

QUESTIONS AND ANSWERS ABOUT MANAGED CARE AND FEE-FOR-SERVICE CENTRAL ILLINOIS VOLUNTARY COUNTIES

Q. What is the difference between Medicaid managed care and Medicaid fee-for-service?

A. In managed care, you enroll in a managed care health plan and choose a primary care provider (PCP). The managed care health plan available in your county is Molina Healthcare of Illinois. You would use your Molina member ID card when you go for healthcare services. You would have to use providers in Molina's network. Managed care health plans provide care coordination services, may waive co-pays, and may offer extra benefits. Your providers would submit claims to Molina for payment.

In fee-for-service, you can see any provider that accepts your Department of Healthcare and Family Services (HFS) medical card. You would 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 would submit claims to the HFS for payment.

Q: If I stay with Molina, will I continue to get the healthcare services I need? Who do I call to find out more information about my health benefits with Molina?

A: If you stay with Molina, they will continue to provide you with a full range of services while helping you coordinate your healthcare. Molina will continue to:

- Offer Care Coordinators to help you get the care you need
- Answer questions about your care and give you information to stay healthy
- Help you find doctors and specialists for your healthcare needs
- Help you transition out of a hospital or facility
- Help you schedule appointments
- Help you manage your health conditions like diabetes, high blood pressure or asthma
- Help you identify your health goals and make a care plan to achieve those goals
- Connect you with community resources

For more information about your healthcare, call the Molina Member Services Helpline at 1 (855) 766-5462 (TTY: Illinois Relay 7-1-1 or 1-800-526-0844). The call is free.

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 would have co-pays, or to ask other 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: If I pick fee-for-service, when will my Molina enrollment end?

A: Your Molina enrollment would end at the end of the month you request to be taken out of Molina and switched to fee-for-service. You would need to work with Molina to get services through the end of the month. You would become fee-for-service on the first of the following month.

Q: If I want to switch to fee-for-service, who do I call?

A: To switch to fee-for-service, you must call Illinois Client Enrollment Services (CES) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. When you call this number, tell the CES representative that you want to disenroll from Molina. Once Molina ends, you will be fee-for-service. You will use your HFS medical card to get healthcare services.

Q: If I switch from Molina to fee-for-service can I still see the same doctor or specialist that I see now?

A: Yes, if your doctor or specialist accepts the HFS medical card. Before making a decision about switching, 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 and you would still like to be 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: What if I change my mind after switching from Molina to fee-for-service? Can I re-enroll with Molina?

A: Yes, you can re-enroll with Molina while your county is in a voluntary managed care status. To re-enroll, you must call Illinois Client Enrollment Services (CES) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. When you call this number, tell the CES representative that you want to re-enroll with Molina. You will continue to use your HFS medical card in fee-for-service until you are re-enrolled with Molina. Molina will send you a new member ID card.

Q: Will I have an assigned Care Coordinator in fee-for-service?

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

Q: I currently get extra benefits as a member of Molina. Do I get extra benefits in fee-for-service?

A: No, in fee-for-service, you do not get the extra benefits you get with Molina. This means you may have to pay co-pays when you go to the doctor or pick up prescriptions. You will not receive gift cards for completing preventive services or any other extra benefits that Molina gives their members.

Q: What is covered in fee-for-service?

A: In fee-for-service you get healthcare services such as doctor services, immunizations, hospital services, medical supplies and prescriptions. If you have questions about the services covered in fee-for-service, talk to your doctor or 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 and pick fee-for-service? 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 switch to 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 prescriptions filled if I switch to fee-for-service?

A: You will use your HFS medical card to get your prescriptions 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, your doctor may need to request 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.

