MANAGE MY CASE

ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES
ILLINOIS DEPARTMENT OF HUMAN SERVICES

March 2022
**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 in ABE to:

- check the status of your benefits,
- Renew benefits
- Report changes - income, household members, expenses or new address
- Upload documents
- View notices and benefit details
- View and reschedule upcoming appointments
- File and manage appeals and keep your case up to date.

You will need to create an ABE User ID and password to access Manage My Case. If you have already created an ABE Account for an Application, you should use that login information.
Creating an ABE User ID and Password

If this is your first visit to ABE, you will need to create an ABE User Account. The Head of Household’s (HoH) information is the information that must be used to create an ABE Manage My Case (MMC) Account. The HoH is the person that receives mail and Notices from DHS/HFS and is the first person listed on an application for benefits. If you are an Approved Representative for an Individual, you may create a MMC Account using the HoH information.

1. From the ABE Homepage, click the green Manage My Case button in the middle of the page.

2. Next click Create a new ABE User ID and Password (In blue under Login)

3. Enter your name, and then choose an ABE User ID and Password. The state will not be able to recover your User ID if you forget it – pick an ID you will remember, save it and keep in a secure location.

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. Don’t forget the answers to your Secret Questions! You will need them to reset your password every 6 months.

5. Click [Create Account]. A Congratulations! message displays.

6. Click on the Log in to the ABE System link on the confirmation page to return to the Login page.

7. Enter your User ID and Password. Click [Login].

Your password must be a minimum of 8 characters. It must contain a minimum of three of the following:

- one capital letter,
- one lower case,  
- one special character (,! $ % & *), and  
- one numeral

Passwords cannot be used consecutively. The same password cannot be used for 24 change cycles. Do not use your User ID or your name.
8. If you enter the wrong User ID and/or password 3 times you will be locked out of your ABE account for sixty minutes. If you forget your User ID or cannot reset your password, you will need to create an all new ABE account.

*Please note:

- User ID cannot be reset, if you have forgotten your user ID you will need to create a new ABE Account.
- To reset your password, you will enter your User ID and answers to your secret questions.
- If you already have an account and try to log-in, after three unsuccessful attempts, you will be locked out for sixty minutes.
- If you are not able to reset your password, you will also need to create a new account.

**Linking Your Case**

To begin click the green Manage My Case box and then log in with your new or existing User ID and password. 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. Once you have logged in, if you have submitted an Application through ABE you will see the Case Summary page. If you have an existing account but have not used ABE previously you will see a Welcome screen. Both screens will give you the option to click on [Link Your Account]. The Linking your ABE Account to your case page displays.
2. On the **Linking your ABE Account to your case** screen, enter your Date of Birth **and** your Individual ID **or** your Social Security Number. Do not enter both numbers. Click [**Next**]. Your Individual ID is a 10-digit number listed in the top right corner of your Notice of Decision Letter. This is not the same as your Recipient ID (RIN). This number will not be available until you receive a notice.
from the state.

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 the answers to, 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 are NOT able to answer the questions correctly or if the service does not have enough information to offer questions, you will be asked to contact the Identity Verification Help Desk at Experian, an entity authorized by the state to help verify identity. If successful, you will select “yes” that they were able to verify identity through Experian – and then click “Next”. Experian will not be able to verify every person’s identity. Younger individual’s or those without a
credit history may not be able to be verified. If not successful, you will click no and you will not be able to access MMC until your identity has been verified manually.

- If you could not pass Identity Proofing in ABE, there is now a process to request manual State Identity Proofing.
Requesting Manual State Identity Proofing to Access Manage My Case

1. To request State Identity Proofing, fill out, sign, and return the State Identity Proofing Request Form (pdf), IL444-3610 S FORMULARIO DE SOLICITUD DE PRUEBA DE IDENTIDAD DEL ESTADO (pdf). and proof documents (listed on page 3 of the form).

2. If an Approved Representative is completing the form, a signed Approved Representative Form MUST be mailed along with the Request form, and Proof Document, even if one is already on file with the State.

3. Proof documents - you will need a copy of one (1) document from Column A or two (2) documents from Column B from the list of Acceptable Identity Proofing Documents.

4. Return the completed form and proof documents to:

   Illinois Department of Healthcare and Family Services  
   Attn.: ID Proofing Unit  
   600 E. Ash, Building 500, 5th Fl.  
   Springfield, IL 62703  
   or  
   Return the form to your local or chosen FCRC  
   The form cannot be emailed and should NOT be sent to Central Scanning.

5. Allow 6-8 weeks to hear back from the state.

6. If there are questions, email: ABE.Questions@illinois.gov

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illinois Driver’s License</td>
<td>Birth Certificate</td>
</tr>
<tr>
<td>School Identification card</td>
<td>Social Security Card or Official document containing your Social Security Number</td>
</tr>
<tr>
<td>U.S. Military Draft Card or Draft Record</td>
<td>Marriage Certification</td>
</tr>
<tr>
<td>Identification card issued by the federal, state or local government</td>
<td>Divorce Decree</td>
</tr>
<tr>
<td>U.S. passport or U.S. passport card</td>
<td>High School or College Diploma (Including High School Equivalence Diploma)</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)</td>
<td>Property Deed or Title</td>
</tr>
<tr>
<td>Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</td>
<td>Employer Identification card</td>
</tr>
<tr>
<td>Military dependent’s identification card</td>
<td></td>
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<tr>
<td>Native American Tribal document</td>
<td></td>
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<tr>
<td>U.S. Coast Guard Merchant Mariner card</td>
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<tr>
<td>Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph</td>
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</tbody>
</table>

**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 is time to renew your benefits, you would also 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.
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. 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.

Use these tabs to reach the different MMC areas – we will go over each of them.

Here you can choose to cancel your benefits.
Report My Changes

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

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 21 of this Guide for more information about uploading documents.)
Renew My Benefits Button
If it is time to renew your benefits, a [Renew My Benefits] button displays on the Case Summary page. This button only displays 60 days prior to the end of your current approval period.
1. Click the [Renew My Benefits] button.

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
- Change in Household
- Change in Household Income
- Expenses/Bills Have Changed
- Resources have Changed
- Health Insurance Has Changed
- Receiving other health insurance or Medicare
- Health Insurance ended

Keep in mind that you should only report changes that have already happened.
2. The **Redetermination Overview** page displays letting you know which of your benefits is up for redetermination. Review and click [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.
4. Click [Next] and the Ren**ew 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], the *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. Keep this tracking number in case you need to speak with a Caseworker!

Remember to upload supporting documents! If documents are not received this could lead to a delay or denial of benefits.
**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.

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.
**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.

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**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.

**Your Case Number and Individual ID**

Your Case Number is: 400101294
Your Individual ID is: 1811238270

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[Back to Manage My Case]
**Account Management Tab**

You can manage your ABE account on the **Account Management** tab; including updating your password and managing your communication preferences.

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**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. **We are currently recommending this option as we fine tune the Electronic Only option.**
- **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. Make sure to let us know if your email or phone number changes.
Uploading 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.

1. **Find out what documents the State needs.**
2. **Enter comments you want the caseworker to know about the document.**
3. **Be sure to click the [Add] button.** You can add up to 10 documents in a single upload. Each document can be no more than 2 MB.
4. **Review the documents you added and click [Submit].** You must click the Submit button in order for these documents to be sent to your DHS or HFS local office.
Knowledge Check

1. What number do you use to set up Manage My Case?
   A. Recipient ID
   B. Individual ID
   C. SSN
   D. Either B or C

   Answer D The Individual ID or SSN can be used to set up Manage My Case

2. Who can set up a Manage My Case Account?
   A. Anyone who want to can set up a Manage My Case Account
   B. Only the Head of Household can set up a MMC Account

   Answer B – Only the Head of Household can set up a Manage My Case Account. If you are the Approved Representative you will act as the HOH and can set up a MMC Account