



[HH_NAME]
[ADDRESS_LINE2]
[ADDRESS_LINE 1]
[CITY], [STATE] [ZIPCODE]-[ZIP4]

**Important news about
Medicaid Managed Care
expansion in Illinois**

[LETTER_DATE]

Dear [HOC_NAME]:

Starting January 1, 2018, managed care in Illinois is expanding to include all counties statewide. The new, expanded Medicaid program is called **HealthChoice Illinois**. This means health plan choices in your area will change. The expansion does not change your Medicaid benefits.

What this means for you

You and your family members listed below are currently enrolled in in the following health plan:

Member	Current Health Plan
[ENROLLEEn] ID #[ENn_RIN]	[PRIOR_DETAIL_NAME] [PRIOR_DETAIL_PHONE_NUM]
[ENROLLEEn] ID #[ENn_RIN]	[PRIOR_DETAIL_NAME] [PRIOR_DETAIL_PHONE_NUM]

On January 1, 2018, your current health plan will no longer be a health plan choice. You will continue to work with your current health plan for your healthcare needs through December 31, 2017. If you have questions or need help getting healthcare before December 31, 2017, call the member services number listed above.

More on the back »

Questions? Visit www.EnrollHFS.Illinois.gov or call **1-877-912-8880**
(TTY: 1-866-565-8576). The call is free!

You can get this information in other languages or formats, such as large print or audio.

On January 1, 2018, you and your family members listed below will be enrolled in a new HealthChoice Illinois plan. You will work with the new health plan and Primary Care Provider (PCP) listed below for your healthcare services:

Member	New HealthChoice Illinois Plan	PCP	PCP Location
[ENROLLEEn] ID #[ENn_RIN]	[DETAIL_NAME] [DETAIL_PHONE_NUM]	[PCP_NAME] [PCP_PHONE]	[PCP_LOCATION] [PCP_CITY_STATE_ZIP]
[ENROLLEEn] ID #[ENn_RIN]	[DETAIL_NAME] [DETAIL_PHONE_NUM]	[PCP_NAME] [PCP_PHONE]	[PCP_LOCATION] [PCP_CITY_STATE_ZIP]
[ENROLLEEn] ID #[ENn_RIN]	[DETAIL_NAME] [DETAIL_PHONE_NUM]	[PCP_NAME] [PCP_PHONE]	[PCP_LOCATION] [PCP_CITY_STATE_ZIP]

Your new health plan will send you a welcome packet in the mail. The packet will include a member ID card for each member listed and a member handbook. Starting January 1, 2018, you will use your member ID card to get healthcare services. Your member handbook has helpful information on co-pays, extra benefits and more.

Starting January 1, 2018, you will need to see doctors who are in your new health plan's network. For help finding providers and specialists or getting transportation starting January 1, 2018, call the health plan's member services number on your new member ID card. The member services number for your new health plan is also listed above.

Under **HealthChoice Illinois**, you have the choice to keep your new health plan or to choose another health plan.

If you want to keep your new health plan

To keep the new HealthChoice Illinois plan listed above, you do not have to do anything at all! Starting January 1, 2018, you will work with your new health plan to find providers, make appointments, get transportation and get answers to your questions.

If you want to change your health plan

You can choose another health plan for anyone listed above. Beginning January 1, 2018, **you will have 90 days to change health plans.** If you want to change health plans, you must change it by **March 31, 2018.** If you do not choose a new health plan by this date, you will stay in the new HealthChoice Illinois plan listed above. The next time you can change plans will be during your open enrollment period next year. We will send you a letter at that time.

You can choose the same health plan for everyone in your family or you can choose different plans. You can choose from these plans:

- [PLAN_NAME]
- [PLAN_NAME]
- [PLAN_NAME]

There are two ways to change your health plan

- Go to **www.EnrollHFS.Illinois.gov** and click “Enroll,” *or*
- Call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576), Monday to Friday, 8 a.m. to 7 p.m. The call is free.

To learn about all of these health plans, go to our website at **www.EnrollHFS.illinois.gov**. Click on “Compare Plans.” Before you decide, you should ask your doctors which health plans they will be in starting January 1, 2018. Your doctors may not accept all of the health plans.

Remember: If you want to keep your new HealthChoice Illinois plan listed above, you do not need to do anything at all.

New HealthChoice Illinois plan welcome packet

If you choose to pick a new health plan, your new plan will send you a welcome packet in the mail. The packet will have your member ID card and member handbook. You will use your new member ID card to get healthcare services. If you have questions or need help getting healthcare, call the health plan’s member services number on your member ID card.

Transition of care when changing health plans

As you move from your current health plan to your new HealthChoice Illinois plan, it is important to let your new plan know about any appointments already scheduled and any of your prescriptions or services that require prior approval. Contact the health plan’s member services department right away to discuss.

Changing PCPs with your health plan

You can change your PCP at any time. To change your PCP, call your health plan’s member services number on your member ID card.

About HealthChoice Illinois plans

All HealthChoice Illinois plans cover a full range of healthcare services. Your health plan offers education and help from their staff. You will work with your health plan to get healthcare services. You may have a Care Coordinator to help you navigate the healthcare system, make doctor’s appointments, find transportation, get prior approvals for healthcare, prescriptions or medical equipment, and arrange for other social services.

Thank you,

Illinois Client Enrollment Services

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