



Illinois Client Enrollment Services

## How to enroll in a HealthChoice Illinois health plan



Your way to make smart Medicaid choices!

### Need help?

Go to **EnrollHFS.illinois.gov** or call **1-877-912-8880** (TTY 1-866-565-8576) Monday to Friday from 8 a.m. to 6 p.m. The call is free!

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.

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If you have questions about Medicare, call **1-800-MEDICARE** (1-800-633-4227) 24 hours a day, 7 days a week or visit **Medicare.gov**. TTY users should call 1-877-486-2048. The call is free!

## HealthChoice Illinois is your way to quality Medicaid care!

### What is HealthChoice Illinois?

HealthChoice Illinois is the mandatory Medicaid managed care program. In HealthChoice Illinois, you must choose a health plan for your long term care or waiver services. HealthChoice Illinois will also cover some behavioral health services, transportation to medical appointments and help with coordinating your care.

You will have a Care Team dedicated to you for your healthcare needs. Your Care Team will help you find providers, get referrals, make appointments, get social services and access behavioral health services and other services. This helps you stay healthy and reach your health goals.

It's important that you learn about all of your health plan choices.

To learn more, read *Your Health 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 brochure. Or go to our website at **EnrollHFS.illinois.gov** and select "Compare Plans."

## Care Coordination and your Care Team

With Care Coordination you have a Care Team who can help you get the care and services you need. Your Care Team may include your primary care provider (PCP), specialists, treatment services providers and social services providers.

After you enroll in a health plan, your plan will contact you. They will ask you questions about your health and lifestyle and give you information about your Care Team. Your Care Team will:

- Work with you to make a Care Plan that helps you meet your health goals.
- Help you make appointments and access support services.
- Help you get prior approvals and referrals when needed.
- Give you education on health management.
- Find transportation for medical appointments.
- Help you access community and social services.
- Be your main contact for questions.

It is important for you to work directly with your Care Team and health plan to get the best healthcare for you. To learn more, call your health plan's member services number.



## Frequently Asked Questions

### Who must enroll in HealthChoice Illinois?

You must enroll in HealthChoice Illinois if:

- You are a senior or have a disability, **and**
- You are enrolled in Medicare and Medicaid, **and**
- You live in a long term care facility (nursing home) or get waiver services.

### Who cannot enroll in HealthChoice Illinois?

As a client who receives long term care or waiver services, you cannot enroll in HealthChoice Illinois if:

- You are getting some, but not all, benefits from Medicare or Medicaid.
- You are in the Spenddown Program.
- You get temporary or limited medical benefits.
- You get treatment in the Illinois Breast and Cervical Cancer Program.
- You already have private insurance that covers hospital and doctor visits.



### What does HealthChoice Illinois cover for me?

HealthChoice Illinois covers all the long term care you get now. It also covers any waiver services you get at home such as a personal assistant, homemaker, adult day care or emergency home response system. HealthChoice Illinois will also cover some behavioral health services, transportation to medical appointments and help with coordinating your care.

### Will HealthChoice Illinois change my Medicare benefits?

No. You will keep getting all your Medicare benefits such as doctor and hospital visits and most prescriptions the way you do now.

#### Here's how to enroll:

Call Illinois 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.

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

You will have 30 days to choose a health plan. The deadline for choosing a plan is listed in the enrollment letter that came with this brochure. If you don't choose a health plan by that date, one will be chosen for you. The health plan you will be enrolled in is listed in your letter. You know your health needs best, call us to make your choice today!

### Can I change my HealthChoice Illinois health plan?

Yes. You can change your HealthChoice Illinois health plan anytime in the first 90 days after enrollment. After that you cannot change plans for one year. Once each year, you can change plans during a time called *open enrollment*. We will send you a letter at that time. When changing plans, it is important for you to continue to work with your current plan until your new plan starts.

### What happens after I enroll?

Once you enroll in a health plan, you will receive a health plan member handbook and a member ID card. Look for them in the mail. Your plan will also send you information about your Care Team. You will work with your health plan and Care Team to get the right healthcare services. This includes your physical health, behavioral health and social services needs. To learn more, call your health plan's member services number on your member ID card or in your member handbook.

## You can also choose to enroll in the Medicare-Medicaid Alignment (MMAI) program

As an adult who has Medicare and Medicaid, you also have the option of enrolling in the Medicare-Medicaid Alignment Initiative (MMAI) program. The MMAI program brings together all your Medicare, Medicaid and prescription drug benefits into one health plan.

The MMAI program is available in your county. When you enroll in MMAI, you will pick a primary care provider (PCP) and a health plan for all your healthcare needs, including Care Coordination.

If you choose to enroll in the MMAI program, you do not have to wait for your HealthChoice Illinois open enrollment period. You can join the MMAI program at any time.

If you choose not to enroll in the MMAI program, you must enroll in HealthChoice Illinois.

### How to enroll in the Medicare-Medicaid Alignment (MMAI) program

Once you have picked a health plan and a PCP, you are ready to enroll!

- Call Illinois 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.