



How clients can report private health insurance information to the Department of Healthcare and Family Services

To report private health insurance information or to change your health insurance status, please:

- Call the Third Party Liability (TPL) Inquiry Line at 217-524-2490 and speak with a Customer Service Representative. The Representative will help you add or update private insurance information; or
- Fax your request to add or change information to the TPL Unit at 217-557-1174; or
- Scan and send your request to add or change information by email to HFS.BOC.TPL.OPS.VER@illinois.gov.

For a representative to make a change in your health insurance they will need the following:

- A phone number or email address of the person providing the request to add or change information, in case there are questions; and
- The Medicaid recipient identification number for all family members you are making a change for. If adding private insurance information, please have your private insurance card with you as it will have the information TPL will need, such as:
 - Insurance company name;
 - Policy holder name, DOB and SSN;
 - Policy number and group #;
 - Policy begin date; and
 - Pharmacy information.
- If your private insurance is ending you will need to provide the date it ended. There may be times where the TPL Unit may also need a termination letter from the client.

Please note the above phone numbers and email address are ONLY for adding or updating private health insurance information. The TPL Inquiry Line will not be able to help with any of the following:

- If calling about Medicare, please send an email to DHS.SSAPC@illinois.gov or fax your information to 217-527-7554; or
- If you are having problems with your Managed Care Plan, please call your plan; or
- If calling about cash or medical eligibility please find or contact your Local DHS office at <http://www.dhs.state.il.us/page.aspx?>, or call the HFS Client Healthcare Hotline at 800-226-0768 or the DHS Helpline at 800-843-6154.