



Tips for Helping Medicaid Clients Change Their Address

It is critical that DHS and HFS always have a client's correct address. As a health plan, you are often in touch with your Medicaid managed care members. If you learn that a Medicaid client/health plan member has a new address, please **offer to help them** change their address with the State in one of two ways below. **Note that members, not health plan staff, must change their own addresses.**

1) Online: If health plan staff is physically with the member and has access to a computer or laptop:

- For all members except All Kids Share or Premium cases, help the member fill in the online form at [Illinois Department of Human Services](http://www.dhs.state.il.us/page.aspx?item=46873) (www.dhs.state.il.us/page.aspx?item=46873)
- If the member has All Kids Share or All Kids Premium, help them fill in the online form at [State of Illinois All Kids](http://www.allkids.com/customers/address.html) (www.allkids.com/customers/address.html)

2) Over the phone: If a member calls the health plan customer service line and staff learn of a change in address, at the end of the call, staff can do a soft transfer (transfer and then disconnect once client is connected with helpline) or a hard transfer (transfer and stay on a three-way call with the member and the helpline):

- For All Kids cases, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012). Hours of operation: 8:00 a.m. – 5:00 p.m., Monday - Friday (except state holidays).
- For all other cases, call the DHS Helpline at 1-800-843-6154 (TTY 1-800-447-6404). Hours of operation: 8:00 a.m. - 5:30 p.m., Monday - Friday (except state holidays).

The member must convey the information. This number is voice activated. The member will be prompted to give the program (medical benefits) and then what they want to do (change address). They will be asked for the social security number and date of birth for the primary cardholder on the case. If member doesn't have the primary cardholder's information, they can give the same information for another case member.

Members should also change their mailing address online with the [U.S. Postal Service](http://www.usps.com).