



# HealthChoice Illinois

Illinois Department of  
Healthcare and Family Services

## Illinois Client Enrollment Services



### Questions?

Visit [EnrollHFS.Illinois.gov](http://EnrollHFS.Illinois.gov)  
or call **1-877-912-8880**  
(TTY: 1-866-565-8576).  
The call is free!

June 1, 2023

Dear Jane Q. Public:

### Welcome to HealthChoice Illinois — your way to quality Medicaid care!

HealthChoice Illinois covers Medicaid services for people with both Medicare and Medicaid who:

- Live in a long-term care facility such as a nursing home,
- Live in a supportive living facility, **or**
- Get services at home, such as aging or physically disabled waiver services

In HealthChoice Illinois, you must be enrolled in a health plan. Your new health plan will cover all the long-term care and waiver services you get now. All health plans have care coordination to manage your healthcare, long-term care and waiver services. You will keep getting all your Medicare benefits the way you do now.

### Choose the HealthChoice Illinois health plan that's best for you

You must choose a health plan for each person listed here before **July 3, 2023**:

**Jane Q. Public**

Date of birth: **June 1, 1995**

ID#: **123456789**

**John Q. Public**

Date of birth: **December 5, 1997**

ID#: **234567890**

You can choose from these health plans:

HealthChoice Illinois health plans	Toll-free number
Plan A	XXX-XXX-XXXX
Plan B	XXX-XXX-XXXX

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

HealthChoice Illinois health plans	Toll-free number
Plan C	XXX-XXX-XXXX
Plan D	XXX-XXX-XXXX
Plan E	XXX-XXX-XXXX

The health plans you can choose from may have changed since we mailed this letter.

For a current list of health plans, go to **EnrollHFS.Illinois.gov**. Select “Choose” and “Compare Plans.” Then select “HealthChoice Illinois” and your county to view your choices. To learn more about a specific health plan, call the health plan’s toll-free number. All calls are free.

For information about the plans, read *Your HealthChoice Illinois Plan Choices*, the *HealthChoice Illinois Plan Report Card*, and *Choosing a HealthChoice Illinois Plan* (on the back of the report card) that came with this letter.

You must use long-term care and waiver service providers in your health plan’s network. If you use a Personal Assistant (PA) with your waiver services, they are covered under all health plan networks. If you have providers you want to keep using, check what health plans they accept.

### To enroll in a health plan

After you choose a health plan, call us 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.

**You know your health needs best, so call us today to enroll!**

### What if I do not choose by July 3, 2023?

If you do not choose a health plan by July 3, 2023, we will choose for you. We will enroll your family members with the health plans listed below.

Member	Start date	Health plan
<b>Jane Q. Public</b> ID# 123456789	August 1, 2023	Plan A XXX-XXX-XXXX
<b>John Q. Public</b> ID# 234567890	August 1, 2023	Plan A XXX-XXX-XXXX

### After your enrollment starts

After your enrollment starts, your health plan will mail you a welcome packet and ID card. You will use your member ID card to get long-term care and waiver services. If you have questions, call your health plan’s

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member services number. This number is on your member ID card and in the member handbook.

You may change your HealthChoice Illinois plan **one time** in the first 90 days after your enrollment start date. After that you may only change your health plan one time each year during “open enrollment.”

To change your health plan, call us 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!

### **The Medicare-Medicaid Alignment Initiative program**

Because you have both Medicare and Medicaid, you can choose to enroll in the **Medicare- Medicaid Alignment Initiative (MMAI)** program instead of HealthChoice Illinois.

The MMAI program brings together all your Medicare, Medicaid and prescription drug benefits into one health plan. Most MMAI plans also offer extra benefits such as more dental care and lower prescription co-pays. All health plans have care coordination to manage all your healthcare services. To enroll in the MMAI program, you must choose a health plan and a primary care provider (PCP).

The MMAI health plans are:

- Aetna Better Health
- Blue Cross Community MMAI
- Humana
- Meridian Complete
- Molina Healthcare

Some health plans may not serve your area. For a list of MMAI health plans in your area, go to **EnrollHFS.Illinois.gov**. Select “Choose” and “Compare Plans.” Then select “Medicare-Medicaid Alignment Initiative” and your county to view plan details and extra benefits. To learn more about a specific health plan, call the health plan’s toll-free number listed online. All calls are free.

You can enroll in the MMAI program at any time. To enroll, call us 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!

Thank you,

Illinois Client Enrollment Services