



ILLINOIS' INTEGRATED CARE PROGRAM INFORMATION

Integrated Care Program

The Illinois Department of Healthcare and Family Services (HFS) implemented the state's first integrated health care program on May 1, 2011. The Integrated Care Program (ICP) is a program for older adults and adults with disabilities who are eligible for Medicaid but not eligible for Medicare. The program is mandatory and will operate in the pilot areas of suburban Cook (all zip codes that do not begin with 606), DuPage, Kane, Kankakee, Lake and Will Counties.

The Integrated Care Program will bring together local primary care providers (PCPs), specialists, hospitals, nursing homes and other providers to organize care around a patient's needs. It will keep enrollees healthy through more coordinated medical care, helping prevent unnecessary healthcare costs.

Integrated Care Program members will have:

- Choices of doctors, specialists and hospitals
- Better coordination of care, as members work with a team of providers to give them the best possible healthcare
- Control of managing their healthcare needs
- Additional programs and services to help them live a more independent and healthy life

Integrated Care Program Administrator

The Illinois Department of Healthcare and Family Services has contracted with Aetna Better Health and IlliniCare Health Plan to administer the program.

Aetna Better Health, Inc. has over 20 years experience in Medicaid managed care programs in nine states, serving 1.3 million enrollees. This includes comprehensive care management to more than 277,000 older adults and adults with disabilities in eight of those states.

Centene Corporation, which operates in Illinois under the name IlliniCare Health Plan, has over 25 years experience in Medicaid managed care programs in nine states, serving 1.5 million enrollees, including older adults and persons with disabilities.

Illinois Client Enrollment Broker

HFS has separately contracted with Automated Health Systems to operate the Illinois Client Enrollment Broker Enrollee Helpline. The Illinois Client Enrollment Broker will:

- Ensure impartial choice education for Aetna Better Health and IlliniCare Health Plan
- Conduct all client enrollment activities, including mailing choice education and enrollment materials and providing information on each health plan to assist enrollees with the selection of a health plan and Primary Care Provider (PCP) in an unbiased manner
- Process requests to change health plans

Enrolling Clients

Client enrollments are handled by the Illinois Client Enrollment Broker.

- There are 3 ways clients can enroll:
 - By calling the Illinois Client Enrollment Broker at 1-877-912-8880 (TTY: 1-866-565-8576)
 - With assistance from a community helper
 - Online at www.illinoisceblCP.com
- Enrollment in ICP is limited to persons living in DuPage, Kane, Kankakee, Lake, Will, and suburban Cook (all zip codes that do not begin with 606) counties. Enrollment activities began in March 2011, with the first enrollments being effective May 2011
- An initial client enrollment packet is mailed to households with potential enrollees. The packet includes:
 - An enrollment letter
 - An Integrated Care Plan Information Guide
 - Enrollment Tips for picking a health plan and PCP
 - A comparison chart listing the extra benefits, network hospitals, and other information for each of the two health plans
 - A Community Helper List (a list of organizations in the community that are trained to help enrollees sign up for ICP)
- A reminder notice is mailed to clients two weeks after the initial enrollment packet is mailed
- A second client enrollment packet is mailed to clients who have not responded to the initial client enrollment packet within 30 days. The packet includes a cover letter with the name of the health plan and PCP to whom the client will be assigned if they don't make a choice within the next 30 days
- Enrollees will receive a welcome packet from their chosen or assigned health plan to confirm their enrollment
- Enrollees may change their PCP by calling their health plan

- Once each year, during their open enrollment period, enrollees will have a 60-day period to change their health plan. This will be the only time each year they are allowed to switch health plans. A letter will be sent notifying them of their open enrollment period
- Providers should always check a member's eligibility and health plan through the HFS Medical Electronic Data Interchange (MEDI) System or through the use of a Recipient Electronic Verification (REV) vendor prior to providing services
- Members should bring both their HFS medical card and their ICP health plan card to appointments

Eligible and Excluded Populations

Eligible Populations (Aged, Blind, Disabled) = approximately 40,000

- Age 19 and older
- Non-Medicare eligible older adults and adults with disabilities receiving Medicaid (case numbers beginning with 01, 91, 02, 92, 03, 93) including all Home and Community Based Waiver enrollees

Excluded Populations:

- Children under 19 years of age
- Participants eligible for Medicare Part A or enrolled in Medicare Part B
- American Indians and/or Natives of Alaska (may voluntarily enroll)
- Participants with Spenddown
- All Presumptive Eligibility (temporary benefits) Categories
- Participants in the Illinois Breast and Cervical Cancer Program
- Participants with high-level private health insurance (also known as Third Party Liability or TPL)

Service Packages

Service Package I – All standard Medicaid medical services, such as physician and specialist care, emergency care, laboratory and x-rays, behavioral health, pharmacy, behavioral health and substance abuse services

Service Package II – Long Term Care services and Waiver services (excluding Developmentally Disabled/DD waiver services)

Service Package III – DD Waiver services

Service Packages II and III will begin approximately one year after Service Package I is implemented

Current AABD Populations – transitioning from other HFS programs

Illinois Health Connect

- If an ICP-eligible client is currently enrolled in Illinois Health Connect, the client will be required to switch to an ICP health plan and PCP.

MORE INFORMATION

To get more information about Illinois' Integrated Care Program, please contact:

Aetna Better Health
1-866-212-2851
(TTY: Illinois Relay 711)
www.aetnabetterhealth.com

IlliniCare Health Plan
(TTY: Illinois Relay 711)
1-866-329-4701
www.illinicare.com

Illinois Client Enrollment Broker
1-877-912-8880
(TTY: 1-866-565-8576)
www.illinoiscebICP.com