



# Illinois Health Connect 2012 Annual Member Notice

## Illinois Health Connect Members

As a member of Illinois Health Connect, we want to share program updates with you. This notice gives you information about how your Illinois Health Connect medical home can help keep you and your family healthy. It also gives you information on your rights and responsibilities, and important phone numbers and Web site addresses for use in learning more about your medical home.

## Your Illinois Health Connect PCP is Your Medical Home

In Illinois Health Connect you have picked or been assigned to a Primary Care Provider (PCP) for your medical home. You and your family should go to your PCP at your medical home first to get healthcare or when you are sick. It is important for you to get to know your PCP so your PCP is familiar with your healthcare needs. That way, if you or a family member needs healthcare or gets sick, your PCP can give you the best care. Your PCP gives you information to help keep you healthy. Your PCP also:

- Gives your children regular check-ups and immunizations (shots) to stay well.
- Helps you manage diseases and other conditions like diabetes, high blood pressure, and asthma.
- Answers questions about your healthcare.
- Refers you to specialists or other healthcare providers when you need to go. You do not need a referral for some services like family planning or emergency care.
- Works with you to get the healthcare you need.

Your medical records are also at your medical home. With your medical records in one place your PCP can help you with all your healthcare needs. It is good to have a medical home because you get better healthcare.

It is important for you and your family members to see your PCP for most of your healthcare needs, including shots and checkups. If you have not already made an appointment to see your PCP, call your PCP's office today. If you need help making an appointment, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free. We can help you make an appointment with your PCP.

**If you want to see a different Illinois Health Connect PCP for any reason, you need a referral from your PCP. Check with your PCP at your medical home first before seeing other PCPs.**

Click on the "Clients" section of our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com) to see a 6-minute educational video about Illinois Health Connect.

## How To Change PCPs

Illinois Health Connect wants you to be happy and stay with your PCP. You have many ways to verify, change or search for your PCP.

**Verify your PCP:** Go to the "Clients" section of our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). Click on the "Pick a Provider" link to find "Who Is My PCP?" Or, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

**Change your PCP:** As an Illinois Health Connect member, you have the right to change your PCP for any reason, once a month. Go to the "Clients" section of our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). Click on the "Pick a Provider" link to find "Enroll or Change PCP." Or, call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

**Search for PCPs:** If you want to learn more about the PCPs in your area that are able to be your medical home, go to the "Clients" section of our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). Click on the "Pick a Provider" link to find the "PCP Search." Or, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free. We can give you information about PCPs that are in your area. We can also give you information about their practices, such as their office hours or the languages spoken in the office.

## Benefits and Co-Payments

In Illinois Health Connect you continue to use your HFS or All Kids medical card for services. Being a member of Illinois Health Connect doesn't change any of the benefits you receive with your HFS or All Kids medical card. You still get the medical services and benefits you receive with your HFS or All Kids medical card. Your co-payments, if you have co-payments, also stay the same.

If you need to find out what services are covered for you or your family members with your medical card and whether or not you have a co-payment for certain services, you can call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY: 1-877-204-1012). The call is free.

## Billing

It is important to know that doctors/clinics CANNOT bill you for any services covered by your HFS or All Kids medical card. Doctors/clinics CANNOT bill you for any unpaid balances, except for the co-payment amount. Doctors/clinics CANNOT send you a bill, even if HFS does not pay them, except for the co-payment amount. If you get a bill for a service that you think should be covered by your HFS or All Kids medical card, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY: 1-877-204-1012). The call is free.

## Referrals

It is important that you see your PCP for most of your medical care. Your PCP may say you need special medical care. When this happens, your PCP refers you to a specialist. IHC does not require referrals for specialists at this time. However, it may be the office policy of a specialist to require a referral from your PCP.

**As a member of Illinois Health Connect, if you want to see another Illinois Health Connect PCP, you are required to have a referral from your PCP for most services. There are some services that do not require a referral from your PCP. These services are called Direct Access services and are listed below. Remember, check with your PCP at your medical home first before seeing other PCPs.**

**If you do not have a referral, the other Illinois Health Connect PCP may refuse to see you and ask you to see your own Illinois Health Connect PCP first.**

You **DO NOT NEED A REFERRAL** from your PCP for the following Direct Access services:

- Family Planning
- OB/GYN Services
- Services to newborns up to 91 days after birth
- Emergency Room Services
- Emergency and Non-emergency Transportation
- Services to treat sexually transmitted infections
- Services to treat tuberculosis
- Early Intervention Services
- Hospital Services
- Home Healthcare
- Prescriptions
- Dental Services
- Speech, Occupational or Physical Therapy
- Eye Exams and Services
- Shots/Immunizations
- Mental Health Services
- Drug or Alcohol Treatment
- Outpatient Ancillary Services (like x-rays, blood work, and anesthesia)
- Lead Screening
- Services provided by: School Based/Linked clinics for children under 21; Local Health Departments; Mobile vans; Community Health Clinic Homeless Sites; Migrant Health Sites

It is good to keep your PCP included in your healthcare. If you see other providers for care outside of your medical home, you should let your PCP know. That way, your PCP can help you manage your healthcare.

If you need help in finding a specialist or want to know what community resources are available to provide Direct Access services, such as family planning, you can call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

## Emergency and After-Hours Care

An emergency is a serious medical problem that is life threatening or one that will seriously affect your health if not treated right away. It can result from an accident or sudden illness.

Your PCP agrees to be available 24 hours a day, 7 days a week. You should call your PCP first if you have a health problem and you are not sure if you should go to the Emergency Room.

Some **reasons you should call your PCP first** are:

- Fever
- Ear ache
- Refill medications that are now empty
- Cough
- Rash
- Runny Nose
- Pain medication

Some **examples of emergencies** when you should go to the Emergency Room are:

- Chest pain
- Throwing up blood
- Choking or being unable to breathe properly
- High fever
- Poisoning
- Severe shortness of breath
- A serious accident
- Seizures
- Miscarriage (when a pregnant woman loses her baby)
- Bleeding that won't stop
- Sudden loss of feeling or not being able to move
- Strong feeling that you might hurt yourself or another person
- Serious Burns
- Severe stomach pain
- Damage to the eyes
- Passing out
- Broken bones

**If you have an emergency, a referral is NOT needed. Call 9-1-1 (if available in your area) or go to the nearest emergency room right away. In an emergency you can use any hospital or other provider of emergency services.**

If you cannot reach your PCP after hours or on weekends, you can call the Illinois Nurse Helpline for help. The Nurse Helpline can be reached by calling the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free. The Illinois Nurse Helpline hours are 7 p.m. to 8 a.m., Monday through Friday, and 24 hours a day on the weekends. The call is free.

If you need a list of emergency providers in your area, call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

## Non-Emergency Transportation

If it is hard for you to get to your medical appointments either because you do not have a car to use or because you cannot afford the gas, HFS may be able to help you get a ride to your PCP or clinic. This is not for ambulance services. HFS covers non-emergency transportation to the nearest possible provider only.

To see if you qualify for non-emergency transportation services, call First Transit at 1-877-725-0569 (TTY: 1-877-204-1012). The call is free. You can call between 8 a.m. and 5 p.m., Monday through Friday. You must call to make your request at least two business days (not counting weekends or holidays) before the trip.

## Healthy Kids Checkups

It is very important for children to have regular checkups, even when they are not sick. Healthy Kids is a free healthcare program for babies, kids, teens, and some young adults (birth through age 20). Young adults, age 19 and 20, may qualify as adults if they are a parent or caretaker relative of an eligible child, have a disability or are pregnant.

At Healthy Kids checkups, the PCP makes sure your child is growing and developing properly, is up-to-date on immunizations (shots), is at a healthy weight, and has good vision, hearing and oral health. Call your PCP to schedule a Healthy Kids checkup. Or call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577) and we can help you make an appointment. The call is free.

## Your Rights and Responsibilities

Illinois Health Connect members have the following rights and responsibilities.

### You have the right to:

- Be treated with respect, dignity, and privacy.
- Have your PCP explain your treatment in a way that makes sense to you.
- Ask questions and have them answered by your PCP.
- Make decisions about the care you get. This includes saying “no” to care you don’t want.
- Get a copy of your medical records from your PCP and have the records corrected if needed.
- Change your PCP as often as once a month.
- Pick the same PCP for you and your family. Or pick a different PCP for each member of your family.
- Call your PCP and get help.
- Complain about your PCP.
- Be free from any means of discrimination or retaliation.

### You have the responsibility to:

- Learn your rights as an Illinois Health Connect member.
- Keep your appointments and cancel in advance the ones you cannot keep.
- Treat your PCP with respect.
- Tell your PCP about your healthcare needs and about any other healthcare services you are getting.
- Keep up-to-date on immunizations (shots).
- Contact your PCP first for care that is not an emergency.
- Get a referral from your PCP before getting care that needs a referral.
- Tell your PCP about other services you get that do not need a referral.
- Let your caseworker know about important changes, such as changes in your name, address, phone number, income or family size.
- Share important information that is needed by your providers.
- Follow the instructions and guidelines given by your PCP.

## Complaints and Grievances

Illinois Health Connect wants you to get the best possible service. When something goes wrong or you were not treated well, we want to know. If you have a problem or complaint about your PCP, Illinois Health Connect, or the service you have received, you can call the Illinois Health Connect Helpline at 1-877-912-1999 ( TTY: 1-866-565-8577) and tell us. The call is free. Or, you can put your complaint in writing and mail it to us at:

Automated Health Systems  
ATTN: Illinois Health Connect – QA Unit  
1375 East Woodfield Road, Suite 600  
Schaumburg, IL 60173-5418.

You have to make your complaint **within 60 days** of the day you were not treated well. We make a record of your complaint. We have someone not involved with the matter you are complaining about review your complaint and try to find a solution. Your satisfaction is important to us. We take action on all complaints within 30 days of receiving it. If you are not satisfied with the answer, you may write to:

Illinois Department of Healthcare and Family Services  
Bureau of Managed Care  
201 South Grand Avenue East  
Springfield, IL 62793

This is called filing a grievance. If you want to file a grievance, be sure to send it **within 60 days of the day of your complaint**. Someone from HFS reviews the matter and follows up with you as quickly as possible.

## Appeals and Fair Hearings

An appeal is a complaint you make when you feel an action was wrong. When you appeal an action, you are asking for a fair hearing about it.

A fair hearing is a meeting with a fair hearing officer, someone from HFS, and you. You can talk about your complaint during the fair hearing, and the fair hearing officer will decide what to do.

You can appeal if HFS:

- Denies your application or redetermination.
- Stops your benefits (coverage).
- Says that you will start to get fewer benefits.
- Changes your co-payments.

You can also appeal if you think we made a mistake about any decision. You must make your appeal **within 60 days** of when the action happened. You may not get a fair hearing if the action happened because of a change in the law.

### How to Make an Appeal

To make an appeal and ask for a fair hearing over the telephone, call 1-800-435-0774 (TTY: 1-877-734-7429). The call is free. Hours are from 8:30 a.m. to 4:45 p.m., Monday through Friday. Or you can write a letter. Mail or fax your letter to:

Illinois Department of Healthcare and Family Services  
Attn: Illinois Health Connect  
401 South Clinton, 6th Floor  
Chicago, IL 60607  
Fax #: 1-312-793-0095

## Privacy and Confidentiality

At Illinois Health Connect, we are committed to keeping your “protected health information” private. Some examples of protected health information are:

- Your name (and the names of your children or other household members in the Medical Program).
- Your telephone number.
- Your address.
- Your HFS identification number.
- Your date of birth.
- Your Social Security Number.
- Your admission/discharge date.
- Your medical procedure code.
- Your diagnostic code.

There are times that Illinois Health Connect needs to share your protected health information with other persons who are responsible for your care. Some examples of when we can share information are:

- To help you get medical care.
- To arrange payment for your care and services.
- If we are required by law.
- For operating Illinois Health Connect (such as using the information to tell you about updates, share important health information or to ask you to participate in program surveys).

It is important that your information on file be kept up to date. If your name, address or phone number changes, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577) to report the change. The call is free.

It is also important to let your DHS caseworker know about these changes. To report a change call your caseworker or the DHS Change Report Hotline at 1-800-720-4166 (TTY: 1-800-447-6404). The call is free.

## Illinois Health Connect Member Guide

When you first enrolled in Illinois Health Connect we sent you a copy of the Illinois Health Connect Member Guide. This member guide gives you information about your benefits in Illinois Health Connect and information about programs and services that may be available with your HFS and All Kids medical card, such as dental services and vision services.

If you need a new copy of the Illinois Health Connect Member Guide, call the Illinois Health Connect Client Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free. You can also go to the “Clients” section of our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). Click on “Client Resources” to view or download a copy of the Illinois Health Connect Member Guide.



State of Illinois



1375 E. Woodfield Road  
Suite 600  
Schaumburg, IL 60173-5418

Department of Healthcare and Family Services  
Pat Quinn, Governor  
Julie Hamos, Director

PRSRT STD  
US POSTAGE  
PAID  
PITTSBURGH PA  
PERMIT NO. 3004

**Important Phone Numbers**

**Illinois Health Connect.....1-877-912-1999**

**TTY Number .....1-866-565-8577**

*Call with questions on Illinois Health Connect or for help in picking or changing your PCP.*

**Illinois Nurse Helpline.....1-877-912-1999**

**TTY Number .....1-866-565-8577**

*Call if you have a medical problem and you cannot reach your PCP after-hours or on the weekends.*

**Dental Services.....1-888-286-2447**

**TTY Number .....1-800-466-7566**

*Call for help finding a dentist, or to find out if a certain dental service is covered.*

**Non-Emergency Transportation Services.....1-877-725-0569**

**TTY Number .....1-877-204-1012**

*Call to get approval for non-emergency transportation.*

**Information about Illinois Health Connect is available in English and Spanish.  
You can also get help in another language or format (like audiotape).  
Free interpretation services!  
Call 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.  
Hay información en español. ¡Servicio de interprete gratis!  
Llame al 1-877-912-1999 (TTY: 1-866-565-8577)**