



## ATTENTION: SYSTEM UPDATE DELAYS

The Illinois Department of Human Services (IDHS) is updating its CCAP processing systems.

All CCAP Customer Service response times may be longer than usual due to these system updates.

READ BELOW FOR MORE INFORMATION INCLUDING HOW TO REACH US.

The Child Care Assistance Program (CCAP) contact center phone lines are available:

Monday-Friday | 8:30 a.m. – 3:30 p.m.

Call: 312.823.1100 | Fax: 312.823.1200

Schedule Phone Appointments:

[www.actforchildren.org/appts](http://www.actforchildren.org/appts)

See page 2 for information on:

- Redeterminations
- CCAP Forms
- Approvals
- More!





## **Redeterminations Ending:**

### **December 31, 2020, January 31 & February 28, 2021:**

IDHS has authorized a 3-month auto-extension for redeterminations ending in December 2020, and January and February 2021.

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#### **Redetermination forms that are currently pending:**

If requested items are not received, the Redetermination form will be processed manually and extended for 3 months.

#### **Redetermination forms received after the auto-extension**

Any Redetermination form with end dates of December 31, 2020, January 31, 2021, and February 28, 2021, received after the auto-extension will be checked to ensure the case has been auto-extended.

#### **Redetermination forms associated with other main forms:**

The redetermination form will be processed as normal to determine the correct eligibility.

#### **Clients requesting a Redetermination form for cases ending December 31, 2020, January 31 and February 28, 2021:**

We can generate redetermination upon request. However, redetermination forms are not required until the end of a parent's extended eligibility.

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#### **Other CCAP Forms:**

Application, Change of Information, Change of Provider forms will be processed as normal.

#### **Approval letters:**

Approval letters are not sent automatically. Approval letters are generated upon the parent's and provider's request.