

## Following up with IDHS on ABE Applications

Source	Contact info	Info Needed	Pros	Cons
IDHS Hotline	<b>1-800-843-6154.</b> Choose 1 for English or 2 for Spanish. 1 for medical, food, or cash benefits, 3 for help on an existing case.	Clients SSN and/or DOB Case ID Application Tracking Number Client or Approved Representative will need to be on the line	Reliable way to contact a case worker	Long hold times that range from 15-30+ minutes. We recommend calling right at 8:30 am.
Medicaid Email	<a href="mailto:Hfs.aca@illinois.gov">Hfs.aca@illinois.gov</a> <b>-Delayed Medicaid applications and Medicaid emergencies ONLY.</b>	Client DOB Client RIN Number Case ID Application Tracking Number Brief description of issue	Email is generally responsive.	Email responders typically forward the case to an appropriate contact at IDHS, but do not solve matters directly. *Note who they forward the email to and add to your contact list.
Email LOA	Various- your organization may have an email on file. If not, reach out to other advocates/ contact Help Hub with issue.	Client DOB Client RIN Number Case ID Application Tracking Number Brief description of issue	LOA has managerial authority at FCRC offices, can address errors and delayed applications.	LOA contact information can be difficult to get. Email tracking and case follow-up may be necessary. We recommend requesting a read receipt when you send the email.

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File Appeal	Submit this form: <a href="https://www.dhs.state.il.us/onenetlibrary/12/documents/forms/il444-0103.pdf">https://www.dhs.state.il.us/onenetlibrary/12/documents/forms/il444-0103.pdf</a>	Use only after all other options have been exhausted. You may submit a new application while waiting for an appeal to process.	Effective way to get a case error fixed. Appeals are part of public record	Longer more involved process to receive a formal hearing.
Age Option's Avisery	Email avisery@ageoptions.org	Description of issue. Note household size, gross monthly income, and case history.	Experts who can help interpret Medicaid decisions, can potentially facilitate with contact at IDHS	Third party outside of IDHS.
HelpHub	Join HelpHub at <a href="https://helphub.povertylaw.org/home.html?returnUrl=%2findex.html">https://helphub.povertylaw.org/home.html?returnUrl=%2findex.html</a>	Description of issue. Note household size, gross monthly income, and case history. <b>No client identifying information.</b>	Very responsive, great way to connect to other experienced advocates who can connect to IDHS	Third part outside of IDHS.
In-Person Office Visit	Coach client on how to address the issue at an in-person office visit. Provide them some scripted questions to ask the case worker.	Client should come prepared with any relevant documents and a copy of their ABE application.	Reliable way to contact a case worker. In person visit can be effective measure for advocacy.	Requires client coaching. Benefit counselor cannot be present for meeting. Some clients do not have capacity for in office visit.