

August 13, 2020

Greetings,

September 1, 2020 is an important date you need to know about, and this letter contains very important information for you. Youth in the care of the Illinois Department of Children and Family Services (DCFS) will transition into the YouthCare Health Plan on September 1, 2020.

Before September 1, you will receive a welcome packet from YouthCare, including a member handbook highlighting benefits of the new plan and a member ID card.

**If you do not receive your YouthCare HealthChoice Illinois welcome packet by August 26, 2020, please call YouthCare Member Services at 844-289-2264 (TTY: 711) to request your Member Handbook and ID card.** If you would like to request your Member Handbook and ID card by email, visit [www.ILYouthCare.com](http://www.ILYouthCare.com) and click 'Contact Us' which is located in the top right corner of the home page. You can also access the Member Handbook and a temporary ID card online at [www.ILYouthCare.com](http://www.ILYouthCare.com). Simply select 'For Members' and then from the drop-down menu on the left side of the page, choose 'Benefits and Services' or 'Member Resources'. YouthCare can fax a temporary ID card directly to your provider, if necessary. YouthCare Member Services hours are from 8 a.m. to 6 p.m. (Central Standard Time) Monday through Friday.

Please contact the DCFS Advocacy Office at 800-232-3798 or [DCFS.HealthPlan@illinois.gov](mailto:DCFS.HealthPlan@illinois.gov) for any of the following circumstances:

- To request an alternate HealthChoice Illinois managed care plan (Blue Cross Blue Shield, CountyCare, IlliniCare, Molina)
- To share questions or concerns regarding the managed care transition
- If you need any support making decisions about your healthcare coverage
- If your healthcare provider refuses to see you

To determine whether your healthcare provider is in the YouthCare network or for help finding a new healthcare provider, please contact YouthCare at 844-289-2264 or [ILYouthCare@Centene.com](mailto:ILYouthCare@Centene.com).

Updates and important links about the transition into the YouthCare Health Plan on September 1, 2020 are available at <https://dcfshealthplan.illinois.gov/>.

We are excited about the benefits of the new YouthCare plan and are confident that it will improve your healthcare experience.

Sincerely,



Theresa Eagleson  
Director  
Illinois Department of Healthcare and  
Family Services



Marc D. Smith  
Acting Director  
Illinois Department of Children & Family Services