

## **HFS Illinois Health Connect Client Enrollment Policy**

The following Illinois Health Connect (IHC) Client Enrollment Policies are effective **October 1, 2007**. These policies apply to all Illinois Health Connect (IHC) Primary Care Providers (PCPs), including FQHCs, RHCs and ERCs and their representatives.

### IHC Client Enrollment Forms

The IHC will no longer accept IHC Client Enrollment Forms that have been printed by providers. IHC will only accept IHC Client Enrollment Forms that are pre-populated by Automated Health Systems and are mailed to the client as part of the client education and enrollment packet, or upon request by the client. An IHC PCP may assist a client in completing his or her IHC Client Enrollment Form.

### IHC Online Client Enrollment via the IHC Website

IHC PCPs may only assist clients to enroll on the IHC website, if the client is present (in person) and requests assistance. Online enrollment of a client that is on the phone or via an enrollment form by a representative is strictly prohibited.

- A client may enroll online using a computer in your office.
- A representative must identify if a client is eligible to pick a medical home. Individuals in the excluded population cannot enroll.
- Before assisting a client to enroll online, a representative must ensure that the client has received education on and understands all of their health care choices. The representative will educate the client by using the IHC Information Guide and other materials made available via the IHC website or by HFS.
- At any time a client can call the IHC Helpline for assistance in obtaining education and/or assisting the client in picking or enrolling in their medical home.
  - Clients can call the IHC Client Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

### IHC Client Helpline

At any time, a client may call the IHC Client Helpline or an IHC PCP may transfer a client to the IHC Client Helpline for assistance in selecting or changing a PCP. A client may also call the IHC Client Helpline using a phone in an IHC PCP office. When a client calls or is transferred to the IHC Client Helpline, the IHC Customer Service Representative will confirm that the client has received information on all of their health care choices and will offer additional education if requested by the client. When educating a client of their health care choices, the IHC PCP must ensure that the client has received education on and understands all of their health care choices, has confirmed that the client is eligible to pick a PCP, and that the client understands that they can call the IHC Client Helpline for assistance in obtaining education and/or assisting the client in picking or enrolling in their medical home.

Clients can call the IHC Client Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.