



## Medicaid Coordinated Care Plan Choice and Navigation Toolkit 2015

This guide is intended for health care providers and benefits counselors to assist consumers in using and navigating health insurance options under Medicaid Coordinated Care.<sup>1</sup>

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<sup>1</sup> Please note that not all managed care entities provide the information that was sought in creating this guide. “Information not provided” is used as a placeholder in these instances, and HDA will update when information becomes available. This guide was last updated July 2015.

## Enrollment Information

### How do my clients enroll in a Medicaid Health Plan?

Call Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576) to talk to an enrollment broker.

OR

Go to [enrollhfs.illinois.gov](http://enrollhfs.illinois.gov) to the Illinois Client Enrollment Services webpage and complete an application. You can compare Medicaid Medicare plans at HFS: <http://enrollhfs.illinois.gov/node/1>

### What information should the enrollment broker be able to share when called?

- a. Provider Networks and provider ID numbers (which doctors are part of each plan's network)
- b. Drug Formulary- Part D (which drugs each plan covers)
- c. All health insurance plans' health benefits
- d. Cost-sharing amounts that a consumer would have to pay, if any

### What information do clients/patients need to provide when enrolling?

A client checklist for this information is on the next page. Clients need the following when enrolling:

- a. Social Security Number
- b. A chosen primary care provider and the provider's ID number (Call doctor or HFS at 877-912-8880 to get this number)
- c. Name of primary care physician or specialists they wish to continue seeing (so they can ask if those providers are in network)
- d. Medication list. (So clients/patients can ask if medications are covered)
- e. Preferred hospitals and clinics. (So clients/patients can ask if their hospital is in-network)

# Client Enrollment Checklist

Do you have your SSN? **The enrollment broker will ask for this.**

Have you chosen a Primary Care Provider and do you have his/her Provider ID (Sometimes called NPI Number)? **Ask what plans have your doctor in network.**

Do you have the names of physicians or specialists you would like to continue to see? **Ask what plans have your doctors in network.**

Do you have a list of your medications? **Ask if your medications are covered by the MMAI plan you are considering and what the copay will be.**

Do you have preferred hospitals, facilities (like nursing homes), or clinics? **Make sure to ask if these are in network if you do.**

Have you checked all the boxes? If so, you are ready to call Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576) to talk to an enrollment broker.

Or, you can go to [enrollhfs.illinois.gov](http://enrollhfs.illinois.gov) to the Illinois Client Enrollment Services webpage and complete an application. You can compare Medicaid Medicare plans at HFS:

<http://enrollhfs.illinois.gov/node/13>

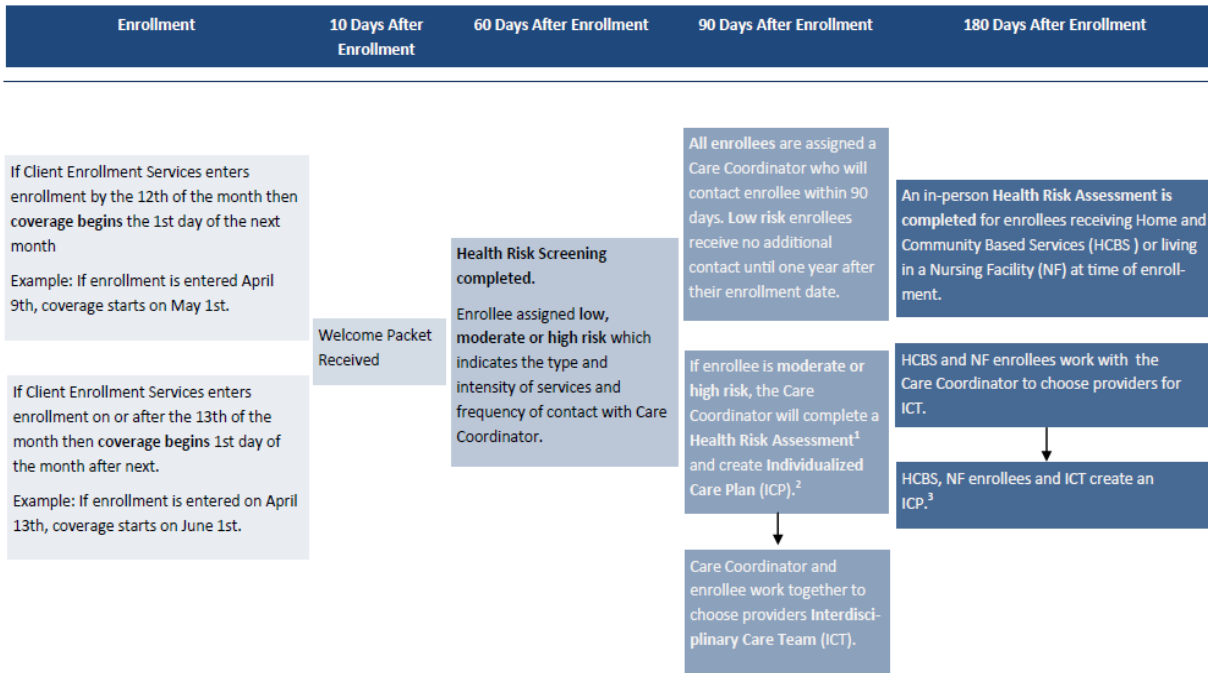
## Benefits that all Plans Offer

Behavioral health services  
Dental services  
Doctor services  
Eye care services  
Family planning  
Hearing services  
Home health care

Immunizations  
Lab tests and x-rays  
Medical supplies  
Nurse helpline  
Prescriptions  
Therapy  
Transportation  
Hospice care  
Hospital services

# What Happens After Enrollment into Medicaid Coordinated Care?

## What Happens after Enrollment into Medicaid Coordinated Care?



Get a [copy](#) of the timeline!



**Minimum Contact Standards** *(Plans may establish their own more robust standards)*

**By Risk:**

All enrollees are reassessed each year regardless of risk.

1. Low risk: Enrollee needs prevention and wellness information and condition-specific education materials. Care Coordinator will complete annual follow up.
2. Moderate risk: Enrollee needs support in addressing specific health conditions. ICT meets every 90 days to review care plan and Care Coordinator will contact enrollee every 90 days.
3. High risk: Enrollee needs intensive care management to address past ineffective healthcare or improve social supports. Care plans are reviewed every 30 days. Care coordinators must have contact with high risk enrollees every 90 days.

**Footnotes**

1. Exception: Enrollees receiving Home and Community Based (HCBS) Waiver Services at time of enrollment or living in a Nursing Facility (NF) at time of enrollment have 180 days to have a Health Risk Assessment completed.
2. Individualized Care Plan: This is a written plan for an individual's healthcare services and supports shaped by the individual's goals and culture, as well as behavioral, social and medical needs. The goal of this plan is to ensure continuity of health care, prevention and that care is received in a supportive, efficient, cost-effective and timely way. It is created with help from a health care team.
3. Enrollees receiving HCBS Waiver Services or living in a NF at time of enrollment will use their existing ICP for an 180 day transition period and must create a new plan within that time. There is a transition period of 90 days to complete a new ICP for a person switching MMAI plans. The old MMAI plan must provide the new MMAI plan with the ICP within 15 days of disenrollment.

## Information by Health Plan

### Benefits

Health Plan	Benefits
<b>MMAI</b>	
Aetna Better Health Premier Plan	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/members/SummaryofBenefits.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/members/SummaryofBenefits.pdf</a>
Blue Cross Blue Shield Community	<a href="http://www.bcbsil.com/mmai/pdf/mmai_summary_of_benefits_il.pdf">http://www.bcbsil.com/mmai/pdf/mmai_summary_of_benefits_il.pdf</a>
Cigna-HealthSpring CarePlan of Illinois	<a href="http://www.careplanil.com/DownFile.aspx?fileid=4216">http://www.careplanil.com/DownFile.aspx?fileid=4216</a>
Humana Gold Plus Integrated	<a href="http://apps.humana.com/marketing/documents.asp?file=2377739">http://apps.humana.com/marketing/documents.asp?file=2377739</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/caid-2015mmaisob.pdf">http://medicaid.healthalliance.org/media/caid-2015mmaisob.pdf</a>
Meridian Complete	<a href="http://www.medicaremeridian.com/pdf/complete/il/members/Summary_of_Benefits_2015.pdf">http://www.medicaremeridian.com/pdf/complete/il/members/Summary_of_Benefits_2015.pdf</a>
Molina HealthCare of Illinois	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/summary-of-benefits-2015.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/summary-of-benefits-2015.pdf</a>
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	<a href="http://www.aetnabetterhealth.com/illinois/members/icp/benefit-summary">http://www.aetnabetterhealth.com/illinois/members/icp/benefit-summary</a>
Blue Cross Community ICP	<a href="http://www.bcbsil.com/icp/plan_details/benefits.html">http://www.bcbsil.com/icp/plan_details/benefits.html</a>
Community Care Alliance	
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/Certificate-of-Coverage.pdf">http://medicaid.healthalliance.org/media/Certificate-of-Coverage.pdf</a>
IlliniCare Health	<a href="http://www.illinicare.com/for-members/benefit-information/benefits-chart/">http://www.illinicare.com/for-members/benefit-information/benefits-chart/</a>
Molina Healthcare of Illinois	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/benefits-at-a-glance.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/benefits-at-a-glance.pdf</a>
NextLevel Health	<a href="http://www.nextlevelhealthil.com/members/your-benefits/">http://www.nextlevelhealthil.com/members/your-benefits/</a>
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	<a href="http://www.specialcareil.com/plandetails">http://www.specialcareil.com/plandetails</a>
CountyCare	<a href="http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/">http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/</a>
Humana Integrated Care Program of Illinois	Information Not Provided
Meridian Health Plan	<a href="http://www.mhplan.com/content/pdf/il/members/handbook/Certificate_of_Coverage_English.pdf#view=Fit">http://www.mhplan.com/content/pdf/il/members/handbook/Certificate_of_Coverage_English.pdf#view=Fit</a>
My Health Care Coordination	Information Not Provided
Precedence CCE	<a href="https://www.unitepoint.org/quadcities/precedence-cce.aspx">https://www.unitepoint.org/quadcities/precedence-cce.aspx</a>
<b>Family Health Plans</b>	
Advocate Accountable Care	<a href="http://www.advocatehealth.com/documents/app/handbook.pdf">http://www.advocatehealth.com/documents/app/handbook.pdf</a>
Better Health Network	<a href="http://www.betterhealthchicago.org/">http://www.betterhealthchicago.org/</a>
Community Care Partners	<a href="http://www.northshore.org/link/045a0fd74b924f2ba1fb7b000f9cc6f4.aspx?id=82528#page=7">http://www.northshore.org/link/045a0fd74b924f2ba1fb7b000f9cc6f4.aspx?id=82528#page=7</a>

Family Health Network	<a href="http://www.fhnchicago.com/files/member_handbooks/F1104_0814_5_COC.PDF">http://www.fhnchicago.com/files/member_handbooks/F1104_0814_5_COC.PDF</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/caid-fhpcoc.pdf">http://medicaid.healthalliance.org/media/caid-fhpcoc.pdf</a>
Illinicare Health	<a href="http://www.illinicare.com/fhp-for-members/benefit-information/">http://www.illinicare.com/fhp-for-members/benefit-information/</a>
Illinois Partnership for Health	<a href="http://ilpartnershipforhealth.org/benefits/">http://ilpartnershipforhealth.org/benefits/</a>
La Rabida Care Coordination	Information Not Provided
Meridian Health Plan	<a href="http://www.mhplan.com/content/pdf/il/members/handbook/MHPMemberHandbook_English.pdf#page=13">http://www.mhplan.com/content/pdf/il/members/handbook/MHPMemberHandbook_English.pdf#page=13</a>
My Care Chicago	<a href="http://www.mycarechicago.org/files/MyCareHandbook_R011415.pdf">http://www.mycarechicago.org/files/MyCareHandbook_R011415.pdf</a>
SmartPlan Choices	<a href="https://www.smartplanchoice.org/benefits/benefits-q3.html">https://www.smartplanchoice.org/benefits/benefits-q3.html</a>
Aetna Health Plan	<a href="http://www.aetnabetterhealth.com/illinois/members/fhp/benefits">http://www.aetnabetterhealth.com/illinois/members/fhp/benefits</a>
BlueCross Community Family Health Plan	<a href="http://www.bcbsil.com/family-health-plan/plan-details/medical-benefits">http://www.bcbsil.com/family-health-plan/plan-details/medical-benefits</a>
CountyCare	<a href="http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/">http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/</a>
Harmony Health Plan	<a href="https://www.harmonyhpi.com/member/default">https://www.harmonyhpi.com/member/default</a>
HealthCura	<a href="http://www.healthcura.net/Pages/For-Members/Services-Provided.aspx">http://www.healthcura.net/Pages/For-Members/Services-Provided.aspx</a>
Illinois Health Connect	<a href="http://www.illinoishealthconnect.com/clients/ihcexplained.aspx">http://www.illinoishealthconnect.com/clients/ihcexplained.aspx</a>
Loyola Family Care	<a href="http://www.loyolamedicine.org/FamilyCare">http://www.loyolamedicine.org/FamilyCare</a>
Lurie Children's Health Partners	<a href="http://healthpartnerscc.luriechildrens.org/Healthcare%20Benefits">http://healthpartnerscc.luriechildrens.org/Healthcare%20Benefits</a>
Molina Healthcare Plan	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/benefits-at-a-glance-family-health-plan.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/benefits-at-a-glance-family-health-plan.pdf</a>
UI Health Plus	<a href="http://hospital.uillinois.edu/Patients_and_Visitors/Health_Insurance_Information/UI_Health_Plus/Benefits.html">http://hospital.uillinois.edu/Patients_and_Visitors/Health_Insurance_Information/UI_Health_Plus/Benefits.html</a>

## Drug Lists (Formularies)

Health Plan	Drug Lists
<b>MMAI</b>	
Aetna Better Health Premier Plan	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/IL_ListofCoveredDrugs_2015.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/IL_ListofCoveredDrugs_2015.pdf</a>
Blue Cross Blue Shield Community	<a href="http://www.bcbsil.com/mmai/pdf/mmai_drug_list_il.pdf">http://www.bcbsil.com/mmai/pdf/mmai_drug_list_il.pdf</a>
Cigna-HealthSpring CarePlan of Illinois	<a href="http://www.careplanil.com/DownFile.aspx?fileid=4218">http://www.careplanil.com/DownFile.aspx?fileid=4218</a>
Humana Gold Plus Integrated	<a href="http://apps.humana.com/marketing/documents.asp?file=2382731">http://apps.humana.com/marketing/documents.asp?file=2382731</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/caid-2015MMAIformulary.pdf">http://medicaid.healthalliance.org/media/caid-2015MMAIformulary.pdf</a>
Meridian Complete	<a href="http://www.medicaremeridian.com/pdf/complete/il/formulary/formulary_2015.pdf">http://www.medicaremeridian.com/pdf/complete/il/formulary/formulary_2015.pdf</a>
Molina HealthCare of Illinois	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/formulary-2015.PDF">http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/formulary-2015.PDF</a>
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/ABH_IL_Formulary_%208.1.2014.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/ABH_IL_Formulary_%208.1.2014.pdf</a>
Blue Cross Community ICP	<a href="http://www.bcbsil.com/icp/pdf/icp_drug_list_il.pdf">http://www.bcbsil.com/icp/pdf/icp_drug_list_il.pdf</a>
Community Care Alliance	<a href="https://www.ccaillinois.com/medicaid/files/CCAI_Formulary_FINAL_eff_2_1_15.pdf">https://www.ccaillinois.com/medicaid/files/CCAI_Formulary_FINAL_eff_2_1_15.pdf</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/medicaid-drug-formulary.pdf">http://medicaid.healthalliance.org/media/medicaid-drug-formulary.pdf</a>
IlliniCare Health	<a href="https://www.usscript.com/Media/Default/docs/FORMULARY-ILLINICARE_HEALTH.pdf">https://www.usscript.com/Media/Default/docs/FORMULARY-ILLINICARE_HEALTH.pdf</a>
Molina Healthcare of Illinois	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/formulary-2015.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/formulary-2015.pdf</a>
NextLevel Health	Information Not Provided
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	<a href="http://www.specialcareil.com/druglist">http://www.specialcareil.com/druglist</a>
CountyCare	<a href="https://www.usscript.com/Media/Default/docs/FORMULARY-COUNTYCARE.pdf">https://www.usscript.com/Media/Default/docs/FORMULARY-COUNTYCARE.pdf</a> <a href="http://www.countycarehealth.com/files/2012/01/cc_acariahealth_supplied_biopharmaceutical_program_flyer_3_25_15.pdf">http://www.countycarehealth.com/files/2012/01/cc_acariahealth_supplied_biopharmaceutical_program_flyer_3_25_15.pdf</a>
Humana Integrated Care Program of Illinois	<a href="http://apps.humana.com/marketing/documents.asp?file=2545465">http://apps.humana.com/marketing/documents.asp?file=2545465</a>
Meridian Health Plan	<a href="http://www.mhplan.com/content/pdf/il/formulary/Medicaid_Formulary.pdf#view=fit">http://www.mhplan.com/content/pdf/il/formulary/Medicaid_Formulary.pdf#view=fit</a>
My Health Care Coordination	Information Not Provided
Precedence CCE	Information Not Provided
<b>Family Health Plans</b>	



Advocate Accountable Care	Information Not Provided
Better Health Network	Information Not Provided
Community Care Partners	Information Not Provided
Family Health Network	<a href="http://www.fhnchicago.com/files/resource_center/FHN_Formulary_FINAL_eff_3_1_15.pdf">http://www.fhnchicago.com/files/resource_center/FHN_Formulary_FINAL_eff_3_1_15.pdf</a>
Health Alliance Connect	Information Not Provided
Illinicare Health	<a href="https://www.usscript.com/Media/Default/docs/FORMULARY-ILLINICARE_HEALTH.pdf">https://www.usscript.com/Media/Default/docs/FORMULARY-ILLINICARE_HEALTH.pdf</a>
Illinois Partnership for Health	<a href="http://ilpartnershipforhealth.org/benefits/">http://ilpartnershipforhealth.org/benefits/</a>
La Rabida Care Coordination	Information Not Provided
Meridian Health Plan	<a href="http://www.mhplan.com/content/pdf/il/formulary/Medicaid_Formulary.pdf#view=fit">http://www.mhplan.com/content/pdf/il/formulary/Medicaid_Formulary.pdf#view=fit</a>
My Care Chicago	Information Not Provided
SmartPlan Choices	Information Not Provided
Aetna Health Plan	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/ABH_IL_Formulary_%208.1.2014.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/pharmacy/ABH_IL_Formulary_%208.1.2014.pdf</a>
BlueCross Community Family Health Plan	<a href="http://www.bcbsil.com/PDF/family-health-plan/fhp-drug-list-il.pdf">http://www.bcbsil.com/PDF/family-health-plan/fhp-drug-list-il.pdf</a>
CountyCare	<a href="http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/">http://www.countycarehealth.com/for-members/benefit-information/benefits-chart/</a>
Harmony Health Plan	<a href="https://www.harmonyhpi.com/WCAssets/illinois/assets/il_caaid_otc_brochure_english_10_2014.pdf">https://www.harmonyhpi.com/WCAssets/illinois/assets/il_caaid_otc_brochure_english_10_2014.pdf</a>
HealthCura	Information Not Provided
Illinois Health Connect	Information Not Provided
Loyola Family Care	Information Not Provided
Lurie Children's Health Partners	Information Not Provided
Molina Healthcare Plan	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/formulary-2015.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Medicaid/formulary-2015.pdf</a>
UI Health Plus	Information Not Provided

## Provider and Facility Directories

Health Plan	Provider and Facility Directory
<b>MMAI</b>	
Aetna Better Health Premier Plan	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/members/IL-MMAIProvDir.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/members/IL-MMAIProvDir.pdf</a>
Blue Cross Blue Shield Community	<a href="https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=MMAIGOVIL&amp;alpha=MMA&amp;ntwkdisplayId=DUEIL">https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=MMAIGOVIL&amp;alpha=MMA&amp;ntwkdisplayId=DUEIL</a>
Cigna-HealthSpring CarePlan of Illinois	<a href="http://www.careplanil.com/DownFile.aspx?fileid=4372">http://www.careplanil.com/DownFile.aspx?fileid=4372</a>
Humana Gold Plus Integrated	<a href="https://www.humana.com/medicare/medicaid-dual/illinois/resources/">https://www.humana.com/medicare/medicaid-dual/illinois/resources/</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/ProviderSearch/MmaiSearch#icons">http://medicaid.healthalliance.org/ProviderSearch/MmaiSearch#icons</a>
Meridian Complete	<a href="http://www.medicaremeridian.com/complete/il/providers/index.php?location=member&amp;page=providerdirectory_live">http://www.medicaremeridian.com/complete/il/providers/index.php?location=member&amp;page=providerdirectory_live</a>
Molina HealthCare of Illinois	<a href="http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/provider-and-pharmacy-directory-2015.pdf">http://www.molinahealthcare.com/members/il/en-US/PDF/Duals/provider-and-pharmacy-directory-2015.pdf</a>
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	<a href="http://www.aetnabetterhealth.com/illinois/find-provider">http://www.aetnabetterhealth.com/illinois/find-provider</a>
Blue Cross Community ICP	<a href="https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=ICPGOVIL&amp;alpha=ICP&amp;ntwkdisplayId=MCDIL">https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=ICPGOVIL&amp;alpha=ICP&amp;ntwkdisplayId=MCDIL</a>
Community Care Alliance	<a href="https://www.ccaillinois.com/medicaid/component/provider/?task=showSearch&amp;type=medicaid&amp;Itemid=50573">https://www.ccaillinois.com/medicaid/component/provider/?task=showSearch&amp;type=medicaid&amp;Itemid=50573</a>
Health Alliance Connect	<a href="https://www.healthalliance.org/Guests/ProviderSearch/SelectNetwork">https://www.healthalliance.org/Guests/ProviderSearch/SelectNetwork</a>
IlliniCare Health	<a href="http://apps.illinicare.com/findadoc/showNetwork?prodId=324">http://apps.illinicare.com/findadoc/showNetwork?prodId=324</a>
Molina Healthcare of Illinois	<a href="https://providersearch.molinahealthcare.com/Provider/ProviderSearch">https://providersearch.molinahealthcare.com/Provider/ProviderSearch</a>
NextLevel Health	<a href="http://www.nextlevelhealthil.com/wp-content/uploads/2014/10/Provider-Directory-10.14.14.pdf">http://www.nextlevelhealthil.com/wp-content/uploads/2014/10/Provider-Directory-10.14.14.pdf</a>
Together 4 Health	Information Not Provided
Be Well Partners	<a href="http://bewellpartnersinhealth.com/provider-directory/">http://bewellpartnersinhealth.com/provider-directory/</a>
Cigna-HealthSpring Special Care of Illinois	<a href="http://www.specialcareil.com/ProviderDirectory">http://www.specialcareil.com/ProviderDirectory</a>
CountyCare	<a href="http://www.countycarehealth.com/find-a-provider/">http://www.countycarehealth.com/find-a-provider/</a>
Humana Integrated Care Program of Illinois	<a href="https://www.humana.com/medicaid/illinois/icp">https://www.humana.com/medicaid/illinois/icp</a>
Meridian Health Plan	<a href="http://www.mhplan.com/il/providers/index.php?location=member&amp;page=providerdirectory_live">http://www.mhplan.com/il/providers/index.php?location=member&amp;page=providerdirectory_live</a>
My Health Care Coordination	<a href="http://myhealthcarecoordination.com/network-providers/">http://myhealthcarecoordination.com/network-providers/</a>

Precedence CCE	<a href="https://www.unitypoint.org/quadcities/precedence-cce.aspx">https://www.unitypoint.org/quadcities/precedence-cce.aspx</a>
<b>Family Health Plans</b>	
Advocate Accountable Care	<a href="http://www.advocatehealth.com/sub-page-2">http://www.advocatehealth.com/sub-page-2</a>
Better Health Network	<a href="http://www.betterhealthchicago.org/#">http://www.betterhealthchicago.org/#</a>
Community Care Partners	<a href="http://www.northshore.org/community-care-partners/provider-directory/">http://www.northshore.org/community-care-partners/provider-directory/</a>
Family Health Network	<a href="http://www.fhnchicago.com/component/provider/?task=showSearch&amp;Itemid=231">http://www.fhnchicago.com/component/provider/?task=showSearch&amp;Itemid=231</a>
Health Alliance Connect	Information Not Provided
Illinicare Health	<a href="http://www.illinicare.com/find-a-provider/">http://www.illinicare.com/find-a-provider/</a>
Illinois Partnership for Health	<a href="http://ilpartnershipforhealth.org/find-a-doctor/">http://ilpartnershipforhealth.org/find-a-doctor/</a>
La Rabida Care Coordination	<a href="http://www.larabida.org/areas-of-expertise-physicians">http://www.larabida.org/areas-of-expertise-physicians</a>
Meridian Health Plan	<a href="http://www.mhplan.com/il/providers/index.php?location=member&amp;page=providerdirectory_live">http://www.mhplan.com/il/providers/index.php?location=member&amp;page=providerdirectory_live</a>
My Care Chicago	<a href="http://www.mycarechicago.org/files/MyCare%20Full%20Provider%20File%20May%202015.pdf">http://www.mycarechicago.org/files/MyCare%20Full%20Provider%20File%20May%202015.pdf</a>
SmartPlan Choices	<a href="https://www.smartplanchoice.org/find-a-doctor/index.html">https://www.smartplanchoice.org/find-a-doctor/index.html</a>
Aetna Health Plan	<a href="http://www.aetnabetterhealth.com/illinois/find-provider">http://www.aetnabetterhealth.com/illinois/find-provider</a>
BlueCross Community Family Health Plan	<a href="https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=TNFGOVIL&amp;alpha=TNF&amp;ntwkdisplayId=TNFIL">https://public.hcsc.net/providerfinder/search.do?corpEntCd=IL1&amp;custGrp=TNFGOVIL&amp;alpha=TNF&amp;ntwkdisplayId=TNFIL</a>
CountyCare	Information Not Provided
Harmony Health Plan	<a href="https://www.harmonyhpi.com/search/provider/lob_and_plan">https://www.harmonyhpi.com/search/provider/lob_and_plan</a>
HealthCura	<a href="http://www.healthcura.net/Documents/HealthCuraProviderDirectory.pdf">http://www.healthcura.net/Documents/HealthCuraProviderDirectory.pdf</a>
Illinois Health Connect	<a href="https://www.illinoishealthconnect.com/pcpsearch/PCCMSearchLogin.aspx">https://www.illinoishealthconnect.com/pcpsearch/PCCMSearchLogin.aspx</a>
Loyola Family Care	<a href="http://www.loyolamedicine.org/sites/default/files/ace-providers-linked-040715.pdf">http://www.loyolamedicine.org/sites/default/files/ace-providers-linked-040715.pdf</a>
Lurie Children's Health Partners	<a href="file:///C:/Users/dbalk/Downloads/cce-providers.pdf">file:///C:/Users/dbalk/Downloads/cce-providers.pdf</a>
Molina Healthcare Plan	<a href="https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=il&amp;State=il&amp;Coverage=NA">https://providersearch.molinahealthcare.com/Provider/ProviderSearch?RedirectFrom=MolinaStaticWeb&amp;memstate=il&amp;State=il&amp;Coverage=NA</a>
UI Health Plus	<a href="http://hospital.uillinois.edu/Find_a_Doctor.html">http://hospital.uillinois.edu/Find_a_Doctor.html</a>

## Transportation Information

Health Plan	Transportation Information
<b>MMAI</b>	
Aetna Better Health Premier Plan	Call Member Services at 1-866-600-2139 (toll-free), 24 hours a day, 7 days a week. Call at least 3 days in advance. They can arrange a ride for you and one other person, such as a caregiver.
Blue Cross Blue Shield Community	If you need a ride to the doctor, call Member Services at least 24 hours before your appointment. The hours that you can receive a ride are Monday – Friday from 8 a.m. – 8 p.m. 1-877-723-7702
Cigna-HealthSpring CarePlan of Illinois	Transportation Line - First Transit (855) 300-9126
Humana Gold Plus Integrated	1-855-253-6867 Monday-Friday 8 a.m. - 5 p.m. Central time.
Health Alliance Connect	1-866-951-0264
Meridian Complete	Call 866-796-1165 at least two days before an appointment for a ride. When you call, please have the following ready: Name, ID number, and date of birth, address and phone number for pickup and drop off location.
Molina HealthCare of Illinois	Call (877) 659-8409 . Call no later than 72 hours in advance of your appointment. Hospital discharge rides can be scheduled with three hours' notice. Additionally, Molina Dual Options also covers a trip to the pharmacy to pick up a prescription right after a medical appointment. Please call the ride assist line at (877) 659-8410 to schedule your pharmacy stop prior to leaving your provider's office. Ask your health care provider to call your prescription in to the pharmacy so it is ready when you get there. Let your transportation driver know you need to stop at the pharmacy on your return trip.
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	Call 1-866-212-2851 Monday - Saturday from 8 a.m. - 6 p.m. to set up transportation 3 days prior to your appointment. Mileage reimbursement is available if you drive or if you get a ride from someone. Call within 7 days of the appointment to get reimbursement.
Blue Cross Community ICP	If you need a ride to the doctor, call Member Services at least 24 hours before your appointment. The hours of operation are Monday – Friday from 8 a.m. – 8 p.m. 1-888-657-1211
Community Care Alliance	To schedule a ride, call Enrollee Services at 1-866-871-2305. Please call more than two business days before your appointment to get a ride.

Health Alliance Connect	Call 1-877-933-8480.
IlliniCare Health	Non-emergency Transportation Services are covered by IlliniCare Health for medically necessary services. IlliniCare Health will also provide an escort, if authorized in advance. To schedule transportation, please call 866-329-4701.
Molina Healthcare of Illinois	To arrange transportation call (877) 917-8164. Please call at least 72 hours before your appointment.
NextLevel Health	Contact your care coordinator at 1-844-807-9734, or if you're hearing impaired, Illinois Relay 711.
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	(855) 300-9126
CountyCare	Please contact your primary care medical home office for assistance with transportation needs. If you need information regarding your primary care office location or number, please contact 312-864-8200 or 855-444-1661 and a member services representative can provide you with the information.
Humana Integrated Care Program of Illinois	Humana's LogistiCare service provides routine transportation for members to get to healthcare visits. Members can contact LogistiCare at 855-253-6865, 8 a.m. to 5 p.m. Central/CST, Monday through Friday. TTY: 866-288-3133.
Meridian Health Plan	Meridian members have options for transportation to and from visits to the doctor, behavioral health visits pharmacies, DME vendors, Family Case Management and WIC offices. You can also get paid back for gas to and from office visits. When you call for transportation info, please have your name, Medicaid ID number, date of birth, the address and phone number where you will be picked up, the address and phone number where you are going, your appointment date and time, and the name of your provider. Please call 866-796-1165 at least two days before your appointment to talk about your transportation options.
My Health Care Coordination	Information Not Provided
Precedence CCE	You may qualify for free or reduced bus or shuttle transportation to medical services, hearings or other appointments.
<b>Family Health Plans</b>	

Advocate Accountable Care	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 am and 5 pm Monday through Friday. The call is free. You must call and ask for help to get a ride 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 name, address, and phone number of the person who needs the ride, the recipient identification number (this is the number on the person's HFS or All Kids medical card), the name and address of the doctor or clinic the person will be seeing, the date, time, and reason for the appointment, and the name of the transportation provider, if known.
Better Health Network	Call First Transit at 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. Call and ask for help to get a ride 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 name, address, and phone number of the person who needs the ride, the recipient identification number (this is the number on the person's HFS or All Kids Medicaid card), the name and address of the doctor or clinic the person will be seeing, the date, time, and reason for the appointment, and the name of the transportation provider, if known.
Community Care Partners	To see if you qualify for non-emergency transportation services, call First Transit at 1-877-725-0569 (TTY: 1-877-204-1012). You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday.
Family Health Network	If you need a ride to the doctor, call Member Services at 1-888-346-4968. You must call more than one business day before your appointment to get a ride. Siblings or significant others may go with you to an appointment as needed.
Health Alliance Connect	Information Not Provided
Illinicare Health	If you need a ride to or from a medical visit please call us at least two business days in advance and Illinicare will schedule a ride for you. If you need to bring a guest with you, you can. Call IlliniCare Health at 1-866-329-4701 (TTY: 1-866-811-2452). When prompted, ask for transportation and a transportation specialist will assist you. You can call Monday through Friday, from 8 a.m. – 5 p.m. Central Time (CT).
Illinois Partnership for Health	For non-emergency transportation, work with your Care Coordinator to get approval for transportation services. 1-877-633-2531 (TTY users call 1-800-526-0844 or 711)
La Rabida Care Coordination	Medicaid covers non-emergency transportation to the nearest possible provider only. Talk with your Care Coordination Team about your transportation needs. 1-855-238-4859

Meridian Health Plan	Meridian Health Plan offers gas reimbursement to you, a friend, neighbor or family member when driving to and from your doctor's appointments. You can call to schedule gas reimbursement 30 days in advance up until the date of your appointment. If you choose to call on the date of your appointment, you must call prior to your appointment taking place. You can call 866-796-1165 to schedule your gas reimbursement. Other forms of transportation may be provided if medically necessary.
My Care Chicago	In MyCare Chicago you do not need a referral from your PCP for non-emergency transportation services. If it is hard for you to get to your medical appointments either because you do not have a car to use or because you cannot afford the gas, MyCare Chicago may be able to help you get a ride to your PCP or clinic. This is not for ambulance services. HFS covers non-emergency transportation to the nearest possible provider only. To see if you qualify for non-emergency transportation services, you should call your CC. You must call and ask CC for help to get a ride 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 name, address, and phone number of the person who needs the ride, the recipient identification number (this is the number on the person's HFS or All Kids medical card), the name and address of the doctor or clinic the person will be seeing, and the date, time, and reason for the appointment
SmartPlan Choices	You may qualify for help to get a ride to your PCP or clinic. For non-emergency help with transportation, First Transit, Inc. at 1-877-725-0569 on Monday through Friday from 8 AM to 5 PM, excluding state holidays or via web at NETSPAP.com at least 2 business days (not counting weekends or holidays) before your appointment. This company is not a transportation provider. First Transit operates a state-wide call center for the prior authorization of non-emergency transportation services. You will be asked for information such as your Medicaid Recipient Identification Number (RIN) number, physician name and location, and time of your appointment.
Aetna Health Plan	Call 1-866-212-2851 to set up transportation Monday - Saturday from 8 a.m. - 6 p.m. Please set up a ride at least three days before your appointment. Mileage reimbursement is available if you use your own car or get a ride from someone. You have seven days after your appointment to ask for mileage reimbursement. Call Member Services at 1-866-212-2851 and they will help you do this.
BlueCross Community Family Health Plan	The Plan offers this service for medical needs, free of charge when you have no other way to get to a doctor's appointment, an appointment with another health care provider, a dental appointment, or a pharmacy after a provider visit. If you need a ride to the doctor, call Member Services at 1-877-860-2837 (TTY: 711) for a ride at least three days before the appointment. The hours of operation are Monday to Friday, 8 a.m. to 8 p.m. Central time. If you have a complaint about the service or staff, call Member Services to talk about your concerns.
CountyCare	Call 312-864-8200 / 855-444-1661 (toll-free) 711 (TDD/TTY) Monday-Friday 8 a.m. to 5 p.m. (Central Time) Saturday 9 a.m. to 1 p.m. (Central Time)
Harmony Health Plan	Harmony offers transportation to any medical, pharmacy or dental appointment. Harmony also offers rides to WIC offices, durable medical equipment visits, and visits to family members in the hospital. Children, including siblings, are allowed to ride with the member. The number to call for transportation services is 1-800-608-8158. Please call at least 48 hours in advance

HealthCura	
Illinois Health Connect	<p>In Illinois Health Connect you DO NOT NEED A REFERRAL from your PCP for non-emergency transportation services. If it is hard for you to get to your medical appointments either because you do not have a car to use or because you cannot afford the gas, HFS may be able to help you get a ride to your PCP or clinic. To see if you qualify for non-emergency transportation services, call 1-877-725-0569 (TTY: 1-877-204-1012). You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday. The call is free.</p> <p>You must call and ask for help to get a ride 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 name, address, and phone number of the person who needs the ride, the recipient identification number (this is the number on the person's HFS or All Kids medical card), the name and address of the doctor or clinic the person will be seeing, the date, time, and reason for the appointment, and the name of the transportation provider, if known</p>
Loyola Family Care	Information Not Provided
Lurie Children's Health Partners	<p>If you need transportation to your child's medical appointment, call 877.725.0569 (TTY: 877.204.1012) to determine if you are eligible. When you call, tell the person who answers: The name, address and phone number of the person who needs a ride, the number of individuals needing a ride, the date and time of the medical appointment, the time the person needs to be picked up, the person's identification number from their medical card, the reason for the appointment, and what special equipment your child has, if any.</p>
Molina Healthcare Plan	<p>Non-emergency medical transportation to medical facilities can be covered when you do not have any way to get to your medical appointments. As an added benefit, Molina Healthcare will cover trips to the pharmacy to pick up a prescription immediately following a medical appointment as well as trips to WIC offices. Medical appointments include trips to a doctor, clinic, hospital, therapy or behavioral health appointment. Let your transportation driver know that you will need to stop at the pharmacy on your return trip and ask your health care provider to call your prescription in to the pharmacy so it is ready when you get there. To arrange transportation, or if you have any questions, please call (855) 369-3719. TTY for Deaf and Hard of Hearing: 7-1-1. Please call as soon as possible to schedule your transportation, but at least 72 hours in advance of your appointment.</p>
UI Health Plus	<p>You do not need a referral from your PCP for non-emergency transportation services. If it is hard for you to get to your medical appointments either because you do not have a car to use or because you cannot afford the gas, Medicaid may be able to help you get a ride to your PCP or clinic. HFS covers non-emergency transportation to the nearest possible provider only. To see if you qualify for non-emergency transportation services, call First Transit at 1-877-725-0569 (TTY: 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 ask for help to get a ride 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 name, address, and phone number of the person who needs the ride, the recipient identification number (this is the number on the person's UI Health Plus ID card), the name and address of the provider or clinic the person will be seeing, the date, time, and reason for the appointment, and the name of the transportation provider, if known</p>



## Care Coordination Contact Numbers

Health Plan	Care Coordination Contact
<b>MMAI</b>	
Aetna Better Health Premier Plan	1-866-600-2139
Blue Cross Blue Shield Community	1-877-723-7702
Cigna-HealthSpring CarePlan of Illinois	1-866-487-3002
Humana Gold Plus Integrated	1-800-787-3311 (TTY: 711)
Health Alliance Connect	1-866-951-0264
Meridian Complete	1-855-580-1689
Molina HealthCare of Illinois	1-877-901-8181
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	1-866-212-2851
Blue Cross Community ICP	1-888-657-1211
Community Care Alliance	1-866-871-2305
Health Alliance Connect	1-877-633-2526
IlliniCare Health	1-866-329-4701
Molina Healthcare of Illinois	1-855-766-5462
NextLevel Health	1-844-807-9734
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	1-866-487-3002
CountyCare	1-855-444-1661
Humana Health Plan	1-800-764-7591 (TTY:711)
Meridian Health Plan	1-866-606-3700
My Health Care Coordination	Information Not Provided
Precedence CCE	Information Not Provided
<b>Family Health Plans</b>	
Advocate Accountable Care	1-800-323-4769
Better Health Network	Information Not Provided
Community Care Partners	1-888-977-2447 (TTY: 1-800-855-2880)
Family Health Network	1-888-346-4968
Health Alliance Connect	Information Not Provided
Illinicare Health	1-866-329-4701 (TTY:1-866-811-2452)

Illinois Partnership for Health	Information Not Provided
La Rabida Care Coordination	1-855-238-4859
Meridian Health Plan	1-866-606-3700
My Care Chicago	1-844-320-2273 (TTY: 1-844-510-2273)
SmartPlan Choices	1-844-254-2273 (TTY: 1-844-852-1371)
Aetna Health Plan	1-866-212-2851
BlueCross Community Family Health Plan	1-877-860-2837 (TTY: 711)
CountyCare	855-444-1661
Harmony Health Plan	Information Not Provided
HealthCura	Information Not Provided
Illinois Health Connect	1-800-323-4769 (TTY: 1-800-447-6404)
Loyola Family Care	Information Not Provided
Lurie Children's Health Partners	Information Not Provided
Molina Healthcare Plan	1-855-687-7861 (TTY: 711)
UI Health Plus	Information Not Provided

## Behavioral Health Contact Numbers

Health Plan	Behavioral Health Contacts
<b>MMAI</b>	
Aetna Better Health Premier Plan	1-866-600-2139
Blue Cross Blue Shield Community	1-877-723-7702 (TTY: 711)
Cigna-HealthSpring CarePlan of Illinois	1-866-487-4331
Humana Gold Plus Integrated	1-855-235-8530 (TTY:711)
Health Alliance Connect	1-866-796-1167 (TTY: 711)
Meridian Complete	866-796-1167 (TTY: 711)
Molina HealthCare of Illinois	1-888-275-8750 (TTY:711)
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	1-866-212-2851, option 9
Blue Cross Community ICP	1-888-657-1211 (TTY 711)
Community Care Alliance	1-800-753-5456
Health Alliance Connect	1-877-933-8480, (TTY 1-800-526-0844 or 711)
IlliniCare Health	1-866-329-4701 (TTY: 1-866-811-2452)
Molina Healthcare of Illinois	1-888-275-8750 (TTY: 1-866-735-2929)
NextLevel Health	1-844-807-9734 (TTY: 711)
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	1-866-780-8546
CountyCare	1-312-864-8200 / 1-855-444-1661
Humana Integrated Care Program	1-855-235-7494 / 1-800-764-7591
Meridian Health Plan	1-866-796-1167
My Health Care Coordination	Information Not Provided
Precedence CCE	Information Not Provided
<b>Family Health Plans</b>	
Advocate Accountable Care	1-855-260-0996
Better Health Network	1-844-410-2273 (TTY: 1-844-852-1372)
Community Care Partners	1-888-977-2447 (TTY: 1-800-855-2880)
Family Health Network	1-800-753-5456
Health Alliance Connect	1-877-633-2531 (TTY: 1-800-526-0844 or 711).
Illinicare Health	1-866-329-4701 (TTY: 1-866-811-2452)
Illinois Partnership for Health	Information Not Provided
La Rabida Care Coordination	Information Not Provided
Meridian Health Plan	1-866-796-1167
My Care Chicago	1-844-320-2273 (TTY: 1-844 510-2273)

SmartPlan Choices	1-844-254-2273 1-708-681-4357
Aetna Health Plan	1-866-212-2851 1-866-212-2851, option 9
BlueCross Community Family Health Plan	1-877-860-2837 (TTY: 711)
CountyCare	Information Not Provided
Harmony Health Plan	1-800-608-8158
HealthCura	Information Not Provided
Illinois Health Connect	1-877-912-1999 (TTY: 1-866-565-8577)
Loyola Family Care	Information Not Provided
Lurie Children's Health Partners	Information Not Provided
Molina Healthcare Plan	1-800-843-6154 1-888-275-8750
UI Health Plus	1-844-810-2273

## Request for Protected Health Information

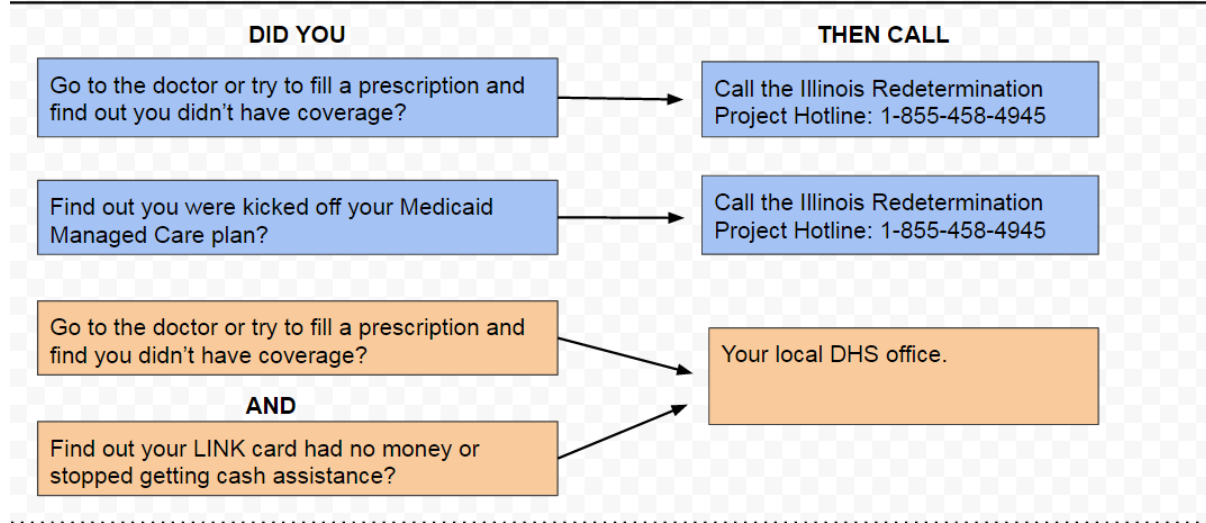
This generic form can be used: [http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1\\_050485.pdf](http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1_050485.pdf)

Health Plan	Request for Protected Health Information Form
<b>MMAI</b>	
Aetna Better Health Premier Plan	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/members/ShareInformationForm-IL.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/members/ShareInformationForm-IL.pdf</a>
Blue Cross Blue Shield Community	<a href="http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf">http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf</a>
Cigna-HealthSpring CarePlan of Illinois	<a href="http://www.cigna.com/assets/docs/Cigna%20notices-of-privacy-practices/privacy-forms/58999125.pdf?WT.z_nav=healthcare-forms%3BBody%3BEnglish">http://www.cigna.com/assets/docs/Cigna%20notices-of-privacy-practices/privacy-forms/58999125.pdf?WT.z_nav=healthcare-forms%3BBody%3BEnglish</a>
Humana Gold Plus Integrated	<a href="http://apps.humana.com/marketing/documents.asp?file=999024">http://apps.humana.com/marketing/documents.asp?file=999024</a>
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf">http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf</a>
Meridian Complete	Information Not Provided
Molina HealthCare of Illinois	<a href="http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf">http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf</a>
<b>ICP, CCEs, and MCCNs</b>	
Aetna Better Health	<a href="http://www.aetnabetterhealth.com/illinois/assets/pdf/members/ShareInformationForm-IL.pdf">http://www.aetnabetterhealth.com/illinois/assets/pdf/members/ShareInformationForm-IL.pdf</a>
Blue Cross Community ICP	<a href="http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf">http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf</a>
Community Care Alliance	Information Not Provided
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf">http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf</a>
IlliniCare Health	<a href="http://mmp.illinicare.com/files/2013/12/Appointment-of-Representative-Form.pdf">http://mmp.illinicare.com/files/2013/12/Appointment-of-Representative-Form.pdf</a>
Molina Healthcare of Illinois	<a href="http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf">http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf</a>
NextLevel Health	Information Not Provided
Together 4 Health	Information Not Provided
Be Well Partners	Information Not Provided
Cigna-HealthSpring Special Care of Illinois	Information Not Provided
CountyCare	Information Not Provided
Humana Integrated	<a href="http://apps.humana.com/marketing/documents.asp?file=999024">http://apps.humana.com/marketing/documents.asp?file=999024</a>

Care Program of Illinois	
Meridian Health Plan	Information Not Provided
My Health Care Coordination	Information Not Provided
Precedence CCE	Information Not Provided
<b>Family Health Plans</b>	
Advocate Accountable Care	Information Not Provided
Better Health Network	Information Not Provided
Community Care Partners	Information Not Provided
Family Health Network	Information Not Provided
Health Alliance Connect	<a href="http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf">http://medicaid.healthalliance.org/media/cmp-caidhipaaform.pdf</a>
Illinicare Health	<a href="http://mmp.illinicare.com/files/2013/12/Appointment-of-Representative-Form.pdf">http://mmp.illinicare.com/files/2013/12/Appointment-of-Representative-Form.pdf</a>
Illinois Partnership for Health	Information Not Provided
La Rabida Care Coordination	Information Not Provided
Meridian Health Plan	Information Not Provided
My Care Chicago	Information Not Provided
SmartPlan Choices	Information Not Provided
Aetna Health Plan	Information Not Provided
BlueCross Community Family Health Plan	<a href="http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf">http://www.bcbsil.com/PDF/hipaa/hipaa_standard_auth_il.pdf</a>
CountyCare	Information Not Provided
Harmony Health Plan	Information Not Provided
HealthCura	Information Not Provided
Illinois Health Connect	Information Not Provided
Loyola Family Care	Information Not Provided
Lurie Children's Health Partners	Information Not Provided
Molina Healthcare Plan	<a href="http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf">http://www.molinahealthcare.com/providers/ut/medicaid/manual/PDF/Section_1_6_HIPAA.pdf</a>
UI Health Plus	Information Not Provided

## Redetermination Fact Sheet

### Help! I lost my Medicaid!



*Why did this happen anyway?*

You are required to prove that you still need Medicaid or All-Kids **every year**. This is your yearly "**redetermination**" or "**re-de**". You will get letters in the mail telling you that your re-de is about to happen. It is important to respond by the letter's due date or you could lose coverage.