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Maria Lopez  
123 Main Street  
Anytown, IL 99999

HFS Case #: 9999999999999

Dear Ms. Lopez,

**Welcome to Illinois Health Connect.** You have picked the Primary Care Providers (PCP) listed below for you and your family.

Member Name	Recipient ID #	PCP Name and Address	PCP Phone Number
Maria Lopez	999999999	Marlin Jones, MD 1616 XX <sup>th</sup> Street Chicago, IL XXXXX	(773) XXX-XXXX
Juan Lopez	999999999	Marlin Jones, MD 1616 XXth Street Chicago, IL XXXXX	(773) XXX-XXXX
Lucia Lopez	999999999	Jack Smith, DO 1616 XXth Street Chicago, IL XXXXX	(773) XXX-XXXX

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 1-800-571-8094. 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.

Questions? Call Illinois Health Connect at 1-877-912-1999.  
If you use a TTY, call 1-866-565-8577.  
The call is free.  
Or, go online at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com).