



January 1, 2021

Dear Jane Q. Public:

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

HealthChoice Illinois is your way to make smart Medicaid choices. In HealthChoice Illinois, you must be enrolled in a health plan and select a primary care provider (PCP).

We chose this health plan and PCP for these members:

Member	Start date	Health plan	PCP	PCP location
<b>Jane Q. Public</b> ID# 123456789	February 1, 2021	Plan A XXX-XXX-XXXX	James Williams XXX-XXX-XXXX	321 Park Road Anytown, IL 60601
<b>John Q. Public</b> ID# 123456789	February 1, 2021	Plan A XXX-XXX-XXXX	Jennifer Johnson XXX-XXX-XXXX	321 Park Road Anytown, IL 60601

A health plan (like an insurance plan) is the group of doctors, hospitals and other providers who work together to give you the healthcare and care coordination you need. A PCP is the doctor or clinic you go to when you are sick or need a checkup. You must see doctors that are in your health plan’s network. If you have a PCP or specialists you want to keep seeing, check to see what health plans they accept.

**What if I need to see a doctor right away?**

If you don’t have a health plan or primary care provider and need a doctor right away, the Health Benefits Hotline can help. Call 1-800-226-0768 (TTY: 1-877-204-1012).

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

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

## What if I want to change my PCP or health plan?

You have the option to change your health plan, but you must do so by April 30, 2021. After that you can change your health plan one time each year during the time called “open enrollment.”

You can choose from these health plans:

HealthChoice Illinois health plans	Toll-free number
Plan A	XXX-XXX-XXXX
Plan B	XXX-XXX-XXXX
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 the current list of your health plan choices, go to **EnrollHFS.illinois.gov** and select “Compare Plans.”

You can pick the same health plan for all family members. Or you can pick a different health plan for each family member. For information about the plans, read *Your Health 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.

## To change your health plan

There are two ways to change your plan:

- **Online:** Go to **EnrollHFS.illinois.gov** and select “Enroll,” **or**
- **By phone:** Call 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.

## Once your enrollment begins

Your health plan will send you a welcome packet and ID card. You will use your member ID card to get healthcare services. If you have questions, call your health plan’s member services number. This number is on your member ID card and in the member handbook.

Remember, you may change your HealthChoice Illinois plan **one time before April 30, 2021**. After that you may only change your health plan one time each year during “open enrollment.”

If you want to stay in the health plan we chose for you, you do not need to do anything at all.

Thank you,  
Illinois Client Enrollment Services