



8/31/2007



HFS Case # 1112223334445556

JOHN DOE
12358 MAIN STREET
ALGONQUIN, IL 60102-5412

Dear Mr(s). JOHN DOE,

We did not receive your Illinois Health Connect Primary Care Provider (PCP) choices, so we picked PCPs for each person listed below.

If you do not want the PCPs listed below for a medical home, call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We will help you pick a new PCP.

| Member Name | Recipient Number | PCP Name and Address | PCP Phone Number |
|-------------|------------------|----------------------|------------------|
| John Doe | 123456789 | James Sample | 555-555-1212 |

Sample

Your PCP is your family doctor, nurse or other health care provider at your medical home who takes care of you and your family. You will see your PCP first for most of your health care needs. Your PCP will get to know you well. That way, you and your family will get the top quality health care you need to stay healthy. Some PCPs work as a team with other doctors, resident doctors, nurse practitioners and physician assistants. You can now make appointments to see your PCP or other team members.

To learn more about Illinois Health Connect and other important services, see the enclosed Illinois Health Connect Member Guide.

Things to Remember

- Your PCP will send you to a specialist or other health care providers when needed.
- You will get a number from your PCP that you can call 24 hours a day, 7 days a week to get help for all your health care needs.
- If you are unable to reach your PCP after hours or on weekends, you can call the Illinois Nurse Helpline at 1-877-912-1999. If you use a TTY, call 1-800-571-8419. The call is free.

If you want to pick a new PCP at any time, for any reason, call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

