

Illinois Medicaid Provider Portal Quick Reference

Finding a Member's Address, Medicaid Coverage Type and Redetermination Date in Avality

Why This Matters:

Providers and healthcare organizations play an important role in helping Medicaid enrollees maintain their healthcare coverage. Using the Avality Provider Portal, providers and staff can quickly identify:

- A member's current mailing address, where they will receive official correspondence from the State of Illinois regarding their Medicaid coverage
- A member's Medicaid redetermination (renewal) date
- A member's Medicaid coverage type (also known as line of business [LOB] or eligibility category)

Providers and staff can use this information to help members complete required renewal activities, keep contact information up to date and determine if eligibility changes, such as work requirements, affect them.

Accessing the CountyCare Provider Portal (Avality)

If you do not have access:

- 1) Contact your organization's Avality administrator.
- 2) Ask to be assigned CountyCare access in Avality Essentials.
- 3) Complete account registration and multi-factor authentication setup. [See the Avality user guide for instructions.](#)

Avality Helpful Tips:

- Use Microsoft Edge, Google Chrome or Mozilla Firefox.
- Enable pop-up windows.
- Complete email verification within 24 hours of registration.

Where to Find Member Information

Log in, navigate to "Patient Registration" on the top bar and select "Eligibility and Benefits Inquiry." Choose the specific health plan and then enter the member's identification number or demographic information.

The display below appears in Availity once a search has been conducted for an individual CountyCare member.

Name & Address

Member Status: Active Coverage | Date of Birth: [Redacted] | Gender: Female | Current Plan Effective Date: Feb 1, 2025 - Jan 31, 2026 | Relationship to Subscriber: Self

Member ID: 140090416 | Group Number: MMCP | Group Name: MMCP | Plan Name: SERVICE PACKAGE 1 - ACA NO WAIVERS | Plan Number: ACA | Certification Date: Feb 28, 2027

Payer: COUNTYCARE HEALTH PLAN (CCH) | Other or Additional Payer Information: No additional payer information provided.

CountyCare A MEDICAID HEALTH PLAN

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Image: Screenshot from the Availity provider portal

1) Redetermination Date (REDE)

- Location:** Listed as “Certification Date” (green arrow)
- What to do:**
 - Encourage members to watch for renewal notices before their REDE date.
 - Remind members to respond promptly to requests from the Illinois Department of Healthcare and Family Services (HFS) and reach out to their managed care plan if they have questions.
- Why this matters:**
 - The REDE or certification date indicates when the member’s Medicaid eligibility must be renewed. [Affordable Care Act \(ACA\) Adult members will have new REDE requirements in 2027.](#)

2) Member Address

- Location:** Displayed near the top of the member record, beneath the member’s name. (purple arrow)
- What to do:**
 - Confirm the address with member during visits.
 - Encourage members to report address, phone number or email changes to HFS as soon as possible. Members can update their address:
 - By phone: 1-877-805-5312, option 8
 - On the State’s Application for Benefits Eligibility (ABE) portal: [Manage My Case](#)
 - Online: [Illinois Medicaid Address Change form](#)
- Why this matters:**
 - HFS will send important notices about eligibility, renewal and coverage changes using the contact information on file.

3) Coverage Type (LOB or eligibility category)

- Location:** Listed as “Plan Number” (blue arrow)
- What to do:**

- i. Review Medicaid coverage type with members.
- ii. If they are an ACA Adult, inform members that they will need to follow new requirements to keep their Medicaid coverage in 2027.
- iii. If they are an ACA Adult, let members know that if they receive Social Security income (SSI), they can request HFS to review their case to see if they qualify for Aid to the Aged, Blind and Disabled (AABD)/Integrated Care Plan (ICP) coverage.
 - 1. See a full list of Medicaid coverage types below.
 - 2. Note: Not all ACA Adult members with SSI are eligible to move into AABD/ICP. If they do, they will not have to participate in six-month redetermination or comply with work requirements.
- c. **Why this matters:**
 - i. Only ACA Adult members must adhere to work requirements and six-month redetermination periods.

Frequently Asked Questions

1) What are the different Medicaid coverage types (LOBs)?

- a. **Affordable Care Act (ACA) Adult** – Also known as “Medicaid expansion.” This coverage is for low-income adults ages 19-64 who do not have dependent children under age 19. This group is subject to six-month redetermination periods and work requirements starting Jan. 1, 2027.
- b. **Dual-Eligible Special Needs Plan (D-SNP)** – Also known simply as “Duals.” These are individuals who are dually eligible for Medicaid and Medicare, formerly called Medicare-Medicaid Alignment Initiative (MMAI) enrollees. CountyCare does not have a D-SNP plan.
- c. **Family Health Plan (FHP)** – Low-income parents, caretakers and children.
- d. **Health Benefits for Immigrant Seniors (HBIS)** – A state-funded program that provides Medicaid-like coverage for low-income, non-citizen adults ages 65 or older who do not qualify for Medicaid.
- e. **Integrated Care Plan (ICP)** – Adults and seniors with disabilities who qualify for Medicaid but not Medicare. AABD is the eligibility category that qualifies someone for this type of Medicaid coverage. ICP is the managed care plan that delivers those benefits.
- f. **Managed Long-Term Services and Supports (MLTSS)** – Adults and seniors with disabilities who require help with daily living activities. Enrollees must have a score of 29 or higher on the State’s determination of need (DON) assessment to qualify for this coverage.
- g. **Pending Group** – A prospective new enrollee. They should be treated as an active CountyCare enrollee if the date of service falls within the current plan-effective date.
- h. **Special Needs Children (SNC)** – Children under age 21 with complex medical or mental health needs.
- i. **Waivers** – All Medicaid coverage types are categorized as “no waivers” or “with waivers.” Waivers mean members are also eligible for home- and community-based waiver services.
- j. **Youth in Care (YIC)** – Children under age 21 who are in the legal custody of Illinois Department of Children and Family Services (DCFS). YIC are with CountyCare for a short period of time before they are moved to Centene, the health plan that administers the YIC program.

2) Why do some members have a Medicaid coverage type of “ACA with Waiver”? Would these members still need to meet work requirements?

- a. All Medicaid coverage types are categorized as “no waivers” or “with waivers.” Waivers mean members are also eligible for home- and community-based waiver services.

- b. CountyCare is awaiting guidance from HFS to see if members with waivers will be automatically exempted from work requirements.

3) Can all providers create an Availity account?

- a. Yes, contact your administrator to set up your personal account.

4) Can providers see enrollees from different Medicaid health plans across Illinois?

- a. Yes, if the Medicaid health plan uses Availity Essentials, providers can switch between plans without logging out. As of July 2026, all Illinois Medicaid health plans use Availity.

5) Is there a difference between what primary care providers (PCPs) and non-PCPs can access in the provider portal?

- a. Non-PCPs will see the same information as PCPs (redetermination date, benefits, etc.)
 - i. PCPs have a panel roster that lists empaneled members assigned to them. The panel roster will display redetermination dates and Medicaid coverage type (Medicaid coverage type is labeled “Benefits” on the file).
 - ii. Non-PCPs do not have a panel roster in the portal. Specialists only see the members that are attributed to their practice.

Screenshot from the Availity provider portal

The screenshot shows the Availity provider portal interface. At the top, there is a navigation bar with links for Patient Registration, Claims & Payments, My Providers, Payer Spaces, More, and Reporting. A search bar is located on the right. Below the navigation bar, the 'My Patients Only' button is circled in red and pointed to by a yellow arrow. The 'Multiple Patients' tab is circled in red and pointed to by a pink arrow. A search box is circled in red and pointed to by a yellow arrow, with a tooltip showing the example format: PatientID, Doe, 01/01/1980. The search box contains the text 'Enter one patient per line (up to 50)'. Below the search box, there is a list of patients with columns for Patient ID, Last Name, and Date of Birth. The list is currently empty, showing '0/50 Patients'.

6) How many members can a provider look up at one time?

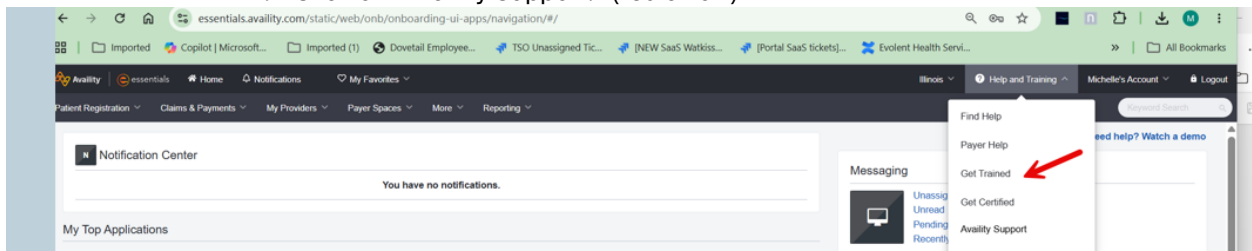
- a. Providers can search for up to 50 members at a time.
 - i. Click on “My Patients Only” on the top of the screen (yellow arrow)
 - ii. Scroll down and select “Multiple Patients.” (pink arrow)
 - iii. Input patient ID, last name and date of birth in the format indicated in the image (MM/DD/YYYY). (orange arrow)
 - iv. This search opens a panel where you can click on each member
 - v. A downloadable list of every member assigned to a PCP is available only to the PCP. This is called a “panel roster.”

7) Can providers do batch look-ups? (27x)

- a. Please find instructions on how to conduct a batch look-up in the [Availity user guide](#).

8) How can I get more training and support on using Availity?

- a. For training (see screenshots below)
- Click on “Help and Training” in the top right corner.
 - Click on “Get Trained.” (red arrow)
- b. For support (see screenshots below)
- Click on “Help and Training” in the top right corner.
 - Click on “Availity Support.” (red arrow)



Availity Training Resources

Access additional learning resources by navigating to the Help and Training dropdown menu on top of page and access:

- On-demand onboarding training for new providers
- Live and recorded webinars
- In-product Help Center and training resources
- Search training materials using keywords

Availity Support

- To access Availity Support, Navigate to the Help and Training dropdown menu on top of page and select Availity Support.

