

State of Illinois  
Pat Quinn, Governor

Department of Healthcare and Family Services  
Julie Hamos, Director



# Member Guide

**1-877-912-1999**

**TTY is available for those who are deaf,  
hard-of-hearing or speech impaired:**

**1-866-565-8577**

**The call is free.**

Visit Illinois Health Connect online at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com).

Keep this Member Guide handy for future use.

**You can get information 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 intérprete gratis!*

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

Administered by



# TABLE OF CONTENTS

## WELCOME TO ILLINOIS HEALTH CONNECT .....1

<b>About Illinois Health Connect</b> .....	<b>1</b>
Who <b>MUST</b> join Illinois Health Connect?.....	1
Who <b>CANNOT</b> join Illinois Health Connect?.....	2
<b>Automated Health Systems</b> .....	<b>2</b>
<b>Helpful Words</b> .....	<b>3</b>

## YOUR MEDICAL HOME .....4

<b>What is a Medical Home?</b> .....	<b>4</b>
Voluntary Managed Care (VMC) Counties.....	4
Integrated Care Program (ICP) Counties.....	4
All Other Illinois Counties.....	4
Why is it good to have a medical home?.....	4

## YOUR PRIMARY CARE PROVIDER (PCP) .....5

<b>What Is a Primary Care Provider (PCP)?</b> .....	<b>5</b>
<b>Who Can Be a PCP?</b> .....	<b>5</b>
Can a specialist be a PCP?.....	5
<b>How to Pick the Best PCP for You and Your Family</b> .....	<b>6</b>
Things to remember about your PCP.....	6
<b>What if You Have a Problem with Your PCP</b> .....	<b>6</b>
<b>Changing Your PCP</b> .....	<b>7</b>
Can I leave Illinois Health Connect?.....	7
<b>Visiting Your PCP</b> .....	<b>8</b>
<b>Making an Appointment</b> .....	<b>8</b>

## REGULAR CHECKUPS FOR KIDS .....9

<b>Healthy Kids Checkups</b> .....	<b>9</b>
------------------------------------	----------

## REFERRALS .....10

<b>Specialist Care</b> .....	<b>10</b>
<b>Referrals</b> .....	<b>10</b>
Services that <b>NEED</b> a referral.....	10
Services that <b>DO NOT NEED</b> a referral.....	10-11
<b>Emergency Care</b> .....	<b>12</b>



# TABLE OF CONTENTS

## FOR WOMEN AND CHILDREN .....13

Family Planning/Birth Control Services.....	13
Illinois Healthy Women .....	13
Care During Pregnancy .....	13-14
Family Case Management.....	14
Child Care Resource and Referral.....	15
WIC (Women, Infants, and Children) .....	15
Early Intervention .....	15

## OTHER SERVICES .....16

Services to Help You Stop Smoking .....	16
Dental Services .....	16
Vision Services .....	17
Vision Screening and Services .....	17
Eye Specialists and Services.....	17
Alcohol and Substance Abuse Services.....	17
Non-Emergency Transportation.....	18
Prescription Drugs.....	18
Mental Health Services .....	18

## YOUR RIGHTS AND RESPONSIBILITIES .....19

Rights and Responsibilities .....	19
-----------------------------------	----

## PROBLEMS AND COMPLAINTS.....20

If You Have a Problem or Complaint.....	20
Appeals and Fair Hearings .....	21
How to make an appeal.....	21

## PRIVACY AND CONFIDENTIALITY .....22

## WE ARE HERE TO HELP YOU .....22

How to Change the Information We Have for You .....	22
Call Illinois Health Connect.....	23
Reasons Illinois Health Connect May Contact You .....	23
Private Health Insurance (Also Called Third Party Liability or TPL).....	23

## IMPORTANT PHONE NUMBERS .....24



# WELCOME TO ILLINOIS HEALTH CONNECT

## ABOUT 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 been assigned to, a Primary Care Provider (PCP) for your medical home. With a medical home, you and your family get quality healthcare to stay healthy.

As a member of Illinois Health Connect you 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 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.
- An Illinois Health Connect Helpline for answers to questions and other help at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

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

In Illinois Health Connect, your PCP may need to refer you to a specialist. Read this Member Guide to find out which services need a referral from your PCP or ask your PCP.

Information about Illinois Health Connect is available in English and Spanish. You can also get information in another language or format (like audio tape). To do this, call Illinois Health Connect at 1-877-912-1999. If you use TTY, call 1-866-565-8577. The call is free.

You can call the Illinois Health Connect Helpline at 1-877-912-1999 Monday through Friday from 8:00 a.m. to 7:00 p.m. There will be someone who can speak with you. Enrollees who use a TTY service can call 1-866-565-8577. The call is free.

You can also visit the Illinois Health Connect Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). You can find out who your PCP is if you already have one. You can enroll with a PCP online. And, you can learn more about Illinois Health Connect and everything the program offers you.

### Who MUST join Illinois Health Connect?

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

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## ABOUT ILLINOIS HEALTH CONNECT – *Continued*

### Who CANNOT join Illinois Health Connect?

- People who receive Medicare
- Kids under age 21 who get Supplemental Security Income (SSI)
- Children in foster care and children who get Subsidized Guardianship or Adoption Assistance from DCFS (Department of Children and Family Services)
- Kids under age 21 who are blind or who 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 enrolled for treatment in the Health Benefits for Persons with Breast or Cervical Cancer Program
- People living in Community Integrated Living Arrangements (CILAs)
- Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago
- People in the Program for All-Inclusive Care for the Elderly (PACE)
- People with private health insurance (also called Third Party Liability or TPL)
- People enrolled in the following programs with no other medical coverage:
  - Illinois Healthy Women
  - All Kids Rebate and FamilyCare Rebate
  - Illinois Cares Rx (SeniorCare/Circuit Breaker)
  - Transitional Assistance, age 19 or older
  - Emergency Medical Only
  - Hospice
  - Sexual Assault, Renal and Hemophilia programs

## AUTOMATED HEALTH SYSTEMS

The Illinois Department of Healthcare and Family Services (HFS) oversees Illinois Health Connect. A company called Automated Health Systems runs the day-to-day operations and offers:

- An Illinois Health Connect Helpline: 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- An Illinois Health Connect Web site: [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com). Visit the Web site to find a PCP or specialist, get more information about Illinois Health Connect or to contact us by email.
- An Illinois Nurse Helpline: 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The Nurse Helpline is available from 7:00 p.m. to 8:00 a.m. Monday through Friday and 24 hours a day on the weekend. The call is free.

It is the job of Automated Health Systems to make sure you and your family get the information you need to make the best healthcare choices. If you have questions, please call 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Or, you can write to:

Automated Health Systems  
ATTN: Illinois Health Connect  
1375 East Woodfield Road  
Suite 600  
Schaumburg, IL 60173

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.  
If you use a **TTY: 1-866-565-8577**. The call is free.  
Monday through Friday, 8:00 a.m. to 7:00 p.m.



## HELPFUL WORDS

**Care Coordination** – Illinois Health Connect will help you arrange medical care and other services you need.

**Co-payment/Co-pay** – This is a small fee that you may have to pay for some services, like prescription drugs. Your co-payments depend on your age and the service you receive through your HFS or All Kids Medical Card.

**Covered Services** – The services you get through the HFS or All Kids Medical Card. For example, coverage for non-emergency transportation and certain dental services are provided to some persons, but not to others. Call the HFS Health Benefits Hotline at 1-866-468-7543 to find out what services are covered for you. If you use a TTY, call 1-877-204-1012. The call is free.

**Healthy Kids** – Free checkups for 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.

**Helpline** – The Illinois Health Connect Helpline you can call from 8:00 a.m. to 7:00 p.m. Monday through Friday. The number is 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

**HFS (The Illinois Department of Healthcare and Family Services)** – The state agency that runs the HFS Medical Programs.

**Illinois Health Connect (IHC)** – A healthcare program in which you pick a PCP and have a medical home. This PCP gives you most of your medical care. Your PCP may need to give you a referral for services they do not provide.

**Immunizations** – Shots that help prevent sicknesses like measles, mumps, and chicken pox.

**Integrated Care Program (ICP)** – A mandatory healthcare program for older adults and adults with disabilities where members pick a PCP in a managed care plan. The ICP is not in all Illinois counties.

**Lab Work** – Blood or urine tests for illness or physicals.

**Medical Home** – A medical home is the place you go for your healthcare needs. Your medical home is where all of your records are kept. You and your family will go to your medical home to see your Primary Care Provider (PCP) when you are sick or it is time for a checkup.

**Prenatal Care** – Care that is given to a pregnant woman the whole time she is pregnant. This care is important for the mom's and the unborn child's health.

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

**Referral** – May be required when you seek services with a provider that is not your PCP.

**Specialist** – A doctor who practices a special kind of medicine, like an ear, nose and throat doctor or a foot doctor.

**Voluntary Managed Care (VMC)** – A healthcare program in some counties where members pick a managed care plan and PCP. The VMC program is not in all Illinois counties.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



# YOUR MEDICAL HOME

## WHAT IS A MEDICAL HOME?

A medical home is the place you go for healthcare. Your medical home is where all of your records are kept. You and your family will go to your medical home to see your Primary Care Provider (PCP) when you are sick and need healthcare.

### VOLUNTARY MANAGED CARE (VMC) COUNTIES

Most clients must pick a medical home in the Illinois Health Connect program. If you live in a voluntary managed care (VMC) county, you may be able to pick a PCP in a managed care health plan for your medical home. The VMC counties and health plan choices for each county are listed below.

If you live in **Cook County**, you may be eligible to pick a PCP for your medical home in these health plans:

- Illinois Health Connect
- Family Health Network
- Harmony Health Plan
- Meridian Health Plan

If you live in **Jackson, Kane, Madison, Perry, Randolph, St. Clair, Washington** or **Williamson County**, you may be eligible to pick a PCP for your medical home in these health plans:

- Illinois Health Connect
- Harmony Health Plan

If you live in **Adams, Brown, DeKalb, Henderson, Henry, Knox, Lee, Livingston, McHenry, McLean, Mercer, Peoria, Pike, Rock Island, Scott, Tazewell, Warren, Winnebago** or **Woodford County** you may be eligible to pick a PCP for your medical home in these health plans:

- Illinois Health Connect
- Meridian Health Plan

To pick a PCP and health plan, or to get more information, clients living in the above voluntary managed care counties can call the Illinois Client Enrollment Broker Helpline at 1-877-912-8880 (TTY: 1-866-565-8576).

### INTEGRATED CARE PROGRAM (ICP) COUNTIES

In 2011, HFS started a new, mandatory program in six counties for older adults and adults with disabilities in HFS Medical Programs who do not get Medicare.

If you live in **suburban Cook (zip codes NOT beginning with 606), DuPage, Kane, Kankakee, Lake** or **Will County** and are an older adult or an adult with disabilities, you may be eligible to pick a PCP for your medical home in these health plans:

- Aetna Better Health
- IlliniCare Health Plan

To pick a PCP and health plan, or to get more information about the Integrated Care Program, clients living in the above pilot areas can call the Illinois Client Enrollment Broker Helpline at 1-877-912-8880 (TTY: 1-866-565-8576).

### ALL OTHER ILLINOIS COUNTIES

Most clients living in counties not listed in the previous paragraphs will pick a PCP in the Illinois Health Connect program.

### Why is it good to have a medical home?

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 more 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.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





# YOUR PRIMARY CARE PROVIDER

## 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 checkups and immunizations (shots) to stay well
- Help you manage disease and other conditions like diabetes, high blood pressure, and asthma
- Refer you to specialists or other healthcare providers when you need to go
- 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

## WHO CAN BE A PCP?

There are many kinds of healthcare providers who may be PCPs. A PCP is a doctor who treats adults or children, such as a Family Practice doctor, a General Practice doctor or a Pediatrician. Other providers can also be PCPs. If you have questions about who can be a PCP, please call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

### Can a specialist be a Primary Care Provider (PCP)?

In some cases, a specialist can be a PCP. A specialist can be a PCP if they join Illinois Health Connect as a PCP. This means the specialist has to agree to provide primary care services (such as checkups and immunizations) and meet other requirements of PCPs.

You can pick a specialist to be your PCP if you already see them for care and they are signed up as an Illinois Health Connect PCP. For example, a pregnant woman may want her OB/GYN to be her PCP. She can do this if her OB/GYN is a PCP in Illinois Health Connect.

To find out if a specialist has joined Illinois Health Connect as a PCP, ask your specialist or call Illinois Health Connect at 1-877-912-1999 (TTY 1-866-565-8577). The call is free. If your specialist wants to be your PCP, but hasn't joined Illinois Health Connect, ask the specialist to call the Illinois Health Connect Helpline at 1-877-912-1999.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





## HOW TO PICK THE BEST PCP FOR YOU AND YOUR FAMILY

- Think about where you and your family get healthcare now.
- Do you want to stay with that doctor or clinic, or do you know another doctor or clinic that you like?
- Call that doctor or clinic 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 a part of Illinois Health Connect, we will help you choose another PCP.

### Things to remember about your PCP:

- You do not have to pick your current doctor to be your PCP.
- You can pick the same Illinois Health Connect PCP for everyone in your family,
- Or, you can pick different PCPs for each member of your family.
- If you or a family member has a special need, you can pick a PCP with that special need in mind.
- Once you receive an enrollment packet from Illinois Health Connect, you have 60 days to pick a PCP. If you do not pick a PCP within 60 days, Illinois Health Connect will pick a PCP for you.
- You can change your PCP, for any reason, once a month. To change your doctor, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- Whenever you have a medical need, call your PCP. Your PCP will make an appointment for you or answer your questions.
- Your PCP will be available to you by phone. Call your PCP's office to ask how to contact your PCP when the office is closed. If you cannot reach your PCP, you can call the Illinois Nurse Helpline from 7:00 p.m. to 8:00 a.m. during the week or 24 hours a day on the weekends for help. The Nurse Helpline phone number is 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- Your PCP will **NOT** be listed on your HFS or All Kids Medical Card. If you want to know who your PCP is, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Or you can visit the Illinois Health Connect Web site at [www.illinoishealthconnect.com](http://www.illinoishealthconnect.com) and click on "Who's My PCP?"

## WHAT IF YOU HAVE A PROBLEM WITH YOUR PCP?

If you have a problem with your PCP, we want you to talk to your PCP first to try to work it out. If you are not able to work things out with your PCP, you may want to change your PCP. To change your PCP, call the Illinois Health Connect Helpline at 1-877-912-1999. For TTY users, call 1-866-565-8577.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## CHANGING YOUR PCP

Illinois Health Connect wants you to be happy with your PCP. We also hope that you keep the same doctor for your PCP. That way, your PCP gets to know you and any health issues you have. And, you get to know your PCP. But, as an Illinois Health Connect member, you have the right to change your PCP for any reason once a month. The change usually takes 48 hours.

Some PCPs may need Illinois Health Connect to send a fax to approve your enrollment. This happens if the PCP has a restriction at the office. It can take up to 30 days to enroll with your PCP if Illinois Health Connect needs to send a fax. It depends on how quickly the PCP faxes back the signed form. If you need to see a doctor right away, you may pick a different PCP while you wait for the fax to come back. Or you can see the PCP you are currently assigned to.



Your PCP may ask you to change to another doctor if you don't agree to follow the PCP's treatment plan, or if your PCP feels another doctor could take better care of you. If this happens, Illinois Health Connect will contact both you and your PCP to discuss the reason your PCP is asking you to change PCPs. Illinois Health Connect will send you a written notice before your PCP can stop treating you. If you do not agree with the reason why your PCP is asking you to change to another PCP, you can file a complaint (see Page 20). You will not have to change PCPs until the complaint process is finished.

If you want to change your PCP for any reason, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

### Can I leave Illinois Health Connect?

Most people who live in a county that has voluntary managed care (Adams, Brown, Cook, DeKalb, Henderson, Henry, Knox, Jackson, Kane, Lee, Livingston, Madison, McHenry, McLean, Mercer, Peoria, Perry, Pike, Randolph, Rock Island, Scott, St. Clair, Tazewell, Warren, Washington, Williamson, Winnebago or Woodford County) can choose to be in Illinois Health Connect or join a managed care health plan (HMO). If you join a managed care health plan (HMO), you will need to pick a PCP that is in that health plan. If you live in one of the counties listed above, you need to contact the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY 1-866-565-8576) to enroll in a health plan and pick a PCP in that health plan.

Older adults and adults with disabilities living in the Integrated Care Program counties (DuPage, Kane, Kankakee, Lake, Will or suburban Cook counties) will have to pick a PCP in the Integrated Care Program health plans. If you are an older adult or an adult with disabilities and live in these counties, you need to contact the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY 1-866-565-8576) to enroll in an ICP health plan and pick a PCP in that health plan.

Most people who live in counties not listed above must stay in Illinois Health Connect. You can change your Illinois Health Connect PCP for any reason, once a month.

To find out the health plan and PCP options in your county, please call the Illinois Health Connect Helpline at 1-877-912-1999. For TTY users, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

**Monday through Friday, 8:00 a.m. to 7:00 p.m.**



## VISITING YOUR PCP

It is important that you and all your family members who are in Illinois Health Connect go to see your new PCPs as soon as possible. Get to know your PCP and let him or her get to know you. This way, if you or a family member needs healthcare or gets sick, the PCP will be able to give the best care.

To make an appointment with your PCP, call the PCP's office and ask for an appointment. If you need help making an appointment, please call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Illinois Health Connect gives you the healthcare you need to stay healthy. Here are some things your PCP may do when you visit:

- Check your blood pressure
- Check your blood sugar (for diabetes)
- Do a breast exam and PAP smear
- Give you information on family planning and sexually transmitted infections
- Talk with you about substance abuse and mental health
- Do screenings, such as rectal exams for older adults, and referrals for mammograms
- Speak with you about quitting smoking, healthy eating and other things important to your health



Kids also need to see their PCP regularly, not just when they are sick. For more information about checkups for kids see the section called Healthy Kids Checkups on Page 9.

Of course, if you are sick or get hurt, see your PCP as soon as possible. If it is an emergency, call your PCP or go directly to the nearest Emergency Room or call 9-1-1 (if available in your area). If you think you may be pregnant, see your PCP or an OB/GYN right away.

## MAKING AN APPOINTMENT

When you call your PCP's office for an appointment, tell the PCP why you need to see him or her. Your PCP will decide if you need care right away. If you have an emergency, your PCP will tell you to go to the nearest Emergency Room or call 9-1-1 (if available in your area). Page 12 gives more information about Emergency Care.

If you are going to be late for an appointment or cannot make it, call the PCP's office so you can set a new date and time. Some offices allow "walk-in" visits. This means that you can go without an appointment and still be seen. Walk-ins may have to wait longer to see the PCP. If you want to know if your PCP allows walk-ins, ask the staff at your PCP's office.

Your PCP does not know how long it will take to see each person. Please be patient if you have to wait.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



# REGULAR CHECKUPS FOR KIDS

## HEALTHY KIDS CHECKUPS

It is very important for children to have regular checkups, even when they are not sick. Healthy Kids is a free health-care 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 regular checkups, the 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.

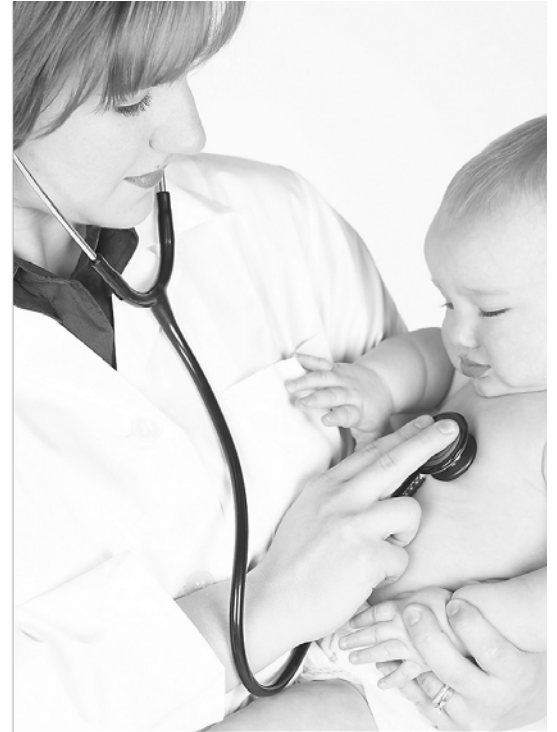
Call your PCP to schedule a Healthy Kids checkup. Or, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY 1-866-565-8577) and we will:

- Schedule a Healthy Kids checkup
- Remind you when the next Healthy Kids 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.

c

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.



Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



# REFERRALS

## SPECIALIST CARE

Call your PCP if you need medical help. Call when you first notice a problem. Your PCP will make an appointment or answer any questions you may have. Dealing with a problem early may prevent a trip to the emergency room.

Your PCP may say you need special medical care. When this happens, your PCP will refer you to a specialist. Illinois Health Connect covers healthcare you get from specialists when:

- The specialist who gives you care is enrolled with HFS as a provider, and,
- Your PCP approves of the care.

If you need help finding a specialist, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

## REFERRALS

**In Illinois Health Connect, you *NEED A REFERRAL* from your PCP for:**

- Services provided by another Illinois Health Connect PCP not grouped with your assigned PCP

Remember, the services covered depend on the services you receive with your HFS or All Kids Medical Card. To find out what services are covered for you, call the HFS Health Benefits Hotline at 1-866-468-7543. If you use a TTY, call 1-877-204-1012. The call is free.

**In Illinois Health Connect, you *DO NOT NEED A REFERRAL* for the following services:**

- Services provided by:
  - Physicians, excluding another Illinois Health Connect PCP
  - Nurse practitioners, midwives and physician assistants not affiliated with a PCP
  - Podiatrists and chiropractors
  - Audiologists
- Family Planning OB/GYN Services
- Services provided to newborns up to 91 days after birth
- Emergency Room Services
- Emergency and Non-Emergency Transportation
- Prescriptions
- Dental Services
- Speech, Occupational and Physical Therapy
- Eye Exams and Services

*continued on next page*

**Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.**

**If you use a TTY: 1-866-565-8577. The call is free.**

**Monday through Friday, 8:00 a.m. to 7:00 p.m.**



## REFERRALS – *Continued*

In Illinois Health Connect, you **DO NOT NEED A REFERRAL** for the following services (*continued*):

- Shots/Immunizations
- Mental Health Services
- Drug or Alcohol Treatment
- Services to treat sexually transmitted infections
- Services to treat tuberculosis
- Early Intervention Services
- Hospital Services
- Home Health Care
- Outpatient Ancillary Services (like X-rays, blood work, and anesthesia)
- Lead Screening referrals



### Services provided by:

- School-Based/Linked clinics for children under age 21
- Local Health Departments
- Mobile vans
- Community Health Clinic Homeless Sites and Migrant Health Centers

Some medical services require you to pay a co-payment. It is important to know that providers cannot bill you for any services covered by your HFS or All Kids Medical Card. Providers also cannot bill you for any unpaid balances for covered services over and above the co-payment amounts. Providers are also not allowed to send you a bill, even if HFS does not pay them, except for the co-payment amounts. The only time a provider can bill you for services provided is if they inform you before your appointment that they will not accept your medical card and you will be responsible for payment. If you get a bill for a service that you think should be covered, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012).

If you need help finding an HFS provider that accepts your HFS or All Kids medical card, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





## EMERGENCY CARE

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your PCP for emergency services. An emergency is a health problem that is life threatening or one that will seriously affect your health if not treated right away. An emergency can be from an accident or sudden illness and puts you in danger of death or severe harm. Only go to the Emergency Room if the problem is serious.

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.

**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.**

Some **reasons you should call your PCP first** to make an appointment instead of going to the Emergency Room are:

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

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

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

In Illinois Health Connect, you **DO NOT NEED A REFERRAL** from your PCP for emergency services. 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.

If you are unable to reach your PCP after hours or on the weekend, the Illinois Nurse Helpline can also help you decide if you have an emergency. Call 1-877-912-1999 (TTY 1-866-565-8577) 7:00 p.m. to 8:00 a.m., Monday through Friday, and 24 hours a day on 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. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





# FOR WOMEN AND CHILDREN

## FAMILY PLANNING/BIRTH CONTROL SERVICES

In Illinois Health Connect you ***DO NOT NEED A REFERRAL*** from your PCP for family planning services. This includes talking to someone on how to plan for a healthy birth and about birth control. You can get this care from your PCP, an HFS family planning provider or any doctor or clinic that takes the HFS or All Kids Medical Card.

If you need help finding family planning services, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

## ILLINOIS HEALTHY WOMEN

Illinois Healthy Women is a free and confidential program by HFS for women who do not have regular medical benefits. The Illinois Healthy Women program:

- Allows you to decide if and when to have a baby
- Helps you plan for a healthy birth, when you are ready
- Provides family planning and related healthcare, including birth control

Illinois Healthy Women covers family planning (birth control) and certain services provided at the family planning visit, such as the physical exam, pap tests, lab tests for family planning, testing, medicine for sexually transmitted infections and sterilization. Women who have coverage through Illinois Healthy Women do not pick a PCP with Illinois Health Connect. But, Illinois Health Connect can help you find a doctor for family planning services.

The family planning services are free, but you may have to pay a co-payment.

For more information about the Illinois Healthy Women program call 1-800-226-0768 (TTY 1-877-204-1012) or visit the Web site at [www.illinoishealthywomen.com](http://www.illinoishealthywomen.com).

## CARE DURING PREGNANCY

In Illinois Health Connect you ***DO NOT NEED A REFERRAL*** from your PCP for OB/GYN services. Pregnant women need special care during pregnancy called prenatal care. Prenatal care is very important. Prenatal care visits with a doctor or clinic will help pregnant women stay healthy and help their babies stay healthy too. Even if a woman has been pregnant before, prenatal care is still very important. Prenatal care should start as soon as possible. Even if you are thinking of having a baby, you should discuss this with your PCP. There are things you can do before you get pregnant that will make your pregnancy healthier and your baby too.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## CARE DURING PREGNANCY – *Continued*

### **You should get care as soon as you think you might be pregnant.**

If you think you are pregnant and need a pregnancy test, see your PCP or family planning provider. If you are pregnant you can:

- Call or visit your PCP, who will help you find a prenatal care provider. Your PCP may also have information about your health that your prenatal care provider needs to know.
- Visit an OB/GYN or nurse midwife on your own. You do not need a referral from your PCP.
- Visit a health center that offers family planning services.

It is best to get regular prenatal care during your whole pregnancy and use the same doctor for all your prenatal care. It is also very important to see your PCP or OB/GYN after the baby is born.

Illinois Health Connect can help you find an OB/GYN, nurse midwife, or family planning center that will see you. If you need help finding a doctor or making an appointment, please call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

## FAMILY CASE MANAGEMENT

The Family Case Management program serves pregnant women, infants and children with high-risk medical conditions.

Family Case Management can help you:

- Find a doctor for your prenatal care to make sure you have a healthy baby.
- Find a PCP for your children's care.
- Understand proper nutrition for you and your child.
- Understand the stages of your child's development.
- Get information on how to be a better parent.
- Understand the importance of prenatal care.
- Learn the signs and symptoms of 0-term labor.
- Understand the importance of regularly scheduled well-child visits.
- Understand the importance of immunizations.

For more information call Family Case Management at 1-800-323-4769. If you use a TTY, call 1-800-447-6404. The call is free.

**Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.**

**If you use a TTY: 1-866-565-8577. The call is free.**

**Monday through Friday, 8:00 a.m. to 7:00 p.m.**



## CHILD CARE RESOURCE AND REFERRAL

Quality child care is an important part of helping kids to grow up healthy. The Illinois Child Care Assistance Program (CCAP) makes it possible to get help paying for child care. To find out if you qualify, or to find the Child Care Resource and Referral (CCR&R) center in your area, go to [www.dhs.state.il.us](http://www.dhs.state.il.us). Click on the “Child Care” link. You can also call the DHS Helpline at 1-800-843-6154. If you use a TTY, call 1-800-447-6404.

## WIC (WOMEN, INFANTS, AND CHILDREN)

WIC is a free food assistance program to help pregnant women, new moms, babies, and young children eat well and stay healthy.

WIC is available to:

- Women who are pregnant, breastfeeding or just had a baby, and infants and children under 5 years old (including foster children) who are:
  - Low to medium income
  - Found to be at nutrition risk through a free health screening

It is very important that babies and young children eat right. This helps them grow up healthy and strong. WIC can teach you about good nutrition and health. With WIC you get healthy foods like milk, eggs, cheese, fruits and vegetables, juice, cereal, dried beans or peas, baby food, and whole grains (whole wheat bread and other options). WIC also covers infant formula with iron for babies who are not breast-fed. WIC can also give you information on, and help with, breastfeeding.

To find out more about WIC or to find a WIC office in your area, call 1-800-323-4769 (TTY 1-866-295-6817) or visit the DHS Web site at [www.dhs.state.il.us](http://www.dhs.state.il.us) and click on the Women, Infants and Children (WIC) link.

## EARLY INTERVENTION

The State of Illinois has Early Intervention programs and services for infants or toddlers ages 0 to 3 that have developmental delays or disabilities. If you have any questions or concerns about your child’s development (physical, emotional or other), please talk with your child’s PCP.

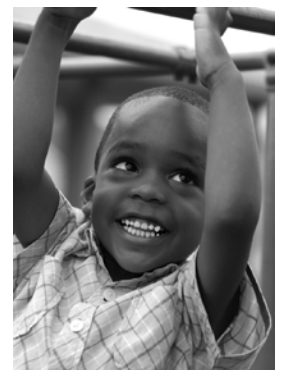
It is best to take action as soon as you think your child may have a physical or emotional developmental problem. Starting care or intervention early may make a difference.

Infants and toddlers will be tested to see if there is a delay in:

- Movement
- Learning
- Dealing with others
- Behavior
- Self-help skills

If needed, a plan is written to set goals and identify needs. Families, with the help of Early Intervention service providers, help the infants and toddlers reach their goals.

To find out more about Early Intervention or to locate an Early Intervention office in your area, call 1-800-447-6404 (voice/TTY) or for automated services call 1-800-323-GROW (4769), or visit the DHS Web site at [www.dhs.state.il.us](http://www.dhs.state.il.us) and click on the Health & Medical link.



**Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.**

**If you use a TTY: 1-866-565-8577. The call is free.**

**Monday through Friday, 8:00 a.m. to 7:00 p.m.**



# OTHER SERVICES

## SERVICES TO HELP YOU STOP SMOKING

Smoking harms you and your family. It is never too late to quit. Don't give up trying.

You can call the Illinois Tobacco Quitline. There is no cost for using the Quitline. Quitline staff can help you if you smoke cigarettes, cigars or pipes, as well as, snuff and chew tobacco users.

You can call the Illinois Tobacco Quitline at 1-866-784-8937. If you use a TTY, call 1-800-501-1068. The call is free. Or visit the Smoke-free Illinois Web site at [www.smoke-free.illinois.gov](http://www.smoke-free.illinois.gov) or [www.quityes.org](http://www.quityes.org).

## DENTAL SERVICES

Your child's PCP should provide an oral screening (checking the mouth, teeth and gums) as part of their Healthy Kids checkup. This does not replace the need to visit the dentist! Children need regular dental care starting at age 2, or earlier if needed.

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your PCP for dental services. Whether or not dental services are covered for adults in Illinois Health Connect depends on the services you currently receive with your HFS or All Kids Medical Card. You can find out whether your HFS or All Kids Medical Card covers dental services for you by calling Dental Services at 1-888-286-2447. If you use a TTY, call 1-800-466-7566. The call is free. The HFS dental program covers all medically necessary dental services for children from birth through age 20. Covered dental services for children include:

- Oral exams (every 12 months)
- Teeth cleanings (every 6 months)
- Topical fluoride (every 12 months)
- Sealants
- Cavity fillings
- Root canals
- Treatment of gum disease
- Extractions



For more information on the HFS dental program you can call Dental Services at 1-888-286-2447 (TTY 1-800-466-7566) or go to the HFS Dental Services Web site at [www.hfs.illinois.gov/mch/dental.html](http://www.hfs.illinois.gov/mch/dental.html).

If you have dental coverage, you can visit any dentist who is enrolled with HFS to provide services. For help finding a dentist or making an appointment, call Dental Services at 1-888-286-2447. If you use a TTY, call 1-800-466-7566. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## VISION SERVICES

### Vision Screening and Services

Vision screening helps identify children who may have visual problems. Vision problems often go untreated because they are hard to notice. Without vision screening, vision problems may not be found until your child develops educational or medical problems.

In Illinois Health Connect you ***DO NOT NEED A REFERRAL*** from your PCP for vision services. The services you receive with your HFS or All Kids Medical Card may include vision services.

All Illinois Health Connect members under 21 years of age may get eye exams. You do not need a referral for eye exams. You can make an appointment with any HFS vision care provider.

Vision services that HFS may cover:

- Vision screenings for preschool and school age children
- Eye exams
- Eyeglasses
- A second pair of eyeglasses if glasses are lost, broken or medically necessary.
- Only certain eyeglass frames

### Eye Specialists and Services

An eye specialist is called an ophthalmologist. To see an ophthalmologist because of eye disease or eye injury, you ***DO NEED A REFERRAL*** from your PCP.

To find out whether vision services are covered for you call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012). The call is free. If you need help finding an eye doctor or ophthalmologist, please call Illinois Health Connect at 1-877-912-1999 (TTY 1-866-565-8577). The call is free.

## ALCOHOL AND SUBSTANCE ABUSE SERVICES

Many alcohol and drug abuse services are covered by your HFS or All Kids Medical Card. To find out what services are covered for you, call the HFS Health Benefits Helpline at 1-866-468-7543. If you use a TTY, call 1-877-204-1012. The call is free.

Illinois Health Connect can help you find a provider who offers alcohol and substance abuse services. Call 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## NON-EMERGENCY TRANSPORTATION

In Illinois Health Connect you ***DO NOT NEED A REFERRAL*** from your PCP for non-emergency transportation services. 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 1-877-725-0569. If you use a TTY, call 1-877-204-1012. You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday. The call is free.

You must call and ask for help to get a ride at least two business days (not counting weekends or holidays) before the trip. When you call for approval for a 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

## PRESCRIPTION DRUGS

In Illinois Health Connect you ***DO NOT NEED A REFERRAL*** from your PCP for prescription drug services. Children (under 21) are covered for all medically necessary prescription drugs. Adults who use an HFS Medical Card may or may not have their prescriptions covered. Also, some people must pay a co-payment on their medications. If you want to find out if your HFS or All Kids Medical Card will cover your prescriptions or if you will have to pay a co-payment, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012). The call is free.

To get your medications you will need a prescription from your PCP or specialist. Many over-the-counter drugs may also be covered as long as you have a prescription. Pharmacists can refuse to refill a prescription for failure to pay your co-pay. Call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY 1-866-565-8577), if you need help finding a pharmacy or if you have any other questions.

## MENTAL HEALTH SERVICES

Every person who suffers from a mental condition needs a unique set of services and care to meet their needs. The DHS Division of Mental Health (DMH) provides a variety of services for children and adults who have an HFS or All Kids Medical Card. DMH partners with mental health clinics, agencies and hospitals in Illinois who can work with you and your PCP to get you the help you need.

Illinois Health Connect can help you find a provider who offers mental health services. Call 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





# YOUR RIGHTS AND RESPONSIBILITIES

## RIGHTS AND RESPONSIBILITIES

Illinois Health Connect members will be informed of their rights and responsibilities every year. You are free to apply your rights without any action taken against you.

### 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 different PCPs 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.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.





# PROBLEMS AND COMPLAINTS

## IF YOU HAVE A PROBLEM OR COMPLAINT

Illinois Health Connect wants you to get the best possible service. When something goes wrong or you are not treated well, we want to know.

### STEP 1

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 to report it. If you use a TTY, call 1-866-565-8577. 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 are not treated well.

### STEP 2

We will make a record of your complaint. We will 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.

### STEP 3

We take action on all complaints within 30 days of receiving it. If you are not satisfied with the action taken, you may write to::

Illinois Department of Healthcare and Family Services  
Bureau of Managed Care  
201 South Grand Avenue East, 3rd floor  
Springfield, IL 62763

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 will review the matter and follow up with you as quickly as possible.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## 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, or to request assistance with the process over the telephone, call 1-800-435-0774. If you use a TTY, call 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

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.  
If you use a **TTY: 1-866-565-8577**. The call is free.  
Monday through Friday, 8:00 a.m. to 7:00 p.m.



# PRIVACY AND CONFIDENTIALITY

## 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 people living in your house)
- Your telephone number
- Your address
- Your recipient identification number (the number on your HFS or All Kids medical card)
- Your date of birth
- Your social security number
- Your admission/discharge date
- Your medical procedure and diagnosis

There are times that Illinois Health Connect will need 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
- For operating Illinois Health Connect (such as using the information to tell you about updates)
- If we are required by law

## WE ARE HERE TO HELP YOU

### HOW TO CHANGE THE INFORMATION WE HAVE FOR YOU

It is important that your information on file is kept up-to-date. We need to know if one or more of the items below changes:

- Name
- Address
- Phone number
- Family size
- Income

To report a change, call your caseworker or the DHS Change Report Hotline at 1-800-720-4166. If you use a TTY, call 1-800-447-6404. If you have an All Kids medical card, call the All Kids Hotline at 1-866-255-5437 (TTY 1-877-204-1012) to report changes. You should also notify Illinois Health Connect of address and phone number changes by calling the Helpline at 1-877-912-1999 (TTY 1-866-565-8577). These calls are free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



## CALL ILLINOIS HEALTH CONNECT

Please call the Illinois Health Connect Helpline at 1-877-912-1999 if you need help finding a PCP or have questions. If you use a TTY, call 1-866-565-8577. The call is free.

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
- Get disease management services for you
- Get help 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

## REASONS ILLINOIS HEALTH CONNECT MAY CONTACT YOU

Illinois Health Connect wants you and your family to get the healthcare you need to stay well. To get better healthcare for you and your family, Illinois Health Connect may contact you by telephone or by mail to:

- **Help you pick a PCP for the first time**  
If you haven't contacted IHC to pick a PCP, IHC will call you to help you pick a PCP before you are auto-assigned to one.
- **Help you pick a new PCP**  
Sometimes PCPs are no longer able to be a PCP in IHC for some reason, such as moving offices or retiring. When this happens IHC will contact you to help you pick a new PCP.
- **Remind you about your child's Healthy Kids Checkup**  
IHC will mail you a letter and/or call you to remind you to make an appointment for your child's Healthy Kids Checkup. IHC can help you make the appointment with your child's doctor too.
- **Remind you of doctor's appointments**  
If IHC helps you make a doctor's appointment, IHC will mail you a reminder letter seven days before the appointment.
- **Ask you to participate in a Satisfaction Survey**  
IHC performs a member satisfaction phone survey once a year. IHC uses member feedback to see what's working and what can be done better.

## PRIVATE HEALTH INSURANCE (ALSO CALLED THIRD PARTY LIABILITY OR TPL)

It is important to let HFS know if you have private health insurance (TPL) in addition to your HFS or All Kids medical coverage. If you have TPL, you do not have to pick a PCP. You should also let HFS know if your TPL has ended. To report any information regarding your TPL, you can call the HFS TPL Unit at 1-217-524-2490 (TTY 1-877-204-1012). The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday through Friday, 8:00 a.m. to 7:00 p.m.



# IMPORTANT PHONE NUMBERS

	PHONE NUMBER	TTY NUMBER
<b>Illinois Health Connect Helpline</b> Call to get answers to questions, change your PCP, find a provider, file a complaint, tell us if you have a new address or phone number, and more.	1-877-912-1999	1-866-565-8577
<b>Illinois Nurse Helpline</b> Call the Nurse Helpline if you have a medical problem and can't reach your PCP. The hours are 7:00 p.m. to 8:00 a.m. Monday through Friday and 24 hours a day on the weekends. A nurse will answer your medical questions. The nurse can also help you decide if you need to go to the Emergency Room or call 9-1-1 (if available in your area).	1-877-912-1999	1-866-565-8577
<b>All Kids Switchboard</b> Call for more information about All Kids, to file a complaint with All Kids or to change your name, address, phone number, family size or income.	1-866-255-5437 or 1-877-805-5312	1-877-204-1012
<b>Appeals and Fair Hearings</b> Call to file an appeal and ask for a fair hearing.	1-800-435-0774	1-877-734-7429
<b>Dental Services</b> Call for help finding a dentist or to find out if a certain dental service is covered.	1-888-286-2447	1-800-466-7566
<b>DHS Information Change Report Hotline</b> Call to report a change of your name, address, phone number, family size, or income.	1-800-720-4166	1-800-447-6404
<b>Early Intervention</b> A program for infants and toddlers with developmental delays or disabilities. Call to find out more or to locate an Early Intervention Office in your area.	1-800-447-6404 (Voice/TTY)	1-800-323-7469 (Automated)
<b>Family Case Management</b> Call for information on this program that serves pregnant women, infants and children with high-risk medical conditions.	1-800-323-4769	1-800-447-6404
<b>HFS Health Benefits Helpline</b> Call to get information on your benefits and covered services.	1-866-468-7543	1-877-204-1012
<b>HFS Third Party Liability or TPL (private insurance) Unit</b> Call to report the beginning or ending of any private health insurance.	1-217-524-2490	1-877-204-1012
<b>Illinois Healthy Women</b> A family planning program for women who do not have regular medical benefits.	1-800-226-0768	1-877-204-1012
<b>Non-Emergency Transportation Services</b> Call to get approval for non-emergency transportation.	1-877-725-0569	1-877-204-1012
<b>Smoking Quitline</b> Call to get help with quitting smoking.	1-866-784-8937	1-800-501-1068
<b>WIC</b> Call for help with getting healthy food for pregnant women, new moms, infants, and young children.	1-800-323-4769	1-866-295-6817
<b>Illinois Client Enrollment Broker</b> Call for assistance in finding a health plan and PCP in a Voluntary Managed Care county or in the Integrated Care Program pilot area.	1-877-912-8880	1-866-565-8576
<b>Family Health Network</b> A Managed Care Organization in Cook County that is like an HMO. Call to get answers to your questions or for information on your benefits and covered services.	1-888-346-4968	1-800-422-1942
<b>Harmony Health Plan</b> An HMO in Cook, Jackson, Kane, Madison, Perry, Randolph, St. Clair, Washington and Williamson Counties. Call to get answers to your questions and information on your benefits and covered services.	1-800-684-3925 ext. 2101	1-877-650-0952
<b>Meridian Health Plan</b> A Managed Care Organization operating in 20 counties. Call to get answers to your question or for information on your benefits and covered services.	1-866-606-3700	1-877-455-3323
<b>Aetna Better Health</b> An Integrated Care Program HMO in DuPage, Kane, Kankakee, Lake, Will and Suburban Cook counties for older adults and adults with disabilities. Call to get answers to your questions or for information on your benefits and covered services.	1-866-212-2851	Illinois Relay 711
<b>IlliniCare Health Plan</b> An Integrated Care Program HMO in DuPage, Kane, Kankakee, Lake, Will and Suburban Cook counties for older adults and adults with disabilities. Call to get answers to your questions or for information on your benefits and covered services.	1-866-329-4701	Illinois Relay 711