

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

The following Illinois Health Connect (IHC) Client Enrollment Policies are effective **April 15, 2010**. 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 not 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 or their representative may assist a client in completing his or her IHC Client Enrollment Form.

### IHC Online Client Enrollment via the IHC Website

IHC PCPs or their representatives may only assist clients to enroll or change IHC PCPs 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 an IHC PCP or their representative is strictly prohibited.

- A client may enroll online using a computer in your office.
- A PCP or 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 or change IHC PCPs, a PCP or representative must ensure that the client has received education on and understands all of their health care choices\*. The PCP or 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.

***Client enrollment and change of PCPs via the IHC website is strictly monitored electronically by IHC and the Department of Healthcare and Family Services (HFS). Any irregularities suggesting that the client was not present in person at the time of the enrollment or PCP change will be referred to the HFS Office of Inspector General for further review/investigation.***

IHC Client Enrollment and PCP Changes via the IHC Client Helpline At any time, a client may call the IHC Client Helpline or an IHC PCP or their representative may transfer a client to the IHC Client Helpline for assistance in selecting or changing an IHC 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 or representative 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.

\*Please note that clients residing in Adams, Brown, Cook, Henry, Jackson, Kane, Madison, Mercer, Perry, Pike, Randolph, Rock Island, Scott, St. Clair, Washington, or Williamson county may have other health plan choices for their medical home, such as Harmony Health Plan, Family Health Network, or Meridian Health Plan. If a client would like to know if they are eligible to select a PCP in these health plans, or wants more information on these health plans, the client should be directed to the Illinois Client Enrollment Broker (ICEB) website at [www.illinoisceb.com](http://www.illinoisceb.com) or to the ICEB Client Helpline at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.

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