

JB Pritzker
Governor



Marc D. Smith
Acting Director

Dear Parent/Caregiver,

There are exciting new changes coming to the Medicaid program on **February 1, 2020**. Former youth in care (youth formerly under the guardianship of DCFS) will be enrolled in the new **YouthCare** Medicaid managed care plan under HealthChoice Illinois, Illinois' managed care program. All former youth in care will automatically be enrolled with YouthCare on February 1 if another HealthChoice Illinois managed care health plan is not selected by **January 15, 2020**.

Please note that this enrollment only impacts eligible family members (those under age 21 who were formerly in the care of DCFS). Former youth in care between ages 21 and 26 are not eligible for YouthCare but can select from any of Illinois' available Medicaid managed care plans.

If you would like to enroll your child in YouthCare...

- You do not have to do anything at all. Your child will automatically be enrolled with YouthCare as of February 1, 2020.
- Call YouthCare after February 1 at 1-844-289-2264 to select your child's primary care provider.
- YouthCare will send you information about the benefits of the new plan, a member ID card and a member handbook. YouthCare's Member Services number will be on your ID card and in the handbook. You will work with YouthCare to find healthcare providers, make appointments, get transportation, and get answers to your questions.

If you would like to select a different health plan for your child...

- You can choose from the other available managed care plans offered by HealthChoice Illinois.
- Go to <https://enrollhfs.illinois.gov/> to compare health plans or enroll in a plan. You may also enroll by calling Client Enrollment Services toll-free at 1-877-912-8880 (TTY: 1-866-565-8576) Monday through Friday from 8:00 AM to 6:00 PM.

DCFS has worked in partnership with YouthCare to ensure this transition is as smooth as possible for you and your family, without any disruptions to healthcare services. We will be posting important links and updates about the new plan on our website at <https://dcfshhealthplan.illinois.gov/>.

If you have questions about coverage or the YouthCare provider network, contact YouthCare via email at ILYouthCare@Centene.com or by phone at **844-289-2264**. To reach someone at DCFS, send an email to DCFS.HealthPlan@illinois.gov or contact our Advocacy Office at **800-232-3798** or **217-524-2029**.

We are excited about the benefits of the new YouthCare plan and improving the healthcare experience for everyone we serve. Thank you for all you do every day.

Sincerely,

A handwritten signature in blue ink, appearing to read "Marc D. Smith".

Marc D. Smith
Acting Director,
Department of Children and Family Services

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