

## INFORMATIONAL NOTICE

**DATE:** August 3, 2009

**TO:** All Enrolled Providers

**RE:** Illinois Health Connect Referral System Implementation – Phase I

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In follow-up to previous provider notices, the Department of Healthcare and Family Services (HFS) and Illinois Health Connect are announcing the implementation of Phase I of the Illinois Health Connect Referral System. The Illinois Health Connect Referral System will be implemented by Region, on the dates provided below:

- **Northwest Counties - October 1, 2009**
- **Collar Counties – December 1, 2009**
- **Cook County – February 1, 2010**
- **Central Counties – April 1, 2010**
- **Southern Counties – April 1, 2010**

The counties included in each Region is provided in Attachment A to this notice.

Phase I of the Illinois Health Connect Referral System is being implemented to continue the ongoing efforts to connect Illinois Health Connect patients with their medical homes. By doing so, the patient's Primary Care Provider (PCP) becomes familiar with their medical needs and ensures they receive the necessary preventive and primary care, including immunizations and screening, thus improving the quality of care for the patient through better coordination and management of services by the PCP.

Phase I requires patients to be seen by their own PCP or a physician or clinic affiliated with their PCP. PCPs seeing patients enrolled in Illinois Health Connect but not enrolled on their panel, or on an affiliated PCP's panel on the date of service, must obtain a referral from the patient's PCP in order to be reimbursed by HFS for services provided. PCPs will be able to submit referrals for their Illinois Health Connect patients to see other PCPs through the Illinois Health Connect Provider Portal via the secure MEDI system and directly with Illinois Health Connect via fax and phone. Specialists will not require a referral in Phase I.

Once the implementation period has begun in a specific Region, all services by PCPs for Illinois Health Connect patients not enrolled on their panel, or on an affiliated PCP's panel, in that Region on the date of service, will require a referral be registered in the Illinois Health Connect Referral System by the patient's PCP in order to be reimbursed for services provided. If no referral is registered by the patient's PCP, the claim for the billing PCP will be processed but not reimbursed by HFS. The billing PCP's remittance advice will have a message that identifies the services that required a referral. Payment

for the services will not be made by HFS due to a lack of a referral from the patient's PCP in the Illinois Health Connect Referral System.

As the implementation of the referral system proceeds, PCPs should continue to encourage patients seeking services in their office, but not enrolled on their panel or on an affiliated PCP's panel on the date of service, to see their PCP first. Reinforcement by PCPs of the medical home concept will encourage Illinois Health Connect enrollees to access services available with their PCP and build upon the foundation of the medical home, resulting in better coordination and continuity of care for these patients.

More information about the implementation of the Illinois Health Connect Referral System, including training opportunities, outreach efforts, policies for use of the Referral System and clarification of the services that require or do not require a referral, will be distributed to all PCPs by Illinois Health Connect Provider Services within the next few weeks.

Questions about this notice should be directed to the Illinois Health Connect Provider Help Desk at 1-877-912-1999.

Theresa A. Eagleson, Administrator  
Division of Medical Programs

## ATTACHMENT A – Counties by Region

Northwest Counties	Central Counties	Southern Counties	Cook County	Collar Counties
10/01/09	04/01/10	04/01/10	02/01/10	12/01/09
Boone Bureau Carroll DeKalb Fulton Henderson Henry JoDaviess Knox LaSalle Lee Marshall Mercer Ogle Peoria Putnam Rock Island Stark Stephenson Tazewell Warren Whiteside Winnebago Woodford	Adams Brown Calhoun Cass Champaign Christian Clark Coles Cumberland DeWitt Douglas Edgar Ford Greene Hancock Iroquois Jersey Livingston Logan Macon Macoupin Mason McDonough McLean Menard Montgomery Morgan Moultrie Piatt Pike Sangamon Schuyler Scott Shelby Vermilion	Alexander Bond Clay Clinton Crawford Edwards Effingham Fayette Franklin Gallatin Hamilton Hardin Jackson Jasper Jefferson Johnson Lawrence Madison Marion Massac Monroe Perry Pope Pulaski Randolph Richland Saline St. Clair Union Wabash Washington Wayne White Williamson	Cook	DuPage Grundy Kane Kankakee Kendall Lake McHenry Will