



# HealthChoice Illinois

Illinois Department of  
Healthcare and Family Services  
Illinois Client Enrollment Services

## How to enroll in a HealthChoice Illinois health plan



Your way  
to make smart  
Medicaid  
choices!

### Need help?

Go to **EnrollHFS.illinois.gov**  
or call 1-877-912-8880  
(TTY 1-866-565-8576) Monday  
to Friday from 8 a.m. to 6 p.m.  
The call is free!

You can get this information in other  
languages or formats, such as large  
print or audio.

Tenemos información en español.  
¡Servicio de intérpretes gratis!  
Llame al 1-877-912-8880.

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## HealthChoice Illinois is your way to quality Medicaid care!

HealthChoice Illinois is the mandatory  
Medicaid managed care program. In  
HealthChoice Illinois, you must choose a  
primary care provider (PCP) and a health  
plan for care coordination.

Your PCP is the doctor or clinic you go  
to when you are sick or need a checkup.  
Your health plan is the group of doctors,  
hospitals, and other providers who work  
together to give you the healthcare you  
need.

All health plans have the same health  
services that you get now. Some plans  
have extra benefits.

It's important that you learn about all of  
your health plan choices.

To learn more, read *Your Health Plan  
Choices*, the *HealthChoice Illinois Plan  
Report Card*, and *Choosing a HealthChoice  
Illinois Plan* (on the back of the report  
card). All of these items came with this  
packet.

## Enrolling in a plan

### Who must enroll in a HealthChoice Illinois health plan?

Most people with an HFS Medical card  
must enroll in a HealthChoice Illinois  
health plan. If you received this brochure,  
you must choose a PCP and health plan.

### Who does not have to enroll?

These are some of the reasons you would  
not have to enroll in a HealthChoice  
Illinois health plan:

- You are enrolled in the Spenddown Program.
- You get temporary or limited medical benefits.
- You get treatment in the Illinois Breast and Cervical Cancer Program.
- You already have private insurance that covers hospital and doctor visits.

### How to enroll in a HealthChoice Illinois Health Plan

**Find a PCP.** If you need help finding a  
doctor or clinic near you, go to  
**EnrollHFS.illinois.gov** and select  
"Find Providers." You can pick a  
different PCP for each family member.



## Choose a HealthChoice Illinois health plan

You can choose the same HealthChoice Illinois health plan for everyone in your family. Or you can choose different plans. To help you choose, ask yourself the questions on the back of the *HealthChoice Illinois Plan Report Card* and these additional questions:

- What are my physical, behavioral, dental and social needs?
- Do I prefer seeing a male or female doctor?

### Here's how to enroll:

Once you have picked a health plan, there are two ways to enroll:

- Go to **EnrollHFS.Illinois.gov** and select "Enroll."
- Or call Illinois Client Enrollment Services at **1-877-912-8880** (TTY 1-866-565-8576). Call Monday to Friday, 8 a.m. to 6 p.m. The call is free.

## Frequently Asked Questions

**Can I keep my current doctor as my PCP?** Yes, if your doctor is in the health plan you choose.

**Can I change my PCP?** Yes. You can change your PCP once a month. To change your PCP, you must call your HealthChoice Illinois health plan member services number.

**Where can I see all of my health plan choices?** Read *Your Health Plan Choices* that came with this letter. Or go to **EnrollHFS.Illinois.gov** and select "Compare Plans."

**Will I lose any services?** No, you will not lose any services. Some health plans have extra services. You will also have a Care Team.

**Will I have co-pays?** If you have co-pays now, you may still have them. Some plans have no co-pays. Read *Your Health Plan Choices* that came with this brochure; or go to **EnrollHFS.Illinois.gov** and select "Compare Plans" to see which plans have co-pays.

**What happens if I don't choose a health plan?** If you don't choose a health plan, a plan and PCP will be chosen for you. The health plan and PCP you will be enrolled with are listed in your letter.

You know your health needs best, so go online or call us to make your choice today!

**Can I change my HealthChoice Illinois health plan?** Yes. You can change your HealthChoice Illinois health plan anytime in the first 90 days after enrollment. After that you cannot change plans for one year. Once each year, you can change plans during a time called *open enrollment*. We will send you a letter at that time. When changing plans, it is important for you to continue working with your current plan until your new plan starts.

**What happens after I enroll?** Once you enroll in a health plan, you will receive a health plan member handbook and a member ID card. Look for them in the mail. Your plan will also send you information about your Care Team. You will work with your health plan and Care Team to get the right healthcare services. This includes your physical health, behavioral health and social services needs. To learn more, call your health plan's member services number on your member ID card or in your member handbook.

## Care Coordination

Your health plan will provide education and help with your physical health, behavioral health and social services needs. This is called **Care Coordination**.

### Your Care Team

With Care Coordination you have a Care Team who can help you get the care and services you need. Your Care Team may include your primary care provider (PCP), specialists, treatment services providers and social service providers.

After you enroll in a health plan, your plan will contact you. They will ask you questions about your health and lifestyle and give you information about your Care Team. Your Care Team will:

- Work with you to make a Care Plan that helps you meet your health goals.
- Help you make doctor appointments and access support services.
- Help you get prior approvals and referrals when needed.
- Give you education on health management.
- Find transportation for doctor visits and other appointments.
- Give reports, updates and information about your progress to your PCP.
- Be your main contact for your questions.

It is important for you to work directly with your Care Team and health plan to get the best health care. To learn more, call your health plan's member services number.