

Common Questions

1. Do I have to enroll?

MOST people with an HFS or All Kids Medical Card have to join. To find out if you have to join Illinois Health Connect, call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

2. Can I keep the doctor I already have?

If your current doctor is in Illinois Health Connect and is taking more patients, you can pick them for your PCP.

3. Will I lose any services?

The services you currently get with your HFS or All Kids Medical Card will not change.

4. What happens if I don't enroll?

We want you to pick the PCP that best meets your needs. But, if you do not pick a PCP, we will pick one for you.

5. Can I change my PCP?

We want you to pick a PCP you like and stay with them. But, if you want to change your PCP for any reason, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.



QUESTIONS? NEED HELP?

Please call us at **1-877-912-1999**. If you use a TTY, call 1-866-565-8577. The call is free. We will help you:

- Access services.
- Find providers in your region.
- Find providers who are handicapped accessible.
- Tell what services are and are not covered for you.
- Get disease management services.
- Get help with any special needs.
- Make a request for a ride to your medical appointments.
- Update your contact information.
- File a complaint.
- Answer your questions.

You can also visit us online at www.illinoishealthconnect.com.



Illinois Health Connect
1375 East Woodfield Road
Suite 600
Schaumburg, IL 60173-5418
1-877-912-1999
TTY 1-866-565-8577

Visit Illinois Health Connect online at www.illinoishealthconnect.com

Illinois Health Connect™ is a trademark of the State of Illinois.
Printed by authority of the State of Illinois.
41007, IHCKNOW01, 100000

State of Illinois



Department of Healthcare and Family Services



What Every Family Should Know About Illinois Health Connect

1-877-912-1999

www.illinoishealthconnect.com

Illinois Health Connect is administered by





What Is Illinois Health Connect?

Illinois Health Connect is a new health care program of HFS (the Illinois Department of Healthcare and Family Services).

With Illinois Health Connect, you must pick a Primary Care Provider (PCP) for your medical home. With a medical home, you and your family get the top quality health care you need to stay healthy.

In Illinois Health Connect, you and your family will have:

- A “medical home” for all of your health care needs.
- Healthy Kids exams – free check-ups for kids, teens, and young adults (birth through age 20).
- An Illinois Health Connect Helpline (a free call) for answers to questions and other help.

In Illinois Health Connect, you will still get the services you get now with your HFS or All Kids Medical Card. If you have co-payments, they will be the same too.



What Is a Medical Home?

Your medical home is the doctor’s office or clinic where you go to see your PCP for health care.

Your PCP is the family doctor, nurse, or other provider at your medical home who takes care of you and your family. Your PCP gets to know you well. Your PCP will:

- Take care of you when you are sick.
- Give your children regular check-ups and immunizations (shots) to stay well.
- Help you manage diseases and other conditions like diabetes, high blood pressure and asthma.
- Send you to specialists or other health care providers when you need to go. This is called a “referral.” You do not need a referral for some services, like family planning or emergency care.
- Answer questions you have about your health care.
- Give you the information you need to stay healthy.
- Work with you to get the health care you need.

Benefits of a Medical Home

With a medical home:

- All of your medical records are kept in one place.
- You and your family get better health care.
- You and your family will have doctors who get to know you, and you get to know them.
- You will be able to contact your doctor to answer your health care questions. If you cannot reach your doctor after hours or on the weekend, you will have access to a nurse helpline.

Even if you are healthy and never get sick, it is good to have a medical home.

How Do I Join Illinois Health Connect?

It is easy to join Illinois Health Connect!

First, pick a PCP to be your medical home. Think about where you and your family get your health care now. Do you want to stay with that doctor or clinic, or do you know another doctor or clinic that you like? Call that clinic or doctor’s office to see if they are part of Illinois Health Connect.

- If your doctor or clinic is part of Illinois Health Connect, you can pick them as your PCP. You do not have to pick the same PCP for all members of your family.
- If not, call us at 1-877-912-1999 (TTY 1-866-565-8577). The call is free. We will help you pick a PCP.

You do not have to pick your current doctor. You may pick a new PCP.

Once you have picked a PCP, you can enroll in Illinois Health Connect three ways:

- 1. PHONE:** Call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- 2. MAIL:** Look for a PCP online at www.illinoishealthconnect.com. Then, fill out the enrollment form you got in the mail and mail it to us in the envelope provided.
- 3. ONLINE:** Go to our website at www.illinoishealthconnect.com and click on “Enroll.”

**Need more help to pick the best PCP?
Call Illinois Health Connect at 1-877-912-1999.
If you use a TTY, call 1-866-565-8577.
The call is free.**

www.illinoishealthconnect.com