

# Don't risk losing your Medicaid— update your address!

## Why do I need to update my address?

During the Covid-19 Public Health Emergency, Illinois provided continuous Medicaid coverage to people receiving Medicaid, and did not review individual's Medicaid eligibility. But when the Public Health Emergency ends, Illinois will begin reviewing Medicaid eligibility for many people.

If your address has changed since you last were approved for Medicaid, and you have not already reported that change, you might not receive important notices about reviewing your eligibility. **Missing a notice could lead to you losing your benefits, even if you are still eligible for coverage.** You can avoid losing your benefits for that reason by updating your information with your public aid office.

## Update by phone

Call the Bureau for All Kids at **1.877.805.5312** and select **Option 8**. For TTY, call **1.877.204.1012**.

The hotline is open Monday through Friday from 7:45 a.m. to 4:30 p.m.

## Update through HFS' online form

Fill out the Change of Address form located on HFS' website here: [bit.ly/HFSForm](https://bit.ly/HFSForm)

You will need to provide both your old address and new address. You will also need to enter a valid email address you can be reached at.

## Update through ABE's Manage My Case

**Step 1:** Log into ABE using your ABE User ID here: [abe.Illinois.gov](https://abe.Illinois.gov)

**Step 2:** Click on "Manage My Case" from the ABE Homepage

*\*If this is your first time visiting "Manage My Case," you will need to link your ABE Account to your case benefits. Click "Link Your Account" on the "Case Summary" page and follow the instructions. You only need to link your case once.*

**Step 3:** From the "Case Summary" page, click "Report My Changes"

**Step 4:** Select "Yes" next to "Change in Contact Information." Enter your new address.

**Step 5:** Click "Next" to save your changes.

## Need to check your contact information?

You can double-check your contact information by visiting "Manage My Case" on the ABE Homepage. Next to the "Case Summary" and "Benefit Details" tabs, click "Contact Us." Scroll down to "Your Mailing Address and Phone Number" and verify that the information is correct.