

State of Illinois
Rod R. Blagojevich, Governor

Department of Healthcare and Family Services
Barry S. Maram, Director



Member Guide

1-877-912-1999

**TTY is available for those who are deaf,
hard-of-hearing, or speech impaired:**

1-866-565-8577

The call is free.

Visit Illinois Health Connect online at www.illinoishealthconnect.com.

Keep this Member Guide handy for future use.

You can get help in other languages, Braille and on audiotape.

Free interpretation services!

Call 1-877-912-1999 (TTY 1-866-565-8577). The call is free.

Hay información en español. ¡Servicio de interprete gratis!

Llame al 1-877-912-1999 (TTY 1-866-565-8577).

Administered by



TABLE OF CONTENTS

WELCOME TO ILLINOIS HEALTH CONNECT1

About Illinois Health Connect	1
Who MUST join Illinois Health Connect?	2
Who CANNOT join Illinois Health Connect?	2
Automated Health Systems	3
Helpful Words	4

YOUR MEDICAL HOME.....5

What Is a Medical Home?	5
Why is it good to have a medical home?	5

YOUR PRIMARY CARE PROVIDER6

What Is a Primary Care Provider (PCP)?	6
Who Can Be a Primary Care Provider (PCP)?	6
Can a specialist be a Primary Care Provider (PCP)?	6
How to Pick the Best Doctor for You and Your Family	7
Things to remember about your doctor	7
What if You Have a Problem with Your Doctor?	8
Changing Your Doctor	8
Can I leave Illinois Health Connect?	8
Visiting Your Doctor	9
Making an Appointment	9

REGULAR CHECKUPS FOR KIDS10

Healthy Kids Exams	10
--------------------------	----

REFERRALS11

Specialist Care	11
Services that NEED a referral	11
Services that DO NOT NEED a referral	12
Emergency Care	13



SERVICES FOR WOMEN AND CHILDREN.....14

Family Planning/Birth Control Services.....14
Care during Pregnancy.....14
Family Case Management.....15
WIC (Women, Infants, and Children).....15
Early Intervention16

OTHER SERVICES17

Services to Help You Stop Smoking.....17
Dental Services17
Vision Services.....18
Non-emergency Transportation.....18
Prescription Drugs19
Your Healthcare Plus – Disease Management.....19

YOUR RIGHTS AND RESPONSIBILITIES20

Rights and Responsibilities.....20

PROBLEMS AND COMPLAINTS21

If You Have a Problem or Complaint21
Appeals and Fair Hearings.....22
 How to make an appeal.....22

PRIVACY AND CONFIDENTIALITY23

WE ARE HERE TO HELP YOU24

How to Change the Information We Have for You.....24
Need Help?.....24

IMPORTANT PHONE NUMBERS.....Back Cover



WELCOME TO ILLINOIS HEALTH CONNECT

ABOUT ILLINOIS HEALTH CONNECT

Congratulations! You are in Illinois Health Connect. Illinois Health Connect is a new health care program of HFS (Illinois Department of Healthcare and Family Services). Illinois Health Connect helps you and your family get quality health care and stay healthy.

As a member of Illinois Health Connect, you have:

- A “medical home” for all of your health care needs.
- A Primary Care Provider (PCP) who gets to know you well.
- Healthy Kids exams – free checkups for kids, teens, and young adults (birth through age 20).
- An Illinois Health Connect Helpline for answers to questions and other help at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

You will continue to receive the services you currently get with your HFS or All Kids Medical Card in Illinois Health Connect. Your services and co-payments, if you have co-payments, will be the same. You can call the Illinois Health Connect Helpline to find out what services are covered for you with your Medical Card and whether or not you will have a co-payment for certain services. The call is free.

In Illinois Health Connect, your doctor may need to refer you to a specialist. Read this Member Guide to find out which services need a referral from your doctor or ask your doctor. Your doctor is your primary care provider.

If you need help with this Guide, or if you want the information in another format, please call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. We will be glad to help you.

Information about Illinois Health Connect is available in English and Spanish. For help in another language, please call Illinois Health Connect at 1-877-912-1999. Information is also available in alternative formats (like audio tape). Call Illinois Health Connect at 1-877-912-1999 for information in an alternative format.

You can call the Illinois Health Connect Helpline Monday through Friday from 7:00 a.m. to 8:00 p.m. and on Saturdays from 9:00 a.m. to 5:00 p.m. There will be someone who can speak with you. Enrollees with hearing disabilities can call our TTY service at 1-866-565-8577. The call is free.



Who MUST join Illinois Health Connect?

Most people with an HFS or All Kids Medical Card **MUST** join Illinois Health Connect.

Who CANNOT join Illinois Health Connect?

The groups below **CANNOT** join Illinois Health Connect:

- People who receive Medicare
- Kids under age 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)
- Kids under age 21 who are blind or who have a disability
- People who reside in nursing facilities
- American Indians and Alaska Natives
- People with spend-down
- Refugees
- People who get Home and Community-Based Services like the Community Care Program, the Home Services Program, or community services for persons with developmental disabilities
- People residing in Community Integrated Living Arrangements (CILAs)
- People with private health insurance
- People enrolled in:
 - Illinois Healthy Women
 - Medical Presumptive Eligibility
 - All Kids Rebate and FamilyCare Rebate
 - Illinois Cares Rx (SeniorCare/Circuit Breaker)
 - Program for All-Inclusive Care for the Elderly (PACE) participants
 - Transitional Assistance, age 19 or older
 - Emergency Medical Only
 - Hospice
 - Renal and Hemophilia programs
 - Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



AUTOMATED HEALTH SYSTEMS

Illinois Health Connect is overseen by the Illinois Department of Healthcare and Family Services (HFS). A company called Automated Health Systems (AHS) runs the day-to-day operations. For Illinois Health Connect, AHS offers:

- An Illinois Health Connect Helpline: 1-877-912-1999.
If you use a TTY, call 1-866-565-8577.
The call is free.
- A website: www.illinoishealthconnect.com.
- An Illinois Nurse Helpline: 1-800-571-8094. If you use a TTY, call 1-800-571-8419.
The Nurse Helpline is available after hours and on the weekend. The call is free.

It is the job of AHS to make sure you and your family get the information you need to make the best health care choices for you. If you have questions, please call AHS at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Or, you can write to AHS at:

Automated Health Systems
ATTN: Illinois Health Connect
1375 East Woodfield Road
Suite 600
Schaumburg, IL 60173



Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.
If you use a **TTY: 1-866-565-8577**. The call is free.
Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.

HELPFUL WORDS

Care Coordination – Illinois Health Connect will help you arrange care for medical and other services you need.

Co-payment/Co-pay – This is a small fee that you may have to pay for some services, like prescription drugs. Your co-payments depend on your age and the service you receive through your HFS or All Kids Medical Card.

Covered Service – The services you get through the HFS or All Kids Medical Card. For example, coverage for non-emergency transportation and certain dental services are provided to some persons, but not to others. Call Illinois Health Connect at 1-877-912-1999 to find out what services are covered for you. If you use a TTY, call 1-866-565-8577. The call is free.

Disease Management – Extra services you can get if you have a chronic or complex disease (like asthma). These services help you manage your disease and stay as healthy as possible.

Healthy Kids – Free checkups for kids, teens and young adults (birth through age 20).

Helpline – The Illinois Health Connect Helpline you can call from 7:00 a.m. to 8:00 p.m. Monday through Friday, and Saturday 9:00 a.m. to 5:00 p.m. The number is 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

HFS (The Illinois Department of Healthcare and Family Services) – The State agency that runs the Medical Program.

Illinois Health Connect – A health care program in which you pick a PCP and have a medical home. This PCP gives you most of your medical care. Your PCP may need to give you a referral for services they do not provide.

Immunizations – Shots that stop sicknesses like measles, mumps, and chicken pox.

Lab Work – Blood or urine tests for illness or physicals.

Medical Home – A medical home is the place you go for your health care needs. Your medical home is where all of your records are kept. You and your family will go to your medical home to see your Primary Care Provider (PCP) when you are sick or it is time for a checkup.

Prenatal Care – Care that is given to a pregnant woman the whole time she is pregnant. This care is important for the mom's and unborn child's health.

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

Referral – When your doctor sends you to a specialist or other health care provider for care.

Specialist – A doctor who practices a special kind of medicine like an ear, nose and throat doctor or a foot doctor.

Voluntary Managed Care (VMC) – A health care program in some counties where members pick a managed care plan and PCP. The VMC program is not in all Illinois counties.

Your Healthcare Plus – Illinois' Disease Management program. This is a voluntary program.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



YOUR MEDICAL HOME

WHAT IS A MEDICAL HOME?

A medical home is the place you go for health care. Your medical home is where all of your records are kept. You and your family will go to your medical home to see your Primary Care Provider (PCP) when you are sick and need health care.

If you live in Cook County you may pick an Illinois Health Connect Primary Care Provider, a Family Health Network Primary Care Provider or a Harmony Health Plan Primary Care Provider for your medical home.

If you live in Madison, Perry, Randolph, St. Clair or Washington County, you may choose an Illinois Health Connect Primary Care Provider or a Harmony Health Plan Primary Care Provider for your medical home.

Why is it good to have a medical home?

Having a medical home means you get better health care. When you have a medical home, your doctor will get to know you well. That way, you and your family get the quality health care you need to stay healthy. Even if you are healthy and never get sick, it is good to have a medical home.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



YOUR PRIMARY CARE PROVIDER

WHAT IS A PRIMARY CARE PROVIDER (PCP)?

A Primary Care Provider (PCP) is the family doctor, nurse or other health care provider at your medical home who takes care of you and your family. Your doctor or other health care provider gets to know you well.

Your doctor or other health care provider will:

- Take care of you when you are sick.
- Give your children checkups and immunizations (shots) to stay well.
- Help you take care of illnesses like diabetes, high blood pressure, and asthma.
- Send you to specialists or other health care providers when you need to go.
- Answer questions you have about your health care.
- Give you the information you need to stay healthy.
- Work with you to get the health care you need.

WHO CAN BE A PRIMARY CARE PROVIDER (PCP)?

There are many kinds of health care providers who may be PCPs. Generally a PCP is a doctor who treats adults or children, such as a Family Practice doctor, a General Practice doctor or a Pediatrician. Other types of providers can also be PCPs. If you have questions about what types of providers can be PCPs, please call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Can a specialist be a Primary Care Provider (PCP)?

In some cases, a specialist can be a PCP. A specialist can be a PCP if they join Illinois Health Connect as a PCP. This means the specialist has to agree to provide primary care services and meet other requirements of PCPs.

You can pick a specialist to be your doctor if you already see them for care and they are signed up as an Illinois Health Connect PCP. For example, a pregnant woman may want her OB/GYN to be her PCP. She can do this if her OB/GYN is a PCP in Illinois Health Connect.

To find out if a specialist has joined Illinois Health Connect as a PCP, call us at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Or, ask your specialist if they have joined. If your specialist wants to join Illinois Health Connect and be your doctor, ask them to call the Illinois Health Connect Helpline.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



HOW TO PICK THE BEST DOCTOR FOR YOU AND YOUR FAMILY

- Think about where you and your family get health care now.
- Do you want to stay with that doctor or clinic, or do you know another doctor or clinic that you like?
- Call Illinois Health Connect to see if that doctor or clinic is part of Illinois Health Connect.
 - If your doctor or clinic is part of Illinois Health Connect, you can pick them as your PCP. You do not have to pick the same PCP for all members of your family.
 - If your doctor or clinic is not a part of Illinois Health Connect, we will help you choose a PCP.
- Are you or a family member seeing a specialist? Would you like the specialist to be your doctor? If so, call us at 1-877-912-1999 to see if the specialist has joined Illinois Health Connect as a PCP. If you use a TTY, call 1-866-565-8577. The call is free.

Things to remember about your doctor:

- You can pick one doctor for everyone in your family who is in Illinois Health Connect.
- Or, you can pick one doctor for yourself and a different one for your children.
- If you or a family member has a special need and you want to pick a doctor with that special need in mind, please call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- Once you are contacted by Illinois Health Connect, you have 30 days to pick a doctor. If you do not pick a doctor within 30 days, Illinois Health Connect will pick a doctor for you.
- You can change your doctor, for any reason, once a month. To change your doctor, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.
- Whenever you have a medical need, call your doctor. Your doctor will make an appointment for you or answer your questions.
- Your doctor will be available to you by phone. Call your doctor's office for directions on how to contact your doctor when the office is closed. If you cannot reach your doctor, you can call the Illinois Nurse Helpline after hours or on the weekends for help. The Nurse Helpline phone number is 1-800-571-8094. If you use a TTY, call 1-800-571-8419. The call is free.
- Your doctor will **NOT** be listed on your HFS or All Kids Medical Card. If you want to check who your doctor is, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



WHAT IF YOU HAVE A PROBLEM WITH YOUR DOCTOR?

If you have a problem with your doctor, we want you to talk to your doctor first to try to work it out. If you do not work things out with your doctor, you may want to change your doctor. To change your doctor, call the Illinois Health Connect Helpline.

CHANGING YOUR DOCTOR

Illinois Health Connect wants you to be happy with your doctor. We also hope that you keep the same doctor for your PCP. That way, your doctor gets to know you and any health issues you have. And, you get to know your doctor. But, as an Illinois Health Connect member, you have the right to change your doctor with good cause at any time and for any reason once a month.



Your doctor may ask you to change to another doctor if you disagree with or refuse to go along with the doctor's treatment plan, or if your doctor feels another provider could better care for you. If this happens, Illinois Health Connect will contact both you and your doctor to discuss the reason your doctor is asking you to change doctors. Illinois Health Connect will send you a written notice before your doctor can stop treating you. If you do not agree with the reason why your doctor is asking you to change to another doctor, you can file a complaint. You will not have to change doctors until the complaint process is finished.

If you want to change your doctor for any reason (limited to once a month), call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Can I leave Illinois Health Connect?

If you live in a county that has voluntary managed care, you can choose to be in Illinois Health Connect or join a managed care plan (HMO). If you join a managed care plan (HMO), you will need to pick a doctor that is in that plan.

If you live in a county that only has Illinois Health Connect and you are in one of the groups of people who can join, you must stay in Illinois Health Connect. You can pick a new Illinois Health Connect doctor at any time.

To find out the options in your county, please call the Illinois Health Connect Helpline.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.

If you use a TTY: 1-866-565-8577. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



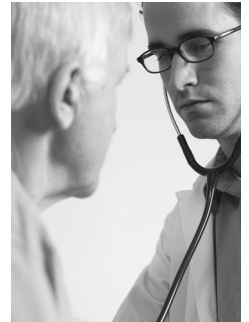
VISITING YOUR DOCTOR

It is important that you and all your family members who are in Illinois Health Connect go to see your new doctor(s) as soon as possible. Get to know your doctor and let them get to know you. This way, if you or a family member needs health care or gets sick, the doctor will be able to give the best care.

To make an appointment with your doctor, call the doctor's office and ask for an appointment. If you need help scheduling an appointment, please call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Your Illinois Health Connect doctor or PCP gives you the health care you need to stay healthy. Here are some things the doctor may do when you visit:

- Check your blood pressure
- Check your blood sugar (for diabetes)
- Provide a breast exam and PAP smear
- Give you information on family planning and sexually transmitted infections
- Talk with you about substance abuse and mental health
- Do screenings, such as rectal exams for older adults, and referrals for mammograms
- Speak with you about quitting smoking, eating healthy and other things important to your health



Kids also need to see their doctor regularly, not just when they are sick. For more information about checkups for kids (called Healthy Kids exams), please see the section called Healthy Kids Exams on page 10.

Of course, if you are sick or get hurt, see your doctor as soon as possible. If it is an emergency, call your doctor or go directly to the nearest Emergency Room or call 9-1-1 (if available in your area). If you think you may be pregnant, see your doctor or an OB/GYN right away.

MAKING AN APPOINTMENT

Your doctor does not know how long it will take to see each person. Please be patient if you have to wait. If you feel you have to wait too long at your doctor's office, or if you feel you have to wait too long to get an appointment, please call the Illinois Health Connect helpline.

When you call, tell the doctor why you need to see him or her. Your doctor will decide if your need for care is urgent. If you are having an emergency, you should go to the nearest Emergency Room or call 9-1-1 (if available in your area). Please see page 13 for more information about Emergency Care.

If you are going to be late for an appointment or cannot make it, call the doctor's office so you can set a new time or day. Some offices allow "walk-in" visits. This means that you can go without an appointment and still be seen. Walk-ins may have to wait longer to see the doctor. If you want to know if your doctor allows walk-ins, ask the staff at your doctor's office.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.

If you use a TTY: 1-866-565-8577. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



REGULAR CHECKUPS FOR KIDS

HEALTHY KIDS EXAMS

Kids need to see their doctor regularly. Healthy Kids is a free health care program for kids, teens, and young adults through age 20 who use the HFS or All Kids Medical Card.

If a problem is found during a Healthy Kids exam, your doctor can refer you to a specialist.

At regular checkups, the doctor will make sure your child is growing and developing properly. A Healthy Kids checkup includes:

- Complete physical exam
- Check of your child's ears, eyes, and mouth
- Developmental screening
- Lab work (blood and urine tests)
- Check to make sure your child's immunizations (shots) are up-to-date
- Complete health history and education on staying healthy



Call the Illinois Health Connect Helpline and we will:

- Schedule a Healthy Kids checkup
- Help with transportation
- Remind you when the next Healthy Kids checkup is due

Children can get any health service or treatment that their doctor says is medically necessary. There are no fees or co-payments for children's checkups, shots, lab tests, or x-rays.

Don't forget, teens and young adults (through age 20) need checkups too! The doctor can talk to them about good habits that will help them become or stay healthy. The doctor can also talk to them about staying safe and avoiding problems that teens and young adults sometimes have, such as smoking, drinking, doing drugs, becoming pregnant, causing a pregnancy, or getting a sexually transmitted infection.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a TTY: **1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



REFERRALS

SPECIALIST CARE

Call your doctor if you need medical help. Call when you first notice a problem. Your doctor will make an appointment or answer any questions you may have. And, dealing with a problem early may prevent a trip to the emergency room.

Your doctor may say you need special medical care. When this happens, your doctor will send you to a specialist. This is called a referral. Illinois Health Connect covers health care you get from specialists when:

- The specialist who gives you care is in the HFS Medical Program, and
- Your doctor approves care that needs a referral.

Not all specialty services need a referral from your doctor. See the information below to find out which services need a referral by your doctor in order to be covered. If you need help finding a specialist, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

In Illinois Health Connect, you NEED a referral from your doctor for the following services:

- Services provided by other physicians, nurse practitioners, midwives, and physician's assistants with the exception of OB/GYNs.
- Podiatry services.
- Chiropractic services.
- Services performed by neighborhood health centers like FQHCs and RHCs, or other clinics.
- Audiologist services.
- Other specialty services not listed above.

Remember, the services covered depend on the services you receive with your HFS or All Kids Medical Card. To find out what services are covered for you, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free. Children under 21 get all medically necessary services.

See the next page for services that **DO NOT NEED** a referral.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



In Illinois Health Connect, you DO NOT NEED a referral for the following services:

- Family planning
- OB/GYN services
- Services to newborns up to 91 days after birth
- Emergency services/Emergency Room
- Medical transportation or ambulance
- Prescriptions
- Hospital services
- Dental services
- Therapies
- Eye exams and services
- Immunizations (shots)
- Mental health and Substance Abuse services provided by Department of Human Services Community Mental Health Service Providers, provider type 36, and Department of Human Services Alcoholism and Substance Abuse Services Providers, provider type 75
- Drug or alcohol treatment
- Services to treat sexually transmitted infections
- Services to treat tuberculosis
- Early intervention services
- Outpatient ancillary services (like X-rays, blood work, and anesthesia)
- Lead screening
- Medical services through the School-Based/Linked clinics
- Services provided by School-Based services through Local Education Agencies (LEAs)
- Services provided by local health departments
- FQHC homeless sites

Some Medical Program services require you to pay a small co-payment, but it is important to know that providers cannot bill you for any services covered by your HFS Medical Card, or for any unpaid balances for covered services over and above the co-payment amounts. Providers are also not allowed to send you a bill even if they do not get paid by the Medical Program, except for the small co-payment amounts. If you get a bill for a service that you think should be covered, or if you need help finding a Medical Program provider, please call the Illinois Health Connect Helpline at 1-866-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.
If you use a TTY: 1-866-565-8577. The call is free.
Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



EMERGENCY CARE

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for emergency services. An emergency is a health problem that is life threatening or one that will seriously affect your health if not treated right away. It can result from an accident or sudden illness and puts you in danger of death or severe harm. **If you have an emergency, a referral for care is NOT needed. Call 9-1-1 (if available in your area) or go to the nearest emergency room right away. In an emergency you can use any hospital or other provider.**

Some examples of emergencies are:

- Chest pain
- Poisoning
- A serious accident
- Bleeding that won't stop
- Serious burns
- Damage to the eyes
- Broken bone(s)
- Throwing up blood
- High fever
- Seizures
- Sudden loss of feeling or not being able to move
- Severe stomach pain
- Passing out
- Choking or being unable to breathe properly
- Severe shortness of breath
- Miscarriage (when a pregnant woman loses her baby)
- Strong feeling that you might kill yourself or another person
- Any medical problem you think is serious

If you are not sure if you have an emergency, you should call your doctor or the Illinois Nurse Helpline. If the problem is not serious, make an appointment to see your doctor. Only go to the Emergency Room if the problem is serious.

If you need a list of emergency providers in your area, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.

If you use a TTY: 1-866-565-8577. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



SERVICES FOR WOMEN AND CHILDREN

FAMILY PLANNING/BIRTH CONTROL SERVICES

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for family planning services. This includes counseling, information on how to plan for a healthy birth and birth control. You can get this care from your doctor, a Medical Program family planning provider or any doctor or clinic that takes the HFS or All Kids Medical Card.

If you need help finding family planning services, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

CARE DURING PREGNANCY

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for OB/GYN services. Pregnant women need special care during pregnancy called prenatal care. Prenatal care is very important. Prenatal care visits with a doctor or clinic will help pregnant women stay healthy and help their babies stay healthy too. Even if a woman has been pregnant before, prenatal care is still very important. Prenatal care should start as soon as possible. Even if you are thinking of having a baby, you should discuss this with your doctor. There may be things you can do before you get pregnant that will make your pregnancy healthier and keep your baby healthy too.

If you think you are pregnant and need a pregnancy test, see your doctor or a Medical Program family planning provider. If you are pregnant you can:

- Call or visit your doctor, who will help you find a prenatal care provider.
- Visit a Medical Program OB/GYN or nurse midwife on your own. You do not need a referral from your doctor.
- Visit a Medical Program health center that offers family planning services.

It is best for you to get care as soon as you think you might be pregnant.

You should also talk with your doctor when you find out you are pregnant. Your doctor may have information about your health that your prenatal care provider needs to know.

Getting regular prenatal care throughout your pregnancy and using the same doctor for all your prenatal care is best. It is also very important to see your doctor after the baby is born.

Illinois Health Connect can help you find an OB/GYN, nurse midwife, or family planning center that will see you. If you need help finding a doctor or making an appointment, call Illinois Health Connect at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.

If you use a TTY: 1-866-565-8577. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



FAMILY CASE MANAGEMENT

Illinois Health Connect members who are pregnant and/or have a child under the age of 1 can join Family Case Management.

Family Case Management can help you:

- Find a doctor for your prenatal care to make sure you have a healthy baby.
- Find a doctor for your children's care.
- Understand proper nutrition for you and your child.
- Understand the stages of your child's development.
- Get information on how to be a better parent.

For more information call Family Case Management at 1-800-323-4769. If you use a TTY, call 1-800-447-6404. The call is free.

WIC (WOMEN, INFANTS, AND CHILDREN)

WIC is the Women, Infants, and Children program. WIC helps pregnant women, new moms, babies, and young children get the food they need to stay healthy. It starts when you are pregnant and goes until your child is five years old. WIC is free.

It is important that babies and young children eat right. This helps them grow up healthy and strong. WIC can teach you about good nutrition. With WIC you get healthy foods like milk, eggs, cheese, fruit, juice, cereal, dried beans, and peas. WIC covers infant formula with iron for babies who are not breast-fed.

For more information, call WIC at 1-800-323-4769 (voice and TTY). The call is free. Or, call the Illinois Health Connect Helpline.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



EARLY INTERVENTION



The State of Illinois has programs and services for babies to school-age children who have developmental delays or disabilities. If you have any questions or concerns about your child's development (physical, emotional or other), talk with your child's doctor about them.

It is best to get involved as soon as you think your child may have a physical or emotional developmental problem. Early intervention or care may make a difference.

If you want more information about early intervention services or need help getting these services, call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



OTHER SERVICES

SERVICES TO HELP YOU STOP SMOKING

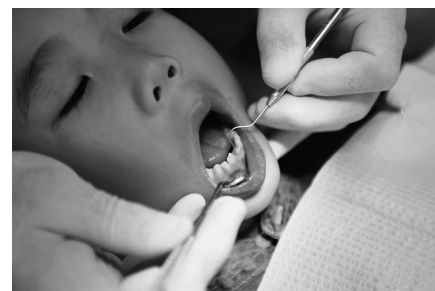
Smoking harms you and your family. It is never too late to quit. Don't give up trying.

You can call the Quitline at 1-866-784-8937. If you use a TTY, call 1-800-501-1068. The call is free.

DENTAL SERVICES

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for dental services. The HFS Medical Program covers all medically necessary dental services for enrolled children from birth through age 20. Children should go to the dentist every 6 months starting at age 1. This includes:

- Teeth cleaning
- X-rays
- Cavity fillings
- Crowns
- Other services



Whether or not dental services are covered for adults in Illinois Health Connect depends on the services you currently receive with your HFS or All Kids Medical Card. You can find out whether the HFS or All Kids Medical Card covers dental services for you by calling Dental Services at 1-888-286-2447. If you use a TTY, call 1-800-466-7566. The call is free.

If you have dental coverage, you can visit any Medical Program dentist. For help finding a dentist or making an appointment, call Dental Services at 1-888-286-2447. If you use a TTY, call 1-800-466-7560. The call is free.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



VISION SERVICES

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for vision services. The services you receive with your HFS or All Kids Medical Card may include vision services.

All Illinois Health Connect members under 21 years of age may get eye exams. You do not need a referral for eye exams. You can make an appointment with any Medical Program vision care provider.

To see an eye specialist (called an ophthalmologist) because of eye disease or eye injury, you **NEED** a referral from your doctor.

To find out whether vision services are covered for you or if you need help finding an eye doctor, please call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

NON-EMERGENCY TRANSPORTATION

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for non-emergency transportation services. If it is hard for you to get to your medical appointments either because you do not have an available vehicle or because you cannot afford the gas, HFS may help you get a ride to your doctor or clinic. This is not for ambulance service.

To see if you qualify for non-emergency transportation services, call 1-877-725-0569. If you use a TTY, call 1-877-204-1012. You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday. The call is free.

You must call and make your request at least two business days (not counting weekends or holidays) before the trip.

When you call for approval for a ride, you must give:

- The participant's name, address, and phone number.
- The recipient identification number.
- The name and address of the medical provider.
- The date, time, and reason for the appointment.
- The name of the transportation provider, if known.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



PRESCRIPTION DRUGS

In Illinois Health Connect you **DO NOT NEED A REFERRAL** from your doctor for prescription drug services. Adults who use a Medical Card may or may not have prescription coverage. Children (under 21) are covered for all medically necessary prescription drugs. Also, some people must pay a co-payment on their medications. If you want help finding out whether or not your HFS or All Kids Medical Card will cover your prescriptions or if you will have to pay a co-payment, call the Illinois Health Connect Helpline at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

To get your medications you will need a prescription from your doctor or specialist. Many over-the-counter drugs may also be covered as long as you have a prescription. Call the Illinois Health Connect Helpline if you need help finding a pharmacy or if you have any other questions.

YOUR HEALTHCARE PLUS – DISEASE MANAGEMENT

Your Healthcare Plus is Illinois' Disease Management program. If you have one or more chronic or complex illnesses, you may be eligible to join Your Healthcare Plus. Some examples of chronic or complex illnesses are:

- Asthma
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Heart Failure
- Hemophilia
- HIV
- End Stage Renal Disease (ESRD)
- Cancer

Your Healthcare Plus helps you and your doctor manage your illness and keep you as healthy as possible.

Your Healthcare Plus is a voluntary program. If you agree to join, Your Healthcare Plus will work with you to develop an individual care plan depending on your needs. These are some of the services you may get through Your Healthcare Plus:

- Treatment support and follow-up to remind you to make and keep medical appointments or re-fill your prescriptions.
- Help coordinating your care if you are hospitalized or if you need to go into a nursing home or rehabilitation facility.
- Educational materials and programs to help you understand and manage your disease.

If you want to know more about Disease Management, call Your Healthcare Plus at 1-800-973-6792. If you use a TTY, call 1-888-317-2697. The call is free.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.
If you use a **TTY: 1-866-565-8577**. The call is free.
Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



YOUR RIGHTS AND RESPONSIBILITIES

RIGHTS AND RESPONSIBILITIES

Illinois Health Connect members will be informed of their rights and responsibilities every year. You have the right to apply your rights without penalty.

You have the right to:

- Be treated with respect, dignity, and privacy.
- Have your doctor explain your treatment in a way that makes sense to you.
- Ask questions and have them answered by your doctor.
- Make decisions about the care you get. This includes saying “no” to care you don’t want.
- Get a copy of your medical records from your doctor and have the records amended or corrected if necessary.
- Change your doctor as often as once a month.
- Pick the same doctor for you and your family. Or pick a different doctor for each member of your family.
- Be able to call your doctor and get help.
- Make a complaint about your doctor.
- Be free from any means of intimidation or retaliation.

You have the responsibility to:

- Learn your rights as an Illinois Health Connect member.
- Keep your appointments and cancel in advance the ones you cannot keep.
- Treat your doctor with respect.
- Tell your doctor about your health care needs and about any other health care services you are getting.
- Keep up-to-date on immunizations (shots).
- Contact your doctor first for care that is not an emergency.
- Get a referral from your doctor before getting care that needs a referral.
- Tell your doctor about other services you get that do not need a referral.
- Let your caseworker know about important changes, such as changes in your name, address, phone number, income or family size.
- Share important information that is needed by your providers.
- Follow the instructions and guidelines given by your doctor.

Questions? Call the Illinois Health Connect Helpline at 1-877-912-1999.

If you use a TTY: 1-866-565-8577. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



PROBLEMS AND COMPLAINTS

IF YOU HAVE A PROBLEM OR COMPLAINT

Illinois Health Connect wants you to get the best possible service. When something goes wrong or you were not treated well, we want to know.

STEP 1

If you have a problem or complaint about your doctor, Illinois Health Connect, or the service you have received, you can call the Illinois Health Connect Helpline at 1-877-912-1999. If you use a TTY, call 1-866-565-8577 and tell us. The call is free.

Or, you can put your complaint in writing and mail it to us at:

Automated Health Systems
ATTN: Illinois Health Connect – QA Unit
1375 East Woodfield Road
Suite 600
Schaumburg, IL 60173-5418.

You have to make your complaint **within 60 days** of the day you were not treated well.

STEP 2

We will make a record of your complaint. We will have someone not involved with the matter you are complaining about review your complaint and try to find a solution. Your satisfaction is important to us.

STEP 3

We will then send you a written response within 30 days of receiving your complaint. If you are not satisfied with the answer, you may write to:

HFS – Illinois Health Connect
PO Box 19263
Springfield, IL 62794-9263

This is called filing a grievance. If you want to file a grievance, be sure to send it **within 60 days of the day of your complaint**. Someone from HFS will review the matter and follow up with you as quickly as possible.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.
If you use a **TTY: 1-866-565-8577**. The call is free.
Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



APPEALS AND FAIR HEARINGS

An appeal is a complaint you make when you feel an action was wrong. When you appeal an action, you are asking for a fair hearing about it.

A fair hearing is a meeting with a fair hearing officer, someone from HFS, and you. You can talk about your complaint during the fair hearing, and the fair hearing officer will decide what to do.

You can appeal if HFS:

- Denies your application or redetermination.
- Stops your benefits (coverage).
- Says that you will start to get fewer benefits.
- Changes your co-payments.

You can also appeal if you think we made a mistake about any decision. You must make your appeal **within 60 days** of when the action happened.

You may not get a fair hearing if the action happened because of a change in the law.

How to Make an Appeal

To make an appeal and ask for a fair hearing over the telephone, call 1-800-435-0774. If you use a TTY, call 1-877-734-7429. The call is free. Hours are from 8:30 a.m. to 4:45 a.m., Monday through Friday.

Or you can write a letter. Mail or fax your letter to:

Illinois Department of Healthcare and Family Services
Attn: Illinois Health Connect
401 South Clinton, 6th Floor
Chicago, IL 60607
Fax #: 1-312-793-0095

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.
If you use a **TTY: 1-866-565-8577**. The call is free.
Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



PRIVACY AND CONFIDENTIALITY

PRIVACY AND CONFIDENTIALITY

At Illinois Health Connect, we are committed to keeping your “protected health information” private. Some examples of protected health information are:

- Your name (and the names of your children or other household members in the Medical Program).
- Your telephone number.
- Your address.
- Your HFS identification number.
- Your date of birth.
- Your Social Security Number.
- Your admission/discharge date.
- Your medical procedure code.
- Your diagnostic code.

There are times that Illinois Health Connect will need to share your protected health information with other persons who are responsible for your care. Some examples of when we can share information are:

- To help you get medical care.
- To arrange payment for your care and services.
- For operating Illinois Health Connect (such as using the information to tell you about updates).
- If we are required by law.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.



WE ARE HERE TO HELP YOU

HOW TO CHANGE THE INFORMATION WE HAVE FOR YOU

It is important that your information on file is kept up-to-date. We need to know if one or more of the items below changes:

- Name
- Address
- Phone number
- Family size
- Income

To tell us about a change, call the DHS Change Report Hotline at 1-800-720-4166. If you use a TTY, call 1-800-447-6404. The call is free.

NEED HELP?

Please call the Illinois Health Connect Helpline at 1-877-912-1999 if you need help finding a doctor or have questions. If you use a TTY, call 1-866-565-8577. The call is free.

We will:

- Help you access services and schedule appointments.
- Help you find a doctor or other Medical Program provider in your region.
- Tell you what services are and are not covered by your HFS or All Kids Medical Card.
- Update your contact information.
- Tell you how to file a complaint.
- Answer your questions.

Questions? Call the Illinois Health Connect Helpline at **1-877-912-1999**.

If you use a **TTY: 1-866-565-8577**. The call is free.

Monday to Friday, 7:00 a.m. to 8:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m.





IMPORTANT PHONE NUMBERS

	PHONE NUMBER	TTY NUMBER
Illinois Health Connect Helpline <ul style="list-style-type: none"> Call to get answers to questions, change your doctor, find a provider, file a complaint, tell us if you have a new address or phone number, and more. 	1-877-912-1999	1-866-565-8577
Illinois Nurse Helpline <ul style="list-style-type: none"> Call the Nurse Helpline after hours or on weekends if you have a medical problem and can't reach your doctor. A nurse will answer your medical questions. A nurse can also help you tell if you need to go to the Emergency Room or call 9-1-1 (if available in your area). 	1-800-571-8094	1-800-571-8419
Illinois Client Enrollment Broker <ul style="list-style-type: none"> Call for assistance in finding a health plan and doctor in a county with Voluntary Managed Care. 	1-877-912-8880	1-866-565-8576
Family Health Network <ul style="list-style-type: none"> Managed Care Organization in Cook County. Call to get answers to your questions or for information on your benefits and covered services. 	1-888-346-4968	1-800-422-1942
Harmony Health Plan <ul style="list-style-type: none"> Managed Care Organization in Cook, Madison, Perry, Randolph, St. Clair and Washington counties. Call to get answers to your questions and information on your benefits and covered services. 	1-800-684-3925 Ext. 2101	1-877-650-0950
All Kids Hotline <ul style="list-style-type: none"> Call for more information about All Kids or to file a complaint with All Kids. 	1-866-255-5437	1-877-204-1012
Appeals <ul style="list-style-type: none"> Call to ask for a fair hearing. 	1-800-435-0774	1-877-734-7429
Dental Services <ul style="list-style-type: none"> Call for help finding a dentist or to find out if a certain dental service is covered. 	1-888-286-2447	1-800-466-7560
DHS Information Change Report Hotline <ul style="list-style-type: none"> Call to report a change of your name, address, phone number, family size, or income. 	1-800-720-4166	1-800-447-6404
HFS Health Benefits Helpline <ul style="list-style-type: none"> Call to get information on your benefits and covered services. 	1-866-468-7543	1-877-204-1012
Smoking Quitline <ul style="list-style-type: none"> Call to get help with quitting smoking. 	1-866-784-8937	1-800-501-1068
Transportation Services <ul style="list-style-type: none"> Call to get approval for medical transportation when it is not an emergency. 	1-877-725-0569	1-800-204-1012
WIC <ul style="list-style-type: none"> Call for help with getting healthy food for pregnant women, new moms, infants, and young children. 	1-800-323-4769	1-800-323-4769
Your Healthcare Plus <ul style="list-style-type: none"> Call to get help with chronic or complex diseases. 	1-800-973-6792	1-888-317-2697

Questions? Call Illinois Health Connect at **1-877-912-1999**.

If you use a TTY, call **1-866-565-8577**. The call is free.

You can call Monday to Friday from 7:00 a.m. to 8:00 p.m.
or Saturday from 9:00 a.m. to 5:00 p.m.