



As Illinois Begins the Medicaid Redeterminations Process in May,

The Illinois Association of Medicaid Health Plans Launches Redeterminations Toolkit for Providers and Partners to Keep Illinoisan's Informed and Covered

CHICAGO, IL – May 1st, 2023 – The Illinois Association of Medicaid Health Plans (IAMHP) is continuing its campaign to inform as many Illinoisans as possible about the restart of the Medicaid redeterminations process.

Beginning the first week in May, Medicaid enrollees in Illinois will start to receive information from Illinois Department of Human Services (IDHS) to renew their healthcare benefits as part of the nationwide redetermination process. The entire process will take twelve months to complete, with enrollees being redetermined iteratively – not everyone will be renewing their benefits at the same time.

To assist providers and partners in supporting Medicaid members navigate this renewal process, IAMHP launched an all-encompassing redeterminations toolkit packed with critical information for providers and partners. Compiled in collaboration with the Illinois Department of Healthcare and Family Services (HFS), the toolkit will be distributed to over 3,000 of IAMHP's industry partners in the Medicaid space.

IAMHP and the Medicaid Managed Care Organizations (MCOs) are passionate about working with the state to provide ongoing education and resources to every provider and partner in the space in an effort to ensure all Illinoisans remain informed and covered.



The Medicaid program in Illinois:

- Covers over 3 million residents.
- Supports half of all births.
- Is the largest payer of behavioral health services.
- Is the largest payer of long-term care services.
- Is the largest payer of children.

"I don't think folks realize just how critical the Medicaid program here in Illinois is," said Samantha Olds Frey, CEO of the Illinois Association of Medicaid Health Plans, a trade association that represents the Medicaid Managed Care Organizations that provide Medicaid coverage in Illinois.

"That is why IAMHP, and the Medicaid Managed Care Organizations (MCOs), are so passionate about ensuring that providers and partners are equipped with all the resources they need to best serve and support Medicaid members through this crucial process."

State estimates of the annual loss of Medicaid enrollees range from 300,000 to 750,000. Many Medicaid enrollees could lose coverage due to not getting paperwork in on time, so the Illinois Medicaid Managed Care Organizations (MCOs) are working with the State to minimize coverage loss for Medicaid enrollees through outreach campaigns and collaboration with healthcare providers and industry partners.

"Partnership is really key here, no entity can do this alone," Olds Frey added. "This is an all-hands-on deck undertaking so we welcome continued collaboration to inform as many folks as possible, and we are excited to provide the redeterminations toolkit as a valuable resource to assist in this feat."



Illinois Medicaid health plans also continue to be committed to helping eligible Medicaid enrollees keep their healthcare coverage. Medicaid health plans are assisting the state with the Medicaid redeterminations process in several ways including:

- **Sharing updated contact information for Medicaid enrollees:** Medicaid health plans are sending HFS updated contact information when the health plan can verify more recent contact information than HFS has for a Medicaid enrollee.
- **Health plan outreach:** HFS is sharing information about Medicaid enrollee redetermination dates for Medicaid health plans to conduct continued outreach. Medicaid health plans are reaching out via text, email, phone, and through engagement with community-based organizations to let Medicaid enrollees know when they need to renew their coverage.
- **Partnering with providers:** Medicaid health plans are partnering with providers to get the word out about redeterminations. Providers can contact their MCO partners to request information about enrollee redetermination dates and for other partnership opportunities.
- **Assistance with enrollee questions:** While Medicaid health plans cannot submit redetermination forms on behalf of a Medicaid enrollee, Medicaid health plans will be prepared to assist with questions about the redetermination forms or setting up a Manage My Case (MMC) account online at abe.illinois.gov/abe/access/. Here, members can update their information, check their redetermination date and complete redetermination paperwork.

For more information on Medicaid redeterminations in Illinois and to view the IAMHHP Redeterminations toolkit, visit [IAMHHP's Medicaid Redeterminations page](#).

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