



Aetna Better Health®  
of Illinois



# Upcoming changes to Medicaid eligibility

**Beginning January 1, 2027, new Medicaid eligibility requirements are expected to take effect for certain Illinois Medicaid members under federal HR-1 legislation.**

## Who may be affected?

These changes primarily affect ACA Adult Medicaid members (adults ages 19-64 enrolled through the Medicaid expansion program). Beginning January 1, 2027, the following requirements are expected to take effect:

- **Community engagement (work) requirements** for eligible ACA Adult members
- **Eligibility redeterminations every 6 months** for ACA Adult members
- **Additional documentation or verification requirements**, as determined by HFS

Not all Medicaid members are affected by these changes. Final eligibility criteria, exemptions, and implementation guidance will be determined by the Illinois Department of Healthcare and Family Services (HFS).

## What providers can do

Encourage members to:

- Watch for communication from HFS and their health plan
- Keep their mailing address, phone number, and email address current
  - Members can update their information at **ABE.Illinois.gov** or by calling **877-805-5312**
- Open and respond to all eligibility and renewal notices
- Submit requested information by required deadlines
  - Contact HFS or Aetna Better Health of Illinois with eligibility questions

Members with questions may contact Member Services at **1-866-329-4701 (TTY: 711)**.

## Why it matters

Members who do not complete required eligibility activities or respond to requests for information may experience a disruption in Medicaid coverage. Helping members stay informed and take timely action can support continuity of care and help prevent avoidable loss of coverage.

**Questions?** Email the Provider Relations team at [ABHILProviderRelations@aetna.com](mailto:ABHILProviderRelations@aetna.com).

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