



**Memo: To All Illinois Health Connect (IHC) PCPs**  
**From: Margaret Kirkegaard, MD, MPH, Medical Director**  
**Date: 4-12-10**  
**Re: IHC PCP Changes Via the Web/Phone – In PCP Office**

In order to ensure that clients make an informed choice for their PCP, IHC would like to review the Client Enrollment and PCP Change Policy with all IHC PCPs.

IHC Online Client Enrollment and PCP Changes via the IHC Website:

***IHC PCPs or their representative 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 or change of PCP for 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 or change IHC PCPs 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 and will not have a PCP in IHC.
- 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 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. Clients can call the IHC Client Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

**For questions, contact the IHC Provider Relations Helpdesk at 1-877-912-1999 or your IHC Provider Service Representative directly.**