

Frequently Asked Questions

1. Who must enroll?

Most people with an HFS or All Kids Medical Card must join. Some people may not have to enroll. To find out if you have to enroll call the ICEB Helpline at **1-877-912-8880** (TTY: **1-866-565-8576**). The call is free.

2. Can I keep the doctor I have?

If your current doctor is part of the health plan you choose, you can pick them as your PCP.

3. Will I lose any services?

You will continue to receive the services you currently get with your HFS or All Kids Medical Card. Some health plans may offer additional benefits and reduced co-pays. If you currently pay a co-pay for services with your medical card, you may still have a co-pay, depending on the health plan you pick.

4. What happens if I don't enroll?

If you do not enroll, a health plan and PCP will be picked for you.

5. Can I change my health plan or doctor?

You can change your health plan and/or doctor for any reason once a month. The change may take up to 6 weeks to go into effect.

To change your health plan, call the ICEB Helpline at **1-877-912-8880** (TTY: **1-866-565-8576**). The call is free.

To change only your doctor, call the health plan you picked.

Family Health Network
1-888-346-4968
TTY 1-800-422-1942

Illinois Health Connect
1-877-912-1999
TTY 1-866-565-8577

Harmony Health Plan
1-800-684-3925 ext 2101
TTY 1-877-650-0952

Meridian Health Plan
1-866-606-3700
TTY 1-877-455-3323

Enroll NOW!

Illinois Client Enrollment Broker

Helpline Hours:

Monday – Friday 8 a.m. to 7 p.m.
Saturday 9 a.m. to 4 p.m.

1-877-912-8880
(TTY: 1-866-565-8576)

or go online at
www.illinoisceb.com

Questions?

Call 1-877-912-8880

(TTY: 1-866-565-8576)

The call is free.

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State of Illinois
Department of Healthcare
and Family Services
Julie Hamos, Director



Illinois Client Enrollment Broker

Administered by 
AUTOMATED HEALTH SYSTEMS

Your Healthcare Choices

The Illinois Department of Healthcare and Family Services (HFS), gives you choices in the way you and your family get healthcare. Most people with an HFS or All Kids Medical Card must pick a medical home.

Your medical home is the doctor's office or clinic where you go to see your Primary Care Provider (PCP). Your PCP is the family doctor, nurse or other healthcare provider who takes care of you and your family. Your PCP gets to know you and your family well. All of your medical records are kept at your medical home. Having a medical home means you and your family get the quality healthcare you need to stay healthy.

How do I get a medical home?

If you are eligible to pick a medical home, you will receive more information from the Illinois Client Enrollment Broker (ICEB) about the health plans to help you make the best choice. The ICEB can help you pick a health plan and PCP for your medical home.

The health plans you can pick from are all good choices.

These are the health plans you can pick from if you live in **Cook County**:

- Family Health Network
- Harmony Health Plan
- Illinois Health Connect
- Meridian Health Plan

If you live in **Jackson, Kane, Madison, Perry, Randolph, St. Clair, Washington or Williamson County**, you can pick from these health plans:

- Harmony Health Plan
- Illinois Health Connect

If you live in **Adams, Brown, Henry, Mercer, Pike, Rock Island or Scott County**, you can pick from these health plans:

- Illinois Health Connect
- Meridian Health Plan



Benefits of a Medical Home and a PCP

With a medical home:

- All your medical records are kept in one place.
- Your primary care provider (PCP) gets to know you well.
- You get better healthcare because your PCP knows all of your healthcare needs.
- You and your family get the quality healthcare you need to stay healthy.

Your PCP will:

- Take care of you when you are sick or need medical attention.
- Give your children regular check-ups and immunizations to stay well.
- Help you manage diseases and other conditions, like diabetes, high blood pressure, and asthma.
- Refer you to specialists or other healthcare providers when you need to go.
- Answer questions you have about your healthcare.
- Give you the information you need to stay healthy.
- Work with you to get the care you need.

How to ENROLL

Picking a medical home is easy!

Decide which health plan is right for you. You will receive information in the mail describing all of your health plan choices.

Think about where you and your family get your healthcare now. Do you want to stay with that doctor or clinic? Or, do you know another doctor or clinic that you like? Call that doctor or clinic to find out what health plans they accept. You can also call the ICEB for help at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.

There are 3 ways to enroll:

- 1 PHONE:** Call the Illinois Client Enrollment Broker (ICEB) at **1-877-912-8880** (TTY: **1-866-565-8576**) to enroll over the phone. The call is free. Calling is the fastest and easiest way to enroll!
- 2 MAIL:** Fill out the enrollment form you received in the mail and send it to the address below. You can also get this form by calling the ICEB Helpline at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. To enroll by mail, you will need the PCP ID number for the doctor you choose. Get the PCP ID number by calling the ICEB or going online.
- 3 ONLINE:** Go to our Web site at www.illinoisceb.com to enroll online.

**Illinois Client Enrollment Broker
Enrollee Services**
**1375 East Woodfield Road, Suite 650
Schaumburg, IL 60173-5418**

