

[Head of Household Name]
[Address Line]
[Address Line]
[City], [State], [Zipcode] – [zip 4]



[Letter Date]

Important News About Your Health Plan

Dear Family Health Network member:

As of July 1, 2016, Family Health Network (FHN) will no longer be a health plan option. You will need to pick a new managed care health plan and primary care provider (PCP) for your Illinois Medicaid coverage. This change will not affect your current medical benefits.

You will receive an enrollment packet in the mail from Illinois Client Enrollment Services. Your enrollment packet will include:

- A list of family members who need to pick a new health plan
- The deadline by which you must enroll
- A chart listing all of the benefits for each health plan
- Tips to help you choose a health plan
- Step-by-step instructions for enrolling online
- Frequently asked questions

Once you receive your enrollment packet, you will have 60 days to pick a new health plan and PCP. If you do not choose a health plan and PCP, Healthcare and Family Services (HFS) will choose for you. We encourage you to choose a new health plan as soon as possible so we can help transition you to that plan if you need it. It is better if you choose, because you know your health care needs best.

You can call your current PCP's office to see what other health plans they accept. To learn more about your health plan choices and enroll, go online at www.EnrollHFS.Illinois.gov, or call Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.

FHN will continue to coordinate your health care services through June 30, 2016. If you need medical services starting July 1, 2016 but before your new health plan begins, take your HFS medical card with you to your doctor appointments and to the pharmacy. Your new health plan will send you a Member ID card and important information about their health plan. Be sure to read and save this information.

If you have questions about this notice, please call FHN Member Services at 1-888-346-4968 (TTY: 711). The call is free. Thank you for the opportunity to work with you.

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