



Dear Provider:

This is an informational facsimile from the Illinois Department of Healthcare and Family Services (HFS) and Automated Health Systems regarding the implementation of the **Illinois Health Connect (IHC) Referral System**.

Over the next several months, Illinois Health Connect is implementing Phase I of the Referral System. Phase I requires IHC patients to see their own Primary Care Provider (PCP) or a physician or clinic affiliated with their PCP. PCPs seeing patients enrolled in IHC but not enrolled on their panel, or on an affiliated PCP's panel on the date of service, must obtain a referral from the patient's PCP in order to be reimbursed by HFS for services provided. Specialists will not require a referral in Phase I. Illinois Health Connect is committed to helping you with this transition. Please read the following information to learn how together we can ease the impact of this change on your practice and your patients.

What You Can Do Now:

- 1) Enroll with the HFS Medical Electronic Data Interchange (MEDI) system. MEDI allows you to confirm a patient's eligibility, PCP and enter/confirm referrals.
- 2) Review your IHC enrollment information on the IHC web site. Contact your IHC Provider Services Representative or the IHC Provider Help Desk with any updates to your contact information, list of providers, panel restrictions, and affiliations.
- 3) Verify that all of your current patients have picked you as their PCP.
- 4) Inform all current, non-critically ill patients who are not listed on your panel roster, that they need to see the PCP they are assigned to, obtain a referral from their PCP to see you, or switch to you as their PCP for their medical home.
- 5) Confirm that you know the name of your IHC Provider Services Representative and Quality Assurance (QA) Nurse, and are familiar with the IHC Provider Help Desk staff or call 1-877-912-1999 for this information.

Upcoming Provider Information:

- 1) IHC will offer a series of webinars for you and your staff, demonstrating the referral system, including the entry and tracking processes. Webinar dates and registration information will be posted on the "Provider Education" link of the IHC web site.
- 2) To assist you with planning and communicating with your patients, IHC will send personalized mailings to all PCPs containing estimated aggregate claim information for IHC patients you saw in 2008, but who were not enrolled on your panel on the date of service. This mailing will also identify the estimated value of these claims that would have rejected due to a lack of a referral.
- 3) In addition to the aggregate 2008 claims data, IHC has provided, through the online Provider Portal (MEDI), an Excel spreadsheet listing all of the IHC patients you have provided services to in 2008 but who are not listed on your current panel and claims would have rejected due to a lack of a referral.
- 4) To assist you in communicating and outreaching to your patients not currently enrolled on your panel, IHC has posted patient communication letters available for download on the IHC web site under the "Client Materials" link. Your practice can utilize these letters to notify your patients who are not enrolled on your panel that they will need a referral from their PCP to continue to see you for services.



- 5) IHC will offer Regional presentations that will explain the referral system and use of the referral system in which you and your staff can participate. The schedule will be posted on the “Events Calendar” on the IHC web site.
- 6) IHC Provider Services Representatives and QA Nurses are in the field and available to assist you and your staff with the implementation of the referral system.

Upcoming Patient Information:

- 1) HFS is issuing notices to HFS and All Kids medical card holders for the next three months (August, September and October), reminding patients to go to their medical home to see their PCP first.
- 2) IHC is adding the PCP name and contact information to the Healthy Kids Reminder Notice and the Annual Adult Check-Up Reminder Notice.
- 3) IHC will be sending a flyer to IHC households notifying them of the upcoming changes. IHC will have additional flyers available upon request for distribution by providers or community organizations.
- 4) IHC will provide ongoing education to patients who call the IHC Helpline.
- 5) IHC will also offer Client trainings to community-based organizations. The schedule will be posted on the “Events Calendar” on the IHC web site.

Also attached is the informational notice issued by HFS about the implementation of the IHC Referral System, including implementation timelines. Please review this notice.