



## **SAMPLE NOTICE**

November 20, 2017

### **Important News about Your Health Plan**

Dear [CLIENT NAME],

Welcome to CountyCare, we are pleased to announce that your health plan, Aetna Better Health has partnered with CountyCare Health Plan. Beginning January 1, 2018, you will be a member of CountyCare. We have been working closely with Aetna Better Health to ensure you have access to the same great network of doctors, care management and benefits that were available to you as an Aetna member. Our goal is to make your transition to CountyCare as smooth as possible.

#### **What this means for you**

- You do not need to do anything about this change.
- Your benefits will stay the same.
- CountyCare has made every effort to keep you with your current PCP. If you want to change your PCP you may do so at any time. Just call CountyCare Member Services at 1-312-864-8200.
- You will get a welcome packet in the mail from CountyCare. The welcome packet will include a member handbook with more information about CountyCare and your benefits.
- You will also receive a CountyCare Member ID Card. You will begin using your new ID Card on January 1, 2018 anytime you need services.

#### **Medicaid Managed Care Program Expansion**

Also starting January 1, 2018, the Illinois Medicaid Managed Care Program is expanding to include all counties statewide. This new program is called **HealthChoice Illinois**. Your Medicaid benefits do not change. But, the health plan choices in your area will change.

You and your family members listed below are enrolled in CountyCare beginning January 1, 2018.

#### **Member**

[ENROLLEEn]  
ID #[ENn\_RIN]

[ENROLLEEn]  
ID #[ENn\_RIN]

In **HealthChoice Illinois**, you can stay with CountyCare or you can choose a new health plan.

### **If you want to keep CountyCare**

To stay in CountyCare, you do not have to do anything at all! You will work with CountyCare to find providers, make appointments, get transportation and get answers to your questions.

### **If you want to change your health plan**

You can change health plans for anyone listed above. **You will have 90 days to change health plans.** If you want to change health plans, you must change it by **March 31, 2018**. If you do not choose a new health plan by this date, you will stay in CountyCare. The next time you can change plans will be during your open enrollment period next year. We will send you a letter at that time.

You can choose the same health plan for everyone in your family; or you can choose different plans. You can choose from these health plans:

[Health Plan]	[Health Plan]
[Health Plan]	[Health Plan]
[Health Plan]	[Health Plan]

### **There are two ways to change your health plan**

- Go to [www.EnrollHFS.Illinois.gov](http://www.EnrollHFS.Illinois.gov) and click “Enroll,” or
- Call Client Enrollment Services at **1-877-912-8880 (TTY: 1-866-565-8576)**, Monday to Friday, 8 a.m. to 7 p.m. The call is free.

To learn about all of the **HealthChoice Illinois** health plans, go to our website at [www.EnrollHFS.Illinois.gov](http://www.EnrollHFS.Illinois.gov). Click on “Compare Plans.” Before you decide, you should ask your doctors which health plans they will be part of starting January 1, 2018. Your doctors may not accept all of the health plans.

**Remember: If you want to keep CountyCare, you do not need to do anything.**

### **New HealthChoice Illinois health plan welcome packet**

If you choose a new health plan, your new plan will send you a welcome packet in the mail. The packet will have your member ID card and member handbook. You will use your new member ID card to get healthcare services. If you have questions or need help getting healthcare, call the health plan’s member services number on your member ID card.

### **Transition of Care when changing health plans**

If you change health plans, it is important to let your new plan know about any appointments already scheduled and any prescriptions you are currently taking. Contact the new health plan’s member services department right away to discuss.

### **Changing a Primary Care Provider (PCP) with your health plan**

Once you are in a health plan, you can change your PCP at any time. To change your PCP, call your health plan’s member services number on your member ID card. You should always call your PCP first if you are sick or need health services.

### **About HealthChoice Illinois health plans**

All HealthChoice Illinois health plans cover the same list of healthcare services. Your health plan offers education and help from their staff. You will continue to work with your health plan to get healthcare services. You may have a Care Coordinator to help make doctor's appointments, find transportation, get prior approvals for healthcare, prescriptions or medical equipment, and arrange for other social services. If you do not have a care coordinator, you can request one. Call the member services number on your ID card.

If you have any questions about your transition from Aetna to CountyCare you can call the CountyCare member services line at 312-864-8200.

Thank you,

CountyCare Health Plan

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