



Frequently Asked Questions

What is a Primary Care Provider (PCP)?

A primary care provider (PCP) is the doctor or clinic you go to when you are sick or need a checkup.

Can I keep my doctor as my Primary Care Provider (PCP)?

Yes, if your doctor is in the health plan you choose.

Will I lose any services?

No. You will not lose any services. Some health plans have extra services.

What is a co-pay?

A co-pay is the money you pay at the time of services.

Will I have a co-pay?

If you have a co-pay now, you may still have one. Some health plans have no co-pays.

What happens if I don't choose a health plan?

If you don't choose a health plan, we will choose a plan and a PCP for you.

Can I change my health plan?

Yes. You can change your health plan once a month. To change your health plan, call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

Can I change my PCP?

Yes. You can change your PCP once a month. To change your PCP, call your health plan.



Illinois Client Enrollment Services

Questions?

Call **1-877-912-8880** (TTY 1-866-565-8576)
Monday to Friday from 8:00 a.m. to 7:00 p.m.
The call is free!

Or go to **www.EnrollHFS.Illinois.gov**

Who must enroll in a health plan?

Most people with an HFS Medical card must enroll in a health plan. To find out if you must enroll, call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

Who does not have to enroll?

These are some reasons why you would not have to enroll in a health plan:

- You live in a nursing home
- You get Medicare
- You are in the Spenddown Program
- You get temporary medical benefits
- You get Medicaid because you need treatment for breast or cervical cancer
- You already have private insurance that pays for hospital and doctor visits



Illinois Client Enrollment Services

How to Enroll in a Health Plan



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What is a medical home?

A medical home is the doctor's office or clinic where you see your primary care provider (PCP). With a medical home, you and your family get the healthcare you need.

Why is it good to have a medical home and PCP?

With a medical home your health records are all in one place. Your PCP gets to know you and all your healthcare needs. Your PCP will:

- Take care of you when you are sick or need medical care
- Give your children regular checkups and immunizations (shots)
- Help you manage conditions like diabetes, high blood pressure, and asthma
- Send you to specialists and other providers when you need them (give you a referral)
- Answer your questions about healthcare
- Give you information you need to stay healthy
- Work with you to get the care you need



Which health plan should you choose?

Choose the best health plan for you in the county where you live.

To help you choose, think about your answers to these questions:

- Do you want to keep your doctor or clinic, or do you want a new doctor or clinic?
- Does the health plan have the doctors, hospitals, and specialists you use?
- What extra services does the health plan have?

Here are the plans in your county:

- Harmony Health Plan
- Illinois Health Connect



There are two ways to enroll:

1. Online:

Go to www.EnrollHFS.Illinois.gov and click "Enroll."

2. Phone:

Call **1-877-912-8880**

(TTY 1-866-565-8576). The call is free.

Questions?

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You can get this information in other languages or formats, such as large print or audio.

Tenemos información en español. Servicio de intérpretes gratis! Llame al 1-877-912-8880.