

**To:** Illinois Health Connect (IHC) Providers

**Memo:** Department of Children & Family Services (DCFS) Clients with an assigned Primary Care Physician (PCP)

**Date:** March 18, 2011



It has come to our attention that some of the clients in DCFS custody have been turned away from physician offices and denied health care exams because they are in the Department of Healthcare & Family Services (HFS) information database with an assigned PCP.

Please be advised that the DCFS client should be seen at the time they present to your office. DCFS clients (case number beginning with a 98) are excluded from having to pick a PCP in the Illinois Health Connect program or in a Managed Care Organization (MCO). The state system automatically ends the PCP assignment, when the DCFS client is assigned the 98 number, but it can take weeks before the system is updated. HFS has come up with a long-term systematic resolution to the problem, but the necessary programming will take months to complete.

If a DCFS client comes in for services, but is assigned to another PCP, you can call the HFS Bureau of Managed Care (BMC), at 217-524-7478, to request that the PCP assignment be ended. BMC staff will manually end the PCP in the system. The claim can then be submitted without fear of rejection due to PCP assignment. The change is immediate in the state system and you will be able to see it in MEDI within 24 hours.

If the child comes to your office after BMC business hours (5:00pm) or over the weekend, you may provide services and contact BMC the next business day. BMC staff will set the PCP end date prior to the date services were provided so that the claim will not reject due to PCP assignment.

Your prompt attention to this matter is greatly appreciated.