



CMS COVID-19 Benefits Resources

The Illinois Department Central Management Services (CMS) is working to support the physical, mental and financial health of members who may be affected, either directly or indirectly by COVID-19. Please see below for a list of benefits resources available below.



Questions about Benefits Information?

Members are encouraged to visit www.MyBenefits.illinois.gov or call the **MyBenefits Service Center** (844) 251-1777 from 8:00 AM – 6:00 PM CT, Monday through Friday to address benefit and enrollment questions.

For concerns that cannot be addressed by MyBenefits, members should contact CMS toll free at (800) 442-1300 and leave a message. A representative will return calls within 24 hours, Monday through Friday.



Telehealth Virtual Visits

Fees for Telehealth virtual visits, COVID-19 tests and exams have been waived for most Health plans. Some plans also offer Telemedicine services for virtual visits with medical professionals other than your provider. Follow the links below to access your health plan's Telemedicine site.

[Aetna](#)

[Health Alliance](#)

[Health Link](#)



Emotional Health and Support

To support the mental well-being of our employees during this stressful time, both the Employee Assistance Program (EAP) and Personal Support Program (PSP) have expanded their operations. All services are free and confidential.

[PSP for AFSCME31 members](#) (800) 647-8776, Monday – Friday, 8:30 AM- 4:30 PM

[EAP through Magellan for non-AFSCME31 members](#) (866) 659-3848



Dependent Eligibility Verification Audit (DEVA)

CMS has delayed the termination of dependents that have not been verified in the audit. Dependents who still require verification should submit required documentation at www.VerifyOS.com, via fax to (877) 223-8478 or mail to HMS, PO Box 165308, Irving TX 75016-9923. If you are included in the audit, you must submit proof of eligibility for each dependent listed on your Verification Form by June 18, 2020 or their coverage will be terminated effective July 1, 2020.