

Provider Memorandum

Help Remind Medicaid Members to Update Their Address Information

Updated member address information is integral to the work that Molina Healthcare of Illinois (Molina) does to bring positive change in the lives of the state's most vulnerable residents, and it enables us to reach and engage our members. Updated address information also helps ensure that members receive important redetermination letters from the State of Illinois, which enables them to continue receiving medical benefits.

Molina is asking you to help remind and encourage members to make sure that their address information is current with the State of Illinois.

Molina uses address information to help members in several ways:

- Regular visits from case managers and other staff.
- Mailing important benefit information, such as Member ID, Member Handbook, and program enrollment letters.
- Mailing general health information that helps members to learn to better manage chronic health conditions.
- Call campaigns where Molina staff reminds members of their upcoming Medicaid redetermination process.

The State of Illinois, through the Illinois Medicaid Redetermination Project, conducts yearly eligibility screenings of members to make sure that each person still meets criteria to continue receiving benefits. The process involves a **mailed redetermination form** that members must complete and send back to the state. Medicaid members who do not respond will have their medical benefits canceled.

Members may change their mailing addresses online with the [U.S. Postal Service \(USPS\)](#) or in person at [any Post Office location](#). Updated address information with the USPS is automatically reported to Illinois Healthcare and Family Services (HFS) and Illinois Department of Human Services (DHS). Members are encouraged to update their information as soon as they have a change of address to help ensure they continue receiving their mail.

Members also may report their new addresses online with Illinois Department of Human Services via email: IDHS.WebBits@Illinois.gov.

Please contact your Provider Network Manager if you have questions or would like to schedule a meeting, orientation, or training. You may also contact the Provider Network Management team at (855) 866-5462 or via email at MHILProviderNetworkManagement@MolinaHealthcare.com.