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 JANE Q. PUBLIC
 123 MAIN STREET
 ANYTOWN, IL 60601-0001

June 1, 2022

Dear Jane Q. Public:

Welcome to HealthChoice Illinois — your way to quality Medicaid care!

HealthChoice Illinois is your way to make smart Medicaid choices. In HealthChoice Illinois, you must be enrolled in a health plan and have a primary care provider (PCP).

A health plan is the group of doctors, hospitals and other providers who work together to give you the healthcare and care coordination you need. A PCP is the doctor or clinic you go to when you are sick or need a checkup. You must use doctors in your health plan's network. If you have a PCP or specialist you want to keep using, check what health plans they accept.

Choose the HealthChoice Illinois health plan and PCP that are best for you

You must choose a health plan and PCP for each person listed here before **July 3, 2022**:

Jane Q. Public Date of birth: **June 1, 1995** ID#: **123456789**
John Q. Public Date of birth: **December 5, 1997** ID#: **234567890**

You can choose from these health plans:

HealthChoice Illinois health plans	Toll-free number
Plan A	XXX-XXX-XXXX
Plan B	XXX-XXX-XXXX
Plan C	XXX-XXX-XXXX
Plan D	XXX-XXX-XXXX
Plan E	XXX-XXX-XXXX

Questions? Visit EnrollHFS.Illinois.gov or call **1-877-912-8880**
 (TTY: 1-866-565-8576). The call is free!

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

More on the back »

The health plans you can choose from may have changed since we mailed this letter.

For a current list of health plans, go to **EnrollHFS.Illinois.gov**. Select “Choose” and “Compare Plans.” Then select “HealthChoice Illinois” and your county to view your choices. To learn more about a specific health plan, call the health plan’s toll-free number. All calls are free.

You can choose the same health plan for all family members. Or you can choose a different health plan for each family member. For information about the plans, read *Your HealthChoice Illinois Plan Choices*, the *HealthChoice Illinois Plan Report Card*, and *Choosing a HealthChoice Illinois Plan* (on the back of the report card) that came with this letter.

To enroll in a health plan

After you choose a health plan and PCP, there are two ways to enroll:

- Go to **EnrollHFS.Illinois.gov** and select “Enroll,” **or**
- Call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576). Call Monday to Friday, 8 a.m. to 6 p.m. The call is free.

You know your health needs best, so go online or call us today to enroll!

What if I do not choose by July 3, 2022?

If you do not choose a health plan and PCP by July 3, 2022, we will choose for you. We will enroll your family members with the health plans and PCPs listed below.

Member	Estimated Start date	Health plan	PCP	PCP location
Jane Q. Public ID# 123456789	August 1, 2022	Plan A XXX-XXX-XXXX	Joe Clark XXX-XXX-XXXX	321 Park Road Anytown, IL 60601
John Q. Public ID# 234567890	August 1, 2022	Plan A XXX-XXX-XXXX	Joe Clark XXX-XXX-XXXX	321 Park Road Anytown, IL 60601

These PCPs may change before your enrollment starts.

After your enrollment starts

After your enrollment starts, your health plan will mail you a welcome packet and ID card. You will use your member ID card to get healthcare services. If you have questions, call your health plan’s member services number. This number is on your member ID card and in the member handbook.

You can change your HealthChoice Illinois plan **one time** in the first 90 days after your enrollment start date. After that you may only change your health plan one time each year during “open enrollment.”

To change your health plan, call us at **1-877-912-8880** (TTY: 1-866-565-8576). Or go to **EnrollHFS.Illinois.gov**.

To choose a different PCP, contact your health plan after your enrollment starts.

What if I need a doctor right away?

If you don't have a health plan or primary care provider and need a doctor right away, the Health Benefits Hotline can help. Call **1-800-226-0768** (TTY: 1-877-204-1012).

Thank you,
Illinois Client Enrollment Services

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