

Medicaid and Long-Term Care Resources in Illinois

Medicaid

Enrollment and eligibility
Long Term Care
Division of Medical Care
Prescott-Bloom Building
201 South Grand Avenue East, 3rd Floor
Springfield, IL 62763
(217) 782-0545

*For regional listing, specify which county you
are calling from.*

Executive office

Department of Human Services
100 South Grand Avenue, East, 2nd Floor
Springfield, IL 62762
(800) 843-6154 (helpline)
www.hfs.illinois.gov/medicalbrochures/hfs591.html

Community-based waiver program

Community Care Program
Senior Help Line
Illinois Department of Aging
421 East Capitol Avenue
Springfield, IL 62701-1789
(217) 524-6911
(800) 252-8966 (in-state only)

Nursing homes

Licensing, certification, inspection,
investigation, and complaints
Department of Public Health
525 West Jefferson Street, 5th Floor
Springfield, IL 62761
(217) 782-5180
(217) 785-0321 (to file a complaint)

Ombudsman

State Long-Term Care Ombudsman
Illinois Department of Aging
421 East Capitol Avenue, Suite 100
Springfield, IL 62701-1789
(217) 785-3143
(800) 252-8966 (in-state only)