



Illinois Client Enrollment Broker Information Guide

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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 Illinois Health Connect?

Illinois Health Connect is a new health care program of HFS (Illinois Department of Healthcare and Family Services). With Illinois Health Connect you must pick a Primary Care Provider (PCP) for your medical home. With a medical home, you and your family get top quality health care you need to stay healthy.

In Illinois Health Connect you will have:

- A “medical home” for all of your health care needs.
- Healthy Kids exams – free check-ups for kids, teens, and young adults (birth through age 20).
- An Illinois Health Connect Helpline (a free call) for answers to questions and other help.

In Illinois Health Connect, you will still get the services you get now with your HFS or All Kids Medical Card. If you have co-payments, they will be the same too.

You can get help in other languages, 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).

What Is a Primary Care Provider (PCP)?

A 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 gets to know you well.

Your doctor 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.
- 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.

Who MUST Join?

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

If you are not sure if you must join Illinois Health Connect, 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.

Who CANNOT Join?

- 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
- People 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
- People residing in Community Integrated Living Arrangements (CILAs)
- People enrolled in the following programs:
 - ✓ 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
 - ✓ Renal and Hemophilia Programs
- People with private insurance
- Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago.

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 your health 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 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 not – 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 pick a doctor.

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

Once you have picked a doctor, you can enroll in Illinois Health Connect three ways:

- 1 PHONE:** 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 pick a doctor.
- 2 MAIL:** Look for a doctor online at www.illinoisceb.com. Fill out the Enrollment Form in this packet. Mail the form back to us in the envelope provided.
- 3 ONLINE:** Go to our website www.illinoisceb.com and click on "Enroll."

Need more help to pick the best doctor? 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.

How Do I Change Doctors?

We want you to pick a doctor you like and stay with them. However, if you want to change your doctor for any reason, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

You can change your doctor once a month.

Non-Emergency Transportation

If it is hard for you to get to your medical appointments, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Or, you can call 1-877-725-0569 to see if you qualify. If you use a TTY, call 1-877-204-1012. The call is free. You can call between 8:00 a.m. and 5:00 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. And, the request cannot be made more than seven business days before the trip.

Healthy Kids

Healthy Kids is a free health care program for babies, kids, and teens, through age 20. It is very important for children to have regular checkups, even when they are not sick. At checkups, your Primary Care Provider (PCP) can catch little problems before they become big ones.

At checkups, your doctor will make sure your child is growing and developing properly. Your doctor will:

- Give your child a complete physical exam.
- Check your child's ears, eyes and mouth.
- Order lab work (blood and urine tests).
- Make sure your child has up-to-date immunizations (shots).
- Talk to you about helping your child stay healthy.
- Make referrals for special services if your child needs them.

Call your doctor to schedule a Healthy Kids checkup. Or, call the Illinois Health Connect Helpline at 1-877-912-1999. The call is free. Illinois Health Connect will:

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

We Are Here to Help You!

Questions? Need help?

Call the Illinois Client Enrollment Broker for more information about your health care options. You can also call to join Illinois Health Connect and pick a PCP. The number is 1-877-912-8880. If you use a TTY, call 1-866-565-8576. The call is free.

After you join Illinois Health Connect, you can call them at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Illinois Health Connect will help you:

- Access services.
- Tell what services are and are not covered for you.
- Change your doctor.
- Get disease management services.
- Get help with any special needs.
- Make a request for a ride to your medical appointments.
- File a complaint.
- Answer your questions.

Important Phone Numbers

Illinois Client Enrollment Broker	1-877-912-8880
TTY Number	1-866-565-8576

Call to find out about your health care options. You can also call to join Illinois Health Connect and pick a doctor.

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

Call with questions on Illinois Health Connect or for help in changing your doctor.

Illinois Nurse Helpline	1-800-571-8094
TTY Number	1-800-571-8419

If you have a medical problem and you cannot reach your doctor after-hours or on the weekend, you can call the Nurse Helpline after 5:00 p.m. or on weekends.

Transportation Services	1-877-725-0569
TTY Number	1-866-204-1012

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