



Illinois Client Enrollment Broker Information Guide

Your Health Care Choices

Good news! You have a choice in your health care. The Illinois Client Enrollment Broker is now in your county. The Illinois Client Enrollment Broker will help you choose your health plan and medical home. The health plans you can pick from are all good choices. They are:

- Illinois Health Connect (A NEW Primary Care Case Management Program)
- Family Health Network (A Managed Care Organization that is like an HMO)
- Harmony Health Plan (An HMO)

Read on to learn more about your health plan choices. Please read all of the information in this packet. It will help you make the best choice.

Do you want to stay in your current plan? If you are currently in Illinois Health Connect, Family Health Network or Harmony Health Plan, and you do not want to make a change, you do not need to do anything. You will stay enrolled with your current health plan and doctor. **You don't have to change. If you are not in any of these plans, you must enroll in one. If you do not choose, we will enroll you in Illinois Health Connect.**

What is a Medical Home?

Your medical home is the doctor's office or clinic where you go to see your Primary Care Provider (PCP). Having a medical home means:

- All your medical records are kept there in one place.
- Your primary care provider gets to know you well.
- You get better health care because your personal doctor knows all of your health care needs.
- You and your family get the top quality health care 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)?

Your Primary Care Provider (PCP) is your family doctor, nurse or other health care provider at your medical home who takes care of you and your family. Your doctor will:

- Take care of you when you are sick or need medical attention.
- 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.
- Send you to specialists or other health care providers when you need to go. This is called a referral.
- Answer questions you have about your health care.
- Give you the information you need to stay healthy.
- Work with you to get the health care you need.

You can get help in other languages, in Braille and on audiotape. Free interpretation services!
Call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

Hay información en español. ¡Servicio de interprete gratis!
Llame al 1-877-912-8880 (TTY 1-866-565-8576).

Illinois Health Connect

Illinois Health Connect is the new PCCM program that will manage health care for most people in All Kids, FamilyCare, Moms & Babies and other HFS medical programs. In Illinois Health Connect:

- You will still use your regular All Kids, FamilyCare or HFS medical card.
- You can pick an independent doctor or clinic as your Primary Care Provider (PCP).
- You and your doctor make all the decisions about your health care, Illinois Health Connect does not review these decisions.
- You will have a nurse helpline to answer your health care questions after regular office hours and on weekends.
- You can change your doctor once each month, usually effective within two days.
- You will have a network of 66 hospitals, over 1,500 primary care doctors, and over 5,000 specialists.

To choose your doctor in Illinois Health Connect, call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Illinois Health Connect call 1-877-912-8880, or go online at www.illinoishealthconnect.com.

Family Health Network (FHN)

You can get health care and extra benefits by joining the Family Health Network (FHN) plan. FHN is a not-for-profit Managed Care Organization, like an HMO, sponsored by community hospitals. In Family Health Network:

- You will get a FHN identification card.
- You can pick a network doctor for your Primary Care Provider.
- The plan may review your doctor's decisions about your care to ensure it is medically appropriate.
- If the plan denies a service because of this review, you have the right to file an appeal.
- You will need the plan's approval to go outside the network, unless it is an emergency.
- You will have a 24-hour nurse helpline to answer your health care questions.
- You can change your doctor once each month.
- You will have a network of 18 hospitals, more than 550 primary care doctors, over 1,200 specialists, and 386 mental health professionals.

To choose your doctor in Family Health Network, call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Family Health Network, call 1-888-346-4968, or go online at www.fhnchicago.com.

Harmony Health Plan

You can get health care and extra benefits by joining Harmony Health Plan. Harmony Health Plan is a Managed Care Organization that is an HMO and has been in Illinois for over 10 years. Harmony now has over 91,000 members. It is the largest Medicaid HMO plan in the state. In Harmony Health Plan:

- You will get a Harmony identification card.
- You can pick a network doctor for your Primary Care Provider.
- The plan may review your doctor's decisions about your care to ensure it is medically appropriate.
- If the plan denies a service because of this review, you have the right to file an appeal.
- You will need the plan's approval to go outside the network, unless it is an emergency.
- You will have a 24-hour nurse helpline to answer your health care questions.
- You can change your doctor once each month.
- You will have a network of 39 hospitals, more than 800 primary care doctors, and over 2,130 specialists.

To choose your doctor in Harmony Health Plan, call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Harmony Health Plan, call 1-800-684-3925, ext. 2101, or go online at www.harmonyhpi.com.

Health Plan Comparison Chart

Services and Benefits	Illinois Health Connect	Harmony Health Plan	Family Health Network
Doctors Visits and Hospital Services	✓	✓	✓
Hearing and Vision Services	✓	✓	✓+
Limited Dental Services	✓	✓+	✓+
Family Planning Services	✓	✓	✓
Nurse Helpline	✓	✓	✓
Transportation to Medical Appointments	✓	✓+	✓+
Pharmacy, including Over-the-Counter Medicines for children and some adults, with a doctor's order	✓	✓+	✓
Case Managers and Health Education	✓+	✓+	✓+

✓ means that basic services are provided. ✓+ means that there are some additional services provided.

- ✓+ **Harmony's additional benefits include:** Additional dental care for adults (i.e., two annual check-ups, annual scaling and deep cleaning, limited root canal), transportation to WIC, Pharmacy, DME providers, and family hospital visits. Harmony also offers \$10 of health care products per month, per family, disease management programs and education on how to be healthy through Harmony Hugs (Prenatal Program) and the Healthy Kids Club (children 5-10).
- ✓+ **Family Health Network's additional benefits include:** Vision discounts for adult services (i.e., contact lenses and designer frames), adult dental cleanings, Weight Watchers® membership, help setting up transportation to physicians offices or prenatal classes, free home pregnancy tests, a disease management program and the Brighter Beginnings Prenatal and Newborn Program and Book Club for children.
- ✓+ **Illinois Health Connect's additional benefits include:** Family case management for pregnant women and infants, and the Your Healthcare Plus Disease Management Program.

Health Plan Co-payment Chart

	All Kids Assist and Moms & Babies (White Card)	FamilyCare Assist (White Card)	All Kids Share and FamilyCare Share (Yellow Card)	All Kids Premium Level 1 and FamilyCare Premium (Yellow Card)
Illinois Health Connect	No Co-pays	\$2 Doctor Visit \$3 Brand Name Drugs \$0 Generic Drugs \$0 to \$3 per day Hospital Inpatient	No Co-pays for well-child visits or immunizations (shots) \$2 Doctor Visit \$2 Brand Name or Generic Drugs \$2 ER Visit \$2 Hospital Admission \$100 Maximum	No Co-pays for well-child visits or immunizations (shots) \$5 Doctor Visit \$5 Brand Name Drugs \$3 Generic Drugs \$2 ER Visit \$5 Hospital Admission \$100 Maximum
Harmony Health Plan	No Co-pays	No Co-pays	No Co-pays	No Co-pays
Family Health Network	No Co-pays	No Co-pays for doctor visits, emergency room, or hospital \$3 Brand Name Drugs \$0 Generic Drugs	No Co-pays for doctor visits, emergency room, or hospital \$2 Brand Name or Generic Drugs \$100 Maximum	No Co-pays for doctor visits, emergency room, or hospital \$5 Brand Name Drugs \$3 Generic Drugs \$100 Maximum

How Do I Make the Best Choice?

Think about where you get your care now. Do you want to stay with your current doctor or health plan? Do you want to make a change? Ask your doctor or the doctor you want if they are part of Illinois Health Connect, Family Health Network, or Harmony Health Plan. Or, call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. We can help.

How Do I Enroll?

- 1. Pick a health plan:** You can pick Family Health Network, Harmony Health Plan or Illinois Health Connect.
- 2. Pick a Primary Care Provider (PCP).** To pick the doctor that is best for you and your family, think about where you and your family get care now.
 - Do you want to stay with that doctor?
 - Do you know another doctor or clinic that you like?
 - You do not have to choose the same doctor for all members of your family.
 - Look for a doctor online at www.illinoisceb.com. Click on “Pick a Provider.”
 - If you need help picking a doctor, call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.
 - Or call your health plan.
- 3. Enroll. You can enroll three ways:**
 - PHONE:** Call the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.
 - MAIL:** Fill out the Enrollment Form in this packet. Mail the form back to the Illinois Client Enrollment Broker in the envelope provided.
 - ONLINE:** Go to the Illinois Client Enrollment Broker website at www.illinoisceb.com and click on “Enroll.”

Important Information

Call with questions or to get help in picking a health plan, picking a doctor, enrolling, or changing your doctor. Or visit the Illinois Client Enrollment Broker online at www.illinoisceb.com	Illinois Client Enrollment Broker TTY Number	1-877-912-8880 1-866-565-8576
Call with questions on Illinois Health Connect or for help in picking or changing your doctor. Or visit Illinois Health Connect online at www.illinoishealthconnect.com	Illinois Health Connect TTY Number	1-877-912-1999 1-866-565-8577
Call with questions on Family Health Network or for help in picking or changing your doctor. Or visit Family Health Network online at www.fhnchicago.com	Family Health Network TTY Number	1-888-346-4968 1-800-422-1942
Call with questions on Harmony Health Plan or for help in picking or changing your doctor PCP. Or visit Harmony Health Plan online at www.harmonyhpi.com	Harmony Health Plan TTY Number	1-800-684-3925, ext. 2101 1-877-650-0950

How Do I Change Doctors?

We want you to pick a doctor and health plan you like and stay with them. However, you can change your doctor at any time for any reason. If you are in Illinois Health Connect, Family Health Network or Harmony Health Plan, call your health plan and ask to change your doctor to another doctor in their network. Health plan phone numbers are below. If you want to change your health plan, you should call the Illinois Client Enrollment Broker.

We Are Here to Help You!

Questions? Need help?

Call the Illinois Client Enrollment Broker at 1-877-912-8880. If you use a TTY, call 1-866-565-8576. The call is free. We will help you:

- Access services.
- Find doctors in your region.
- Find doctors who have facilities that meet ADA guidelines for accessibility for people with disabilities.
- Change your health plan, if needed.
- Tell what services are and are not covered for you.
- Update your contact information.
- File a complaint.
- Answer your health care questions.

Who MUST Enroll?

Most people who live in Cook County and have an HFS or All Kids Medical Card must pick a PCP for a medical home in Illinois Health Connect, Harmony Health Plan or Family Health Network.

Who CANNOT Enroll?

- 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 who live in nursing facilities
- American Indians and Alaska Natives
- Individuals with spend-down
- Refugees
- 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
- Individuals residing in Community Integrated Living Arrangements (CILAs)
- Individuals in Presumptive Eligibility programs
- Individuals enrolled in the following programs:
 - ✓ Illinois Healthy Women
 - ✓ All Kids Rebate, 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
- Populations Already Managed:
 - ✓ High Level Third Party Liability (TPL)/Private Insurance
 - ✓ Program for All-Inclusive Care for the Elderly (PACE) participants
- Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago.

Non-Emergency Transportation

If it is hard for you to get to your medical appointments, call the health plan you picked for help with transportation.

Family Health Network	1-888-346-4968
	TTY Number ... 1-800-422-1942
Harmony Health Plan	1-800-684-3925, ext. 2101
	TTY Number ... 1-877-650-0950
Illinois Health Connect	1-877-912-1999
	TTY Number ... 1-866-565-8577