



## REDETERMINATION FAQs

### What CountyCare Members Need To Know

## DON'T LOSE YOUR COUNTYCARE BENEFITS!

**You haven't had to renew your CountyCare Medicaid benefits since the start of the COVID-19 pandemic. Starting this spring, the State of Illinois will begin the annual process of sending redetermination forms to all CountyCare members.**

*Here's what you need to know to keep your CountyCare coverage.*

**Q:** *What is redetermination?*

**A:** Redetermination, or renewal, is the annual process when the state confirms if you are eligible to receive Medicaid. If you also receive SNAP benefits, you have to renew every six months.

**Q:** *When does redetermination start?*

**A:** Beginning in late April of 2023, the State of Illinois will send letters each month to people with Medicaid. The state will continue mailing letters each month until all Medicaid members have gone through renewal. It will take about a year to complete redetermination for all Illinois Medicaid enrollees.

**Q:** *How does redetermination work?*

**A:** About 30 days before your health coverage expires, you will get a renewal letter in the mail from the Illinois Department of Human Services. The letter will explain if you need to complete paperwork or if you have been renewed for another year. If you receive the **Medical Benefits Renewal Form (Form B)** in the mail, please complete and return your paperwork as soon as possible. Failure to complete and return the form by the stated due date may result in losing your Medicaid coverage.

**Q:** *Does everyone with Medicaid have to go through redetermination?*

**A:** Most Medicaid members go through redetermination. Medicaid members who also get SNAP food benefits may have their health care coverage renewed automatically when they go through the SNAP redetermination process.

**Q:** *What can I do to prepare?*

**A:** Make sure the state has your correct mailing address so you get your renewal letter in the mail. If you've moved in the past three years, please update your mailing address online at [www2.illinois.gov/hfs/address](https://www2.illinois.gov/hfs/address) or by calling 1-800-843-6154.

**Q:** *How will I know my redetermination date?*

**A:** Login or create an account for "Manage My Case" at <https://abe.illinois.gov>. Your redetermination renewal date will be in the "Benefit Details" section about one month before your due date. If it is time to renew your benefits, you will see a "Renew My Benefits" button on your "Case Summary" page. For assistance creating a "Manage My Case" account, email Customer Support at [dhs.abe.questions@illinois.gov](mailto:dhs.abe.questions@illinois.gov).

**Q:** *How can I get reminders when it's time to renew?*

**A:** Opt-in for text and email alerts through your "Manage My Case" account. You can find the reminder options at "Account Management > Manage your communications preferences."

**Q:** *What happens if I miss my date?*

**A:** Even if you are late, we urge you to submit your renewal paperwork, as there may be a chance that you can still renew your coverage. However, if you are more than 90 days late, you will need to reapply completely with a new application.

**Q:** *What if I have other questions?*

**A:** Call the CountyCare REDE hotline at 312-864-7333 or call Illinois HFS at 1-800-843-6154. You can also message HFS directly online through your "Manage My Case" account.

**BEWARE OF SCAMS.** Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the fraud report website or the Medicaid fraud hotline at 1-844-453-7283/1-844-ILFRAUD. <https://www2.illinois.gov/hfs/oig/Pages/ReportFraud.aspx>

