



# Illinois Health Connect Information Guide

## What is Illinois Health Connect?

Illinois Health Connect is a healthcare program of the Illinois Department of Healthcare and Family Services (HFS).

With Illinois Health Connect you have picked, or have been assigned, a Primary Care Provider (PCP) for your medical home.

With a medical home, you and your family get quality healthcare to stay healthy.

In Illinois Health Connect you will have:

- A “medical home” for all of your healthcare needs.
- A Primary Care Provider (PCP) who gets to know you well.
- Healthy Kids Checkups – free checkups for babies, kids, teens, and some young adults. (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.)
- A toll-free Illinois Health Connect Helpline for answers to questions and other help.
- A Web site ([www.illinoishealthconnect.com](http://www.illinoishealthconnect.com)) that tells you who your current PCP is, allows you to select and enroll with a different PCP, and provides important information about Illinois Health Connect.
- In Illinois Health Connect, you will continue to receive the services you currently get with your HFS or All Kids Medical Card. Your services and co-payments, if you have co-payments, will be the same.

## What is a Medical Home?

A medical home is the place you go for healthcare. Your medical home is where all of your medical 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.

It is good to have a medical home because you get better healthcare. When you have a medical home, your PCP will get to know you well. You will feel comfortable talking to your PCP about your health or any problems or questions you have. That way, 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.

## What is a Primary Care Provider (PCP)?

A 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 gets to know you well.

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.

**You can get information in another format (like audiotape).**

**Free interpretation services!**

**Call 1-877-912-1999 (TTY 1-866-565-8577).**

**The call is free.**

**We are open Monday-Friday from 8 a.m. to 7 p.m.**

*Hay información en español.*

*¡Servicio de interprete gratis!*

**Llame al 1-877-912-1999 (TTY 1-866-565-8577).**

## Who Must Join?

Most people with an HFS or All Kids Medical Card must join Illinois Health Connect.

## Who CANNOT Join?

- People who receive Medicare
- Children under age 21 who get Supplemental Security Income (SSI)
- Children in foster care and children who get Subsidized Guardianship or Adoption Assistance from the Department of Children and Family Services (DCFS)
- Children under age 21 who are blind or have a disability
- People who live in nursing facilities
- People with spenddown
- People in Presumptive Eligibility Programs
- Refugees, and Iraqi and Afghan immigrants
- Some People in Home and Community-Based Waiver programs, like persons with developmental disabilities or children who are medically fragile, technology dependent
- People in the Program for All-Inclusive Care for the Elderly (PACE)
- People residing in Community Integrated Living Arrangements (CILAs)
- People enrolled for treatment in Health Benefits for Persons with Breast or Cervical Cancer Program
- People enrolled in the following programs with no other medical coverage:
  - ✓ Illinois Healthy Women
  - ✓ All Kids Rebate and FamilyCare Rebate
  - ✓ Illinois Cares Rx, formerly SeniorCare/Circuit Breaker
  - ✓ Transitional Assistance, age 19 and older
  - ✓ Emergency Medical Only
  - ✓ Hospice
  - ✓ Sexual Assault, Renal and Hemophilia Programs
- People with private insurance (also called Third Party Liability or TPL)
- Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago

**If you are not sure you must join Illinois Health Connect, call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We are open Monday-Friday from 8 a.m. to 7 p.m.**

## How Do I Join Illinois Health Connect?

It is easy to join Illinois Health Connect.

**First pick a PCP.** Think about where you and your family get healthcare now. Do you want to stay with that doctor or clinic, or do you know of another doctor or clinic that you like? Call that clinic or doctor's office or the Illinois Health Connect Helpline to see if they are part of Illinois Health Connect.

- If your doctor or clinic is part of Illinois Health Connect – you can pick them as your PCP. You do not have to pick the same PCP for all members of your family.
- If your doctor or clinic is not part of Illinois Health Connect, we will help you choose another PCP. Call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- You can also search for a PCP online at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com) and click on "Pick a Provider".

You do not have to pick your current doctor. You may pick a new PCP.

**Then enroll.** Once you have picked a PCP, you can enroll in Illinois Health Connect three ways:

- 1. PHONE:** 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 enroll with a PCP.
- 2. MAIL:** Fill out the Enrollment Form in this packet. Mail the form back to us in the envelope provided.
- 3. ONLINE:** Go to our Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com) and click on "Enroll".

Need more help to pick the best PCP? Call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We are open Monday-Friday from 8 a.m. to 7 p.m.



## How Do I Change PCPs?

Illinois Health Connect wants you to be happy with your PCP and keep the same doctor for your PCP. However, as an Illinois Health Connect member you have the right to change your PCP for any reason once a month.

Call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We are open Monday-Friday from 8 a.m. to 7 p.m.

## Non-Emergency Transportation

If it is hard for you to get to your medical appointments because you do not have a car to use or can't 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 1-877-725-0569. If you use a TTY, call 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 and make your request at least two business days (not counting weekends or holidays) before the trip. When you call for approval for your ride, you must give:

- The name, address and phone number of the person who needs the ride.
- The recipient identification number (this is the number on the person's HFS or All Kids medical card).
- The name and address of the doctor or clinic the person will be seeing.
- The date, time and reason for the appointment.
- The name of the transportation provider, if known.



## Healthy Kids

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 checkups, your PCP can catch little problems before they become more serious.

At checkups, your PCP will make sure your child is growing and developing properly. A Healthy Kids checkup includes the following:

- Complete physical exam.
- Check of your child's ears, eyes, and mouth.
- Developmental screening.
- Lab work (blood and urine tests).
- Check to make sure your child's immunizations (shots) are up-to-date.
- Complete health history and education on staying healthy.

If a problem is found during a Healthy Kids checkup, your PCP can refer you to a specialist.

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). The call is free. We will:

- Schedule Healthy Kids checkups.
- Remind you when the next checkup is due.

Children can get any health service or treatment that their PCP says is medically necessary. There are no fees or co-payments for children's checkups, shots, lab tests, or X-rays.

Don't forget, teens and young adults (through age 20) need checkups too! The PCP can talk to them about good habits that will help them become or stay healthy. The PCP can also talk to them about staying safe and avoiding problems that teens and young adults sometimes have, such as smoking, drinking, doing drugs, becoming pregnant, causing a pregnancy, or getting a sexually transmitted infection.

## We Are Here to Help You!

### Questions? Need help?

Please call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We are open Monday-Friday from 8 a.m. to 7 p.m. We will:

- Help you get services and make appointments, including Healthy Kids checkups.
- Help you find a PCP or other provider in your area.
- Help you change your PCP.
- Help you with any special needs.
- Help you request a ride to your medical appointments.
- Update your contact information (address and phone number).
- Tell you how to file a complaint.
- Answer your questions.

## Watch IHC Video

Illinois Health Connect offers a six-minute video that explains the IHC program, what a PCP is, who needs to pick a PCP and how to get the best healthcare. It also shows how IHC can help you pick a PCP or find a specialist.

Visit the IHC Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com) to watch or download this great educational video for free. If you have a smart phone, you can watch the video by scanning this code!



## Important Phone Numbers

**Illinois Health Connect** .....1-877-912-1999  
**TTY Number** .....1-866-565-8577

Call with questions about Illinois Health Connect or for help in picking a PCP or changing your PCP.

**Illinois Nurse Helpline** .....1-877-912-1999  
**TTY Number** .....1-866-565-8577

If you have a medical problem and you cannot reach your PCP after-hours or on the weekend, you can call the Nurse Helpline from 7 p.m. to 8 a.m. Monday-Friday or 24 hours on the weekends.

**Transportation Services**.....1-877-725-0569  
**TTY Number** .....1-877-204-1012

Call to get approval for medical transportation when it is not an emergency.

**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.

**HFS Health Benefits Hotline**.....1-866-468-7543  
**TTY Number** .....1-877-204-1012

Call to find out what services are covered for you with your medical card and whether or not you have a co-payment for certain services

**DHS Information Change Report Hotline** .....1-800-720-4166  
**TTY Number** .....1-800-447-6404

Call to report a change of your name, address, phone number, family size or income.

**All Kids Switchboard**.....1-866-255-5437  
**TTY Number** .....1-877-204-1012

Call to get answers to general questions about All Kids and FamilyCare, including status updates.

**WIC** .....1-800-323-4769  
**TTY Number** .....1-866-295-6817

Call for help with getting healthy food for pregnant women, new moms, infants and young children.