



[HH_NAME]
[ADDRESS_LINE2]
[ADDRESS_LINE 1]
[CITY], [STATE] [ZIPCODE]-[ZIP4]
[POSTAL BARCODE]

[LETTER_DATE]

Dear [HOC_NAME]:

Welcome to HealthChoice Illinois! Your way to quality Medicaid care!

Most people with an Illinois Department of Healthcare and Family Services (HFS) medical card must enroll in (join) a health plan in the HealthChoice Illinois Program. HealthChoice Illinois is the expanded Medicaid managed care program now in all counties statewide. In HealthChoice Illinois, you must enroll with a primary care provider (PCP) in a health plan.

A health plan (like an insurance plan) is the group of doctors, hospitals and other providers who work together to give you the healthcare you need. A PCP is the doctor or clinic you go to when you are sick or need a checkup. You must see doctors that are in your health plan's network. If you have a PCP or specialists you want to keep seeing, check to see what health plans they accept.

Choose a HealthChoice Illinois health plan and PCP before [DATE]

HealthChoice Illinois is your way to make smart Medicaid choices. To enroll (become a member), you must choose a health plan and PCP for each person listed here:

[ENROLLEE_1]	Date of birth: [EN1_DOB]	ID#: [EN1_RIN]
[ENROLLEE_2]	Date of birth: [EN2_DOB]	ID#: [EN2_RIN]

You can choose from these health plans:

- [PLAN_NAME]
- [PLAN_NAME]
- [PLAN_NAME]
- [PLAN_NAME]
- [PLAN_NAME]
- [PLAN_NAME]

More on the back »

Questions? Visit www.EnrollHFS.Illinois.gov or call **1-877-912-8880**
(TTY: 1-866-565-8576). The call is free!

You can get this information in other languages or formats, such as large print or audio.

You can pick the same health plan for all family members. Or you can pick a different health plan for each family member. The health plans you can choose from may have changed since we mailed this letter. For the current list of your health plan choices, go to **EnrollHFS.illinois.gov**. Click on “Compare Plans.” Or call Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.

You must choose a health plan and PCP before **[DATE]**. If you do not choose before **[DATE]**, we will automatically assign these plans and PCPs:

Member	Health plan	PCP	PCP location
[ENROLLEE_1]	[PLAN_NAME]	[PCP_NAME]	[PCP_LOCATION]
ID # [EN1_RIN]	[PLAN_PHONE]	[PCP_PHONE]	[PCP_CITY_ST_ZIP]
[ENROLLEE_2]	[PLAN_NAME]	[PCP_NAME]	[PCP_LOCATION]
ID # [EN2_RIN]	[PLAN_PHONE]	[PCP_PHONE]	[PCP_CITY_ST_ZIP]

It is better if you choose because you know your healthcare needs best. For help choosing, 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 letter.

There are two ways to enroll:

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

Remember: If you do not choose before [DATE], you will be automatically enrolled with a health plan.

Your health plan will provide care coordination to help you stay healthy. With care coordination you can get assistance making doctor’s appointments, finding transportation, getting prior approvals and arranging for other social services. Your care coordination team, including your PCP, will make sure you get both physical and behavioral healthcare services.

After you enroll

After you enroll, your health plan will send you a welcome packet in the mail. This packet will include your member ID card and member handbook. You will use your member ID card to get healthcare services. The member handbook has helpful information on co-pays, extra benefits and more. If you have questions, call your health plan’s member services number. This number is on your member ID card and in the member handbook.

If you want to change your health plan or PCP

You will have 90 days after you enroll to change your health plan one time. After your one-time switch or when the 90 days is up, you cannot change health plans for one year from your

anniversary date. Once each year, you can change health plans during a specific time called “open enrollment.” We will send you an open enrollment letter about 60 days before your anniversary date.

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 for help.

Thank you,

Illinois Client Enrollment Services

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