



The Application for Benefits Eligibility



ABE User Guide

Illinois Department of Healthcare & Family Services
Illinois Department of Human Services

October 2017

Welcome

ABE stands for **A**pplication for **B**enefits **E**ligibility. ABE is the State of Illinois' web-based portal for applying for and managing health coverage, SNAP and cash benefits, as well as applying for the Medicare Savings Program (MSP) – any time, any day, at your convenience.

To learn more about these programs, visit [ABE.Illinois.gov](https://abe.illinois.gov) and click on a Program Options icon in the middle of the page.

The screenshot shows the ABE website homepage. At the top left is the ABE logo with the text 'APPLICATION FOR BENEFITS ELIGIBILITY'. To the right of the logo are links for 'Español' and 'Login'. Below the logo is the text 'An official site of the State of Illinois | Bruce Rauner, Governor'. To the right of this text are links for 'What is ABE?', 'FAQ', and 'More Options'. The main heading is 'Welcome to ABE' followed by 'Helping people in Illinois lead healthy and independent lives'. Below this is the text 'Use this site to apply for and manage your healthcare, food, and cash assistance benefits.' There are three buttons: 'Check if I Should Apply' (blue), 'Apply for Benefits' (blue), and 'Manage My Case' (green). Below these are links for 'ABE Partner Login' and 'Community Partner Registration'. A green arrow points down to the 'Program Options' section. The heading is 'Program Options' followed by 'Click on a program icon for more information'. There are five icons with text: 'Help to Buy Food' (Meet your family's nutritional needs), 'Healthcare' (Support for your family's medical needs), 'Cash Assistance' (Other aid for families in need), 'Community Supports' (Help for adults with long term needs), and 'Medicare Savings' (Help paying Medicare premiums). At the bottom is the 'Questions and Answers' section with a question mark icon and the text 'Frequently Asked questions (FAQ)'.

From the **ABE Homepage**, you can:

- **Check if I Should Apply** – by answering just a few questions, you can see if you are likely eligible for benefits before completing a full application.

Welcome

- **Apply for Benefits** –apply for benefits for you and your family. You can save your application and return later to complete it. You can also upload proof documents.
- **Manage My Case** – see your case history and benefit details, as well manage your account and update contact information. Use Manage My Case to renew (or redetermine) benefits, report changes, apply for additional benefits, add a person to your case, reschedule appointments, view verifications due, access correspondence, and see the status of your benefits.
- **Find information about the State’s benefit programs**
- Visit **Frequently Asked Questions** using the FAQ link at the top of the page. There are more helpful links and contact numbers at the bottom of the homepage. This guide is designed to help you use the many of the features of ABE and explain how to set up your ABE user account.

If you should encounter problems using ABE or have questions that can’t be answered by the ABE Help features, please email ABE.Questions@Illinois.gov .



Table of Contents

Welcome	1
Section 1: Getting Started	4
Section 2: Apply for Benefits.....	6
Section 3: Manage My Case	16
Section 4: ABE & the Integrated Eligibility System	31
Appendix A: Registering as a Community Partner	32
Thank you!	35



Section 1: Getting Started

Navigating in ABE

Please review the following tips on navigating through ABE.

- Do not use your Internet browser's back, forward or stop buttons while in the application. Use the buttons provided at the bottom of each page of the application:



Click the **[Next]** button when you are done with a page and ready for the next questions.



Click the **[Back]** button if you need to go back to a page and need to change your answers



You will see the **[Exit]** button after submitting your application. Clicking this button will take you back to the home page.



Click the **[Save and Exit]** button to save the information already entered and return to the application later.

- You must complete questions with a red star (*) next to them.
- Your ABE session will time-out after 30 minutes of inactivity. You will need to log-in again to continue.
- If you have questions, there are three places to find help:
 - Click on the *Help* hyperlink at the top of the page for an overview of the page
 - Click on the  icon if available for more information on a specific term in the application
 - Visit the Frequently Asked Questions (FAQ) 

- Throughout the application the **Progress Bar**  shows you how close you are to completing the application.

- To protect private information, be sure to **Log Out**,  when you have completed your ABE session.

Creating an ABE User Account

If this is your first visit to ABE, you will need to create an ABE User Account.

1. From the **ABE Homepage**, click the **Login** icon at the top right corner of your screen.



2. Click **[Create Account]**.
3. Enter your name, and then choose an **ABE User ID** and **Password**.
4. Select **Secret Questions** and enter your answers to those secret questions. If you forget your password you will be asked to answer your **Secret Questions** to reset it. You will be asked to reset your password every 6 months.
5. Click **[Create Account]**. A **Congratulations!** message displays.
6. Click on the **Click Here** link on the confirmation page to return to the **Login** page.
7. Enter your **User ID** and **Password**. Click **[Login]**.
8. You are all set!



Section 2: Apply for Benefits

Is ABE the right place to begin?

ABE is always the right place to start to apply for **health coverage**, **SNAP** or **Cash Assistance** benefits. ABE has a number of features to ensure that application data is transferred securely, accurately and efficiently for processing.

For **Medicaid**, if you are not sure if you are eligible, go to www.GetCoveredIllinois.gov and click on “Check My Eligibility.” Here you will be asked questions about your household and sent either to **ABE** to apply for **Medicaid**, or to www.Healthcare.gov to apply for private insurance through the Federal Health Insurance Marketplace. Financial help may be available through the Marketplace to help lower the cost of private insurance.

You can learn more about the Illinois Marketplace and available financial assistance at www.Healthcare.gov or by calling 1-800-318-2596.

There is no wrong door – an application received by the Marketplace will be sent to the State to process if it looks like someone on the application is eligible for Medicaid . –Applications processed by the state for Medicaid will be sent to the Marketplace if someone does not qualify.

A few things to know about the ABE application

- Include as much information as possible when completing the ABE application. However, you may submit an application for benefits with only your name and electronic signature (agreeing to benefit terms and entering your name in the signature section at the end of application). However, you will be asked to provide information later so the state can process the application.
- You are not required to enter a Social Security Number (SSN) to apply, but you will have to prove your citizenship or lawful presence before your application is approved. Supplying a SSN with the application can reduce the time it takes to approve your application.
- At the end of each section of the application, there is a summary where you can review what you have entered and make changes.
- Expect to spend 30 to 45 minutes completing an ABE application.
- An interview with a caseworker is required for SNAP and Cash Assistance benefits. Applicants will be contacted within 14 days for this interview.
- For faster service on a SNAP Application (called Expedited SNAP), a caseworker may call you using the contact information provided in the application. Please make sure your daytime phone numbers are accurate and up-to-date – and answer the phone!
- Once you have submitted an application and a caseworker has started to process it, you can begin using **Manage My Case** to track the status of your application and manage your new benefits if approved. See Section 3 for more information about ABE’s **Manage My Case** features.



Filling out an Application in ABE

1. Login to ABE from the **ABE Homepage**.
2. Choose the **Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program** option.
3. On the **Who is filling out the application?** let us know if you are filling out the application or if someone is helping you.
 - If you are filling out the application for yourself or someone else in your family, pick **Yes** next to the **Are you filling out this application for yourself or someone in your family?** question. Click **[Next]**. **If you are not filling out the application for yourself or someone in your family, pick NO.**
 - If you are the applicant's Approved Representative, select the radio button next to **an approved representative**. You will be asked to enter your information. Both you AND the applicant must electronically sign the form to complete the electronic Approved Representative authorization form. If you have a signed paper authorization form, you may upload it at the end of the application process. Click **[Next]**.

Who is filling out the application?

Are you filling out this application for yourself or someone in your family? Yes No

Are you filling out this application for someone else? If so are you:

a friend or legal guardian

an approved representative

someone with power of attorney

a staff person of a community agency 

other

4. Select the checkbox next to all the benefits you or anyone else in your household is applying for on the **Apply for Benefits** page. Click **[Next]**.
5. Enter the number of people in your home. Use ABE's help features for information on who to include in your household depending on the benefits you are applying for.
 - If applying for SNAP or Cash Assistance, include yourself and everyone who lives with you.
 - If applying for Healthcare Coverage, include people that live in your household AND include anyone you can claim as a dependent on your federal tax return (even if they don't live with you).
 - If you are age 19 or over and only applying for Healthcare Coverage, always include yourself and your spouse and children if they live with you. **ONLY** include your parents and others in the household **IF** they will claim you or you will claim them on your taxes.
6. In the **People in Your Home** section, enter information and answer the corresponding questions for each of the individuals included in the application, starting with Head of Household/Primary Account Holder.
 - If you are completing an application for a child, enter the parent or guardian's information first, even if this person doesn't need benefits.

- It is very helpful to have a daytime telephone number where we can reach you for your SNAP or Cash interview or if we have questions. The faster we can reach you the faster we can get you benefits if you are approved.
- As you complete the **People** section of the application, you will be asked for your Social Security Number (SSN) and your Citizenship status.

You are not required to give a SSN on ABE when you apply, but you will need to provide it to be approved for benefits.

The State will use your SSN to verify your citizenship or lawful presence in Illinois. If you are a documented alien, try to tell us the document type you were issued and the Document Number (or A#). The ABE Help features can help you find the A# on your immigration documents.

Social Security Information

You do not have to answer these questions if this person is not applying for benefits. 

Social Security Number : - -

Please Confirm Social Security Number : - -

If this person does not have a Social Security Number (SSN), but has applied for one, when did he or she apply? Ex: mm/dd/yyyy

Citizenship Information

Is this person a U.S. citizen?  Yes No

Anyone applying for benefits has to provide information on their immigration status.

Is this a request for emergency medical for a non-citizen? Yes No

Does this person have a sponsor? Yes No

Is this person a documented alien? Yes No

Document Type

Document Number

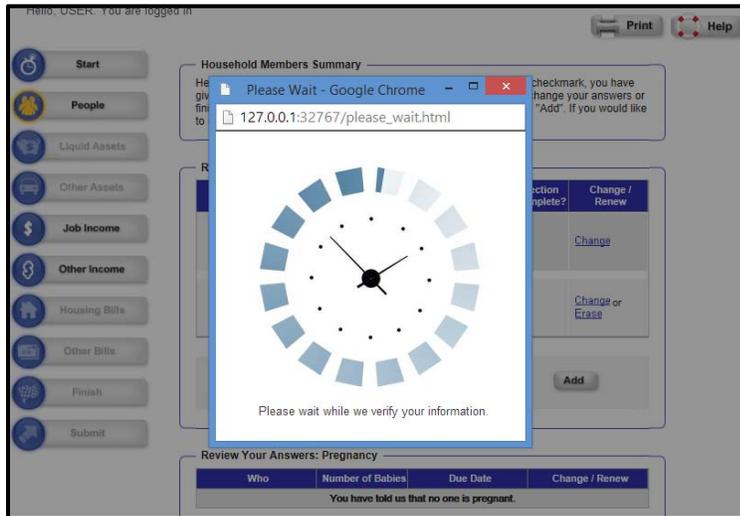
What is this person's alien registration number?

What was their date of entry? Ex: mm/dd/yyyy

7. Once you have answered the questions for all of the household members, click **[Next]** and the **Household Summary** page comes up. Review the information, check if it is correct, and make any changes. Once all information is correct, click **[Next]**.

Identity Proofing

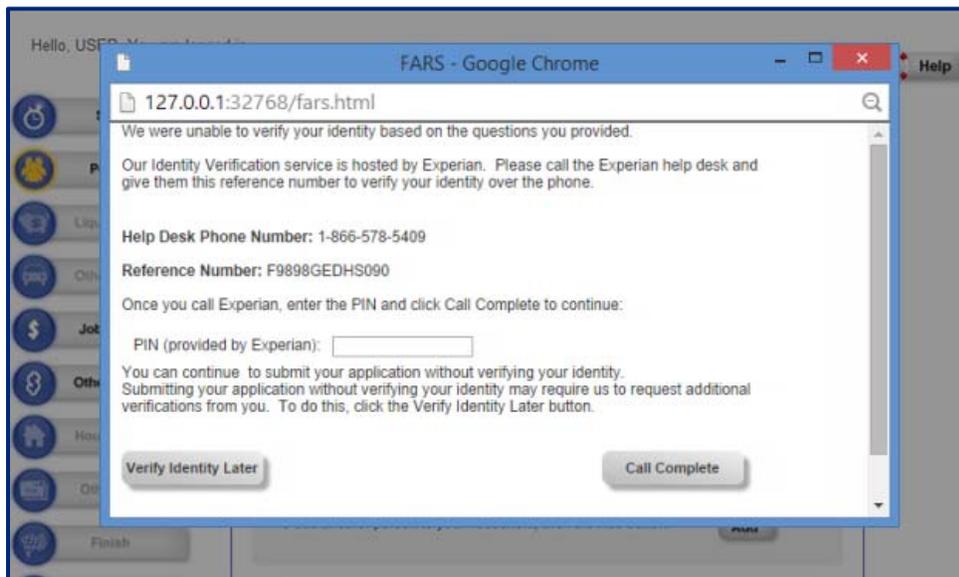
Once you click **[Next]** from the **Household Summary** page, a clock icon displays. ABE is launching the **ID Proofing** process to verify your identity.



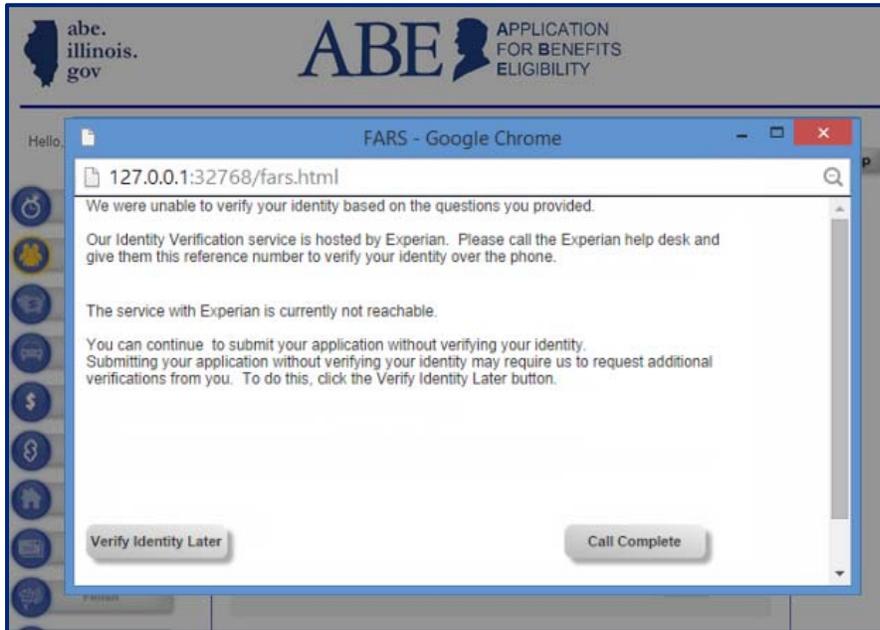
Next, a screen displays with a series of multiple choice questions that only you would know, things like past addresses, family members names, etc. Answer these questions and click **[Next]**.

If the ID Proofing service is able to use your answers to verify your identity, ABE will continue the application process and will later show you the information it could verify electronically

If you were not able to answer the questions correctly, you will be asked to contact the identity verification help desk to continue your application. When you call, you will be given a code to enter into ABE. Or, you can proceed by clicking **[Verify Identity Later]**



If you cannot complete the ID Proofing process and choose “Verify Identity Later”, don’t worry. You can still submit your application and it won’t affect your eligibility. ABE just won’t be able to electronically verify your information – a caseworker will do it in the office. If you receive the pop-up page below, click **[Verify Identity Later]** to continue with your application.



Continue Data Collection

8. Depending on the benefits you applied for and your responses to earlier questions, you will be asked for information about your resources (assets), income, housing bills, and other expenses.
 - The labels on the left navigation bar indicate the section you are visiting. A check mark will indicate the sections you have completed.
 - A summary page displays at the end of each section you complete to allow you to review the information entered and make changes.
9. Some things to know:
 - If you are applying for SNAP or Cash Benefits, you will be asked about your availability to come into a local Family Community Resource Center (FCRC) to be interviewed or to be interviewed by phone.
 - There is also an opportunity for you to add comments you would like the caseworker reviewing your application to see.
 - If it looks like you may be eligible for **Expedited SNAP** benefits, you will be asked a few more questions.

10. When you've finished answering all of the questions, the **Signing Your Application** page displays. Take time to review the **Rights and Responsibilities** section.

Signing Your Application

You are just a few minutes away from submitting your application. To do so, you will need to:

- Read the Rights and Responsibilities we have listed below.
- Check the signature box and type your name below to sign your application.

Do I have to come to the office to be interviewed?

If you are applying for Cash or SNAP benefits we will schedule an interview within 14 days, usually at our office. However, if you can not come to the office because of problems with work, health, transportation or child care we can talk with you over the phone. If you are applying for TANF cash assistance you must come to the office for an interview. If you are applying for Healthcare only, no office interview is required.

SNAP - CLIENT RIGHTS AND RESPONSIBILITIES

Read carefully before signing this application. Ask your caseworker to explain anything you do not understand.

Because the SNAP program requires a social security number (SSN) for every member of your household who is applying for SNAP benefits, we are explaining how your SSN is used by DHS.

What does DHS do with your Social Security Number?

The SSN will be used in the administration of the SNAP program to check the identity of household members, prevent duplicate participation, and to facilitate making mass changes. If you or any member of your household wants to apply for SNAP benefits, but does not have a SSN, we can help you to apply for one. The SSN will be used in computer matching and program reviews or audits and to make sure the household is eligible for SNAP benefits, other federal assistance programs, and federally assisted state programs, such as school lunch, TANF, and Medicaid. This may result in criminal or civil action or administrative claims against persons fraudulently participating in the SNAP program. We do not require a social security number for any member of your household who is not eligible for the SNAP program or who does not wish to apply.

Healthcare Coverage - CLIENT RIGHTS AND RESPONSIBILITIES

Read Carefully - These are your Rights and Responsibilities as an applicant for Healthcare benefits.

1. We will keep what you tell us private as required by law.
2. Be sure to answer the questions correctly. We may check all information on your application. You must help us if we ask you to prove that your information is correct.
3. We will use the information you provided as well as information from other sources such as Social Security benefits, unemployment insurance, unearned income and wages from employment to decide if you qualify.
4. You agree the state may seek reimbursement for services the state covered for your family if those services should have been paid for by any other health coverage your family may have.
5. If we pay medical bills for you, you give your right to collect medical support payments to the State of Illinois. You must help us if we ask you to establish



11. Also on the **Signing Your Application** page is the office that will process your application. This assignment is made based on your zip code and sometimes the programs you applied for. Unless the application is being sent to a special program office, you have the option to choose any office in the State using the **Service Office** drop-down list. If you apply for healthcare coverage only and are approved, your application will be sent to a different office to maintain the case after it's processed.

Office Information

Based on the information you provided in your application, the system will send your application to the following DHS/HFS office:

Uptown FCRC
2112 W LAWRENCE AVE
CHICAGO IL 60625-2495
Phone Number: [\(773\) 907-4100](tel:(773)907-4100)

If you would like to be served at an alternate office, please select your office of choice from the list below:

Service Office:

12. At the bottom of the **Signing Your Application** page, read the **Fraud Penalty Affidavit** and acknowledge by selecting the checkbox.
13. Enter your **First Name** and **Last Name** in the fields and acknowledge the **Electronic Attestation** as your electronic signature by clicking the checkbox. Click **[Submit]**.
14. The submission of your application may take a few moments. Do not click the **[Back]** button or leave the page before you receive a confirmation.

Fraud Penalty Affidavit

Before you will be able to complete the online application, you must read the following Penalty Affidavit and provide certification of your understanding and acceptance.

I understand that the information on this form is subject to verification by federal, state, and local officials. If I intentionally give false or misleading information, I may be subject to criminal or civil prosecution.

I also understand that I may be prosecuted for fraud, be required to repay the amount wrongfully received and/or be disqualified from program participation. I understand I may be asked to show proof of any information I have given.

* By checking this box you are certifying that you have read, understand and accept the penalty statement above.

[Report fraud for Cash, SNAP & Healthcare Coverage](#)

Electronic Attestation

I have agreed to submit this application by electronic means. By signing this application electronically, I declare under penalties of perjury that my answers are correct and complete to the best of any knowledge and belief. I also declare the following:

- I understand the questions and statements on this application.
- I have read and understand my Rights and Responsibilities in the box above.
- I understand the penalties for giving false information.
- I understand that upon verification of my information, this attestation will have the same legal effect and can be enforced in the same way as a written signature.

* By checking this box and typing my name below, I am electronically attesting to the information in the application.

* First Name : Middle Initial : * Last Name :

15. When the application has been successfully submitted, an **Application Summary** page comes up with your **Application Number**. You may also print a copy of the application by clicking the **[Print My Application]** button.

Final Steps – Read Entire Page!

Congratulations, your application was successfully submitted!
Here are your next steps:

 Your Application Number is **T10134555**

Write down your application number or print your application for your records.
Your application was sent to the following office to be processed:

Uptown FCRC
2112 W LAWRENCE AVE
CHICAGO IL 60625-2495
Phone Number: [☎ \(773\) 907-4100](tel:7739074100)

Full Application PDF: [Print My Application](#)

You will get an answer about your SNAP application within 30 days.

 **What to Expect Next**

Print a copy of our "What's Next Guide". This will give you helpful information while you wait for your application to be processed. [Print What's Next Guide](#)

You can also contact the DHS Help Line at 1-800-843-6154 if you have a question or need to report new information like a change in address.

 **Attach documents to help us process your application**

If you have documents such as paystubs to upload in support of your application, you can do so on the next page.

If you do not have these documents ready now, you can log back in and upload documents later. Remember to upload documents as soon as possible, you will not be able to do so after the State begins processing the application.

Back to Manage My Case

Logout

Next

16. Review the **What's Next Guide** for helpful information, including communication time frames, and how to access new benefits. We recommend that you print this guide.
17. If you have "Proof" documents to submit with your application, click **[Next]**. Otherwise, click **[Logout]** to end your session.



How Do I know What Proof Documents to upload?

If you entered a valid Social Security Number (SSN) or immigration information, a lot of the information you entered in the application can be verified electronically. If you were able to complete the **Identity Proofing** process, after you submit your application, a page displays listing what was checked electronically and the documentation you may still need to provide.

Submit Your Documents

We already verified some information using electronic data verifications. We do this to save you from needing to upload this information, and it helps us process applications more quickly.

Who	We Have Already Verified	How We Verified the Information
 Aren	Proof of Citizenship	Verified through Federal Data Services Hub
	Proof of SSN	Verified through Federal Data Services Hub
	Proof of Illinois Residency	Verified through Illinois Secretary of State
	Proof of Child Support Income	Verified through Key Information Delivery System

Based on what you've told us, you may need to submit some additional information. Select the documents you are ready to upload now and click Next. If you **do not** have documents to upload now click **Logout** to exit ABE. You will be able to log back in to your application and upload documents at a later time, but please do so as quickly as possible. **Be aware you cannot upload documents after the State begins processing your application.**

[View DHS forms](#)
[View HFS forms](#)

Who	Proof That May Be Needed	Examples of Documents That May Serve as Proof
 Aren	<input type="checkbox"/> Proof of Employment	Form 266/266A - Verification of Employment, employer statement, last 30 days of check stubs or earnings statements
	<input type="checkbox"/> Other Proof	Other related verification documents.

If you are ready to begin uploading the selected documents above, click Next.

If you did not complete the **Identity Proofing** process, a caseworker will verify your information using the same electronic data sources. We recommend uploading proof of expenses and recent paystubs showing the past 30 days, especially if you recently changed jobs.

1. From the **Application Summary** page, click **[Next]** and the **Submit Your Documents** page displays.
2. Review the categories and types of proof documentation available. Click **[Next]**.
3. Select category(s) of documents you would like to submit. Click **[Next]**.
4. Indicate the type of document you have, in this example, the category is *Proof of Relationship* and the document is an *Adoption Record*.
5. Choose the file from your computer using the **[Browse]** button. Indicate whether you have additional documents for this person in this category. Click **[Next]**.



Mary's Proof of Relationship

Please upload documents that provide Mary's Proof of Relationship.

If you would like to skip providing for Mary's Proof of Relationship, click 'Skip This Document' at the bottom of the page. Keep in mind this document may not meet all program rules. Your worker may ask for other proofs.

* What type of document is this?

Choose a File from Your Computer

To upload a document, click Browse, and then select the file. The file will be displayed below.

The types of files supported for upload are: jpg, jpeg, tif, tiff, png and pdf.

Would you like to upload another document to serve as Mary's Proof of Relationship? Yes No

6. You can add up to 10 documents at a time. Select the person on the application the document is associated with and the document category from the drop downs. Click **[Add]**.

Who	Proof That May Be Needed	Document Uploaded	Options
 Mary	Proof of Relationship	Adoption Record	View or Erase

Upload Another Document

To upload another document, please choose the person and the type of proof, and then click the Add button.

Name:

Type of Proof

To send your uploaded documents to your worker, please click the Submit button

7. Once all of your documents are uploaded, click **[Submit]**. The documents are now available for caseworkers to review along with your application.
8. Be sure to **Logout of ABE** if you have finished.

Section 2: Apply for Benefits



Section 3: Manage My Case

Whether you used ABE to submit your application or you have been receiving benefits for years, you can use ABE Manage My Case to check the status of your benefits and keep your case up to date.

You will need an ABE User ID and password to access Manage My Case. Go to Page 4 of this Guide to see how to set up an ABE User account. Once you log in, click [**Manage My Case**] from the ABE homepage.

Linking Your Case

If this is the first time you've visited **Manage My Case**, you will need to link your **ABE Account** to your case benefits.

1. If you do not already have an **ABE User ID**, click on the Login icon at the top of the page to create an ABE user account (see Page 4 of this Guide)
2. Login to ABE.
3. Click [**Manage My Case**] from the **ABE Homepage**.
4. On the **Case Summary** page, click on [**Link Your Account**]. The **Linking your ABE Account to your case** page displays.

Hello, Sarah. You are logged in.

Link Your Account

Case Summary

Welcome. This page gives you a quick look at the status of your application for SNAP, Cash Assistance and Healthcare Coverage. If you are ready to end your ABE session, be sure to Logout.

What is the status of my Applications?

Here is a summary of the applications you have worked on.

Application Number	Date	Status	Details/Action
T00101511	June 14, 2015	Submitted	View

5. Enter your **Date of Birth** and your **Individual ID**. If you do not know your **Individual ID**, enter your **Social Security Number**. Click [**Next**].
 - On this page you can also choose the way notices are sent to you:
 - **Paper and Electronic** – continue to receive paper notices in the mail and also receive an email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case.
 - **Electronic Only** – no longer receive paper notices, only receive email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case. This option is good for people whose address changes frequently. If an alert e-mail or text bounces back, we will restart sending paper notices to the last address we have on file for you.

Linking your ABE Account to your case

This page should be used by individuals who have already applied or who have an existing SNAP/TANF/Medical/MSP case. If you would like to start a new application, please [click here](#)

If you have technical difficulties using this website please [click here](#)

Some items have a star (*) next to them. You must fill these items in before you can go on to the next page.

Please follow the steps below to link your ABE Account to your case so that you can see if you are eligible for benefits and handle your account. ABE is a secure website run by the State of Illinois. By law, we must keep your information private and secure

Personal Information

First, please enter your date of birth and your Individual ID from your case. You can find your Individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number instead. **(You only need to give your SSN if you do not have your Individual ID)**

If you cannot locate your Individual ID and do not have your Social Security Number, please contact the Call Center at: (800) 843-6154

*Date of Birth:

If your birthday is March 31, 1960, type 03/31/1960.

MM DD YYYY
 / /

*Please Confirm Date of Birth:

If your birthday is March 31, 1960, type 03/31/1960.

MM DD YYYY
 / /

*Individual ID (10 digits):

You can find your individual ID on any letter you've received about your case. If you don't have your Individual ID, you can give us your Social Security number in the box below.

If you cannot find your Individual ID please provide your Social Security Number

*Social Security number:

- -

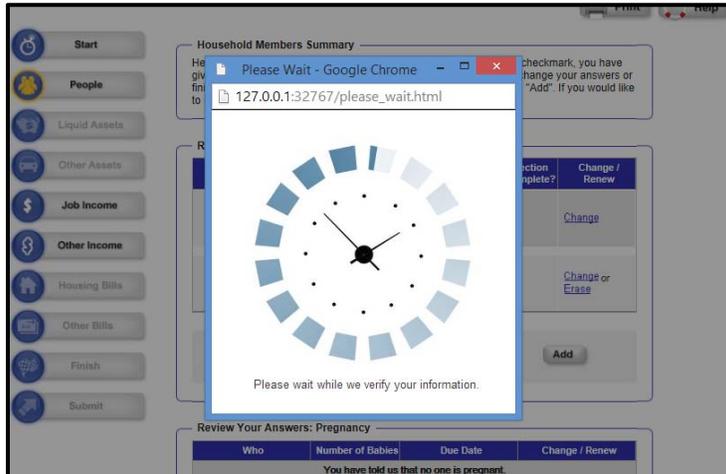
*Please Confirm Social Security number:

- -

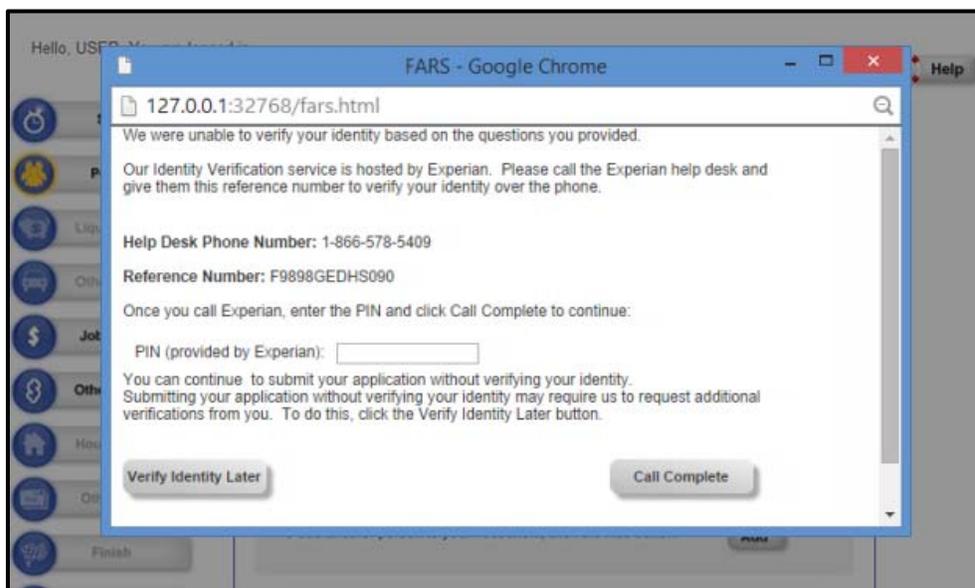


Identity Proofing

When you click **[Next]**, a clock icon will display. ABE is preparing the **Identity Proofing** process to verify your identity, if it wasn't already verified when you applied. **Manage My Case** allows access to a lot of private information. We want to make sure you are you. You will only need to complete this process the first time you visit **Manage My Case**. *Note: If you completed **Identity Proofing** when you submitted your application, you will not need to do it again.*



- Next, a page displays with a list of multiple choice questions that only you would know; things like past addresses and family member's names. Answer these questions and click **[Next]**.
- If the Identity Proofing service is able to use your answers to verify your identity, you will return to the **Case Summary** page.
- If you were not able to answer the questions correctly, you will be asked to contact the identity verification help desk to continue your application. When you call, you will be given a code to enter into ABE.
- *If you cannot complete the **Identity Proofing** process, you will not be able to set-up **Manage My Case**.*



Manage My Case Summary Tab

Once you successfully link your case and complete **Identity Proofing**, your **Case Summary** page displays. You only need to link your case and complete **Identity Proofing** one time. After that, when you login to ABE and click **[Manage My Case]** from the **ABE Homepage**, you'll be brought directly to the **Case Summary** page.

The **Case Summary** page links you to a lot of the **Manage My Case** features, including easy access to **[Report My Changes]** and **[Apply for Additional Benefits]**. If it was time to renew your benefits, you would see a **[Renew My Benefits]** button. In addition, any alerts about your case – like an upcoming deadline - will appear at the top of the **Case Summary** page.

In the **What is the status of my benefit programs?** section in the center of the page you can get further details about your current benefits.

The screenshot shows the 'Case Summary' page with four navigation tabs: 'Case Summary', 'Benefit Details', 'Contact Us', and 'Account Management'. A callout box points to these tabs, stating: 'Use these tabs to reach the different MMC areas – we will go over each of them.'

Below the tabs are two main action buttons: 'Report My Changes' (with subtext: 'Click this button to report changes to your DHS or HFS Office.') and 'Apply for Benefits' (with subtext: 'Click this button to apply for additional benefits.').

A red-bordered box highlights a welcome message: 'Welcome to the Case Summary Page. This page gives you a look at your benefits, and lets you know if there is anything you need to do to receive or continue benefits. From this page you can find information about your [benefit status](#), [upcoming appointments](#), [verifications](#), [notices](#) and [application or change report status](#). We have taken a number of steps to keep your information private and secure. Click on [Click here](#) to learn more about our security or to manage your account.'

Below this is the section 'What is the status of my benefit programs?'. It contains the text: 'You have requested or are receiving the benefits mentioned below. Click on the "Click Here" link for each program to view a summary of your benefits. This information is current as of **May 20, 2015 EST**.' A callout box points to a red-bordered box containing the text: 'If you would like to cancel your case, [click here](#) and select **Other Changes**.' Another callout box points to a 'Click Here For Details' link in a table row.

Benefit	Description	Summary
	Food Assistance Program	Click Here For Details

Further down on the **Case Summary** page, in the **What are my available notices?** section you will find links to view all of the notices the State has sent you about your benefits since October 24, 2017 . In general, you will be able to view notices sent within the past 12 months. You can also view the status of the applications, renewals, and changes you previously reported through MMC.

What are my available notices?

To view the details about notices sent to you regarding your case, you can click on the "Click Here" link below. This information is current as of **May 20, 2015 EST**.

Available Notices

Please [click here](#) to view the list of notices sent in the last 12 months.

What is the status of my ABE application, Redetermination, or Reported Change?

Application status.

Application Number	Date	Status	Details/Action
T00101294	May 20, 2015	Submitted	

If you would like to cancel your case, [click here](#) and select **Other Changes**.

Reported Changes.

Application Number	Date	Status	Details/Action
2000265022	May 28, 2015	Submitted	
9000270499	June 8, 2015	Submitted	
6000272561	June 8, 2015	Pending	Continue

Request for Additional Benefits status.

Application Number	Date	Status	Details/Action
270504	June 4, 2015	Pending	Continue



Report My Changes

If you have to report a change in your household or circumstances:

1. Click on the **[Report My Changes]** button on the **Case Summary** page and the **Report My Changes** page displays.
2. From the list provided, choose the change you need to report and click **[Next]**.
3. Complete the additional questions about the change you are reporting.
4. If the change requires proof, you can upload the documents through **Manage My Case**. (See Page 30 of the Guide for more information about uploading documents.)

Welcome to Report My Changes

After you have told us what has changed below, we will let you know if the change requires verification and what to provide. You can upload your verification or you can mail, fax, or bring the proof to your DHS or HFS office. If you would like to withdraw your application, cancel your case, or request a case transfer, please select the "Any other change or changes not mentioned above" option under the other Changes Section.

Reporting Changes Through ABE

Please let us know what has changed. After answering yes to one or more of the categories below, an additional list of options will be shown. You may check all boxes that apply.

Change in Contact Information	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Change in Household	<input type="radio"/> Yes	<input type="radio"/> No
Change in Household Income	<input type="radio"/> Yes	<input type="radio"/> No
Expenses/Bills Have Changed	<input type="radio"/> Yes	<input type="radio"/> No
Resources have Changed	<input type="radio"/> Yes	<input type="radio"/> No
Health Insurance Has Changed	<input type="radio"/> Yes	<input type="radio"/> No

Receiving other health insurance or Medicare Health Insurance ended

Other Changes	<input type="radio"/> Yes	<input type="radio"/> No
----------------------	---------------------------	--------------------------

Keep in mind that you should only report changes that have already happened.

Back
Next



Renew My Benefits Button

If it is time to renew your benefits, a **[Renew My Benefits]** button displays on the **Case Summary** page.

1. Click the **[Renew My Benefits]** button.

The screenshot shows the 'Case Summary' page with four tabs: 'Case Summary', 'Benefit Details', 'Contact Information', and 'Account Management'. The 'Case Summary' tab is active. Below the tabs, there are three buttons: 'Renew my Benefits', 'Report My Changes', and 'Apply for Benefits'. The 'Renew my Benefits' button is highlighted with a red rectangular box. To the right of the 'Renew my Benefits' button, there is a text block: 'Your case is up for redetermination. Click this button to submit your redetermination for benefits.' Below this, there is a paragraph: 'Welcome to the Case Summary Page. This page gives you a look at your benefits, and lets you know if there is anything you need to do to receive or continue benefits. From this page you can find information about your [benefit status](#), [upcoming appointments](#), [verifications](#), [notices](#) and [application or change report status](#).' At the bottom, there is another paragraph: 'We have taken a number of steps to keep your information private and secure. Click on [Click here](#) to learn more about our security or to manage your account.'

2. The **Redetermination Overview** page displays letting you know which of your benefits is up for redetermination. Review and click **[Next]**.

The screenshot shows the 'Redetermination Overview' page. At the top, there is a title 'Redetermination Overview'. Below the title, there is a text block: '"It is time for your Food Assistance Program, Healthcare Coverage Program, Healthcare Coverage Program, Healthcare Coverage Program, Cash Assistance Program redetermination.' Below this, there is a paragraph: 'Please complete all screens and submit copies of all requested proofs by 2015-08-12.' Below that, there is another paragraph: 'You may submit all requested proofs online or by mail. If you submit your documents online, your case will be processed more quickly. If you choose to submit documents in person or by mail, remember that original documents may not be returned. Include your name and case number on any proofs you submit to us.' At the bottom right, there are two buttons: 'Back' and 'Next'.

3. The **Benefit Renewal Details** page displays next letting you know what type of information you will be asked to provide for your redetermination.



Benefits Renewal Details

As part of the Redetermination Process, we will ask you the following:

- **Person in Your Household**
Review the names of individuals living in your household and report a new member has moved into or out of your household.
- **Household Income**
You must report any change of income for all household members.
- **Housing**
Report changes in address. Also report changes in home insurance, utilities (heat, lights, gas, water, sewage, etc.), house payment, property taxes, rent, telephone if you move. It is in your benefit to report costs that go up, even if you have not moved.
- **Dependent Care**
Report if the amount paid to care for a child or disabled adult changes.
- **Resources**
Report any current, or recently open or closed account since you last determination such as: bank, retirement, or CD; or sold, transferred, given away, bought or received any other resource such as: land, cars and other vehicles, boats, life insurance, investments, lawsuit settlements, burial resources, or any other property.
- **Medical Costs**
You may report changes in medical expenses for SNAP members who are disabled or age 60 or older. You may also report changes in medical expenses for anyone age 60 years or older, a disabled veteran, anyone receiving SSI or Social Security Disability benefits, a disabled surviving spouse or child of a veteran who is receiving VA benefits in your household.
- **Child Support Expense**
Report the amount of court-ordered child support paid to a person of the household.
- **Miscellaneous Expenses**
Report if anyone is paying miscellaneous expenses: such as student loan interest, spousal support or other tax deductible expenses.

Let's get started!

4. Click **[Next]** and the **Renew My Benefits** page displays with the questions you will need to answer to complete your redetermination.
5. If you need to provide any final comments before submitting your redetermination, check the **Report any other change** in the **Questions** section of the page. When you click **[Next]**, an **Other Changes** page appears.
6. After you have completed all questions and entered any other changes and comments, click **[Next]** and the **Final Steps** page displays.

Final Steps

Thank you! Your online Redetermination was successfully submitted!

Here are your next steps:

 **Your Application Tracking Number is 6000272561**

Write down your tracking number or print your application for your records. Do NOT mail this Report My Changes.

Your Report My Changes was sent to the following office to be processed:

Adams County FCRC
300 MAINE
QUINCY IL 62301-3922
Phone Number: (217) 223-0550

 **Attach documents to help us process your application**

If you have documents such as paystubs to upload in support of your application, you can do so on the next page.

If you do not have these documents ready now, you can log back in and upload documents later. Remember to upload documents as soon as possible, you will not be able to do so after the State begins processing the application.

Mid-Point Report

If a Mid-Point Report is due for your SNAP benefits, a **[Mid-Point Report]** button displays on the **Case Summary** page.

1. Click the **[Mid-Point Report]** button and the **Mid-Point Report** page displays.

Mid-Point Report

We need to know if there have been any changes in your household in the last 6 months. We will use the information and proof that you give us to decide if you are still eligible for benefits. Your benefits may go up, down, or stop based on what you tell us.

*Have you moved or changed your address? Yes No

*Has anyone moved into your home? Yes No

*Has anyone moved out of your home? Yes No

*Does anyone in your household pay court ordered child support? Yes No

*Has the income from work changed for any member of your household? This includes changes in employer, hourly rate, salary, or loss of job. Yes No

*Has there been a change of any other income such as Child Support, Social Security, SSI, Unemployment, VA, Worker's Compensation, or contributions for any member? Yes No

2. Answer the all of the questions on this page and click **[Next]**. The **Signing your Mid-Point Report** page displays.
3. Read the page carefully. Click the checkbox to say the information is true and correct, and enter your **First Name** and **Last Name**.
4. Click **[Submit]** to electronically sign the Mid-Point Report and submit the report.



Benefit Details Tab

View more details about the benefits you are currently receiving on the **Benefits Details** tab. Click the hyperlink under 'Summary' to view details about for each benefit program you receive.

Case Summary
Benefit Details
Contact Us
Account Management

What is the status of my Supplemental Nutrition Assistance Program (SNAP) benefits?

Here is a summary of the benefits you have requested or are receiving. If "Click Here For Details" appears, you can click on this link to view more details about your Supplemental Nutrition Assistance Program (SNAP) benefits. If you recently applied for benefits, the status of your application is shown. This information is current as of **May 20, 2015 EST**.

Who	Which Benefit?	Description	Summary
 Mary	Supplemental Nutrition Assistance Program	The Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) helps low-income people and families buy the food they need for good health.	Click Here For Details

Back to Manage My Case

Case Summary
Benefit Details
Contact Information
Account Management

Supplemental Nutrition Assistance Program (SNAP) Details

This page tells you more about your SNAP benefits. If you would like to look at the information about other benefits click the Back button at the bottom of the page and click the program you would like to view.

Keep in mind that whenever your benefits change, you should get a notice via your preferred method of communication telling you about the change. This notice will also let you know your rights if you feel the change has been made in error.

We are showing you benefits information as of July 2016.

We also have information to show you for other months:

- [View your benefits from May 2016](#)
- [View your benefits from June 2016](#)
- [View your benefits from August 2016](#)

You will need to submit your redetermination by September 30, 2016.

Supplemental Nutrition Assistance Program


 Tom

You are receiving Supplemental Nutrition Assistance Program in July 2016.

Your current approval period started on Thursday, October 1, 2015, and is scheduled to continue through Friday, September 30, 2016.

In July 2016, your total monthly benefit amount is \$194.00.

Your monthly SNAP benefits will be put on your Link Card on or about the 1st of each month.

[Manage your Link account](#)

[View your approval notice](#) to see how your benefits were determined

[View your notices](#) for more information about what was requested



Contact Us Tab

The **Contact Us** tab gives you all the information you need to contact the office handling your case, including by e-mail. You can also make sure we have the right address for you – and make changes if we don't. We also list your case number and individual number for easy reference.

Case Summary
Benefit Details
Contact Us
Account Management

Contact Information

This page contains your contact information as well as your DHS or HFS local office information. If you have questions about using this website please call the DHS Help Line (800) 843-6154 Monday through Friday between 8:00 AM - 5:00 PM.

Your Mailing Address and Phone Number

This is the mailing address and phone number we have on file for you. If we have the wrong information, [click here](#) to report a change in address or phone.

433 AUGUSTA RO
CLAYTON, IL
62324-
Adams
Phone: 3122222222
Email:

Your DHS or HFS local office

Adams County FCRC
300 MAINE ST
QUINCY, IL
62301-3922
Phone: 2172230550
Fax: 2172234707

[Click here](#) if you wish to send an email to your office.

Do not send an email asking the caseworker to do anything on a case– you must submit a specific “Report a Change”

Your Case Number and Individual ID

Your Case Number is: 400101294

Your Individual ID is: 1811238270

Back to Manage My Case



Account Management Tab

You can manage your ABE account on the **Account Management** tab; including updating your password, managing your communication preferences, and allowing other adult members of your household to see information about this case when they log into **Manage My Case** themselves.

If a health service provider has requested access to your case information in order to help you manage your benefits, the request appears in the **Third Party Account Holders** section. You can approve or deny the request. If you approve the request, the third party account holder will be able to see what benefits you receive including benefit details like amount of SNAP and TANF, the date your benefits started and the redetermination date for each individual on the case. If you grant access, you can always come back later and end their access.

The screenshot shows the 'Account Management' tab selected. It contains four main sections:

- Manage Your Account:** This page will help you manage your ABE account. It provides instructions on how to change your password, including the required information (user ID, date of birth, Individual ID or Social Security number, and secret questions).
- Manage Your Communication Preferences:** This page will help you manage your ABE communication preferences, such as going paperless with your notices and receiving email or text message alerts when new notices are sent to you. It includes a link to the 'Manage your Communication Preferences page'.
- Household Member Account Access:** We have listed all of the people who have created ABE accounts. As the primary account holder, you can grant or remove access to your case information for members of your household. It includes a table of household members and a 'Manage Household Member Access' button.
- Third Party Account Holders:** We've listed all the people outside your home who have requested access to your case. As the Primary Account Holder you can click the "View Request" or "End access" button to grant or remove access for these individuals or organizations. It includes a table of third-party requests.

Household Member Name	ABE User ID	Access Type	
winnett, jodie	jodilest4	Primary Account Holder	Manage Household Member Access

Name	Organization	Status	Start Date	Action
Jodie	CHICAGO HOSPITAL	PENDING	2016-07-28	View Request

Manage Your Communication Preferences

When you click on the **Click Here** hyperlink in the **Manage Your Communication Preferences** section the **Manage Your Communication Preferences** page displays. Here you can choose the way notices are sent to you. Be sure to **[Save]** any changes you make on this page.

- **Paper and Electronic** – continue to receive paper notices in the mail and also receive email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case.

- **Electronic Only** – no longer receive paper notices, only receive email and text alerts that a new notice has been sent to you. You can view the notice immediately in Manage My Case. This option is good for people whose address changes frequently. If an alert e-mail or text bounces back, we will restart sending paper notices to the last address we have on file for you.

Manage Your Communication Preferences

This page will help you manage how you want to receive information from the State of Illinois.

If you have technical difficulties using this website, please [click here](#).

Communication Preferences(Optional)

As the Primary Account Holder, you may choose how you would like your notices sent to you. You will automatically receive electronic versions of your notices. If you would like to stop receiving paper versions of your notices, please select the electronic only option.

Preferred Delivery Method: Paper and Electronic Electronic Only

You may choose to receive alerts when the State of Illinois sends notices to you. Please choose your preferred method of receiving these alerts.

Email E-mail Address

Confirm E-mail Address

Email And Text Message Cell Phone Carrier

I do not want to receive alerts. Cell Phone Number

Standard fees may apply from your mobile service provider.

Language Preference

What Language should we use when we contact you?

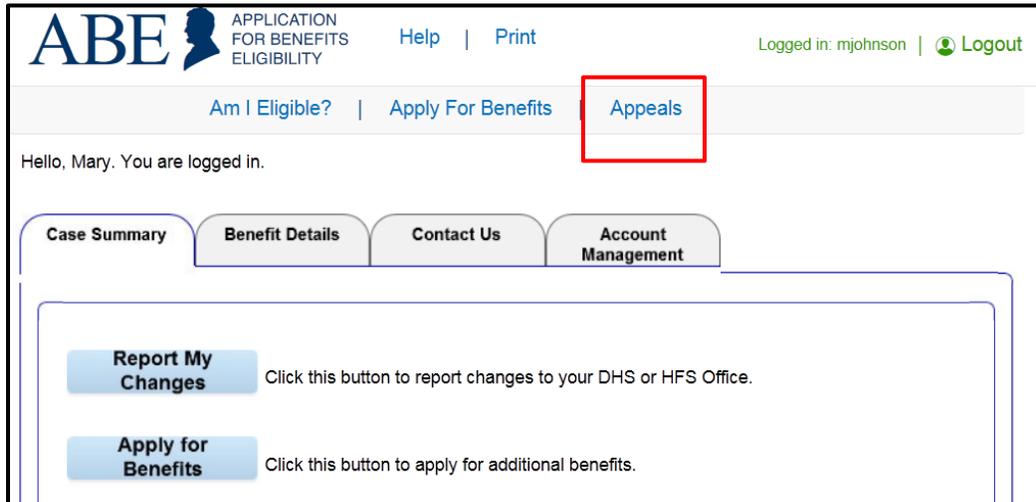


File and Manage a Benefits Appeal

From the **Case Summary** page in **Manage My Case**, you can also use the **Appeals** link at the top of the page to appeal a benefits decision and check on the status of your appeal.

You will be asked questions about the reason for your appeal and additional details.

For more information on appealing a benefit decision and a detailed guide to the **ABE Appeals portal**, visit [Appeals & Fair Hearings](#) on the Department of Human Services website.



ABE APPLICATION FOR BENEFITS ELIGIBILITY | Help | Print | Logged in: mjohnson | Logout

[Am I Eligible?](#) | [Apply For Benefits](#) | **Appeals**

Hello, Mary. You are logged in.

Case Summary | Benefit Details | Contact Us | Account Management

Report My Changes Click this button to report changes to your DHS or HFS Office.

Apply for Benefits Click this button to apply for additional benefits.



Upload Documents

From the **Case Summary** page in **Manage My Case**, you can securely upload documents to your electronic case file. You may need to upload a document, because you got a notice that a verification is due, or you may need to provide proof of a change you are reporting.

Click the **Upload Document** link on the **Case Summary** page. The **Upload Documents** page displays. Follow the steps listed on the page.

Upload Documents

You can use this screen to upload your documents by following these 3 easy steps.

Step 1

First, you'll need to choose the household member who the document is for. Once you've done that, please let us know what type of document you are uploading by selecting the correct Type of Proof and Document Type from the menus below.

It's important to add only one document type at a time, and to select only the correct person for each document type.

[Click here](#) to see a list of what documents are currently needed for your case. You may also enter comments into the box below.

*Household Member:

*Type of Proof:

*Document Type:

Comment (Optional)

Step 2

Next, you'll need to add the file that you plan on uploading. To do so, click Browse and then select the file from your computer. After you have selected the file, make sure to click the ADD button. The file should then appear in the chart below.

The types of files supported for upload are: jpg, jpeg, tif, tiff, png, and pdf.

To add more than one document, please return to Step 1 before continuing to Step 3. You may add up to 10 documents before moving on to step 3 and submitting your upload.

Step 3

You're almost done! Before you submit your upload, please review the documents you have added to ensure you have selected the correct items. You can find a summary of your added documents in the chart below. Once you have checked these to make sure they are correct you must click the SUBMIT button at the bottom of this page to send these documents to your DHS or HFS local office.

Who	Type of Document	Document Uploaded	Options
 Man	Proof of Education	Student_Info.pdf	View or Delete

You must click the Submit button in order for these documents to be sent to your DHS or HFS local office

Find out what documents the State needs.

Enter comments you want the caseworker to know about the document

Be sure to click the [Add] button . You can add up to 10 documents in a single upload.

Review the documents you added and click [Submit].

Section 4: ABE & the Integrated Eligibility System

The Integrated Eligibility System (IES) is the State of Illinois' caseworker portal for eligibility determination and case management for health coverage, SNAP and cash benefits.

Activity in ABE - new applications, redeterminations, reported changes, uploaded documents and customer e-mails will appear in an electronic inbox where a caseworker will take it from the queue and work the item. Caseworkers are no longer assigned to specific cases or carry a "caseload." Any caseworker can work just about any work item submitted through ABE. Offices work in teams to serve their customer community.

IES includes new electronic tools that interface with State and Federal data sources to verify information provided in the ABE Application. Applicants will be asked to provide required documentation for any information that cannot be verified electronically or to show proof of any information that conflicts with electronic data such as a change in income due to a job loss or job change. **Customers can use MMC to respond to these Verification Check List (VCL) notices by uploading the requested document.** Customers can view VCL notices in MMC and Verifications Due alerts will appear at the top of their **MMC Account Summary** page.

A caseworker will complete the determination of eligibility and the Customer will receive a written notice of the decision in the mail or an alert that there is a new notice to view in MMC if they have opted for electronic only communication.

Applications for most Applicants who request but do not qualify for Medicaid will be automatically transferred to the Illinois Health Insurance Marketplace and will be used to determine what financial help would be available to reduce the monthly costs of buying health insurance through the Marketplace.



Appendix A: Assisting Applicants as a Community Partner

A Community Partner is any organization or agency that assists or supports Illinois individuals and families in need of supportive benefits.

Community partners can help individuals complete their application and manage their benefits or make computers available for individuals to complete applications and case management activities on their own. (for example a library or job training center).

Assisting with an ABE application requires Applicants to share sensitive personal and health information. Before assisting someone with an ABE application, be sure to review your organization's policies and procedures related to privacy and handling of confidential information including personally identifiable information (PII) and protected health information (PHI). Community Partners are expected to uphold strict privacy and confidentiality standards.

Community Partners need only register in ABE for purposes of creating an Agency number, which identifies applications created by the organization or staff member. There is no need for community partner staff to log into ABE or create ABE user accounts, user IDs or passwords. Instead, assist applicants in setting up their own unique user IDs and passwords. **Community Partners will want to make sure that the applicant you are helping logs out of ABE when finished or that you log out.**

Submitting ABE applications under a Community Partner's own user account is **inappropriate**. As long as the agency number is put in the appropriate box in the ABE application, that application will be counted for that Community Partner.

Registering as a Community Partner

If you are a Community Partner, before you begin assisting customers, register your organization.

Apply For Benefits

Welcome! Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page.

- Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program. For most people, it will take approximately 30 minutes to fill out the application.
- Keep working on an application that you have already started.
- View an application that you have already submitted.
- Register my agency as a Community Partner, or update my agency's information.

As you apply for benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website.

Note: You will be logged out after 15 minutes of inactivity.
If you have technical difficulties using this website, please [click here](#)

 Exit
 Next 



1. On the ABE homepage, scroll down and click the green “Community Partner Registration” link.



2. Click to register your agency as a Community Partner.

Helping With Applications

Welcome! As a public, private, or non-profit agency in Illinois, you may register as a Community Partner.

Community Partners help Illinois residents apply online for benefits by providing a computer or one-on-one assistance with applications.

By registering as a Community Partner, you will get an agency number and a passcode. Once you have registered, this computer will remember your agency number and pre-fill it into each application that is submitted. If you want to use the same agency number on multiple computers, click [here](#) to go to apply for Benefits and enter your agency number when prompted.

To register your agency as a Community Partner, click [here](#). All employees and volunteers helping applicants must agree to keep information obtained confidential. Information that must be kept confidential, even after an individual leaves the Community Partner, includes, but is not limited to, the following: personal demographic information, social security numbers, user ID's and user passwords. If your organization is unable to fully comply with this requirement, you are not allowed to register as a Community Partner.

To update your agency's registration information, please enter your agency number and passcode, then click the **Go** button.

Agency Number :

Passcode :

If you have forgotten your passcode, [here](#).

3. Enter information about your organization or agency and choose a passcode.

Helping With Applications

To register as a Community Partner, answer the questions below and click the Next button.

If you are already registered as a Community Partner, you may update your information below. Then click Next button.

* Agency or Individual Name :

* Agency Type :

What kind of assistance do you provide with online applications? :

Website :

* Street Address :

* City : * State : * Zip Code :

* Phone Number : Ext :

* Email Address :

* Secret Question1 :

* Answer to Secret Question1 :

* Passcode (must be a 4 digit number) :

* Please re-type your passcode :

You will need your passcode to update your registration information. Community Partners do not need to log into ABE.

4. Once you have completed the information, ABE will assign an agency number. When you use the computer you used to register your organization, your agency number will automatically populate for applications you complete on that computer. Community Partners can share one agency number within the agency.

Community Partner Registration Successful

Thank you for registering as a Community Partner.

Your Agency Number is: 8

5. Staff can enter the agency number on the **Who is Helping with the Application** page.

Who is filling out the application?

Are you filling out this application for yourself or someone in your family? Yes No

Are you filling out this application for someone else? If so are you:

a friend or legal guardian

an approved representative

someone with power of attorney

a staff person of a community agency

If you or your agency are registered as a community partner on this site, enter your agency number here.

other

Thank you!

Thank you for taking the time to review this overview and learn more about ABE - the Application for Benefits Eligibility. We hope you will find it a useful tool.

If you have any questions about using ABE, please e-mail them to ABE.questions@illinois.gov.

Thank you.

