

During the COVID-19 pandemic, Medicaid members received uninterrupted health care coverage without requirement to prove their eligibility. Now that the public health emergency has ended, the renewal process to redetermine a member's Medicaid eligibility is starting again.

Here's what you need to know to help prevent members from losing coverage.

Q: When does redetermination (REDE) start?

A: REDE begins in Illinois on April 1, 2023, however the first renewal due date is June 1, 2023. The redetermination date is not the same for all members. Approximately 1/12 of all members will be up for redetermination each month between May 2023 and April 2024.

Timeline for the first three months of redetermination:

REDE Mail Date	REDE Form Due Date	Coverage Loss Begins
5/01/2023	6/01/2023	7/01/2023
6/01/2023	7/01/2023	8/01/2023
7/01/2023	8/01/2023	9/01/2023

Q: What can providers do to help Medicaid members during redetermination?

A: There are several steps you can take to ensure your patients remain covered, including:

- Remind members to update their mailing address online at <https://www2.illinois.gov/hfs/address> or by calling 1-877-805-5312 (TTY: 1-877-204-1012) so they can receive their renewal paperwork.
- Let Medicaid members know they should be on the lookout for the renewal form from HFS in the mail. If they have questions, direct them to the Application for Benefits Eligibility (ABE) hotline at 1-800-843-6154 (TTY: 1-866-324-5553) or visit [ABE.illinois.gov/](https://abe.illinois.gov/).

- Encourage them to create a "Manage My Case" account at [ABE.illinois.gov/](https://abe.illinois.gov/) where they can check to see their renewal due date, benefits information and more.
- Flag patients in your billing and registration systems that have an upcoming redetermination date. You can connect with your patients via phone or email to notify them that their renewal date is approaching.

Q: How do I check my patient's eligibility and renewal date?

A: Contact the patient's Managed Care organization or log in to MEDI at <https://medi.hfs.illinois.gov/> and click on Internet Electronic Claims System (IEC) link. From there, in the left Navigation bar, choose "Recipient Eligibility Verification" and fill out the fields to search for the individual.

Q: Can a member who missed their deadline still receive coverage?

A: Yes, if a member submits their renewal form within 90 days of their redetermination due date, they may still receive coverage. If they are more than 90 days late, they are required to reapply completely with a new application. Applications can be completed online by creating a "Manage My Case" account at [ABE.illinois.gov/](https://abe.illinois.gov/).

Q: What if Medicaid enrollees have other questions?

A: Direct Medicaid members to HFS at 1-800-843-6154 or they can message HFS directly through the "Manage My Case" account.

PLEASE REMIND CUSTOMERS TO BEWARE OF SCAMS. Illinois will never ask them 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>