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JANE Q. PUBLIC
123 MAIN STREET
ANYTOWN, IL 60601-0001



January 1, 2021

Dear Jane Q. Public:

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

HealthChoice Illinois covers Medicaid services for individuals with both Medicare and Medicaid who live in a long term care (nursing home) or supportive living facility or receive 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 or 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 of your Medicare benefits the way you do now.

We chose this health plan for these members:

Member	Start date	Health plan
Jane Q. Public ID# 123456789	February 1, 2021	Plan A XXX-XXX-XXXX
John Q. Public ID# 123456789	February 1, 2021	Plan A XXX-XXX-XXXX

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

More on the back »

Questions? Visit 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.

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 this letter was mailed. To see an updated list of your plan choices and learn more about the health plans, go to **EnrollHFS.Illinois.gov**. Select “Compare Plans.” Then select your county and scroll down. 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 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

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!

Once your enrollment begins

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

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The Medicare-Medicaid Alignment Initiative (MMAI) program

Since you have both Medicare and Medicaid you can choose to enroll in the **Medicare-Medicaid Alignment Initiative** program instead of the HealthChoice Illinois program.

The MMAI program brings together all of 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 of 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:

- Plan A
- Plan B
- Plan C
- Plan D
- Plan E

Some health plans may not serve your area. To see an updated list of your plan choices and learn more about the health plans, go to **EnrollHFS.Illinois.gov**. Select "Compare Plans." Then select your county and "Medicare-Medicaid Alignment" and scroll down. To learn more about a specific health plan, call the health plan's toll-free number. 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

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

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