



## **IMPORTANT CHANGES ABOUT ILLINOIS HEALTH CONNECT YOU NEED TO KNOW**

### EFFECTIVE IMMEDIATELY:

- You must go to your Illinois Health Connect Primary Care Provider (PCP) at your medical home for most of your primary healthcare (like when you are sick or get a regular check-up).
- If you see a different Illinois Health Connect doctor for services, you need a **referral** from your Illinois Health Connect PCP.
- Other healthcare providers may refuse to treat you without a referral from your Illinois Health Connect PCP.
- Your Illinois Health Connect PCP will refer you to a specialist or other healthcare provider when needed.

**Do you know who your Illinois Health Connect PCP is at your medical home?  
Do you want to pick a different PCP for your medical home?**

**WE CAN HELP!**

**Call the Illinois Health Connect Client Helpline  
at 1-877-912-1999 (TTY 1-866-565-8577),  
8 a.m. – 7 p.m. Monday through Friday.  
The call is free.**