

## QUESTIONS AND ANSWERS ABOUT MEDICAID FEE-FOR-SERVICE

### **Q. What is Medicaid fee-for-service?**

**A.** In Medicaid fee-for-service, you can see any provider that accepts your Department of Healthcare and Family Services (HFS) medical card. You will use your HFS medical card for all your healthcare services. In fee-for-service, you may have co-pays when you go for services. Fee-for-service does not provide care coordination services or offer extra benefits. Your providers will submit claims to HFS for payment.

### **Q: Will I have co-pays if I pick fee-for-service?**

**A:** You may have co-pays for services in fee-for-service. To find out if you have co-pays, or to ask questions about the benefits in fee-for-service, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY: 1-877-204-1012). The call is free.

### **Q: What doctor or specialist can I see?**

**A:** You can see any doctor or specialist that accepts the HFS medical card. Call your doctor's office to see if they take the HFS medical card. If your current doctor doesn't take the HFS medical card you can call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577) for help finding doctors and specialists in your area. The call is free.

### **Q: Will I have an assigned Care Coordinator?**

**A:** No, fee-for-service does not offer care coordination services.

### **Q: What benefits are covered in fee-for-service?**

**A:** If you have questions about the benefits covered in fee-for-service, call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY: 1-877-204-1012) and they will answer your questions. The call is free.

### **Q: What happens if I am pregnant? Can I continue to see the same doctor I am seeing now?**

**A:** If you are pregnant and your doctor takes the HFS medical card, you can keep getting services from them. If your current doctor doesn't take the HFS medical card and you would still like to pick fee-for-service, you can call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). They will help you find other doctors and specialists in your area who take the HFS medical card. The call is free.

### **Q: How do I get my prescription drugs in fee-for-service?**

**A:** You will use your HFS medical card to get your prescription drugs filled. Some medications require your doctor to request prior approval. If you would like to see if your current medications are covered by Medicaid, you can view the Illinois Medicaid Preferred Drug List (PDL) at <https://www.illinois.gov/hfs/SiteCollectionDocuments/pdl.pdf>. If your medicine is not listed on the PDL, it may need prior approval. You should talk to your doctor or pharmacy if you have questions about your prescriptions.

**Q: Can I get transportation with the HFS medical card?**

**A:** You can get free transportation to covered medical appointments that are not emergencies. HFS pays for non-emergency transportation to the nearest provider only. You can call First Transit at 1-877-725-0569 (TTY: 1-877-204-1012) to see if you can get approval for non-emergency medical transportation with your HFS medical card.

**Q: Who do I call for help with dental services in fee-for-service?**

**A:** Call DentaQuest at 1-888-286-2447. The call is free.

**Q: I do not have my HFS medical card. How do I get a new HFS medical card?**

**A:** You can call the Department of Human Services (DHS) at 1-800-843-6154 or the HFS Client Hotline at 1-800-226-0768 (TTY: 1-877-204-1012) to request a new medical card. In the meantime, you can still receive healthcare services. Take your picture ID to your appointments so the doctor's office can look up your recipient ID number. There is no charge for a replacement card. The new card will be mailed to you.

Molina Healthcare is committed to providing care with a fair and equitable federal right and does not discriminate in the administration of its programs on the basis of race, ethnicity, national origin, sex, age, disability, or other characteristics. We do not intend to treat the different race or ethnicity groups differently.

Molina provides free aid and services to those with disabilities to ensure equitable access with all health plans.

- Available in an appropriate interpreter
- Written in Braille or in other appropriate print or audio format in electronic or print format
- Provide free appropriate services to those who are unable to read or write with:
  - Available interpreter
  - Instruction written in appropriate

Individuals need services to meet the individualized needs that Molina has agreed to provide. The services are not discriminated in any way on the basis of race, ethnicity, national origin, sex, age, disability, or other characteristics. An individual can file a grievance with:

Individualized needs coordinator

or file a grievance

with the health plan

or file a grievance

with the individualized needs coordinator. Molina Healthcare is committed to

an individual grievance in person or by mail. An individual who needs help in filing a grievance with the individualized needs coordinator can call the toll-free number:

an individual grievance with the appropriate department health and an appropriate office or individualized needs coordinator through the office or individualized needs coordinator. A grievance can be filed at <http://www.molinahealthcare.com/rtrta> or by calling the toll-free number at:

appropriate department health and an appropriate

independent organization

or file a grievance with the

administration

or file a grievance with the

grievance office or file a grievance at <http://www.molinahealthcare.com/rtrta> or by calling the toll-free number at:



Your Extended Family.

Non-Discrimination Policy Section
Molina Healthcare of Illinois Inc
FHP

- English: ...
Spanish: ...
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.
Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。
Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.
Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.
Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔
Vietnamese: ...
Italian: ...
Hindi: ध्यान दें-यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
French: ...
Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.
German: ...