



## **Division of Specialized Care for Children**

### **PROVIDER NOTICE**

Date: April 20, 2026

Dear Home Nursing Agencies and Children's Community-Based Healthcare Centers,

Thank you for your continued service to those enrolled in the Home Care Program. This notice has an important update regarding an Illinois Medicaid system issue.

#### **Medicaid System Error Update**

A system error has caused some Medicaid cases to show an incorrect end date of April 30, 2026. Division of Specialized Care for Children (DSCC) Benefits Support staff are proactively identifying impacted Home Care cases and sharing that information with the Illinois Department of Human Services (DHS). The Illinois Department of Innovation and Technology (DoIT) is actively working to correct the issue. At this time, this appears to be part of the system error, and efforts are underway to correct these cases.

Providers may notice this issue when completing regular benefit checks or from impacted families that have received a DHS letter stating that their child's benefits will end on April 30, 2026.

#### **Medicaid System Error Provider Guidance**

If you hear from a family, please share the following information:

- DSCC is working closely with DHS to resolve it as quickly as possible.
- Families can contact the DHS Central Office 238 at (217) 785-4170 to report the letter and request assistance with correcting their child's Medicaid benefits.
- If a family is experiencing issues with their benefits on or after May 1, 2026, please contact the assigned DSCC Care Coordinator so an expedited request can be sent to DHS.

***This situation reinforces the importance of Medicaid providers regularly verifying active coverage at the time of services ([Medicaid Roles and Responsibilities Provider Notice posted Oct. 13, 2025](#); [Benefits Verification, pg. 23-24](#), [Nursing Agency Provider Guidebook](#)).***

Any concerns surrounding ending benefits should always be brought to the assigned DSCC Care Coordinator.

This notice will also be posted to DSCC's website: <https://dsc.uic.edu/home-care-provider-notices/>.

We thank you for your continued service to our shared participants. If you have any questions, please contact your DSCC liaison.