Starting Strong for Community Health! Webinar

Medicaid Changes are Coming! Part: Manage My Case and IES II

November 15, 2017
Questions?

Ask questions using the chat box feature

- Ask questions at any time using the Chat Box Feature
- We will answer as many questions during the webinar as possible. We’ll follow up on all unanswered questions via e-mail or phone after the webinar.
- A recorded copy of the webinar will be posted on EverThrive IL’s website in the coming days: http://everthriveil.org/resources/starting-strong-webinars

For questions related to this and other Starting Strong webinars: kszafranski@everthriveil.org
WEBINAR:

Changes to the Illinois Shopping Experience in 2018: A Get Covered Illinois Overview

Thursday, November 16 @ 3-4 pm

Register Here:
https://register.gotowebinar.com/register/5494917498580228099
Today’s Presenters:

**Lauren Polite**, Communications Coordinator for ABE and an Account Manager for the Bureau of Managed Care
ABE’s Manage My Case (MMC)

Think of it has having two separate functions:

1. Submit information for action to be taken on a case
   - Complete Redetermination online
   - Report change of address
   - Apply for other benefits
   - Add a person to the case
   - Change appointment

2. Check information:
   - Status of an application
   - Status of a redetermination submitted
   - Status of a change reported
   - Benefit information, by individual, include dates and level of coverage
Identity Proofing in ABE

• ID Proofing MUST be done by the Primary Applicant/Head of Household on the Case.
• If someone is an Approved Representative, the client has to be on the phone or with them; the questions are for the client.
• If you call Experian, the first thing they will do is make sure the person they are speaking to matches the head of household information they accessed from ABE.
  ◦ If Experian successfully verifies identity over the phone, no PIN is needed, just click NEXT. (we revised the screen)
• If the head of household does not have a SS# or any credit history, they will not be able to successfully complete ID proofing through Experian, just click “verify identity later”.
• ID proofing is NOT available for children under 18.
• Currently there is no manual ID proofing process, but HFS is working on developing one.
Where to Go

• Check out the ABE Customer Support Page at: http://www.dhs.state.il.us/ABE
• If having technical issues or getting errors, send email to: ABE.Questions @Illinois.gov

   Be sure to include:

1. Email where you can be contacted;
2. Case or application number
3. Description of the problem including what you were trying to do
4. Screen shots, at least of error page
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