

Illinois Healthy Women (IHW) Q & A: Eligibility & Citizenship Documentation

- 1. If a client needs services but has lost her card, what should providers do?**
Providers can verify eligibility through REV system, AVRS or MEDI in the same way they verify eligibility for other medical programs.
- 2. How do you handle applicants who have lost their birth certificate?**
Applications can be submitted without the birth certificate, but an attempt should be made to help the applicant get one. They can get birth certificates from the state or county where the person was born. Applicants may have to pay for official copies of birth certificates. Usually, they will need to know the person's name, date of birth, place of birth and parents' names to order their birth certificate.
- 3. If a client forgets to re-enroll on time, how long do you allow her before she has to complete an application?**
A new application can be filed at any time.
- 4. If an out-of-state client lives in Illinois while she attends college, can she get an Illinois Healthy Women card? Yes**
- 5. Does a college student include her parents' income in the computation for income eligibility?** Parental income is not counted for anyone over the age of 17. Since the IHW program is only available to women 19 and over, the parent's income is not needed.
- 6. How long does it take for an application to be processed?**
The State has 45 days to process an application after all verifications are received. It normally does not take that long.
- 7. How long does it usually take to notify a client whether her application has been approved or denied?"** Once an application has been approved or denied, it takes about 7 to 14 days to get the Pink card, and about 7 to 10 days to get an approval notice or denial.
- 8. Does a legal permanent resident need to live in this country for five years to qualify for IHW? Yes**
- 9. If an applicant has questions about why her case was denied, whom should she contact?**
She should call the All Kids unit at 1-877-805-5312 and identify herself as an IHW customer.

10. If an applicant would like to check on the status of her application, whom should she contact?

She should call the All Kids unit at 1-877-805-5312 and identify herself as an IHW customer.

11. If a woman has health insurance that covers birth control, can she still apply for IHW?

A woman with health insurance can apply for IHW. The insurance will be coded on her IHW card and she will have to present both the insurance card and the IHW card to the provider when she gets services.

12. Are applicants required to submit original citizenship and identity documents or will you accept photocopies?

The provider can copy the originals for the applicant and indicate on the copy that they viewed the original documents. Otherwise, originals must be submitted. The State will make copies and return the originals to the applicant via certified mail.

13. What happens if a woman does not have any proof of income?

A pay stub received in the most recent 30 days or statement from the employer of earnings received in the last 30 days must be submitted with the application.

(From the HFS Family Planning Billing Seminar, November 2007)