

BEACON FAQ

1. What is BEACON?

Answer:

BEACON is the state's new online portal designed to help Illinois families connect to behavioral health resources. It streamlines the process of finding and accessing behavioral health services to help ensure that every child in Illinois can receive the support they need.

2. Who can use BEACON?

Answer:

BEACON is available to families, state agency staff, and healthcare providers across Illinois. Families can use the public portal to find services, get help navigating complicated systems, and connect with state programs, and state agency staff use BEACON to coordinate care across programs.

3. How does BEACON match families with the right services?

Answer:

BEACON uses up-to-date information about eligibility for state services paired with information shared by families to identify programs and services that may help. Using a resource matching feature that considers a family's specific needs, BEACON can identify the most appropriate state-funded and community-based programs and provide a list of services that best fit the family's needs.

4. How does BEACON help with case management?

Answer:

BEACON coordinates communication between state service providers and gives families a place to store important documents that may be needed to confirm a child's eligibility for programs. The platform allows for real-time updates on the status of the state's response to families, ensuring that everyone stays informed.

5. Can BEACON be accessed on mobile devices?

Answer:

Yes, BEACON is designed to be accessible on any device, including desktops, tablets, and smartphones. This flexibility allows users to access the platform anytime and anywhere, making it easier for families and staff to stay connected and informed.

6. How does BEACON enhance collaboration between state agencies?

Answer:

BEACON facilitates seamless collaboration by centralizing case information and enabling real-time communication between agencies in a secure and private platform. This ensures that all parties permitted by the Consent Form have access to the same information, allowing them to coordinate their efforts more effectively and provide comprehensive support to families.

7. Is the information on BEACON secure?

Answer:

Absolutely. BEACON is built with robust security measures to protect sensitive information that can only be shared with youth and legal guardian consent. The platform ensures that all data is encrypted and accessible only to authorized users, providing families and service providers with the confidence that their information is safe.

8. What should I do if I encounter technical issues with BEACON?

Answer:

If you experience any technical issues while using BEACON, you can contact the support team through the platform's help section or by reaching out to your designated IT support within your agency. They will assist you in troubleshooting and resolving any problems you may encounter.

9. How can I provide feedback on BEACON?

Answer:

We encourage all users to provide feedback on their experience with BEACON. You can submit feedback directly through the platform's feedback form or by contacting your agency's BEACON coordinator. Your input is valuable in helping us improve the platform and better serve Illinois families.