The Integrated Care Program is for older adults and adults with disabilities who are enrolled in Medicaid, but not Medicare.

The program has a team of providers and case managers to help you reach your health goals – and help you stay well.

Need help?

Call **1-877-912-8880** (TTY 1-866-565-8576)

The call is free. We can help you:

- Learn more about the Integrated Care Program
- Choose a health plan or primary care provider (PCP)
- Find out if your doctor is in one of the health plans
- See if you can change your health plan
- Get in touch with your health plan

You can also go to
www.EnrollHFS.Illinois.gov

Who does not have to enroll?

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

- You are 19 years old or younger
- You get Medicare
- You are in the Spenddown Program
- You get temporary medical benefits
- You are getting care in the Illinois Breast and Cervical Cancer Program, or
- You already have private insurance that pays for hospital and doctor visits

Questions? Call **1-877-912-8880** (TTY: 1-866-565-8576), Monday to Friday from 8:00 a.m. to 7:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m.

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.

HFS Illinois Department of Healthcare and Family Services

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HFS Illinois Department of Healthcare and Family Services

Illinois Client Enrollment Services

How to Enroll in a Health Plan

SAMPLE

Here's how to enroll

1. Choose a primary care provider (PCP)

You will choose a doctor or clinic to be your PCP. We call this your medical home. With a medical home, you'll get better care.

Your PCP will keep all your records, take care of you when you're sick, and help you manage diseases and medical conditions.

Your PCP will also answer your questions, give you information to help you stay healthy, and make referrals when you need a specialist.

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?

To find out, call your doctor or call us at 1-877-912-8880 (TTY: 1-866-565-8576) or go to **www.EnrollHFS.Illinois.gov**

2. Choose a health plan

When you enroll (become a member) in the Integrated Care Program, you will also choose a health plan.

All health plans have:

- A choice of doctors, specialists and hospitals
- A team of people working with you to help you reach your health goals
- Covered services, plus extra services to help you live an independent healthy life

See ***Your Health Plan Choices*** for a list of covered services and extra services in each plan.

If you do not choose a health plan, we will choose for you. It is better if you choose because you know your healthcare needs best!

3. Enroll!

There are two ways to enroll:

* **Call us** at **1-877-912-8880** (TTY 1-866-565-8576). The call is free.
* **Go** to **www.EnrollHFS.Illinois.gov** and click "Enroll.

After you enroll, the health plan will send you a Welcome Packet in the mail.

If you want to change your health plan

You can change your health plan anytime in the first 90 days. After that, you cannot change health plans for one year.

Once each year, you can change health plans during the time called "open enrollment."

If you want to change your PCP

You can change your PCP (doctor or clinic) anytime. Call your health plan to change your PCP.