

ILLINOIS HEALTH CONNECT

HFS (the Illinois Department of Healthcare and Family Services) is starting a new health care program in your county called **Illinois Health Connect**. With Illinois Health Connect you will pick a medical home for most of your regular health care needs.

What is the Illinois Health Connect?

- With Illinois Health Connect, you pick a Primary Care Provider for your medical home.
- Your Primary Care Provider will work with you to get health care when you need it.

What is a Medical Home?

- A medical home is the place you go for your health care needs.
- You and your family will go to your medical home to see your Primary Care Provider when you are sick or need medical attention.
- Your medical home is also where all of your medical records are kept.

What is a Primary Care Provider (PCP)?

- A Primary Care Provider or PCP is the doctor, nurse or other health care provider at your medical home who takes care of you and your family.
- Your PCP will work with you to get you the health care you need.

Why do I need a Medical Home?

- Having a *medical home means* you get better health care.
- Your doctor will get to know **you** and take care of you when you are sick or need medical attention.
- Even if you are not sick, it is good to have a medical home.

Who MUST Enroll in Illinois Health Connect?

Most people with an HFS or All Kids medical card must pick a PCP in Illinois Health Connect.

Who CANNOT Enroll in Illinois Health Connect?

Some people CANNOT enroll in Illinois Health Connect at this time. They are listed below:

- People who have 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 DCFS (Department of Children and Family Services.)
- Children under age 21 who are blind or who have a disability
- People residing in nursing facilities
- American Indians and Alaska Natives
- Refugees
- People with spend-down

- People who get Home and Community-Based Services like the Community Care Program, the Home Services Program, or community services for persons with developmental disabilities.
- People residing in Community Integrated Living Arrangements (CILAs)
- People enrolled in programs with limited benefits
- People with good private health insurance

For more information on who cannot enroll in Illinois Health Connect, call the Illinois Health Connect Client Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

When Will I Know I Need to Pick a Primary Care Provider?

You will receive an enrollment packet in the mail when it is time for you to pick a PCP. Your enrollment packet will explain all of your health care choices for a medical home.

How Do I Pick a Primary Care Provider in Illinois Health Connect?

- Think about where you and your family get your care now.
- Do you want to stay with that doctor or clinic, or do you know another doctor or clinic that you like?
- Call that clinic or doctor's office and ask if they are part of Illinois Health Connect.
 - If that clinic or doctor is part of Illinois Health Connect, you can pick them as your PCP.
 - If not, call the Illinois Health Connect Client Helpline at 1-877-919-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- If you need help picking a doctor or clinic for your medical home call the Illinois Health Connect Client Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

How Do I Enroll in Illinois Health Connect?

Your enrollment packet will provide the information you need to enroll. If you have questions about enrolling, call the Illinois Health Connect Client Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions?

If you have any questions call your doctor or the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free,