



State of Illinois
Department of Healthcare and Family Services

Healthcare Programs for Families

Member Handbook



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Healthcare programs for families



Welcome to your health insurance program!

The Department of Healthcare and Family Services (the Department) administers health insurance programs for children, pregnant women, and adults who are residents of Illinois. The Department of Human Services helps run these programs. Both Departments review applications and manage cases for All Kids, FamilyCare and Moms & Babies.

When we last reviewed your case, the Department sent you a letter telling you which insurance program you or your children qualify for. The letter also told you whether you must pay co-payments and premiums.

Here is some information about each program.

- **All Kids** is a health insurance program *for children living in Illinois* who need insurance. Children must be 18 or younger.
- **FamilyCare** is a low-cost health insurance program *for parents* who live with children age 18 or younger. Relatives who care for children in place of their parents may also qualify. Adults must meet certain income limits.
- **Moms & Babies** is a special free health insurance program *for pregnant women and their new babies*. Pregnant women must meet certain income limits.

We will send you a letter once a year telling you when it's time to see if you still qualify.



As soon as you get the letter, send us all the information we ask for, so that you can keep your insurance.

Your medical card

All Kids, FamilyCare and Moms & Babies will send members an *HFS medical card* with important information on it. The paper medical card will fold to fit in your wallet. Carry your medical card with you at all times, and show it and identification whenever you check in for a medical appointment.

- ★ If you are enrolled in a health plan, the plan may also send you a member card. Carry it with you along with your *HFS medical card*. The health plan may not cover all health services, so you may need to show your *HFS medical card* for some services.

You can check your eligibility 24 hours a day by calling 1-855-828-4995.

- ★ Your *HFS medical card* will not list your health plan or PCP.



Problems with your HFS medical card?

- Are there mistakes on your card?
- Is your card lost?



Call the All Kids hotline at
1-866-255-5437
(TTY: 1-877-204-1012)
and we'll help you!




Your medical card will look like this:

0000006

HFS State of Illinois - Healthcare and Family Services **Medical Card**

For questions or to report changes call:
Para preguntas o reportar cambios llame al:
DHS 1-800-843-6154, or
HFS 1-800-226-0768
(TTY 1-877-204-1012)



(CASE NAME AND ADDRESS)

Keep this card and the separate notice we send about your medical coverage.
Guarde esta tarjeta y el aviso separado que le enviamos sobre su cobertura médica.

HFS 469 (R-10-12) 08-090612 IL 487-0234

Names and birth dates of all family members in the program

CASE NAME AND ADDRESS

To check your eligibility using the 24 hour automated system, call:
Para comprobar su elegibilidad usando el sistema automatizado de 24 horas, llama al: 1-855-828-4995

0000006

THE FOLLOWING PERSONS ARE COVERED:

JOHNNY	SAMPLE	ID# 00000001	DOB: 02-02-83
SUSAN	SAMPLE	ID# 00000002	DOB: 07-10-09
TIM	SAMPLE	ID# 00000003	DOB: 06-30-12

TOTAL NUMBER OF COVERED PERSONS: 3

THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES.
Medical providers must verify identity and eligibility when you need care.
ESTA TARJETA NO GARANTIZA LA ELEGIBILIDAD O PAGO. Los proveedores médicos deben verificar la identidad y elegibilidad cuando necesite atención médica.

Members' identification numbers

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

What services does All Kids cover for children?



Children on All Kids can get these important health services:

- Doctor services
- Clinic services
- Dental services
- Emergency room services
- Hospital services (inpatient and outpatient)
- Maternity care (special care during and after pregnancy)
- Surgery
- Medicines (prescription drugs)
- Lab and x-ray services
- Mental health treatment (inpatient and outpatient)
- Substance abuse treatment (inpatient and outpatient)
- Family planning services and supplies
- Medical supplies and equipment
- Transportation for emergency medical care
- Home health services
- Early intervention services
- Audiologist (hearing) services
- Eye glasses
- Optometrist (eye) services
- Podiatric (feet) services
- Chiropractic services
- Intermediate care for people with developmental disabilities
- Care in skilled pediatric nursing facilities
- Nursing home services
- Regular checkups and shots for children
- Renal (kidney) dialysis services
- Nursing care
- Physical therapy, occupational therapy, speech therapy
- Hospice care
- Respiratory (breathing) equipment and supplies

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**.
The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

Certain families may qualify for help with transportation to get to medical appointments.

What is a medical home?

A medical home is a doctor's office or clinic that knows you and knows about your health care needs. Your medical home is where all your records are, and it's the place you go—and bring your children—for checkups and when you are sick. Your medical home might be a primary care doctor or a clinic.

Here's what a primary care doctor or clinic can do for you and your children:

- Take care of you when you are sick
- Give your children checkups and shots
- Help you manage diseases and chronic conditions, such as asthma or diabetes
- Send you to specialists or other health providers when you need to go
- Give you the information you need to stay healthy

Need transportation to medical appointments?

If you qualify, you can get free transportation to covered medical appointments that are not emergencies.

To find out if you qualify, call your health plan. If you are not enrolled with a health plan, call **1-877-725-0569 (TTY: 1-877-204-1012)**.

The call is free.

When you call, tell the person who answers:

1. The name, address and phone number of the person who needs a ride
2. The date and time of the medical appointment
3. The time the person needs to be picked up
4. The person's identification number from their medical card
5. The reason for the appointment



How can I find a medical home?

Most individuals enrolled in the All Kids, FamilyCare or Moms & Babies programs will be required to pick a health plan and primary care provider (PCP) for their medical home.

The Illinois Client Enrollment Services will mail you an enrollment packet when it is time to choose your health plan and PCP for your medical home. Most people have to have a medical home.

★ If you have not been contacted and you want help to find a medical home, call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free.

What should I do when somebody is sick?

Call your primary care doctor or clinic right away! Your primary care doctor or clinic will see you or tell you what to do.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

How will I know if I need to go to the Emergency Room?

An emergency is a serious medical problem. If you or someone in your family has a serious medical problem, go to the Emergency Room right away!

Only go to the Emergency Room if your problem is serious. If it is not serious, make an appointment to see your primary care doctor or clinic.

Here are some emergencies:

- Chest pains
- A high fever
- Bleeding that won't stop
- Passing out
- Seizures
- A broken bone
- Trouble breathing
- Serious burns
- Serious stomach pain
- Damage to the eyes
- Any medical problem that you think is serious



If you think your medical problem is serious, go to the nearest Emergency Room right away!



If you are not sure that the medical problem is an emergency, call your primary care doctor or clinic. Ask them what you should do.



What should I do if I'm planning to have a baby?

If you are planning to have a baby, get ready by making sure you are as healthy as possible. Use family planning services to plan when to have your baby.

- Talk to your doctor or clinic and ask for information about pregnancy.
- Take a multi-vitamin that has *folic acid* in it. Folic acid is a B vitamin that helps prevent some birth defects.
- Don't smoke or take street drugs. Only take medicine that your doctor says is okay.
- If you have chronic health problems like asthma or diabetes, get regular medical care.
- Be sure you have had your shots for rubella, tetanus and hepatitis.
- Get tested for HIV and other sexually transmitted diseases (diseases you can get when you have sex) before you become pregnant.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**.
The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

Do pregnant women need special care?

Pregnant women need special care during pregnancy called *prenatal care*. Prenatal care visits with a doctor or clinic will help pregnant women stay healthy, and help their babies stay healthy too.

Problems during pregnancy

Call your doctor right away if:

- You have constant low back pain or cramping, or sharp pain in your stomach that won't go away
- There is a sudden gush or leaking of fluid or bleeding from your vagina
- You notice that your baby is moving less (after the fifth month)



Go to your doctor or clinic for prenatal care as soon as you think you are pregnant.



Keep going during your pregnancy—go as often as the doctor or clinic tells you to.

How can I find a doctor or clinic for prenatal visits?

To get help finding a doctor or clinic to take care of you during pregnancy, call your health plan. If you do not have a health plan, call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577).

The call is free.

What happens at a prenatal visit?

At least once a month during pregnancy, the doctor will:

- Check your blood pressure, listen to your heart and lungs, weigh you and ask you for a urine sample. Sometimes the doctor will also do an internal vaginal exam.
- Check the baby's heart rate, and measure the baby's growth.
- Answer your questions, and talk to you about what to expect during the pregnancy.

To stay healthy while you are pregnant

- Visit your doctor or clinic as soon as you think you might be pregnant.
- Keep all your prenatal appointments with your doctor.
- Eat healthy foods. Use WIC if you qualify.
- Do not smoke, drink alcohol or use street drugs. They can hurt you and your baby.
- Exercise regularly if your doctor says it is okay.
- Wear a seat belt.
- Don't take any medicine — even aspirin — without checking with your doctor to be sure it is safe.
- Read labels on paint, bug spray, cleaners and other chemicals to see if there are special warnings for pregnant women.
- Tell your doctor and dentist that you are pregnant *before* getting x-rays.

What is WIC?

WIC is the Women, Infants and Children program. WIC helps pregnant women, new mothers, babies and young children get the food they need to stay healthy.

WIC is free. You can get healthy foods such as milk, eggs, cheese, fruit juice, cereal, dried beans and peas from WIC. WIC covers infant formula with iron for babies who are not breast-fed.

To find a WIC office near you, call 1-800-323-4769, (TTY: 1-866-295-6817). The call is free.

What happens after my baby is born?

Your new baby will get health insurance through Moms & Babies for one year. Sometimes the hospital will tell us when your baby is born. Then we will send you a medical card with the baby's name on it. If you do not get a new card within a few weeks of your baby's birth, call 1-866-255-5437 (TTY: 1-877-204-1012) to tell us that your baby arrived. You will be covered for at least 60 days after giving birth.

Your health is important for your baby! Be sure to visit your doctor within six weeks of having your baby to make sure you are healing well.

Breastfeed your baby. Babies who are breastfed are healthier.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.



You and your baby will both be healthier if you do not smoke. If you need help to quit smoking, call the Quitline at 1-866-784-8937 (TTY: 1-800-501-1068). The call is free.

Remember, it is never too late to quit smoking!

Wait at least one year before you get pregnant again. That way your next baby will have the best chance to be healthy. Talk to your doctor about family planning and birth control.

What are the *baby blues*?

Often a new mother feels a little sad, confused, scared and nervous after the baby is born. These feelings—sometimes called the *baby blues*—are normal, and usually go away in about 10 days.

Sad feelings that last more than two weeks may be serious. If a pregnant woman or new mother feels sad or worries most of the time, or if she never seems to feel happy, she should visit her doctor or clinic right away. You can also call the Mom's Hotline for help at 1-866-364-6667. The call is free.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

Regular checkups for children

It's important for children to have regular medical checkups—even when they are not sick—from the time they are born right up until they are 18. Healthy children are more likely to become healthy adults!

Your doctor will need to know your child's medical history. Tell your doctor about any illness or other medical condition your child has. Be sure to give the doctor a list of the medicines your child takes.

At regular checkups, the doctor will make sure your child is growing and developing properly. The doctor will:

- Give your child a complete physical exam
- Check your child's ears, eyes and mouth
- Make sure your child has up-to-date immunizations (shots)
- Talk to you about helping your child stay healthy



Did you know?

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



At regular checkups, your doctor or clinic can catch little problems before they become big ones!



When should I take my children for checkups?

Doctors say that children should have checkups often when they are very little, then every year or so as they get older. Here are the times when children should get a checkup:

2 weeks old	3-4 years old
1 month old	4-5 years old
2 months old	5-6 years old
4 months old	6-8 years old
6 months old	8-10 years old
9 months old	10-12 years old
12 months old	12-14 years old
15 months old	14-16 years old
18 months old	16-18 years old
2-3 years old	18-21 years old

Some children need checkups more often. Follow your doctor's advice. Be sure your child gets a lead screening by age 1 (12 months old) and another lead screening at age 2 (24 months). If your child is age 3-6 years old and has not had a lead screening test, get your child tested right away.

Children's immunizations (shots)

Most doctors recommend certain shots at certain ages.

Birth	<ul style="list-style-type: none">■ Hepatitis B (Hep B)
1 – 2 months	<ul style="list-style-type: none">■ Hepatitis B (Hep B)
2 months	<ul style="list-style-type: none">■ Diphtheria, Tetanus and Acellular Pertussis (DTaP)■ Polio (IPV)■ Haemophilus influenzae type b (Hib)■ Pneumococcal conjugate vaccine (PCV)■ Rotavirus
4 months	<ul style="list-style-type: none">■ Diphtheria, Tetanus and Acellular Pertussis (DTaP)■ Polio (IPV)■ Haemophilus influenzae type b (Hib)■ Pneumococcal conjugate vaccine (PCV)■ Rotavirus
6 months	<ul style="list-style-type: none">■ Diphtheria, Tetanus and Acellular Pertussis (DTaP)■ Haemophilus influenzae type b (Hib)■ Pneumococcal conjugate vaccine (PCV)■ Rotavirus
6-18 months	<ul style="list-style-type: none">■ Hepatitis B (Hep B)■ Polio (IPV)
6 mos.-18 yrs.	<ul style="list-style-type: none">■ Influenza (flu) (yearly)
12-15 months	<ul style="list-style-type: none">■ Haemophilus influenzae type b (Hib)■ Hepatitis A (Hep A)■ Measles, Mumps and Rubella (MMR)■ Pneumococcal conjugate vaccine (PCV)■ Varicella (chicken pox)
21-23 months	<ul style="list-style-type: none">■ Diphtheria, Tetanus and Acellular Pertussis (DTaP)
4-6 years	<ul style="list-style-type: none">■ Diphtheria, Tetanus and Acellular Pertussis (DTaP)■ Polio (IPV)■ Measles, Mumps and Rubella (MMR)■ Varicella (chicken pox)
11-12 years	<ul style="list-style-type: none">■ Tetanus, Diphtheria and Acellular Pertussis (Tdap)■ Meningococcal Conjugate Vaccine (MCV4)
9-18 years	<ul style="list-style-type: none">■ Human Papilloma Virus (HPV) girls and boys (3 doses is required)



Take your teens for checkups too!

It's important for teenagers to have checkups too. The doctor or clinic can talk to teens about good habits that will help them become healthy adults.



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.

Going to the dentist

Children should visit the dentist for a checkup every six months starting no later than age 1. To find a dentist for your child, call your health plan. If you are not enrolled with a health plan, call 1-888-286-2447 (TTY: 1-800-466-7566).

The call is free.

Children should visit the dentist every six months starting at age one.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

Questions, problems and complaints

What if I have a problem with my doctor or clinic?

If you have a problem, talk to the doctor or clinic and try to work things out. If that doesn't help, you may want to change doctors.

- ★ If you are in a health plan, call the plan. Check your plan's member handbook for contact information.
- ★ If you are not in a health plan, call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577). The call is free. You can also contact Illinois Health Connect online at www.illinoishealthconnect.com. Click on "contact us."

What if I have a complaint about my health plan?

- ★ Call your health plan if you want to make a complaint.
If you do not get the help you need, call 1-866-255-5437, (TTY: 1-877-204-1012). The call is free.



Call the All Kids hotline if you have a question about:

- Co-payments or premiums
- Medical bills



Call **1-866-All-Kids**
(1-866-255-5437)
TTY: 1-877-204-1012.
The call is free.

What if I have a complaint about the Department of Healthcare and Family Services or the Department of Human Services?

- If you have a complaint about the Department of Healthcare and Family Services, call the All Kids hotline and ask to speak to a supervisor. Tell the supervisor about your problem. The number is: 1-866-All-Kids (1-866-255-5437) (TTY: 1-877-204-1012). The call is free.
- If you have a complaint about the Department of Human Services, call 1-800-843-6154 (TTY: 1-800-447-6404). The call is free.



Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**. The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.



About grievances

What is a grievance?

If you think Healthcare and Family Services staff or the Department of Human Services staff did not treat you well, you can file a *grievance*. A grievance is a complaint that is in writing—a letter.

How to file a grievance

To file a grievance:

1. Write a letter about your complaint or fill out a complaint form. To get a form, call All Kids at 1-866-All-Kids (1-866-255-5437) (TTY: 1-877-204-1012).

The call is free.

You can also call or go to your local Department of Human Services office.

2. Mail the complaint letter or form within 60 days of the day you think you were treated unfairly.



If you want to file a grievance, be sure to send it within 60 days of the day of your complaint.

Mail it to any Department of Healthcare and Family Services or Department of Human Services office in Illinois. Call the All Kids number if you need help finding the address.

About appeals and fair hearings

What are 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 and someone from the Department 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 the Department:

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

★ If you are in a health plan, you can appeal any decision that the plan makes if you think it is wrong. Check your plan's member handbook to find out how to make an appeal or call your plan for more information. Not all plans provide cards - such as some ACE's and CCE's.

How to make an appeal

You can write a letter asking for a fair hearing or fill out a Notice of Appeal form. (You can get one from the All Kids office.) You can also call to make an appeal.

- ★ If you write a letter or fill out the form, you should do one of the following:
 - Mail your letter or form to:
Bureau of Administrative Hearings
69 W. Washington, 4th Floor
Chicago, IL 60602
or fax it to: 1-312-793-0095
 - Mail your letter or form to:
All Kids Unit
PO Box 19122
Springfield, IL 62794
 - Take the letter or form to your local Department of Human Services.
- ★ If you want to make an appeal over the telephone, call 1-800-435-0774 (TTY: 1-877-734-7429). The call is free.

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**.
The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

Keeping track of your children's healthcare



When did your child go for a checkup?

Name of child

Age at time of checkup Date of checkup

Age at time of checkup Date of checkup

Age at time of checkup Date of checkup

Age at time of checkup Date of checkup

Age at time of checkup Date of checkup

Age at time of checkup Date of checkup

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Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**.
The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.



Important phone numbers

Calls to any of the numbers on this page are free.

All Kids Hotline

1-866-255-5437

(TTY: 1-877-204-1012)

Visit our website at www.allkids.com

- Call if you get a medical bill by mistake.
- Call if you need information about how to file a grievance.

Appeals

1-800-435-0774

(TTY: 1-877-734-7429)

- Call to ask for a fair hearing if you think an action on your All Kids, FamilyCare or Moms & Babies case was wrong.

Dental Services

1-888-286-2447

(TTY: 1-800-466-7566)

- Call for help finding a dentist, or to find out if a certain dental service is covered.

Department of Human Services (DHS) Help Line

1-800-843-6154

(TTY: 1-800-447-6404)

- If DHS manages your case, call to report a new address or change in family size.
- Call for information about other services.

Illinois Client Enrollment Services

1-877-912-8880

(TTY: 1-866-565-8576)

- 8:00 am - 7:00 pm, Monday - Friday
- Call to get information on your health plan choices and to pick a plan and provider.

Illinois Health Connect

1-877-912-1999

(TTY: 1-866-565-8577)

- If you do not have a health plan, call for help to find a provider.

Mom's Hotline

1-866-364-6667

- Call if you are a new mom feeling sad.

Quitline

1-866-784-8937

(TTY: 1-800-501-1068)

- It is never too late to quit smoking. Quitline staff can help you quit.

Transportation Assistance

1-877-725-0569

(TTY: 1-877-204-1012)

- Call to get approval for medical transportation when it is not an emergency.

TTY (Text Telephone)

1-877-204-1012

- People who need a TTY can call this number for help with anything about All Kids, FamilyCare or Moms & Babies.

WIC (Women, Infants and Children)

1-800-323-4769

(TTY: 1-866-295-6817)

- Call to get healthy food for women, infants and young children.



Write in other important phone numbers here:

Your doctor

OFFICE: AFTER HOURS:

Your doctor

OFFICE: AFTER HOURS:

Your doctor

OFFICE: AFTER HOURS:

Your dentist

OFFICE: AFTER HOURS:

Eye doctor

OFFICE: AFTER HOURS:

Hospital

OFFICE: AFTER HOURS:

Clinic

OFFICE: AFTER HOURS:

Drugstore

OFFICE: AFTER HOURS:

Other

OFFICE: AFTER HOURS:

Other

OFFICE: AFTER HOURS:

Questions? Please call us at **1-866-255-5437 (TTY: 1-877-204-1012)**.
The call is free. You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.



FamilyCare

Moms
& Babies

If you have questions, please call us at

1-866-255-5437 (1-866-All-Kids)

TTY: 1-877-204-1012.

The call is free.

You can call Monday to Friday, 8:00 a.m. to 4:45 p.m.

You can also visit our website at **www.allkids.com**

