

August 13, 2020

Greetings,

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 member ID cards for the youth in care residing in your home.

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 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. 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 for any of the following circumstances:


- To request that the DCFS Guardianship Administrator select an alternate HealthChoice Illinois managed care plan (Blue Cross Blue Shield, CountyCare, IlliniCare, Molina) – the DCFS Guardianship Administrator can opt a youth out of YouthCare into another managed care plan if it is determined to be in the youth's best interest
- To share questions or concerns regarding the managed care transition
- If a healthcare provider refuses to see the child in your care

To determine whether a 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.

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 the healthcare experience for you and the children in your care.

Sincerely,



Theresa Eagleson
Director
Illinois Department of Healthcare and
Family Services



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