



ILLINOIS
**HEALTH
CONNECT**
Your Home For Healthcare™

ILLINOIS HEALTH CONNECT CLIENT NEWSLETTER

April 2009, volume 2, issue 1

WHY ILLINOIS HEALTH CONNECT MAY CONTACT YOU

Illinois Health Connect wants you and your family to get the healthcare you need to stay well. To get better healthcare for you and your family, Illinois Health Connect may contact you by telephone or by mail to:

- Help you pick a new Primary Care Provider (PCP).
- Remind you of your child's Healthy Kids checkup.
- Remind you of an appointment.

Picking a New Primary Care Provider (PCP)

Illinois Health Connect wants you to be happy with your PCP. We also hope that you keep the same PCP for your regular medical home. That way, your PCP gets to know you and any health needs you have. You also get to know your PCP. Sometimes PCPs are no longer able to be a PCP in Illinois Health Connect. When this happens, Illinois Health Connect will call you or contact you by mail to tell you that you need to pick a new PCP for your medical home. We will help you pick a new PCP.


Remind You of Your Child's Healthy Kids Checkup

Kids need to see their PCP for checkups. Illinois Health Connect will mail you a letter to remind you to make an appointment for your child's Healthy Kids checkup. We will also call you when your child is due for a checkup. We can help you make an appointment with your child's PCP for a checkup at that time.

Healthy Kids is a free healthcare program for kids, teens, and young adults through the age of 20, who use the HFS or All Kids Medical Card. At Healthy Kids checkups, the doctor will make sure your child is growing and developing. Your PCP will give your child a complete physical exam, and check your child's ears, eyes, and mouth. Your PCP will also give your child shots to help prevent diseases, talk to you about helping your child stay healthy, and make referrals for special services. This is also a good time for you to talk with your child's PCP about any concerns you have about your child's health.

Appointment Reminders

When Illinois Health Connect helps you make an appointment with your PCP or your child's PCP, Illinois Health Connect will send you a reminder letter in the mail. The letter will be mailed to your address seven days before the appointment date. You can take the reminder letter with you to the appointment.

Illinois Health Connect is here to help you. If you need help making an appointment or picking a PCP call Illinois Health Connect Monday through Friday 8:00 a.m. - 7:00 p.m. at 1-877-912-1999. If you use TTY, call 1-866-565-8577. The call is free. 

1375 E. Woodfield Rd.

Schaumburg, IL 60173-5418

1-877-912-1999

www.illinoishealthconnect.com

ILLINOIS HEALTH CONNECT

NEED HELP TO QUIT SMOKING?

Smoking harms you and your family. It is never too late to quit. Quitting is hard. Many people try several times before they quit for good. But they do quit! Don't give up trying. It could be the best thing you could ever do for your health. Free private counseling and support is available to you through all stages of the quitting process by calling the Illinois Tobacco Quitline at 1-866-QUIT-YES (1-866-784-8937), Monday through Friday, from 7:00 a.m. -9:00 p.m. If you use a TTY, call 1-800-501-1068. The call is free. You can get more information at www.smoke-free.illinois.gov to help you quit smoking.

Quitting smoking will:

1. Lower your chance of having a heart attack, stroke or cancer.

- Smoking causes illnesses such as cancer, heart disease, stroke, problems with pregnancy, and lung disease.
- More than 435,000 Americans die each year from smoking.¹

2. Help you live better.

- You will feel better.
- You will have more energy and breathe easier.
- You will lower the chances of getting sick.


3. Improve your chances of having a healthy baby, if you are pregnant.

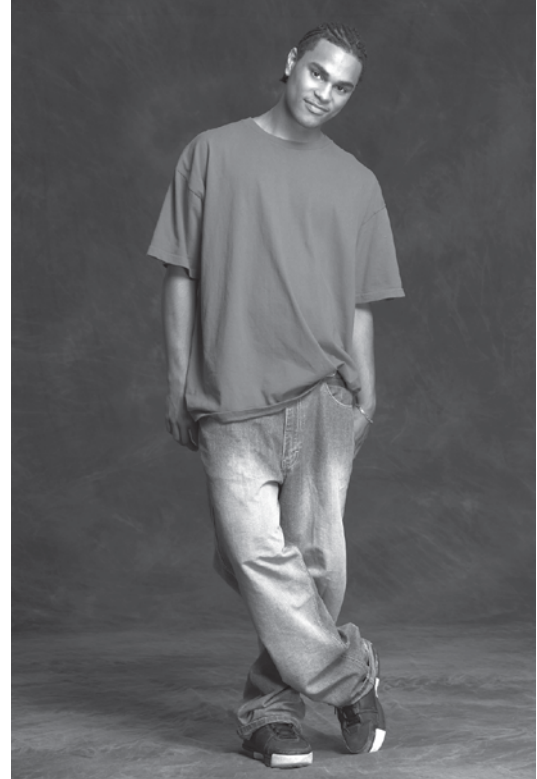
- Your baby will grow stronger.
- Your baby will stay healthier.

4. Improve the health of your family, especially your children.

- Secondhand smoke can cause asthma and other health problems for you and your children.
- Secondhand smoke kills at least 65,000 people a year in the U.S., including 2,900 in Illinois.¹

5. You will save money.

- If you smoke one pack per day, quitting smoking could save you up to \$150 a month. 



Quitting smoking is one of the most important things you will ever do. Talk with your PCP about the effects of smoking and how to quit. Your PCP can answer questions you may have about quitting smoking. Stay positive and remember –YOU CAN QUIT!



ILLINOIS HEALTH CONNECT MEMBER HEALTHCARE TIPS

Why is it important to keep your telephone and address information current?

Illinois Health Connect helps you and your family get better healthcare. There are times when Illinois Health Connect may need to get in touch with you by phone or mail. We cannot reach you if we do not have your correct address or telephone number. So it is important to keep the information current. To do this, remember to let your caseworker at your local office know if you change your address or telephone number. This way, Illinois Health Connect can contact you with important information to help you stay healthy.


Making and Cancelling Appointments with Your Primary Care Provider (PCP)

When you call your PCP's office for an appointment, tell the PCP why you need to see him or her. Your PCP will decide if you need care right away and will help you make an appointment. If you have an emergency, your PCP will tell you to go to the nearest emergency room or call 9-1-1 (if available in your area).



It is always best to make an appointment to see your PCP. However, some offices allow "walk-ins." This means that you can go to the PCP's office without a scheduled appointment and still be seen. Walk-ins may have to wait in the waiting area longer to see their PCP. If you want to know if your PCP takes walk-ins, call your PCP's office. Your PCP does not know how long it will take to see each person. Please be patient if you have to wait.

You should keep your appointments with your PCP. There may be times when you will not be able to keep an appointment. If you cannot keep your appointment, you should cancel your appointment as early as you can. To cancel your appointment, call your PCP's office to let them know you cannot keep the appointment and ask to reschedule for a new date and time.

If you are going to be late for an appointment call the PCP's office and let your PCP know you are running late or make an appointment for a new time or date. 




ILLINOIS NURSE HELPLINE

Do you know how to reach your primary care provider (PCP) when their office is closed? If not, call your PCP's office and ask for this information.

Did you also know that if you cannot reach your PCP when their office is closed, you can call the **Illinois Nurse Helpline** for help with your medical questions?

When you call the nurse helpline because you or your child is sick, you can talk to a nurse about your medical questions. The nurse will answer your questions and give you information to help you or your child feel better. The nurse can also give you information to help you decide if you need to go to the nearest emergency room or dial 9-1-1 (if available in your area) or wait to make an appointment to see your PCP.



The Illinois Nurse Helpline is ready to take your call Monday through Friday from 7:00 p.m. to 8:00 a.m., and 24 hours a day on Saturday and Sunday. You can call the Illinois Nurse Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. 



State of Illinois



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Department of Healthcare and Family Services
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