



## **Public Comments for the Illinois Department of Healthcare and Family Services**

### **Medicaid Advisory Committee (MAC) 2/01/19 Meeting**

#### ***Families and Guardians of Children and Adults with Disabilities share experiences and recommendations on the HFS IES system and Identity Proofing.***

The Arc of Illinois Family-to-Family Health Information Center (F2FHIC), one of multiple statewide programs of The Arc of Illinois, is dedicated to serving families and providers of children and youth with disabilities, chronic illnesses and special needs.

We are part of a national network of F2F HICs in all 50 states plus US territories, funded by HHS, HRSA MCHB. All staff are parents/family members of persons with disabilities.

Since the inauguration of the HFS ABE portal and subsequently Manage My Case during the past few years, we have been contacted by numerous individuals of behalf of children and adults statewide already enrolled in Medicaid who were thwarted in their attempts to utilize the new HFS online system.

In short order, we discovered that this system was designed to use an individual's credit history to "verify" their identity. We shared our concerns with our colleagues at HFS and DHS, and were told that a systemic fix was in the works.

Recently, we were notified that an alternate identity proofing option has been implemented. We proceeded to learn more about this new process in order to be in a better position to guide the many families/guardians who contact us with application and redetermination concerns. To our surprise, the new system also seems to require that individuals initially attempt to utilize the online system until they can no longer proceed and are subsequently directed to download the Identity Proofing form and mail copies of several pertinent documents to Springfield.

At this point in time, we continue to share the downloadable application form with families/guardians, along with instructions regarding which documents to include for identity proofing purposes. Furthermore, we instruct individuals to send their documentation via certified mail.

One of the guiding principles for F2FHICs is to promote easy-to-use systems of services. Families and guardians of children and adults with disabilities have many ongoing complex responsibilities and demands on their time, in addition to the daily routines common to all families.

**Therefore, we recommend the following:**

1. Modify Manage My Case to allow uploading of scanned proofs of identity when submitting other information.
2. Add a downloadable redetermination form to the HFS online Medical Forms listing
3. Eliminate an established credit history for identity-proofing purposes.
4. Identify a point person to problem solve specific issues.

We appreciate this opportunity to share the issues that families are facing trying to access their Medicaid services. We look forward to working with you to continue to improve access to information and services for all Medicaid recipients, including people with disabilities. If you have any questions or concerns, please contact Faye Manaster at the Arc of Illinois 708-560-6703 or [familytofamily@thearcofil.org](mailto:familytofamily@thearcofil.org).