Medicaid Advisory Committee
Public Education Subcommittee Meeting
Thursday, June 9, 2016
10:00 a.m. to 12:00 p.m.

401 S. Clinton St., Chicago – 1st Floor Video Conference Room
201 S. Grand Ave. East, Bloom Bldg., Springfield – 3rd Floor Video Conference Room

Agenda

1. Introductions
2. Approval of the Meeting Minutes from April 14, 2016
3. Review of Subcommittee Charge
   http://www.illinois.gov/hfs/About/BoardsandCommisions/MAC/publiced/Pages/default.aspx
4. Care Coordination Update
5. ABE/IES Update
   ▪ ABE Provider Portal
   ▪ ABE Security
   ▪ Phase Two - Case Conversion
   ▪ Application Processing
6. Illinois Medical Redetermination Project (IMRP)/Enhanced Eligibility Verification (EEV) Update
7. Language Preference
8. Open Discussion and Announcements
9. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by responding to the HFS Website via e-mail at HFS.webmaster@illinois.gov or by phone at 312 793-1984 or 312 793-2932. This will help us to ensure the distribution of meeting materials and record your presence accurately. You will receive meeting instructions and the access code when you confirm. The conference call telephone number is 1-888-494-4032.

This notice is also available online at: http://www2.illinois.gov/hfs/PublicInvolvement/BoardsandCommisions/MAC/News/Pages/default.aspx
Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
April 14, 2016

401 S. Clinton Street, Chicago, Illinois  
201 S. Grand Avenue East, Springfield, Illinois

Committee Members Present
Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton, Shriver Center (by phone)  
Sue Vega, Alivio Medical Center  
Sherie Arriazola, TASC  
Erin Weir, Age Options  
Alicia Siani, EverThrive Illinois for Nadeen Israel  
John Jansa, WKG Advisory (by phone)  
Brittany Ward, Primo Center for WC  
Ramon Gardenhire, AFC  
Sergio Obregon, CPS  
Connie Schiele, HSTP

Committee Members Absent
Hardy Ware, East Side Health District

Interested Parties
Amy Sagen, UI Health  
Kelly Carter, IPHCA  
Carrie Chapman, LAF  
Mackenzie Speer, Shriver Center  
Jessica Rhoodes, Legal Counsel for Health Justice  
Dan Rabbitt, Heartland Alliance  
Carol Leonard, Dental Quest  
Alison Stevens, Illinois Hunger Coalition  
Alison Coogan, Legal Assistance Foundation  
Sandy DeLeon, Once of Prevention  
Michael Lafond, Abbott  
Heather Scalia, Humana  
Paula McGuiness-Rowe, Family Health Network  
Alicia Siani, EverThrive Illinois  
Judy Bowlby, Liberty Dental Plan  
Sonia Robins, Molina Healthcare  
Phil Mortis, Gilead  
Yolanda Jordan, DMH/MMHC  
Lori Reiner, PCMA  
Mikal Sutton, Cigna Health Spring  
Paula Campbell, IPHCA  
Ken Ryan, ISMS  

HFS Staff
Lauren Polite  
John Spears  
Laura Phelan  
Bridgett Stone  
Arvind Goyal  
Robert Mendonsa  
Elizabeth Castillo  
Veronica Archundia
Interested Parties (by phone)

Mikal Sutton, Cigna Health Spring
Paula R. Dillon, Illinois Hospital Association
David Hurter, Presence Health Partners
Laura Lutkowski, Land of Lincoln Legal Assistance
Lydia Jordan, Prairie State Legal Services
Kristen Hartsaw, DuPage Federation on Human Services Reform
Suzanne L. Blankenship, Egyptian Area Agency on Aging
Katie Tuten, Catholic Charities of the Archdiocese of Chicago
Jo Ann Spoor, Illinois Health and Hospital Association
Darlene Ogbuagu, Christian Community Health Center
Judy Kleine, Midland Area Agency on Aging
Stephanie Hawkins, Midland Area Agency on Aging
Heather Fontanez, Midland Area Agency on Aging
Theresa Cathoir, Western Illinois Area Agency on Aging
Chris Fulton, AgeSmart Community Resources
Sergio Mojarro, Illinois Department of Aging
Loretto Cowhig, Northeastern Illinois Agency on Aging
Jose Alves, Illinois Department on Aging
Sandy Leith, Illinois Department on Aging
Jennifer Johnson, Alternatives
Lynette Washington, Alternatives
Elizabeth Lough, Age Options
Kris Bedard, Project Now
Selena Dasso, Project Now
Jennifer Snow, NWILAAA
Vikki Torres, Aging INC
Beth Monnat, Area Agency on Aging for Lincolnland
Lori A. Reimers, Government Consulting & Reporting
Jeffrey Barnes, Northwestern Illinois Area Agency on Aging
Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
April 14, 2016

1. **Introductions**  
Chairwoman Kathy Chan, from CCHHS, chaired the meeting. Attendees in Chicago and Springfield introduced themselves.

2. **Review of Minutes**  
Ramon Gardenhire made a motion to approve the minutes from the meeting held on February 11th, and it was seconded by Sergio Obregon and Sherrie Arriazola. Ten members approved the minutes.

3. **Care Coordination Update**  
Robert Mendonsa presented a report. He indicated that the ACEs and CCEs transitions are almost complete. Advocate Accountable Care transitioned to Meridian on April 1st. On May 1st, Community Care Partners will be transitioning to Meridian as well. By June 30th, 2016, it is expected that, there will be thirteen care coordination entities in the state, all of them will be risk based. The only remaining ACE is Smart Plan Choice, which is also in negotiations for a potential transition partner. Mr. Mendonsa also reported that HFS is currently in discussion with CMS to extend the MMAI contract for two years, until December 31st, 2019.

In relation to the MLTSS (Medicaid Long Term Support and Services), Mr. Mendonsa reported that the Client Enrollment Services uses an algorithm to determine the best health plan for members who do not make an active choice during their 60 day voluntary enrollment period. In June, 2016, HFS will begin mailing MLTSS enrollment letters in the Greater Chicago Region with an auto-assignment algorithm that considers: a client’s current Medicare Advantage plan, the long term care facility to which a client is currently admitted, a client’s most recent MLTSS enrollment, a client’s most recent previous ICP enrollment, and a random plan selection when an assignment cannot be made based on any of the prior criteria.

The committee recommended keeping this agenda item for the next meeting.

4. **Illinois Medicaid Redetermination Project (IMRP) Enhanced Eligibility Verification (EEV) Update**  
John Spears reported that the redeterminations rates remain the same as reported in the previous meeting: [http://www.illinois.gov/hfs/SiteCollectionDocuments/IMRP%20Qtrly%20Report%20Q2-FY%202016.pdf](http://www.illinois.gov/hfs/SiteCollectionDocuments/IMRP%20Qtrly%20Report%20Q2-FY%202016.pdf)

He indicated that the IMPR office is doing an extraordinary job to ensure that all overdue medical redeterminations are processed. Concurrently, HFS and DHS are making plans for the final phasing out of Maximus. State employees will take over of the entire redetermination process, which includes conducting electronic verifications needed to process the redetermination forms and determine medical eligibility. Currently, management staff members are trying to determine all the things that the state needs to do for the scanning unit; hiring staff for the mailing room, and making sure that all necessary processes are in place in order to ensure a smooth transition. Any comments, suggestions, or concerns regarding redeterminations should be referred to John Spears at: [john.spears@illinois.gov](mailto:john.spears@illinois.gov)

5. **ACA/ Health Care Reform Updates:**  
**Application Processing**  
John Spears reported that the state is trying to process the applications received during the marketplace open enrollment period, which reached over 100,000 applications. This is a really high number, triple the normal pending volume. Nevertheless, DHS and HFS have made a major effort to process these applications and are currently half way to where this process is needed to be. John said that the “new reality” is that during open enrollment, application times are going to increase, but will,
then start to be reduced. He suggested that it would be important to encourage potential Medicaid clients to apply throughout the year and not only during open enrollment.

John added that in preparation for the launching of IES Phase Two, caseworkers will be making a major effort to ensure that they gain a deeper understanding of the new process and functionalities in IES. In addition, managers from all the DHS Regions will be involved in “Go-Live” transition workshops that will take place in regional locations during the month of May and June. Over the upcoming months, caseworkers will be working fewer hours at local offices, which it is expected will impact production. Kathy Chan asked about the average time to process ABE applications. John said that the application processes is currently within 45 days.

Integrated Eligibility System (IES) Phase Two Update
Lauren Polite presented a summary of the developments in preparation for IES Phase Two “Go-Live.” She said that the launching of IES Phase Two is in progress and scheduled for July, 2016. IES will include all designed system functionality and the State of Illinois will retire the use of the existing legacy systems, including the Client Database (CDB) used for processing new and active cases. It is expected that all workers across DHS and HFS will use IES, as the only system to process customer applications and cases. Lauren indicated, however, that there will be some portions of the system that will be down. HFS will make available notifications to providers and partners, as the date when there will be a switch over to the new functionality is becoming close.

Ms. Polite indicated that John Spears and his team from the Bureau of Eligibility and Integrity are conducting a massive “clean-up” of case records, which has been very labor intensive in order to be in the best shape possible to avoid disruptions in the launching of IES Phase Two. Testers are entering thousands of scenarios in the new system in an effort to identify problems so they can be fixed and to make sure that Phase Two functionality takes place as expected. In collaboration with Deloitte a system test is being conducted to verify that the system meets defined requirements, while state workers conduct User Acceptance Testing (UAT) in order to confirm that IES performs as expected.

Lauren Polite said that there will be some additional security measures that will be put in place in order for customers who applied through ABE, and existing customers who will create ABE accounts to be able to link their ABE accounts to their cases, thereby allowing them access to ABE’s new self-service “Manage My Case” features. Finally, she added that, next month, during May, caseworkers will be involved in training and workshops to make certain that they can learn the new business process and functionalities available in IES Phase Two.

6. ABE Phase Two Functionality
Appeals Portal
Core-Anne Gulkewicz reported that the new appeals portal will allow customers to file and manage appeals on-line. The new appeal portal replaces a legacy system, converting 20+ years of operating appeals data into IES. She said that clients will be able to complete appeal filing through ABE and the Interactive Voice Response (IVR) which will make access possible 24/7. The filings will be routed to IES for the Bureau of Administrative Hearings (BAH) staff and other department representatives for processing.

Ms. Gulkewicz indicated that clients will be able to link appeal information with their ABE user IDs. She noted that this will increase client engagement with the ABE portal, encouraging them to take
advantage of self service options and improve their interaction with the state. She emphasized that through the Appeal Intake, IES and ABE will receive filings for 46 different programs that are supported by the state of Illinois, including Child Care and Child Support. Another key feature is that notices to clients and their representatives will be made available electronically through the portal. She also described the necessary steps to submit an appeal by using the screenshots from a PowerPoint presentation. Core-Anne finalized her presentation by asserting that with the new appeal portal, clients will be able to monitor an existing appeal, check its status, upload documents, request continuance, as well as withdraw an appeal.

**Manage My Case**

Lauren Polite indicated that, as part of the enhancements that will be made available through IES Phase Two, there will be “Manage My Case” (MMC) functionality. MMC will allow customers to take advantage of additional self-service features, which is expected to reduce caseworker processing time. In addition, clients will be able to report changes such as updating addresses and changing job income, in addition to viewing benefit information and related notices. That is expected to reduce the need for users to call and check case status or confirm case information. Members with MMC can receive e-mail or text alerts regarding their office or case, view and reschedule upcoming appointments, complete benefit redeterminations, submit verifications, and e-mail the FCRC, as well as to start and appeal.

Lauren indicated that clients who applied through ABE, and existing customers who create ABE accounts, will be able to link their ABE accounts to their cases, allowing them access to ABE’s new self-service “Manage My Case” features. This will be a new functionality that will make possible 24 hour, 7 day a week self-service access to case details, in addition to changes and redeterminations. Ms. Polite said that notices will be bar-coded to facilitate document tracking, scanning, and the uploading of returned mail. In addition, hospitals will be able to use ABE to report births. Lauren dedicated extensive time explaining the “Manage My Case” features with the aid of a PowerPoint presentation. She then responded to the committee’s inquiries and concerns.

**7. Open discussion and Announcements**

John Jansa asked about language access for non-English speakers, and how information will be made available in the language that they select. HFS will follow-up on this request.

**8. Adjourn**

The meeting was adjourned at 12:04 p.m. The next meeting is scheduled for June 9th, 2016, between 10:00 a.m. and 12:00 p.m.
Children's Enrollment

<table>
<thead>
<tr>
<th>End of FY</th>
<th>Enrolled Children FY2006-2015 #000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>1,215</td>
</tr>
<tr>
<td>2007</td>
<td>1,364</td>
</tr>
<tr>
<td>2008</td>
<td>1,455</td>
</tr>
<tr>
<td>2009</td>
<td>1,553</td>
</tr>
<tr>
<td>2010</td>
<td>1,630</td>
</tr>
<tr>
<td>2011</td>
<td>1,678</td>
</tr>
<tr>
<td>2012</td>
<td>1,697</td>
</tr>
<tr>
<td>2013</td>
<td>1,647</td>
</tr>
<tr>
<td>2014</td>
<td>1,572</td>
</tr>
<tr>
<td>2015</td>
<td>1,516</td>
</tr>
</tbody>
</table>

Enrolled Children End of FY06-14 #000s

End of Month 2012 | Enrolled Children by Month #000s
--- | ---
Jan | 1,696 | Jan | 1,666 | Jan | 1,582 | Jan | 1,540 |
Feb | 1,699 | Feb | 1,665 | Feb | 1,582 | Feb | 1,540 |
Mar | 1,701 | Mar | 1,667 | Mar | 1,591 | Mar | 1,532 |
Apr | 1,701 | Apr | 1,665 | Apr | 1,595 | Apr | 1,527 |
May | 1,698 | May | 1,656 | May | 1,587 | May | 1,522 |
June | 1,697 | June | 1,647 | June | 1,572 | June | 1,516 |
July | 1,694 | July | 1,638 | July | 1,564 | July | 1,515 |
Aug | 1,694 | Aug | 1,635 | Aug | 1,567 | Aug | 1,514 |
Sep | 1,689 | Sept | 1,626 | Sept | 1,561 | Sept | 1,513 |
Oct | 1,681 | Oct | 1,610 | Oct | 1,554 | Oct | 1,510 |
Nov | 1,674 | Nov | 1,600 | Nov | 1,547 | Nov | 1,508 |
Dec | 1,668 | Dec | 1,587 | Dec | 1,541 | Dec | 1,503 |
Subcommittee Public Education Subcommittee

The Public Education Subcommittee is established to advise the Medicaid Advisory Committee concerning materials and methods for informing individuals about health benefits available under the Department of Healthcare and Family Service’s medical programs.

The subcommittee, comprised of a diverse group of stakeholders, will:

- Review and provide advice on brochures, pamphlets and other written materials prepared by the department;
- Review and provide advice on HFS website content directed towards Medicaid beneficiaries and the general public;
- Review projects designed to inform the general public about medical programs;
- Serve as a conduit for informing the Medicaid Advisory Committee and the department concerning gaps in public understanding of the medical programs;
- Propose additional means of communicating information about medical programs;
- Review and provide advice on program eligibility changes, customer service delivery, and eligibility processing systems; and
- Make necessary recommendations to the Medicaid Advisory Committee.
State of Illinois
Introducing the ABE "Manage My Case"
Benefit Management Portal

Lauren Polite
MAC Public Ed Committee
April 14, 2016
With Manage My Case (MMC), customers will be able to login to their accounts and:

- Check Benefits
- Report Changes
- Renew Benefits
- Manage Account Preferences
- Email the FCRC
- Start an Appeal
## Manage My Case Module

The Manage My Case module is divided into four tabs:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Case Summary</strong></td>
<td>Customers can apply for new benefits or report case changes. Customers can view correspondence for the past 12 months. If a notice requires action, there will be an indicator on the page. Customers can also view the status of their application, redetermination, or reported case change. Customers can reschedule an appointment.</td>
</tr>
<tr>
<td><strong>Benefit Details</strong></td>
<td>Customers can view the type of assistance received by month. View current benefits and when they’re up for redetermination. View historical benefit information.</td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td>Customers can view how to get in touch with someone about their case. Customers can send an email to the FCRC.</td>
</tr>
<tr>
<td><strong>Account Management</strong></td>
<td>The primary account holder can adjust access permissions for household members and third party reps. View/change communication preferences. Change a password.</td>
</tr>
</tbody>
</table>
ABE Manage My Case Portal
Coming July 2016
First Time Only – Link Your ABE Account to your case to set up MMC

Hello, Tom. You are logged in.

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/Healthcare/MISP 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.

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 have received about your case. If you do not 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:
  If your birthday is March 31, 1960, type 03/31/1960.

- Please Confirm Date of Birth:
  If your birthday is March 31, 1960, type 03/31/1960.

- Individual ID (1 to 10 digits):
  You can find your Individual ID on many letters you have received about your case. If you do not have your Individual ID, you can give us your Social Security Number in the box below instead.

If you cannot find your Individual ID please provide your Social Security Number

- Social Security Number:

- Social Security Number (no spaces or dashes):
The Buttons that appear here will vary. Report changes and Add Benefits are standard, Renew Benefits and Disaster SNAP are dependent on timing/availability.

Case Summary Information options: benefit status, appointments, verifications, notices, change report status.

Smart alerts drive users to take action on important processes.

**Alert**
- The South Loop Office has been closed for the day due to Winter Storm Ayra.
- 2 new notices were posted to your account since your last login. (1 notice requires your action.)
MMC: Case Summary
Benefit Status  - reduces need to call

What is the status of my benefit programs?

You have requested or are receiving the benefits mentioned below. Click on the "Click Here" link for each program to view a summary of your benefits. This information is current as of [DATE_TIME].

If you would like cancel your case, click here and select Other Changes.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ⓗ</td>
<td>Suppemental Nutrition Assistance Program (SNAP)</td>
<td>Click Here</td>
</tr>
<tr>
<td>$</td>
<td>Cash Assistance Program</td>
<td>Click Here</td>
</tr>
<tr>
<td>☞</td>
<td>Healthcare Coverage</td>
<td>Click Here</td>
</tr>
<tr>
<td>☎</td>
<td>Medicare Savings Program</td>
<td>Click Here</td>
</tr>
</tbody>
</table>
Customers choose the change being reported and then enter details about what is changing.
## MMC: Case Summary
### Appointments & Verifications

**When are my upcoming appointments?**

Here is a summary of your upcoming appointments for the next 45 days. This information is current as of [[DATE_TIME]].

<table>
<thead>
<tr>
<th>Date</th>
<th>Appointment Time</th>
<th>Reason</th>
<th>Appointment Mode</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>[[APPOINTMENT_DATE]]</td>
<td>[[START_TIME]]</td>
<td>[[REASON]]</td>
<td>[Appointment Mode]</td>
<td>Reschedule</td>
</tr>
</tbody>
</table>

**What verifications are due?**

Here is a summary of the things you need to do to receive or continue benefits. This information is current as of [[DATE_TIME]]. Please note, it may take some time for us to process the information you provided. If you are unsure of what you have uploaded, please click the View Upload History button to search for documents that you have submitted. Your last successful upload was done on [[DATE_TIME]].

<table>
<thead>
<tr>
<th>Which Benefit?</th>
<th>Whose</th>
<th>What</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNAP</td>
<td>[[PERSON]]</td>
<td>[[MED_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]].</td>
<td>[[DATE]]</td>
</tr>
<tr>
<td>Cash Assistance</td>
<td>[[PERSON_2]]</td>
<td>[[CASH_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]].</td>
<td>[[DATE]]</td>
</tr>
<tr>
<td>Healthcare Coverage</td>
<td>[[PERSON]]</td>
<td>[[MED_VERIF_REQUEST]]. A notice for this was sent to you on [[DATE]].</td>
<td>[[DATE]]</td>
</tr>
</tbody>
</table>

**View upcoming appointments and reschedule, if necessary**

**See what verifications are needed and submit them directly, also view document upload history**

- View Upload History
  - Click this button to view documents that have already been uploaded to your case.
- Upload Documents
  - Click this button to upload verification documents to your case.
MMC: Case Summary
View Notices & App/Rede/Change Status

View 12 months of notices and the status of submitted applications, changes or redeterminations, also withdraw an application.
MMC: Case Summary

Notices

Barcode helps organize, track and manage documents sent to customers and returned to the agency.

USPS Intelligent Mail Barcode allows for automated central printing and mailing of correspondence.

Electronic alerts are available in both e-mail and text.

A new notice is available in your ABE account. Please log into your account to view your notice. DO NOT REPLY.

From: donotreply@illinois.gov
Sent: Thursday, August 07, 2014
To: casename@emailbrowser.com
Subject: ABE: New notice is available in your account!

An important notice is available in your ABE account. Please log in to your account at abe.illinois.gov.
MMC: Benefit Details page

Supplemental Nutrition Assistance Program (SNAP) Details

This page tells you more about your SNAP benefits. If you would like to look at the information about other benefits click the Back button at the bottom of the page and click the program you would like to view.

Keep in mind that whenever your benefits change, you should get a notice via your preferred method of communication telling you about the change. This notice will also let you know your rights if you feel the change has been made in error.

We are showing you benefits information as of [[CURRENT_MONTH]].

We also have information to show you for other months:

- Click here to see what your benefits were in [[PRIOR_MONTH_1]]
- Click here to see what your benefits were in [[PRIOR_MONTH_2]]
- Click here to see what your benefits will be in [[FUTURE_MONTH]]

Your will need to submit your redetermination by [[REDE_DATE]].

Supplemental Nutrition Assistance Program

You are receiving Supplemental Nutrition Assistance in [[CURRENT_MONTH]].

Your current approval period started on [[BENEFIT_START_DATE]], and is scheduled to continue through [[SNAP_ENDDATE]].

In [[CURRENT_MONTH]] your total monthly benefit amount is [[SNAP_FIRST_M_BENEFIT]].

Your monthly SNAP benefits will be put on your Link Card on or about the [[SNAP_RELOAD]].

Click here to manage your Link account.

To see how your benefits were determined, view your approval notice here.

Actions you may need to take:

- [[SNAP_VERIF_REQUEST]]
- [[REDE_DATE]]

For more information about what was requested, view your notices here.
Customers can review and update contact information, contact their local office and find their case and individual numbers.

### Contact Information
This page contains your contact information as well as your DHS or HFS local office information. If you have questions about using this website please call the DHS Help Line (800) 843-6164 Monday through Friday between 8:00 AM - 5:00 PM.

#### Your Mailing Address and Phone Number
This is the mailing address and phone number we have on file for you. If we have the wrong information, [click here](#) to report a change in address or phone number.

- **[[USR_STREET]]**
- **[[USR_CITY]], [[USR_STATE]]**
- **[[USR_ZIP]]**
- **[[USR_COUNTY]]**
- **Phone: **[[PHONE]]
- **Email: **[[USR_EMAIL]]

#### Your DHS or HFS local office

- **[[OFFICE_NAME]]**
- **[[OFFICE_STREET]]**
- **[[OFFICE_CITY]], [[OFFICE_STATE]]**
- **[[OFFICE_ZIP]]**
- **Phone: **[[OFFICE_PHONE]]
- **Fax: **[[FAX]]

Click [here](#) if you wish to send an email to your office.

#### Your Case Number and Individual ID

- **Your Case Number is: **[[CASE_NUMBER]]
- **Your Individual ID is: **[[INDIV_ID]]
Customers can:
1) Change password; 2) Manage their communication preferences; and 3) the primary account holder can grant access to other adult members on the case.
Customers can: 1) Change password; 2) Manage their communication preferences; and 3) the primary account holder can grant access to other adult members on the case.
MMC: Account Management Page
Communication Preferences

Communication Preferences (Optional)
As the Primary Account Holder, you may choose how you would like your notices sent to you. You will automatically receive electronic versions of your notices. If you would like to stop receiving paper versions of your notices, please select the electronic only option.

Preferred Delivery Method:

- Paper and Electronic
- Electronic Only

You may choose to receive alerts when the State of Illinois sends notices to you. Please choose your preferred method of receiving these alerts.

Please note that only the Primary Account Holder will receive these alerts.

- Email

  E-mail Address

  Confirm E-mail Address

- Text Message

  Cell Phone Number

  Cell Phone Carrier

- I do not want to receive alerts.

Standard fees may apply from your mobile service provider.

Language Preference
What Language should we use when we contact you?

- English
- Spanish
Questions
???
Appeals Spotlight
ABE Appeals Functions
Overview

Corey-Anne Gulkewicz
Deputy General Counsel, DHS
**Appeal Functionality in ABE**

**ABE for Appeals:** The ABE portal will now allow users to file and manage appeals via the client facing portal.

**Filing an Appeal:** The user will provide name, address, select the program appealing, identify a representative and electronically sign the appeal form.

**Correspondence:** All correspondence from the Bureau of Hearings will be available in the ABE portal, including the Final Administrative Decision.

**Managing an Appeal:** The user can submit requests directly to the Bureau of Hearings for continuances, withdrawals, etc.

**Upload Documents:** The user can upload documents such as representative forms, Powers of Attorney, and exhibits for the hearing.
Appeals Key Features

With the addition of Appeals Modules in IL IES the following benefits are achieved.

- **Receive over 40,000** appeals electronically in IES Yearly for 49 different programs.
- **Appellants can electronically manage** an appeal from its initiation to its disposition.
- **Master Client Index** integration for FCS clients to avoid duplication.
- **24*7 access to** Appeal data for the client through ABE.
- **Ability to upload exhibits and other required forms.**
- **Notices to clients and their representatives available electronically through the Portal.**
Appeals Spotlight: Appeals Homepage in ABE
https://abe.illinois.gov/abe/access/appeals

Users can file appeals directly from this site.

Additionally, users can monitor an existing appeal and perform the following functions:
- Check Status
- Upload Documents
- Request Continuance
- Withdraw Appeal
Appeals Spotlight: File an appeal in ABE

Based on the questions answered by the appellant, more questions will dynamically appear to get more details on the appeal.

Once finished filing their appeal, the ABE Appeal users receive an Appeal tracking number which they will use to manage their appeal.
Appeals Spotlight: Managing an Appeal

Hello, Marco. You are logged in.

Welcome. This page allows you to manage your appeal. From this page, you can check the status, withdraw, or upload documents for your appeal request.

If you are ready to end your ABE session, be sure to Logout.

**Appeal Request Status**

This information is current as of 03/02/2016

<table>
<thead>
<tr>
<th>Appeal Number</th>
<th>Appeal Request Date</th>
<th>Appeal Request / Hearing Status</th>
<th>What actions would you like to take?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1500177478</td>
<td>12/17/2015</td>
<td>Scheduled</td>
<td>Change Contact Information or Add Rep</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Manage My Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Upload Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>View Appeal Request (HTML)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>View Appeal Request (PDF)</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>View Appointments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>View Notices</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Withdraw Appeal</td>
</tr>
</tbody>
</table>

Appellants will have the ability to manage their Appeal from the online Appeals portal

The ABE account owner will have the ability to take action on their appeal via links