



JB Pritzker; Governor
Theresa Eagleson; Director

The Illinois Department of Healthcare and Family Services (HFS) is responsible for providing healthcare coverage for adults and children who qualify for Medicaid, and for providing Child Support Services to help ensure that Illinois children receive financial support from both parents.

Division of Medical Programs

Division of Child Support Services

Medical Programs

Medicaid and related medical programs provide health coverage to eligible low-income adults, children, pregnant women, elderly adults, people with disabilities and many others. HFS provides healthcare to more Illinoisans than any other insurer by providing medical coverage to approximately one quarter of the State's population.

Medical Programs

Medical Programs Include

- **All Kids** – Children up to 19 with family income up to 318% federal poverty limit (FPL)
- **Moms and Babies** – Pregnant women and their babies up to age 1 with family income up to 213% FPL
- **Aid to Aged, Blind and Disabled (AABD/Seniors and Persons with Disability)** – Persons who are 65 and older, who are blind or who are disabled, with monthly income up to 100% FPL
- **ACA Adults** – Adults age 19-64 without minor children, who do not receive Medicare and income up to 138% FPL
- **Former Foster Care** – Former DCFS youth in care age 19-25 who were enrolled in Medicaid when aged out of foster care (no income limit)
- **Health Benefits for Workers with Disabilities (HBWD)** – Employed persons with disabilities with earnings up to 350% FPL who buy into Medicaid with monthly premium

Covered Services

- Dental Care
- Durable Medical Equipment
- Prescription Drugs
- Medical Transportation
- Home Health
- Nursing Facilities
- Physician Services
- Family Planning (Birth Control)
- Rehabilitation Assistance (Physical Therapy)
- Eyeglasses
- Podiatry (Foot Care)
- And many more

HealthChoice Illinois

- A Medicaid managed care plan is a health insurance program offered by managed care organizations (MCOs), which have contracted arrangements with HFS to deliver Medicaid health benefits and additional services to enrollees.
- In early 2018, Medicaid managed care expanded statewide under the program name HealthChoice Illinois and nearly 80% of Medicaid clients are enrolled in an MCO.

HealthChoice Illinois

Current Medicaid Managed Care Organizations

4 Statewide MCOs

Blue Cross Blue Shield

IlliniCare

Meridian

Molina

2 Cook County Only MCOs

County Care

Nextlevel Health

Child Support Services

Federal law requires that states offer and provide child support services to all families, not just those who receive public assistance. In Illinois, child support services are administered by the Department of Healthcare and Family Services.

Applying for services is free and easy. You can find an application online at: www.childsupportillinois.com, or you may contact us at 1-800-447-4278 to request an application.

Child Support Services

HFS can Help

- Locate the parent who does not live with the child(ren).
- Legally establish paternity (the child's father) if the parents are not married or in a civil union.
- Get an order for child support and address health insurance.
- Collect payments on an already established child support order.
- Change the amount of a child support order (also known as a Modification).
- Collect past due child support payments.

Child Support Services

Potential Actions Against Non-Custodial Parents

- Federal offset (intercept tax return).
- Submit name to consumer reporting agencies.
- Submit name to State Department for passport denial.
- Submit name to Illinois Comptroller or Department of Revenue for interception of state payments.
- Submit name to IDFPR and other state licensing agencies to suspend or revoke professional licenses.
- Submit name to IDNR to suspend or revoke recreational licenses.
- Submit name to Secretary of State to suspend driver's license.

When to Call HFS vs. IDHS

IDHS

- Inquiries regarding:
 - LINK Card Issues
 - Medicaid Spenddown
 - Disability Services
 - Benefit Program Management (SNAP, TANF, AABD, Medicaid, CCAP)
 - Eligibility Requirements
 - How to Apply
 - Status of Application

HFS

- Inquiries regarding:
 - Child Support
 - Managed Care
 - Provider Payment and Billing
 - Prescription Drugs
 - Transportation
 - Pay in Spenddown
 - HBWD

What we Need to Process Inquiries

Constituent Inquiries

- Full Name
- Address
- Date of Birth
- Medicaid RIN
- Full Explanation of the Situation

Provider Inquiries

- Provider Name
- Address
- Provider ID
- Full Explanation of the Situation

Legislative Affairs

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***PLEASE DO NOT SHARE CONTACT INFORMATION WITH CONSTITUENTS.**

Additional Information

For additional information, please visit our website:

<https://www.illinois.gov/hfs>

To review the HFS Annual Report:

<https://www.illinois.gov/hfs/info/reports>