When does redetermination (REDE) start?

REDE begins in Illinois on April 1, 2023, however the first redetermination 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.

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

1. Let Medicaid members know they should be on the lookout for renewal request forms.
2. Remind members to mail back their renewal form.
3. Direct Medicaid members to HFS at 1-800-843-6154 or ABE.illinois.gov/ to check their eligibility and renewal date.

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

You can check your patient's eligibility and renewal date via phone or email. To do this, you need to log in to ABE.illinois.gov. Go to the navigation bar, choose "Recipient Eligibility Verification" and then click on "Update Patient Information." You can also send the patient a message through ABE.illinois.gov.

What if Medicaid enrollees have other questions?

If you need assistance, contact the patient's Managed Care organization or log in to ABE.illinois.gov. If you're unsure of an answer, call 1-800-843-6154 (TTY: 1-877-204-1012) or visit ABE.illinois.gov/.

How do I update a patient's address or changes to their health?

At https://www2.illinois.gov/hfs/address or by calling 1-800-843-6154 (TTY: 1-866-324-5553), you can update the patient's address and health status information. This will help Medicaid members stay informed about their benefits.

If you discover a fraudulent activity, please report it. A fraudulent activity is defined as any activity that interferes with the receipt of benefits or the accurate payment of claims. You can report fraud at https://www2.illinois.gov/hfs/oig/Pages/ReportFraud.aspx or by calling 1-844-453-7283/1-844-ILFRAUD.

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 https://www2.illinois.gov/hfs/oig/Pages/ReportFraud.aspx. (TTY: 1-866-324-5553) or visit ABE.illinois.gov/.

Here is a table of REDE mail date and form due dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>REDE Mail Date</th>
<th>REDE Form Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/01/2023</td>
<td>6/01/2023</td>
<td>7/01/2023</td>
</tr>
<tr>
<td>6/01/2023</td>
<td>7/01/2023</td>
<td>8/01/2023</td>
</tr>
<tr>
<td>7/01/2023</td>
<td>8/01/2023</td>
<td>9/01/2023</td>
</tr>
</tbody>
</table>