

July 18, 2016



<<FIRST_NAME>> <<LAST_NAME>>
<<ADDRESS_1>>
<<ADDRESS_2>>
<<CITY>> <<STATE>> <<ZIP>>

Important News About Your Health Plan

Dear SmartPlan Choice Member,

Your health plan, SmartPlan Choice, has joined Family Health Network (FHN). On September 1, 2016, you will be a FHN member. Beginning on this date, FHN 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 FHN network, including dentists, eye care providers and other specialists. For information about providers who are part of the Family Health Network, call FHN Member Services at 1-888-346-4968 (TTY: 711) or visit www.fhnchicago.com.
- Effective September 1, 2016, your primary care provider (PCP) is <<PCP_Name>>. We have made every effort to keep you with the same PCP you had in the SmartPlan Choice health plan. If you want to change your PCP, you may do so at any time. Just call FHN Member Services at 1-888-346-4968 (TTY: 711).
- Some services may require prior approval. FHN's Member Services 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 FHN. This welcome packet will include a member handbook so you can learn more about the health plan.
- You will also receive a FHN Member ID Card. You will use your new ID Card starting September 1, 2016, when you need services.

Be sure to read your FHN Member Handbook and keep it handy. Your handbook is full of important information about your health care and FHN.

FHN covers everything Medicaid covers and more. Here are some of the additional benefits you'll get from FHN:

- Transportation arranged by FHN for all your covered services
 - No co-payments for doctor visits, emergency room, hospital services and covered prescriptions
- (cont. on back)**

Family Health Network, Inc.

322 S. Green St., Ste. 400, Chicago, IL 60607

Member Services: 1-888-346-4968 (TTY/TDD: 711)

www.fhnchicago.com

Free adult dental services

- Free cough, cold, allergy medicines and vitamins prescribed by your doctor
- \$40 adult vision rebate for frames and/or contacts from licensed providers
- 24-hour NurseNow line to talk to a registered nurse (RN) anytime, day or night
- Health and Wellness programs like:
 - Diabetes counseling, disease management, smoking cessation and pregnancy education
 - Pregnancy Rewards for moms-to-be where you can earn up to \$240 plus a Graco® Pack 'N Play crib (and other safe sleep products for baby) for keeping your prenatal, postpartum and baby checkup visits during the first year of life.
 - Monthly vouchers for free diapers for keeping baby's immunizations up to date.
 - Discounted membership for Curves® fitness facilities.
 - Wireless telephone service (one per household) including 250 free minutes per month.

If you do not want to stay with FHN, you have 90 days from September 1, 2016, to change health plans. If you do not make a change, you will stay enrolled with FHN 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 September 1, 2016 in FHN, take your HFS medical card and your FHN 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:

FHN Member Services at 1-888-346-4968 (TTY: 711)

Sincerely,

Family Health Network

Si usted prefiere recibir esta carta en español, llame al 1-888-346-4968 y solicite la versión en español.

F1708-01/16