



Illinois Client Enrollment Broker Information Guide

Your Healthcare Choices

As an All Kids or HFS medical card holder, you must pick a health plan and a primary care provider (PCP) as your medical home. The Illinois Client Enrollment Broker (ICEB) is here to help you with your choices. The health plans you can pick from are all good choices. The health plans available in **Cook County** are:

- Family Health Network (A Managed Care Organization that is like an HMO)
- Harmony Health Plan (An HMO)
- Illinois Health Connect (The HFS Primary Care Case Management Program)
- Meridian Health Plan (An HMO)

Read on to learn more about your health plan choices. Please read all of the information in this packet. It will help you make the best choice.

What is a Medical Home?

Your medical home is the doctor's office or clinic where you go to see your Primary Care Provider (PCP). Having a medical home means:

- All your medical records are kept in one place
- Your 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

Even if you are healthy and never get sick, it is good to have a medical home.

What is a Primary Care Provider (PCP)?

Your Primary Care Provider (PCP) is your family doctor, nurse, or other healthcare provider at your medical home who takes care of you and your family.

Your doctor will:

- Take care of you when you are sick or need medical attention
- Give your children regular check-ups and immunizations (shots) to stay well
- Help you manage diseases and other conditions like diabetes, high blood pressure, and asthma
- Send 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 healthcare you need

How Do I Enroll?

- 1. Pick a Health Plan:** Decide which health plan is right for you. You can pick Family Health Network, Harmony Health Plan, Illinois Health Connect or Meridian Health Plan. See next page for the health plan descriptions.
- 2. Pick a Primary Care Provider (PCP).** To pick the doctor that is best for you and your family, think about where you and your family get care now.
 - Do you want to stay with that doctor?
 - Do you know another doctor or clinic that you like?
 - Ask your doctor or the doctor you want to pick for your PCP if they are part of Family Health Network, Harmony Health Plan, Illinois Health Connect or Meridian Health Plan.
 - You do not have to choose the same doctor for all members of your family.
 - Look for a doctor online at www.illinoisceb.com. Click on "Pick a Provider."
 - If you need help picking a doctor, call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.
 - Or call the health plan you want to pick.

3. Enroll. You can enroll three ways:

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.

MAIL: Fill out the Enrollment Form in this packet. Mail the form back to the Illinois Client Enrollment Broker (ICEB) in the envelope provided.

ONLINE: Go to the Illinois Client Enrollment Broker (ICEB) website at www.illinoisceb.com and click on "Enroll."

You can get information in another language or format (like audiotape). Free interpretation services! Call 1-877-912-8880 (TTY 1-866-565-8576).

The call is free.

Hay información en español. Servicio de intérprete gratis! Llame al 1-877-912-8880 (TTY 1-866-565-8576)

Family Health Network

You can receive quality healthcare and extra benefits by joining Family Health Network (FHN). FHN is the only not-for-profit Managed Care Organization in Illinois sponsored by community hospitals. FHN has served Illinois for over 14 years. In Family Health Network:

- You will get an FHN identification card for medical services. You will also use your HFS identification card for some pharmacy, vision and dental benefits.
- You can pick a network doctor or clinic for your Primary Care Provider (PCP).
- You and your doctor make all the decisions about your healthcare. Family Health Network may review your doctor's decisions about your care to ensure it is medically appropriate.
- If the plan denies a service because of this review, you have the right to file an appeal.
- You will need the plan's approval to go outside the network, unless it is an emergency.
- You will have a 24-hour nurse helpline to answer your healthcare questions after regular office hours and on weekends.
- If you need non-emergency medical care when you are out of state, you will need to contact FHN for prior authorization.
- You can change your doctor once each month.
- You will have a network of 29 hospitals, more than 590 primary care doctors, over 1,960 specialists, and more than 270 behavioral health professionals.

To choose your doctor in Family Health Network, call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Family Health Network call 1-888-346-4968 (TTY: 1-800-422-1942), or go online at www.fhnchicago.com.

Illinois Health Connect

Illinois Health Connect is the Illinois Department of Healthcare and Family Services' (HFS) primary care case management (PCCM) program that connects people in All Kids, FamilyCare, Moms & Babies and other HFS medical programs with a medical home. In Illinois Health Connect:

- You will continue to use your All Kids, FamilyCare or HFS medical card.
- You can pick an individual doctor or a clinic enrolled in Illinois Health Connect as your Primary Care Provider (PCP).
- You and your doctor make all the decisions about your healthcare. Illinois Health Connect does not review these decisions.
- You need to go to your doctor at your medical home first for most of your primary healthcare. If you want to see a different Illinois Health Connect doctor for services you will need a referral from your doctor. Your doctor will register referrals for you with Illinois Health Connect.
- Your doctor will refer you to specialists when needed.
- You will have a nurse helpline to answer your healthcare questions after regular office hours and on weekends.
- You can change your doctor once each month, usually effective within two days.
- You will have a network of 100 hospitals, over 5,000 primary care doctors, and Illinois Health Connect will help you find a specialist if needed.

To choose your doctor in Illinois Health Connect, call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Illinois Health Connect, call 1-877-912-1999 (TTY: 1-866-565-8577), or go online at www.illinoishealthconnect.com.

Harmony Health Plan

You can get healthcare and extra benefits by joining Harmony Health Plan. Harmony Health Plan is a Managed Care Organization that is an HMO and has been in Illinois for over 14 years. Harmony now has over 145,000 members. It is the largest Medicaid HMO plan in the state. In Harmony Health Plan:

- You will get a Harmony identification card.
- You can pick a network doctor for your Primary Care Provider (PCP).
- Your plan may review your doctor's decisions about care to ensure it is medically appropriate.
- If the plan denies a service because of this review, you have the right to file an appeal.
- You will need the plan's approval to go outside the network, unless it is an emergency.
- You will have a 24-hour nurse helpline to answer your healthcare questions.
- You can change your doctor once each month.
- You will have a network of 61 hospitals, more than 970 primary care doctors, and over 4,450 specialists.

To choose your doctor in Harmony Health Plan, call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Harmony Health Plan call 1-800-684-3925, ext 2101 (TTY: 1-877-650-0952), or go online at www.harmonyhpi.com.

Meridian Health Plan

You can get healthcare and extra benefits by joining Meridian Health Plan. Meridian Health Plan is a Managed Care Organization that is an HMO. Meridian Health Plan has over 10 years of experience working with families. Meridian's staff will answer your questions, help you find a provider and get the healthcare you need. Meridian also offers extra benefits just for Meridian Health Plan members. In the Meridian Health Plan:

- You will get a Meridian identification card.
- You can pick a network doctor for your Primary Care Provider.
- Your plan may review your doctor's decisions about care to ensure it is medically appropriate.
- If the plan denies a service because of this review, you have the right to file an appeal.
- You will NOT need the plan's approval to go outside the network
- You will have a 24-hour nurse helpline to answer your healthcare questions.
- You can change your doctor once each month.
- You will have a network of 10 hospitals, more than 200 primary care doctors, and over 500 specialists.

To choose your doctor in Meridian Health Plan, call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880, (TTY: 877-565-8576). The call is free. Or go online at www.illinoisceb.com. To learn more about Meridian Health Plan call: 1-866-606-3700 (TTY: 1-877-455-3323) or go online at www.mhplan.com.

Health Plan Comparison Chart

Services and Benefits	Family Health Network	Harmony Health Plan	Illinois Health Connect	Meridian Health Plan
Doctors Visits and Hospital Services	√	√	√	√
Hearing and Vision Services	√+	√	√	√
Limited Dental Services	√+	√+	√	√
Family Planning Services	√	√	√	√
Nurse Helpline	√	√	√	√
Transportation to Medical Appointments	√+	√+	√	√+
Pharmacy, including over-the-counter medicines for children and some adults with a doctor's order	√	√+	√	√
Case Managers and Health Education	√+	√+	√+	√+

√ = basic services are provided

√+ = some additional services are provided

- ✓+ **Harmony's additional benefits include:** Additional dental care for adults (i.e., one annual check-up and one annual cleaning), transportation to WIC, Pharmacy, DME providers, and family hospital visits. Harmony also offers \$10 of healthcare products per month, per family, Pre-natal Reward Program (stroller incentive), disease management programs and education on how to be healthy through Harmony Hugs (Prenatal Program) and the Healthy Kids Club (children 5-10).
- ✓+ **Family Health Network's additional benefits include:** \$20 Vision rebate for adults (i.e., contact lenses and frames), additional dental care for adults, free Weight Watchers® membership, discounted Curves® membership, Children's Books Club, free home pregnancy tests, and Brighter Beginnings Prenatal and Newborn Program.
- ✓+ **Meridian's additional benefits include:** Transportation to Pharmacy, WIC and DME providers, in addition to medical appointments; a Pregnancy Case Management Program; a Disease Management Program; Healthy Roads Weight Management Program; and CVS gift cards for personal care items for receiving check-ups and other services you may need to stay healthy.
- ✓+ **Illinois Health Connects additional benefits include:** Family Case Management for pregnant women and infants, and the Your Healthcare Plus Disease Management Program.

Health Plan Co-payment Chart

	All Kids Assist & Moms & Babies (White Card)	FamilyCare Assist (White Card)	All Kids Share & FamilyCare Share (Yellow Card)	All Kids Premium Level 1 & FamilyCare Premium (Yellow Card)
Illinois Health Connect	No Co-pays	\$2 Doctor Visit \$3 Brand Name Drugs \$0 Generic Drugs \$0 to \$3 per day Hospital Inpatient	No Co-pays for well-child visits or immunizations (shots) \$2 Doctor Visit \$2 Brand Name or Generic Drugs \$2 ER Visit \$ 2 Hospital Admission \$100 Maximum	No Co-pays for well-child visits or immunizations (shots) \$5 Doctor Visit \$5 Brand Name Drugs \$3 Generic Drugs \$2 ER Visit \$5 Hospital Admission \$100 Maximum
Harmony Health Plan	No Co-pays	No Co-pays	No Co-pays	No Co-pays
Family Health Network	No Co-pays	No Co-pays*	No Co-pays*	No Co-pays*
Meridian Health Plan	No Co-pays	No Co-pays*	No Co-pays*	No Co-pays*

* If a patient is required to pay a co-pay, patient must pay co-pay and submit receipt for reimbursement.

Health Plan Contact Information

Family Health Network 1-888-346-4968
 FHN TTY Number 1-800-422-1942
 FHN Website www.fhnchicago.com

Harmony Health Plan 1-800-684-3925 ext. 2101
 Harmony TTY Number 1-877-650-0952
 Harmony Website www.harmonyhpi.com

Health Plan Contact Information - continued

Illinois Health Connect	1-877-912-1999
IHC TTY Number.....	1-866-565-8577
IHC Website	www.illinoishealthconnect.com
Meridian Health Plan	1-866-606-3700
Meridian TTY Number.....	1-877-455-3323
Meridian Website.....	www.mhplan.com

Who MUST Enroll?

MOST people living in Cook County who have an HFS or All Kids medical card must pick a PCP for their medical home in Family Health Network, Harmony Health Plan, Illinois Health Connect or Meridian Health Plan.

Who CANNOT Enroll?

- People who receive Medicare
- Children under the age of 21 who get Supplemental Security Income (SSI)
- Children in foster care and children who get Subsidized Guardianship or Adoption Assistance from DCFS (Department of Children and Family Services)
- Children under the age of 21 who are blind or have a disability
- People who live in nursing facilities
- American Indians and Natives of Alaska
- People with Spenddown
- Refugees
- Some people in Home and Community-Based Waiver Programs, like the Community Care Program or Community Services for Persons with Developmental Disabilities
- People residing in Community Integrated Living Arrangements (CILAs)
- Individuals in Presumptive Eligibility Programs (temporary benefits)
- People enrolled in the following limited benefits programs with no other medical eligibility:
 - Illinois Health Women
 - All Kids Rebate and FamilyCare Rebate
 - Illinois Cares Rx (formerly Senior Care/Circuit Breaker)
 - Transitional Assistance (age 19 and older)
 - Emergency Medical Only
 - Hospice
 - Sexual Assault Program
 - Renal and Hemophilia Programs
- People with private health insurance (also called third party liability or TPL)
- People in the Program for All-Inclusive Care for the Elderly (PACE)
- Children under the age of 21 whose care is managed by the Division of Specialized Care for Children (DSCC) through the University of Illinois Chicago

How Do I Change My Doctor and/or Health Plan

We want you to pick a doctor and health plan you like and stay with them. However, you can change your health plan and/or doctor once a month for any reason.

To change your Health Plan, contact the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880 (TTY 1-877-565-8576). The call is free. Or go online at www.illinoisceb.com and click on "Enroll".

To change only your Doctor contact the health plan you picked and ask to change to another doctor in their network.

We Are Here to Help You!

Questions? Need help? Call the Illinois Client Enrollment Broker (ICEB) at 1-877-912-8880. If you use a TTY, call 1-866-565-8576. The call is free. M-F 8 a.m. to 7 p.m. / Saturday 9 a.m. to 4 p.m. We will help you:

- Find doctors in your area
- Learn more about your health plan choices
- Enroll in a health plan
- Change your health plan, if needed
- Update your contact information
- File a complaint

Non-Emergency Transportation Numbers

If it is hard for you to get to your medical appointments, you may qualify for help with non-emergency transportation. Call the health plan you picked for your medical home to see if you qualify for this service.

Family Health Network	1-888-346-4968
FHN TTY Number	1-800-422-1942
Harmony Health Plan	1-800-608-8158
Harmony TTY Number	1-877-650-0952
Illinois Health Connect	1-877-912-1999
IHC TTY Number	1-866-565-8577
Meridian Health Plan	1-866-606-3700
Meridian TTY Number	1-877-455-3323