



Important News About Your Healthcare Coverage

Our records show that you are currently enrolled with Molina Healthcare of Illinois (Molina) in the Medicaid Managed Care Family Health Plan (FHP) Program and live in one of the following counties:

Champaign, DeWitt, Ford, or Vermilion

Effective December 1, 2016, the FHP managed care program is no longer mandatory in the above counties. This means you can stay a member of Molina and receive all of your healthcare services, including care coordination, from Molina. Or you can choose to get your healthcare as a fee-for-service (standard Medicaid) client and use your HFS medical card when you go for healthcare services.

If you want to stay with Molina, you do not need to do anything. You will continue to:

- Use your Molina member ID card when you go for healthcare services.
- Receive care coordination services from a Molina Care Coordinator.
- See providers in Molina's network.
- Receive extra benefits or services that Molina offers members, such as:
 - No co-pays for doctor visits, emergency room visits or prescription drugs.
 - Programs to help you manage your health needs.

For more information about your Molina healthcare benefits, call the Molina Member Services Helpline at 1 (855) 687-7861 (TTY: Illinois Relay 7-1-1 or 1-800-526-0844). The call is free.

If you pick fee-for-service, you must call Illinois Client Enrollment Broker (CEB) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. When you call this number, tell the customer service representative that you want to disenroll from Molina. Once your enrollment with Molina ends, you will be fee-for-service.

As a member of the Medicaid fee-for-service program:

- You will use your HFS medical card to get healthcare services.
- You can see any doctor that accepts the HFS medical card.
- You may have co-pays for doctor's visits, emergency room visits and prescription drugs.

If you need help finding a doctor or specialist in fee-for-service, you can call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

To find out if you will have co-pays or to ask other questions about your 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.

You may also wish to talk to your doctor before making a decision. Please see the attached questions and answers for more information about your options.

Molina Healthcare is committed to Molina Health with a policy of federal rights and does not discriminate in the administration of a Medicaid program. Molina does not discriminate or treat the different race or national origin individuals.

Molina provides free aid and services to individuals with disabilities to ensure equitable with health care.

- qualified in an appropriate
- written in a format in the appropriate print and electronic format
- provide free appropriate services where required in a health care
 - o qualified interpreter
 - o information written in the appropriate

Individuals need services to the individual coordinator to ensure that Molina has agreed to provide the services discriminated in another part of the appropriate national origin individuals can file a grievance with

individual coordinator

can file

health care

appropriate

appropriate individual Molina Health care

Individuals can file a grievance in person or appropriate need help in a grievance the individual coordinator is available to help

Individuals can file a grievance with the appropriate health and appropriate services. The individual coordinator through the appropriate grievance complaint form available at <http://www.molinahealthcare.com/rta/dhh> or appropriate

appropriate health and appropriate

independent review

appropriate individual

action

appropriate

Individuals can file a grievance at <http://www.molinahealthcare.com/rta/dhh>



Your Extended Family.

Non-Discrimination Policy Section
Molina Healthcare of Illinois Inc
FHP

- English: ...
Spanish: ...
Chinese: ...
Korean: ...
Arabic: ...
Russian: ...
Gujarati: ...
Urdu: ...
Vietnamese: ...
Italian: ...
Hindi: ...
French: ...
Greek: ...
German: ...