

Guide to Adult Benefits, Services and Resources

Remember...



Transition is a process.



Having a plan is crucial.



Be flexible, changes will happen.



Programs and services vary in eligibility and funding. They also will change over time. Be sure to contact the agency for current information.

This booklet includes information and resources to help plan for government benefits and health insurance.

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HEALTH INSURANCE

Aid to the Aged, Blind and Disabled (AABD), Public Aid, Medical Card

Program description: Aid to the Aged, Blind and Disabled (AABD) is a health insurance program for low-income individuals with disabilities who need help getting and paying for medical benefits. Medicaid helps pay for most health services.

To be eligible, you must:

- Be an Illinois resident and a U.S. citizen or qualifying non-citizen
- Meet certain income and asset limits
- Be blind or disabled¹

Notes:

- See the Affordable Care Act and additional adult coverage on page 4.
- Medicaid also offers Family Health Plans. FamilyCare provides health care to parents and caretaker relatives. Moms and Babies provides health care to pregnant individuals. For information, call the Health Benefits Hotline at: (800) 226-0768 or (877) 204-1012 (TTY).
- This program is a state-based health insurance and generally cannot be used outside of Illinois.
- If your application is denied, you may appeal the decision.

Apply Online: abe.illinois.gov/abe/access/. This is the preferred way to apply for Medicaid.

Disability Determination: www.dhs.state.il.us/page.aspx?item=29979

DHS Helpline: (800) 843-6154/(800) 447-6404 (TTY)

For more information: Download an application at www.dhs.state.il.us/page.aspx?item=33698 and mail, fax, or take it to the local DHS Family Community Resource Center (FCRC).

¹Social Security Administration definition, a severe impairment that prevents gainful activity or ability to earn more than \$1,470 per month (2023 definition).

HEALTH INSURANCE

Medicaid Managed Care Plans

All Kids and Medicaid members must enroll in HealthChoice Illinois. This is required in all counties. HealthChoice Illinois is a managed care program for Medicaid members. Each member gets to choose the plan they want. Each managed care plan (MCO) has a network of doctors and hospitals that members must use. The managed care plans may also provide some additional benefits to their members. These are important factors to consider when choosing a plan.

Once enrolled in a plan, a member will stay in that plan for 12 months. A member can choose a new plan once per year.

DSCC participants in the Home Care Program are not required to enroll. Members with comprehensive private insurance are not required to enroll. Most All Kids and Medicaid members are required to enroll.

For more information on managed care plans available, visit:

enrollhfs.illinois.gov/choose/tips-help-you-choose

For help choosing or enrolling in a managed care plan:

Go to enrollhfs.illinois.gov or call HFS Client Enrollment Services at (877) 912-8880/(866) 565-8576 (TTY) Monday through Friday from 8 a.m. to 6 p.m.

HEALTH INSURANCE

The Affordable Care Act (ACA)

Program description: On March 23, 2010, President Obama signed into law the federal health reform legislation known as the Affordable Care Act (ACA). The purpose of the legislation is to assure that all Americans have access to affordable health insurance. All Americans are required to have health insurance. Here are a few ways to get coverage:

- Through an employer
- Through a public program such as Medicaid
 - You can apply for Medicaid programs at any time. There is no open enrollment period for Medicaid applications.
- Purchasing health insurance from the MarketPlace
 - Purchasing health insurance from the MarketPlace is limited to certain times:
 - ◆ Open enrollment (a pre-determined time when you can enroll in a privately purchased health plan).
 - ◆ A qualifying event such as loss of employer coverage or you are no longer eligible for dependent coverage through your parent's health plan.

To apply online or find someone to help you apply for coverage, visit:

Get Covered Illinois: getcoveredillinois.gov/

- OR -

Market Place: www.healthcare.gov/

HEALTH INSURANCE

Health Benefits for Workers with Disabilities (HBWD)

Program description: This program aims to help people with disabilities work and still maintain Medicaid healthcare benefits. This program allows individuals with disabilities to work without fear of losing health insurance.

To be eligible, you must:

- Be an Illinois resident, U.S. citizen, or qualifying non-citizen
- Meet income and assets limits¹ (much higher than income/assets limits for Medicaid)
- Be disabled²
- Be employed and show proof of payment of Federal Insurance Contributions Act (FICA) or Illinois Municipal Retirement Fund (IMRF)
- Be 16 through 64 years of age

For more information: You may download an online application or request an application to be mailed to your home.

Health Benefits for Workers with Disabilities:

hfs.illinois.gov/

Application: hfs.illinois.gov/medicalprograms/hbwd.html

HBWD Hotline: (800) 226-0768/(866) 675-8440 (TTY)

¹ Income less than or equal to 350 percent of the Federal Poverty Level; assets of \$25,000 or less. Your house, one car, most retirement accounts, and your medical savings account don't count toward your asset limit.

² Social Security Administration definition, a severe impairment that prevents gainful activity or ability to earn more than \$1,470 per month (2023 definition).

HEALTH INSURANCE

Medicare

Program description: Medicare is a federal health insurance program that's available to some people under age 65 with disabilities. Medicare will help pay for most healthcare services. Individuals may have to pay a premium, deductible, and co-insurance. There are programs to help with these out-of-pocket costs.

If you are under 65 and receive Social Security disability benefits for 24 months or certain other disability retirement benefits for 24 months, you may be eligible for Medicare Part A, Hospital Insurance. Individuals with End-Stage Renal Disease (ESRD) or Amyotrophic Lateral Sclerosis (ALS), also called Lou Gherig's Disease, are eligible to receive Medicare as soon as they begin receiving Social Security disability benefits with no waiting period.

Children with disabilities who have a parent who receives Medicare may be eligible, usually after a 24-month qualifying period.

To be eligible for Medicare under the age of 65, you must:

- Be a U.S. citizen or qualifying non-citizen - AND -
- Receive Social Security disability or railroad retirement disability, - OR -
- Be a child with disabilities whose parent receives Medicare

For more information, visit the website or call:

www.medicare.gov

(800) 633-4227/(877) 486-2048 (TTY)

PRIVATE INSURANCE

Aetna, Blue Cross, etc.

Program description: Many children and adults have private insurance from a parent's employer plan. Federal law now requires most group insurance plans to offer coverage up to age 26 for all dependents. Illinois extends this to age 30 for dependents who are military veterans.

Illinois also requires that insurance plans cover the policyholder's adult child if they are incapable of sustaining employment and dependent on their parents or other care providers for lifetime care and supervision. There must be proof that the parent/guardian provides more than 50 percent of the yearly living expenses and the adult child is claimed as a dependent on the parent/guardian's tax returns. Adult child dependent status is subject to annual review.

Speak with the insurance company or employer to find out how long children will be covered under the plan.

For more information, visit the website at: doi.illinois.gov/

Illinois Department of Insurance Consumer Assistance Hotline: (866) 445-5364

OTHER HEALTHCARE PROGRAMS

University of Illinois Chicago's Division of Specialized Care for Children (DSCC)

Program description: DSCC partners with Illinois families and communities to help children and youth with special healthcare needs connect to services and resources. DSCC staff work together with families to address a child's medical, social, behavioral, educational and financial needs. This process is called care coordination and is free to all eligible families.

To be eligible, you must:

- Be an Illinois resident
- Be age birth to 21 years old
- Have or be suspected of having a chronic medical condition in one of the following categories:
 - Blood disorders
 - Cardiovascular impairments
 - Craniofacial and external body impairments
 - Eye impairments
 - Gastrointestinal impairments
 - Hearing impairments
 - Inborn errors of metabolism
 - Nervous system impairments
 - Orthopedic impairments
 - Pulmonary impairments
 - Urogenital impairments

DSCC also serves children and adults who need in-home shift nursing through the Home Care Program. DSCC operates the Home Care Program on behalf of the Illinois Department of Healthcare and Family Services (HFS). This program helps youth remain in their family home rather than a hospital or skilled nursing facility.

For more information, visit the website or call:

dsccl.uic.edu (800) 322-3722

OTHER HEALTHCARE PROGRAMS

Mental Health Emergency Mental Health Services

In Crisis/Emergency: Call 911
(general emergency or potentially life-threatening)

988 Suicide and Crisis Lifeline: Call or text 988 or chat at 988lifeline.org/

What is 988?

- 988 is confidential, free and available 24/7
- It is a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress, including family, friends and/or caregivers.

Can youth use 988?

Lifeline Call Centers will accept all calls, chats/texts no matter the age of the caller. They provide follow-up regardless of age. Call centers have resources and referral options across the lifespan. Call center specialists are trained to modify language/word choice as appropriate for different callers, including when talking to children.

Additional measures around confidentiality are also in place in regard to follow-up procedures for children. These measures include ensuring the child has access to the phone again and that it is their own phone they are using.

When can you use 988?

If you or someone you know is having thoughts of suicide or experiencing a mental health or substance use crisis (not just for someone who is actively suicidal).

OTHER HEALTHCARE PROGRAMS

Mental Health Emergency Mental Health Services

Screening Assessment and Support Services (SASS) Program:

Contact the 24-hour Crisis and Referral Entry System (CARES) at (800) 345-9049 or TTY at (773) 523-4504 if you feel that your child is currently experiencing a mental health crisis (suicidal and/or homicidal, actively aggressive towards self or others, etc.) A SASS worker will complete an assessment in-person to ensure your child receives crisis services in the most appropriate setting.

This statewide initiative:

1. Provides screening, assessment and treatment of any child who may be at risk of psychiatric hospitalization and who is eligible for public funding under any program funded by one of the three collaborating departments.
2. Enhances access to coordinated community-based mental health services either in lieu of or following inpatient care and screening.
3. Effectively links families and guardians to the appropriate level of care to meet the mental health treatment needs of their child.

Eligibility criteria:

- Children under the age of 18 seeking public funding for psychiatric services through DHS.
- Children and adolescents under the age of 21 enrolled in HFS' medical programs, including All Kids.
- Any person for whom the Illinois Department of Children and Family Services (DCFS) has legal responsibility.
- For children with dual insurance (Medicaid or All Kids as the secondary), CARES should be called at the time of a psychiatric crisis.

OTHER HEALTHCARE PROGRAMS

Mental Health *Non-Emergency Mental Health Services*

Non-Emergency Mental Health Services

To find a non-crisis mental health provider near you, go to www.dhs.state.il.us/page.aspx?module=12&officetype=&county=.

Illinois Warm Line: Call (866) 359-7953

- Free phone support for anyone living in Illinois to include emotional support, recovery education, self-advocacy support, and referrals.
- Staffed by Certified Recovery Support Specialist (CRSS).
- Not a crisis line but rather works with callers to address aspects of their wellness by identifying triggers, developing action plans and learning what is necessary to maintain wellness.
- Free and available Monday through Saturday, 8 a.m. to 8 p.m.

OTHER HEALTHCARE PROGRAMS

National Alliance on Mental Illness (NAMI) Illinois

NAMI Illinois provides training and educational materials for families, persons with mental illness, and professionals. It also advocates on behalf of persons with mental illness and provides family-to-family and consumer-to-consumer support and interaction through support group meetings. For more information, visit namiillinois.org/.

- NAMI National Helpline: (800) 950-NAMI (6264)
- For information about local NAMI affiliates, support groups, education programs, or advocacy, call (217) 522-1403.
- StrengthofUs.org is NAMI's online resource center and social networking website for young adults (ages 18 to 30) living with mental health conditions.

INCOME SUPPORT AND EMPLOYMENT

Social Security Disability Insurance (SSDI)

Program description: SSDI is an income assistance program for individuals with disabilities that is based on earnings from work and payroll taxes.

To be eligible, you must:

- Be disabled by adult definition as defined by SSA¹ - AND -
- Have worked and paid into Social Security through taxes - OR - be the disabled child (disabled before age 22) or disabled spouse of an individual who currently receives SSDI or an individual who was receiving SSDI at the time of death.

Note: After receiving SSDI for two years, you can receive Medicare.

For more information, visit the website or call:

Social Security Administration:

www.socialsecurity.gov/applyfordisability/

(800) 772-1213

DHS Help Line: Use the Illinois Department of Human Services Customer Help Line for questions about case status, benefits, services or eligibility. Staff are available 8 a.m. to 5 p.m., Monday through Friday, except state holidays.

(800) 843-6154/(800) 447-6404 (TTY)

¹You must be unable to do any substantial work because of your medical condition(s); and your medical condition(s) must have lasted, or be expected to last, at least one year, or be expected to result in your death.

INCOME SUPPORT AND EMPLOYMENT

Supplemental Security Income (SSI) for Adults

Program description: Adult SSI makes monthly cash assistance payments to people who have low income and few assets (the things you own) and are blind or disabled. Learn more about protections for SSI beneficiaries at: www.ssa.gov/disabilityresearch/wi/1619b.htm

To be eligible, you must:

- Be a U.S. citizen or qualifying non-citizen
- Be disabled as defined by SSA¹
- Meet income and assets limits

Note: If your application is denied, you can appeal the decision online or by phone. It is common for applications to be denied initially, so it's important to begin the appeal process.

For help finding someone who can help with an appeal, go to: www.ssa.gov/ssi/text-help-ussi.htm or call the Social Security Administration at (800) 772-1213 between 8 a.m. to 7 p.m., Monday through Friday.

To apply for SSI, go to www.socialsecurity.gov/applyfordisability/
(800) 772-1213/(800) 325-0778

Disability Determination Services:

www.dhs.state.il.us/page.aspx?item=29979

Illinois Department of Human Services (IDHS) Help Line:

(800) 843-6154/(800) 447-6404 (TTY)

¹You must be unable to do any substantial work because of your medical condition(s); and your medical condition(s) must have lasted, or be expected to last, at least one year, or be expected to result in your death.

INCOME SUPPORT AND EMPLOYMENT

Supplemental Nutrition Assistance Program (SNAP)

Program description: The Supplemental Nutrition Assistance Program or SNAP (formerly called food stamps) provides supplemental income to help buy healthy food. Eligible applicants receive food assistance benefits, which are on an electronic card, called the Illinois Link card.

To be eligible, you must:

- Meet income limits (you can use the SNAP eligibility calculator as an easy pre-screener for the program, available online at fscalc.dhs.illinois.gov/FSCalc/)
- Immigrants and refugees may also qualify

For more information, visit the website or call:

Illinois Department of Human Services:

www.dhs.state.il.us/page.aspx?item=30371

(800) 843-6154/(800) 447-6404 (TTY)

Work Incentive Programs for People with Disabilities on SSI/SSDI

Program description: Work Incentive Planning and Assistance (WIPA) projects are for people with disabilities who receive SSI or SSDI and who are considering returning to work or entering the workforce. Assistance is provided by certified Area Work Incentives Coordinators (AWIC) who can help you understand how employment earnings can affect your state and federal benefits such as SSI, SSDI, Medicaid, Medicare and TANF.

For more information, visit the website or call:

www.ssa.gov/redbook/

INCOME SUPPORT AND EMPLOYMENT

Employment Services

Supported Employment Program (SEP)

Program description: The Supported Employment Program provides services for individuals with disabilities who want to go to work but need support services to succeed on the job.

Division of Rehabilitation Services (DRS) Referral

Application: wr.dhs.illinois.gov/wrpublic/wr/dynamic/referral.jsf

To be eligible, you must:

- Meet age requirements
- Meet disability eligibility

Illinois Department of Employment Security (IDES)

Program description: The Illinois Department of Employment Security provides tools to help job seekers and students browse occupations, explore careers, build a resume, get interview tips, and search for jobs.

For more information, visit the website or call:

ides.illinois.gov/

Help Line: (877) 342-7533

To schedule an appointment in person or over the phone, call: (217) 558-0401.

INCOME SUPPORT AND EMPLOYMENT

Employment Services

Illinois workNet Centers

Program description: Illinois workNet Centers are a group of agencies working in partnership to bring together employment and training services for all Illinois residents, including people with disabilities. Services available include job search assistance, help with improving interview skills, and referrals to training programs and/or support services. Most services are free to local residents. Specific services for youth in transition include materials to guide students with cognitive disabilities in finding and keeping a job, student guides to jobs, and a transitional guide to college. The site also offers information on employment rights and advocacy as well as disability benefits information and work incentives.

To be eligible, you must:

- Be an Illinois resident

For more information:

www.illinoisworknet.com/Connect/Pages/LocationSearch.aspx

More employment information resources:

PEAT's Accessibility and Employment: What People with Disabilities Need to Know: www.peatworks.org/accessibility-and-employment-what-people-with-disabilities-need-to-know/#

Equip for Equality's Employment Rights Information: www.equipforequality.org/learn/rights-information-by-topic-area/employment/#basics

IDES' Hire the Future Program: ides.illinois.gov/jobs-workforce/programs/hire-the-future.html

Illinois workNet's Disability Works Resources: www.illinoisworknet.com/disabilityworks

DEVELOPMENTAL DISABILITIES

Illinois PUNS

Program description: Registering with the PUNS is the first step in accessing services outside of early intervention and the public school system for individuals with developmental disabilities in Illinois. Applicants must meet with a Pre-Admission Screening (PAS) or Independent Service Coordination (ISC) agency to determine eligibility for services. The PUNS helps identify services and support needs and puts eligible individuals on a waiting list for services, such as in-home supports, respite care, group homes, and more. PUNS registration must be updated every year.

To be eligible, you must:

- Be an Illinois resident
- Meet developmental disability eligibility
- Meet age eligibility

For more information: Find your local Independent Service Coordination (ISC) agency by using their office locator at www.dhs.state.il.us/page.aspx?module=12&officetype=&county.

Department of Human Services:

(888) DD-PLANS/(866) 376-8446 (TTY)

Illinois Life Span (ILS):

www.illinoislifefspan.org or call (800) 588-7002

University of Illinois Chicago's Division of Specialized Care for Children: dsc.uic.edu

The Arc of Illinois Family to Family Health Information:

www.thearcofil.org/about-us/programs/family-to-family-health-information-center/

(866) 931-1110

COMMUNITY AND INDEPENDENT LIVING

Adults with Developmental Disabilities Home and Community-Based Services Waiver (HCBS)

Program description: A waiver is a program that provides specialized services that allow individuals to remain in their own home or live in a community setting. This waiver serves adults with developmental disabilities. The cost of services provided through the waiver cannot exceed the cost of providing care in an intermediate care facility for the developmentally disabled. Services are based on consumer needs and choices. Please note that individuals are selected from the PUNS waiting list to be eligible for this waiver.

To be eligible, you must:

- Be a resident of Illinois and a U.S. citizen or legal alien
- Be age 18 or older
- Require Intermediate Care Facility (ICF/MR) level of care

Services may include:

- **Residential habilitation**, including 24-hour, Host Family and intermittent Community Integrated Living Arrangements (CILA), and Community Living Facilities (CLF) that provide housing options with staff on-hand or available for support
- **Day habilitation**, including Developmental Training (DT), Supported Employment (SEP), and Adult Day Care
- **Home-based support** (HBS) services, including service facilitation, personal support, nursing, behavior services, physical therapy, occupational therapy, speech/communication therapy, transportation, personal emergency response systems, training and counseling for unpaid caregivers, and crisis services

COMMUNITY AND INDEPENDENT LIVING

Adults with Developmental Disabilities Home and Community-Based Services Waiver (HCBS)

For more information, visit the website or call:

HCBS Waiver Fact Sheet: hfs.illinois.gov/medicalclients/hcbs.html

Independent Service Coordination Agency (ISC): Meeting with an Independent Service Coordination Agency (ISC) is the first step in applying for developmental disability services. They can answer your questions regarding services, link you directly to Intermediate Care Facilities, and enroll you in the PUNS database.

For the ISC closest to you, search the office locator at: www.dhs.state.il.us/page.aspx?module=12&officetype=&county=

To contact the State of Illinois Division of Developmental Disabilities, call: (888) DD-PLANS/(863) 376-8446 (TTY)

COMMUNITY AND INDEPENDENT LIVING

Division of Rehabilitation Services (DRS) Home and Community-Based Services Waiver (HCBS) for Persons with Disabilities (DRS Home Services Programs)

Program description: A waiver is a program that provides services that allow individuals to remain in their own home or live in a community setting. This waiver serves individuals with severe physical disabilities. The cost of services provided through the waiver cannot exceed the cost of providing care in a nursing facility. Services are based on consumer needs and choices.

To be eligible, you must:

- Be an Illinois resident, U.S. citizen, or legal alien
- Meet income eligibility
- Require nursing facility level of care
- Meet age requirements, age 0-59

Services may include:

- Homemaker
- Personal care (Personal Assistant)
- Respite
- Adult day care
- Skilled nursing and home health aide
- Physical, occupational, and speech therapies
- Personal emergency response system
- Accessibility adaptations, specialized medical equipment
- Home meal delivery

For more information, visit the website or call:

HCBS Waiver Fact Sheet: hfs.illinois.gov/medicalclients/hcbs.html

IDHS Division of Rehabilitation Services: www.dhs.state.il.us/page.aspx?item=60122

(800) 843-6154/(866) 324-5553 (TTY)

COMMUNITY AND INDEPENDENT LIVING

Division of Rehabilitation Services (DRS) Home and Community-Based Services Waiver (HCBS) for Persons with Brain Injuries

Program description: A waiver is a program that provides specialized services that allow individuals to remain in their own home or live in a community setting. This waiver serves persons with brain injuries of any age. The cost of services through the waiver cannot exceed the cost of providing care in a nursing facility. Services are based on consumer needs and choices.

To be eligible, you must:

- Be an Illinois resident, U.S. citizen, or legal alien
- Meet income eligibility
- Require nursing facility level of care

Services may include:

- Homemaker
- Personal care (Personal Assistant)
- Adult day care
- Day habilitation
- Pre-vocational services, supported employment services
- Behavioral services
- Physical, occupational, and speech therapies
- Specialized medical equipment and supplies
- Skilled nursing and home health aide
- Home meal delivery

For more information, visit the website or call:

Persons with Brain Injury Fact Sheet: hfs.illinois.gov/medicalclients/hcbs/bi.html

IDHS Division of Rehabilitation Services: www.dhs.state.il.us/page.aspx?item=29736

(800) 843-6154/(800) 447-6404 (TTY)

COMMUNITY AND INDEPENDENT LIVING

Housing

- **Know your rights for fair housing.** More information is available online from the U.S. Department of Housing and Urban Development: www.hud.gov/topics/housing_discrimination.
- Contact your **Center for Independent Living (CIL):** www.incil.org/ (800) 587-1227
- **Illinois Supported Living Program** offers housing with services to people with physical disabilities (22 and older). The Department of Healthcare and Family Services Waiver Program pays for specialized services, such as intermittent nursing services. Apartment style living, personal care, meals, housekeeping, laundry, medication supervision, social activities, recreation and 24-hour staff. For more information, go to: hfs.illinois.gov/medicalclients/hcbs/slf.html or call the Department of Healthcare and Family Services (HFS), Bureau of Long Term Care: (217) 782-0545 or (844) 528-8444.
- **The Illinois Assistive Technology Program (IATP)** provides free information and assistance on assistive technology and other related disability and aging topics. IATP has a device loan program to let borrowers trial devices before buying them from a vendor. For more information: iltech.org/how-we-help/try-a-device/ or call (800) 852-5110.

IATP's Reuse Program provides assistive technology and durable medical equipment to people of all ages with disabilities who can't afford to purchase new. The recipient may keep the equipment for as long as needed. When it is no longer being used, IATP asks that it be returned so that others in need may also benefit from the program. Call (800) 852-5110 and ask for the Reuse Program for more information and available equipment.

COMMUNITY AND INDEPENDENT LIVING

Housing

- Contact **Illinois Life Span** for online information and support: www.illinoislifespan.org (800) 588-7002
- **Supportive Housing** - The supportive housing program provides necessary supportive services coupled with housing to enable formerly homeless individuals and families, or those in danger of becoming homeless, to obtain community-based housing. Supportive services must be needed for the homeless or formerly homeless individuals to function independently.

What services are offered?

- Alcohol and substance abuse counseling
- Mental health programs
- Job training
- Transportation
- Child care
- Other services deemed necessary by the residents of transitional facilities, Single Room Occupancy (SRO) facilities and family developments
- Case Management, Advocacy and Counseling are required services

Visit www.dhs.state.il.us/page.aspx?item=30361

TRANSPORTATION

Medicaid Transportation

Medicaid transportation is covered for eligible Medical Assistance participants for trips to and from a covered source of medically necessary care, if a cost-free mode of transportation is not available or not appropriate.

For Medicaid managed care plans (MCOs), members must contact their plan by calling the customer service number on the insurance card.

For non-emergency trips, you need prior approval from the Illinois Department of Healthcare and Family Services' prior approval administrator, **First Transit**. First Transit is not a transportation provider. To help you find transportation, First Transit has a list of Medicaid transportation providers and contact information.

Prior approval is not needed for emergency transportation.

For more information, visit the website or call:

www.NETSPAP.com (877) 725-0569

Paratransit Transportation

ADA Paratransit Services: The Americans with Disabilities Act requires public transit agencies to provide paratransit services to people with disabilities who cannot use the fixed route bus or rapid rail due to their disability or access barriers.

- Apply for ADA Paratransit certification or recertification.
- Contact your local Center for Independent Living (CIL), Protection & Advocacy (P&A) agency, or other disability advocacy agency if you need help with the certification process or finding transportation resources.

If you are enrolled in a Medicaid managed care plan, your plan offers transportation benefits.

TRANSPORTATION

Paratransit Transportation

Blue Cross Community:

Non-Emergency Transportation Services: Blue Cross Community Health Plans has partnered with LogistiCare to provide transport services. You can reach them at (877) 831-3148 or TTY/TDD at (866) 288-3133. They are available Monday through Friday, 8 a.m. to 6 p.m.

County Care (Cook County only)

Non-Emergency Transportation: Transportation can be arranged by you, your care coordinator or case manager by calling Member Services at (312) 864- 8200 or (855) 444-1661 (toll-free) or 711(TDD/TTY).

Illinicare

Non-Emergency Transportation: Call IlliniCare Health at (866) 329-4701 (TTY: 711).

Meridian

Emergency Transportation: Meridian covers ambulance services in emergency situations without a prior authorization. Call 911 in case of an emergency.

Routine Transportation (Non-Emergency):
Call (866) 796-1165.

Molina

Non-Emergency Transportation: To schedule a ride, or if you have questions, call (844) 644-6354 or TTY at 711. If you need to plan a pharmacy stop prior to you leaving your providers office or have questions, you may also call (844) 644-6354 or TTY at 711.

Next Level (Cook County only)

Non-Emergency Transportation: To schedule transportation, contact the Member Services transportation department at (833) ASK-NLHP (275-6547), Monday through Friday from 8 a.m. to 6 p.m.

ADVOCACY AND RESOURCE CENTERS

Illinois Network of Centers for Independent Living

One West Old State Capitol Plaza, Suite 501
Springfield, IL 62701
(217) 525-1308 (Voice/TTY) **or** (800) 587-1227 (Voice/TTY)
www.incil.org/

Illinois Life Span Project

20901 LaGrange Road, Suite 209
Frankfort, IL 60423
(815) 464-1832
www.illinoislifespan.org

Family Voices of Illinois

The Arc of Illinois Family - to - Family Health Information Center

20901 LaGrange Rd., Suite 209
Frankfort, IL 60423
(708) 560-6703
(866) 931-1110 (toll-free for Illinois families)
www.familyvoicesillinois.org

Equip for Equality (Main/Chicago Office)

20 North Michigan Avenue, Suite 300
Chicago, IL 60602
(312) 341-0022 **or** (800) 537-2632 (Voice) **or** (800) 610-2779 (TTY)
www.equipforequality.org/