY (including for pregnant women). Must give some client information (first initial, last name and either RIN, DOB or SSN). Send securely. Do not overburden.
- [HFS.CareCoord@illinois.gov](mailto:HFS.CareCoord@illinois.gov) - this is for clients having problems with their MCO. Should ALWAYS first go to the MCO to try to resolve any problems. If they are enrollment questions, they need to call the Client Enrollment Services at 1-877-912-8880.
- [DHS.ABE.Questions@Illinois.gov](mailto:DHS.ABE.Questions@Illinois.gov) – if someone is having trouble with ABE/MMC. They should FIRST check out the ABE user support page at: <http://www.dhs.state.il.us/ABE>. If they are still having trouble, they can email [DHS.ABE.Questions@Illinois.gov](mailto:DHS.ABE.Questions@Illinois.gov)
- To add a newborn to a case, the best practice is for hospitals to add the newborn through the ABE Partner Portal or email the form to [DHS.NBU@Illinois.gov](mailto:DHS.NBU@Illinois.gov). If the hospital hasn't done that, please reach out and ask them to do so.
  - If hospital does not add the newborn, please help the client add the newborn to their case through Manage My Case. If a client is not yet in Manage My Case, take the time to submit the Request for Manual ID proofing so they can use MMC to add the Newborn through Report My Changes.
  - If you are NOT a hospital provider and you can't get the hospital to add the newborn and the client cannot establish MMC, you can fax the newborn add-on form (HFS 243N (R-10-09) to the All Kids Unit / Fax Number 217-557-5046. If case is urgent or pending more than 45 days, include the word URGENT on the Fax Subject line. Do this ONLY IF it's urgent (e.g. baby can't be released from hospital or is in urgent need of prescriptions).



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- Manual ID proofing Request Forms and supporting documents, to use MMC for those not approved through Experian documents can be faxed to the following number: 217-557-1370
- **Expedited Application Processing for COVID-19 Involved Patients**  
Hospitals, physicians, and other primary care providers who are working with uninsured patients who need testing or treatment for COVID-19 should help patients to promptly apply for medical coverage. For expedited processing, please assist the patient in submitting their application through [www.ABE.Illinois.gov](http://www.ABE.Illinois.gov) and immediately send an email with the application tracking number to [HFS.Priority19@illinois.gov](mailto:HFS.Priority19@illinois.gov)

### SNAP

- Here's the website to use to manage one's LINK card:  
<https://www.dhs.state.il.us/page.aspx?item=35280>
- [DHS.link@illinois.gov](mailto:DHS.link@illinois.gov) – For SNAP applications/cases that need trouble-shooting. If you email them client names and case numbers they should be able to get this straightened out.
- [dhs.covid19@illinois.gov](mailto:dhs.covid19@illinois.gov) – For general questions regarding DHS public benefits.
- To send in SNAP applications that can't be done over ABE, send to: Central Scanning Unit, P.O. Box 19138, Springfield, IL 62763 OR 1-844-736-3563 (fax)
- For Pandemic-EBT (P-EBT) SNAP applications, you can email paper applications to [DHS.FCS.PEBT@illinois.gov](mailto:DHS.FCS.PEBT@illinois.gov) or send to Central Scanning Unit, P.O. Box 19138, Springfield, IL 62763 OR 1-844-736-3563 (fax)
- IDHS has temporarily closed all Family Community Resource Centers (FCRCs). Please visit [ABE.Illinois.gov](http://www.ABE.Illinois.gov), call the IDHS Help is Here toll-free line at 1-833-2-FIND-HELP, or call your FCRC's Urgent Call number: <http://www.dhs.state.il.us/page.aspx?item=123570>

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For any suggested changes or updates to this document, please email Stephani Becker, [stephanibecker@povertylaw.org](mailto:stephanibecker@povertylaw.org)

