

Please review your enrollment as a PCP with Illinois Health Connect. You can access this by going to the Illinois Health Connect website at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com), clicking on Provider Access and then following the links. You will need your HFS Provider Number (license number) to access the information. From this page you can access your panel rosters, which indicate what patients have chosen you or been assigned to you as a medical home. You can also check your “Location of Service” information. The “Location of Service” page reflects how your practice has been entered into our computer system. Please review all of the demographic fields for accuracy. If you need to make any changes, please contact your Illinois Health Connect Provider Service Representative or the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999.

Please pay particular attention to the section on the Location of Service page that describes your patient panel roster. These criteria are the “filters” that determine which patients can actively choose your practice as a medical home and which patients can be auto-assigned to you. As always, we believe that PCPs should have as much control over this process as possible and, in order to ensure that your panel roster is configured as you intend, please review this information carefully.

We have provided the following clarification for several of the data fields in the Panel Roster section of the “Location of Services” page.

Max Panel Size: This is the maximum number of patients that can be on your panel. Currently, HFS allows a maximum of 1800 patients per 100% FTE PCP and an additional 900 patients per 100% FTE NP, PA or resident physician. In order to preserve continuity of care, providers who currently care for more than 1800 Illinois Health Connect eligible HFS clients may apply for an increase in the panel limit. This process takes 2-3 weeks.

Age Limits: Note that the age limits affect ALL patients (new and existing). If you request age limits, your existing patients outside the age limits will NOT be able to enroll with you for their medical home.

Gender Limits: This also affects both existing and new patients. If you request gender limits, then your existing patients outside the gender limits will NOT be able to enroll with you for their medical home.

New Patients: If you answered “**NO**” to new patients or asked only for your existing patients, **only patients who are linked to you via a paid claim can enroll with you for their medical home.** There are some reasons why a patient that you have seen previously might not be linked to you on our system or be able to pick you for their medical home:

- 1) the claim was rejected by HFS
- 2) the patient was seen by a different physician in your office
- 3) the patient hasn’t been seen since January 2004
- 4) the patient previously was insured and there is no paid claims history with HFS

If you encounter existing patients who are unable to enroll with you as a medical home, you can contact the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999. You will be required to complete a form indicating your desire to allow them to enroll with you as their medical home.

Newborns Accepted: If you check “yes” to this, you agree to allow newborns to enroll with you for their medical home. This will “override” the new patient exclusion and your practice will get newborns as new patients.

Pregnant Women Accepted: This refers to providing primary care to pregnant women and coordinating access to OB care. Women may see their OB/GYN physician at any time for any reason without a referral. If you asked for only existing patients, and check “yes” to pregnant women, only pregnant women who have a history of a paid claim for you will be able to enroll with you as their medical home. If you check “no” to pregnant women, women who call to enroll and confirm that they are pregnant will not be allowed to enroll with you for their medical home.

Willing to Accept Auto-Assignment: This refers to ALL patients, both NEW and existing. If you check “yes” to this, then you will potentially get NEW patients that pick you for their medical home. This will “override” the new patient exclusion. **If you only intend to enroll your existing patients, then this should be checked “no”.**

Willing to Accept Auto-Assignment of Existing Patients: This refers to existing patients linked via a paid claim. Patients who do not actively enroll will be auto-assigned based on an algorithm that primarily looks at paid claims of where the patient has previously sought primary care.

Willing to Accept Auto-Assignment of Family Members: This applies to both the active enrollment where a patient chooses a medical home and auto-assignment where the patient is assigned a medical home. This does not apply to newborns. If you check “yes” to family members but “no” to newborns, newborns of family members will NOT be able to enroll with your practice. “Family members” refers to patients linked in a particular HFS “case”. That could be related family members but there might be some instances where a case includes several people who might not be blood relations. It is also true that some families are divided into different cases because they qualify for HFS Medical Programs for different reasons or extended family members might not be in the same case. If you check “yes” to auto-assignment of family members, this will override the “no new patients” exclusion and you will potentially get family members assigned to you who are NEW patients.

Auto-assignment cannot differentiate two separate clinical sites for the same provider when using claims data to establish an existing relationship. Patients who do not pick a medical home will be auto-assigned to the closest site. PCPs with more than one site should understand that patients may not be assigned to the site they have historically used. If you have two sites and this represents a concern, you may want to consider reaching out to your existing clients to make sure they select the correct practice location, or you may not want to choose auto-assignment.

In addition to the Panel Roster information, please ensure that you have reviewed the Hospital Affiliations, Provider Affiliations, Medical Appointment Hours and Days, and Site Indicators fields for accuracy.

If your practice is restricted to providing services in a specific county or counties, the Site Indicators "Service Area" field should identify these counties. This affects ALL patients, as existing or new patients who live outside the county will NOT be able to enroll with you for their medical home.

If you have questions about any of the panel roster criteria or any of the other fields on the Location of Service page, please contact your Illinois Health Connect Provider Service Representative or the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999.

As a PCP your patients rely on you for health care advice. You can help your patient understand Illinois Health Connect and facilitate your patients enrolling with your practice as their medical home in the following ways:

- For patients in Cook County, refer clients to the Illinois Client Enrollment Broker at 1-877-912-8880 for assistance with enrollment or to the website at [www.illinoisceb.com](http://www.illinoisceb.com).
- Post a flyer about your participation in Illinois Health Connect in your office. Flyers are available on the Illinois Health Connect Website on the Provider Info page at <http://www.illinoishealthconnect.com/providerinfo.aspx> under Patient Education Materials. Make sure that the flyer includes your full name and your Illinois Health Connect Provider ID number. (This number has been assigned by Illinois Health Connect and is NOT the same as your Medicaid provider or license number. If you are uncertain of your Illinois Health Connect Provider ID number, you can check your Provider Information via the Illinois Health Connect website or call the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999)
- Send a letter to your existing patients indicating your participation in Illinois Health Connect and encouraging them to pick a medical home. A template of a letter is also available on the Illinois Health Connect website at <http://www.illinoishealthconnect.com/providerinfo.aspx> under Patient Education Materials.

As always, Automated Health Systems is committed to premier customer service. If you are experiencing any difficulties with enrollment, please contact your Illinois Health Connect Provider Service Representative, the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999 or the Illinois Health Connect Medical Director, Dr. Margaret Kirkegaard, MD, MPH, 1-888-912-9120 ext 2218.