Bruce Rauner, Governor • James T. Dimas, Secretary

December 18, 2017

Dear IDHS Providers,

As you may be aware, IDHS recently converted several 40 year old computer systems into one new Integrated Eligibility System (IES). The goal of this project, once completed, is the creation of a more efficient system and improved customer service. Of particular interest and concern to many of our stakeholders is the conversion of the existing e-RIN system into IES which was completed on October 24, 2017. As with any new technology system this large and complex, as we adjust to this new system IDHS has experienced some delays in the assignment and processing of Recipient Identification Numbers (RINs) which are required for billing and receiving payment for rendered services. We have been working diligently to improve processing time and hope the following information will resolve many of your inquiries.

At the current time the backlog is between 10 and 12 days, and all requests that have been submitted to the e-RIN unit will be processed. There is no need to resubmit these requests as it will only add to the backlog. Staff are working diligently to get this backlog current, including working additional hours in the evenings and weekends. You can contact the e-RIN unit at DHS.ERIN@illinois.gov with questions. To be more efficient, they are addressing emails in batches and will respond to all inquiries.

If the delay caused by the Department of Human Services assigning the Social Service Package B impedes a Community Mental Health provider's ability to complete a consumer registration within the 90 day requirement the Division of Mental Health will grant an exception to this requirement. Please email your exception request to our Business Analytics Team at DHS.DMHBusinessAnalytics@illinois.gov and someone will contact you to start the process.

Sincerely,

James Dimas
Secretary
Illinois Department of Human Services

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