

Client Frequently Asked Questions (FAQ)



1. What is a medical home and why is it good to have one?

A medical home is the place you go for healthcare. Your medical home is where all your records are kept. You and your family will go to your medical home to see your PCP when you are sick or due for a checkup. Having a medical home means:

- Your primary care provider (PCP) gets to know you well.
- You will feel comfortable talking to your PCP about your health or any problems or questions you have.
- You and your family get the quality healthcare you need to stay healthy.
- Even if you are healthy and never get sick, it is good to have a medical home.

2. What is a PCP (Primary Care Provider)?

Your Primary Care Provider (PCP) is the family doctor, nurse or other healthcare provider at your medical home who takes care of you and your family. Your PCP will:

- Take care of you when you are sick.
- Give your children regular check-ups and immunizations (shots) to stay well.
- Help you manage diseases and other conditions like diabetes, high blood pressure, and asthma.
- Refer 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.
- Answer questions you have about your healthcare.
- Give you the information you need to stay healthy.
- Work with you to get the healthcare you need.

3. What is Healthy Kids?

Healthy Kids is Illinois' EPSDT (Early and Periodic, Screening, Diagnosis and Treatment) Program. It is a free healthcare program for kids, teens, and young adults through age 20 who use the HFS Medical Card. [Learn more about the Healthy Kids program.](#)

If your PCP finds a problem during a Healthy Kids exam, he or she can send you to a specialist.

4. Who must enroll?

Most people with an HFS or All Kids Medical Card must join Illinois Health Connect. To find out more call the IHC Helpline at **1-877-912-1999 (TTY: 1-866-565-8577)**

5. Can I keep the doctor I have?

Yes. If your current doctor is enrolled in Illinois Health Connect, you may pick your doctor for your PCP.

6. Can a specialist be my doctor?

Yes. In some cases, a specialist may be a PCP. You can discuss this with the Customer Service Representative at the IHC Helpline by calling **1-877-912-1999 (TTY: 1-866-565-8577)**.

7. **Will I lose any services?**

No. You will get all of the services you currently receive with your HFS or All Kids medical card.

8. **Who do I call if I have a problem with my doctor?**

If you have a problem with your doctor contact the Illinois Health Connect Helpline at **1-877-912-1999 (TTY: 1-866-565-8577)**. The call is free.

9. **What happens if I don't enroll?**

If you do not enroll, a PCP will be selected for you.

10. **How will I get medical services?**

When you or a family member needs medical help, you will first call your doctor for an appointment. If needed, your doctor will refer you to a specialist for additional services.

11. **Can I change my doctor?**

Yes, you can change your PCP, for any reason, once a month. If you want to change your PCP, call Illinois Health Connect at **1-877-912-1999 (TTY: 1-866-565-8577)**.

12. **When can I start making appointments with my doctor?**

After you enroll, you will receive a confirmation letter. At that time you can begin to make appointments to see your PCP.

13. **What if I have more questions?**

If you have questions or need more information, you can call the Illinois Health Connect Client Helpline at **1-877-912-1999 (TTY: 1-866-565-8577)**. The call is free.