

Cigna-HealthSpring SpecialCare of Illinois
175 W. Jackson, Suite 1750
Chicago, IL 60604

<Date>

<Member Name>
<Address 1>
<Address 2>
<City>, <ST> <Zip>

Important News About Your Health Plan

Dear Be Well Member <Member Name>,

Your health plan, Be Well, has joined Cigna-HealthSpring® SpecialCare of Illinois. On March 1, 2016, you will be a Cigna-HealthSpring SpecialCare of Illinois member. Beginning on this date, Cigna-HealthSpring SpecialCare of Illinois will cover your health benefits and work with you to coordinate your health care needs. We want to welcome you to our health plan and are excited to provide you with great health care.

More information:

- You do not need to do anything about this change.
- You will need to see providers who are part of the Cigna-HealthSpring SpecialCare of Illinois network, including dentists, eye care providers and other specialists. For information about providers who are part of the Cigna-HealthSpring SpecialCare of Illinois health plan, call Cigna-HealthSpring SpecialCare of Illinois Customer Service 1-866-487-4331 (TTY 711) or visit <http://www.specialcareil.com>.
- Starting March 1, 2016, your primary care provider (PCP) will be <PCP Name>. We have made every effort to keep you with the same PCP you had in the Be Well health plan. **If you want to change your PCP after March 1, 2016, you may do so at any time.** Just call Cigna-HealthSpring SpecialCare of Illinois Customer Service at 1- 866-487-4331 (TTY 711). You should continue to see your current Be Well PCP through February 29, 2016.
- Some services may require prior approval. Cigna-HealthSpring SpecialCare of Illinois Customer Service and your care coordinator will work with you to make sure you get all of the care you need, when you need it.
- You will get a welcome packet in the mail from Cigna-HealthSpring SpecialCare of Illinois. This welcome packet will include a member handbook so you can learn more about the health plan.
- You will also receive a Cigna-HealthSpring SpecialCare of Illinois Member ID Card. You will use your new ID Card starting March 1, 2016, when you need services.

Be sure to read your Cigna-HealthSpring SpecialCare of Illinois Member Handbook and keep it handy. Your handbook is full of important information about your health care and Cigna-HealthSpring SpecialCare of Illinois.

Cigna-HealthSpring SpecialCare of Illinois covers everything Medicaid covers and more. Here are some of the additional benefits you'll get from Cigna-HealthSpring SpecialCare of Illinois:

- Dental – Additional dental care for adults
- Nurse Line – You can call a nurse for advice 24 hours a day, 7 days a week
- Practice Visits – Members with developmental disabilities can go for practice visits to the dentist
- Prescriptions – 90-day supply mailed to your home (4 prescription per month rule does NOT apply)
- Tele-monitoring – You can get tools to help you check your health problems at home
- Transportation – You get a ride to your pharmacy right after your doctor visit
- Vision – You can get \$100 towards a pair of eyeglasses (lenses and frame) each year
- Wellness – You get one bath mat, cold and flu kit, and a first aid kit each year
- Wellness – You get \$10 per month in over-the-counter items from the OTC catalog

If you do not want to stay in Cigna-HealthSpring SpecialCare of Illinois, you have 90 days from March 1, 2016, to change health plans. If you do not make a change, you will stay enrolled with Cigna-HealthSpring SpecialCare of Illinois for one year. To learn more about your health plan options, or to pick a new health plan, call Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576) or visit www.EnrollHFS.illinois.gov.

Please keep this letter. If you need medical services after March 1, 2016 in Cigna-HealthSpring SpecialCare of Illinois, take your HFS medical card and your Cigna-HealthSpring SpecialCare of Illinois Member ID Card with you to all appointments.

We want to work with you and your family to keep you well. **If you have any questions, or need assistance in finding a provider for services, please call toll-free:**

Cigna-HealthSpring SpecialCare of Illinois Customer Service at 1-866-487-4331 (TTY 711)

Sincerely,

Cigna-HealthSpring SpecialCare of Illinois

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Limitations and restrictions may apply. For more information, call Cigna-HealthSpring SpecialCare of Illinois Customer Service or read the Cigna-HealthSpring SpecialCare of Illinois Member Handbook.

You can get this document in Spanish, or speak with someone about this information in other languages for free. Call 1-866-487-4331 (TTY 711). We are open Monday to Friday, 8 a.m. to 5 p.m. Central Time. The call is free. Puede recibir este documento en español, o hablar con alguien sobre esta información en otro idioma, sin costo alguno. Llame al 1-866-487-4331 (TTY 711), Estamos abierto de Lunes a Viernes, 8 a.m. a 5 p.m. hora Central. La llamada es gratis.

For information on Cigna-HealthSpring SpecialCare of Illinois and other options for your health care, call the Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576), 8 a.m. to 7 p.m. Monday through Friday and 9 a.m. to 3 p.m. on Saturday.