



JB Pritzker  
Governor

Marc D. Smith  
Acting Director

January 28, 2020

Dear Parent/Caregiver,

To ensure a smooth transition into managed care for children currently under the legal custody or guardianship of DCFS (“**DCFS Youth in Substitute Care**”) the enrollment date for these youth has been delayed. The anticipated date for enrollment now is **April 1, 2020**. This delay does not apply to youth who were previously under the custody of DCFS (Former Youth in Care), such as adopted youth or youth in a subsidized guardianship arrangement.

**DCFS Youth in Substitute Care** will initially be enrolled in the new managed care plan called YouthCare. On or before **April 1, 2020**, YouthCare will send you information about the benefits of the new plan. You will receive a member handbook and a member ID card for each DCFS Youth in Care residing in your home. YouthCare’s Member Services number will be on the ID card and in the handbook. YouthCare will work with you to complete assessments, find healthcare providers, make appointments, schedule transportation, and get answers to your healthcare questions.

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. There will be a six-month continuity of care period, from April 1, 2020, to September 30, 2020. During the continuity of care period, you can continue to see the same providers you do now, even if those providers are not part of the YouthCare provider network.

We will be posting important links and updates about the new plan on our website at <https://dcfshealthplan.illinois.gov/> and we will be sending you additional important information regarding the transition over the next couple of months.

If you have questions about coverage or the YouthCare provider network, please email YouthCare at [ILYouthCare@Centene.com](mailto:ILYouthCare@Centene.com) or call them at 844-289-2264. You can also access a list of YouthCare providers at the following website: <https://providersearch.illinicare.com/>.

If you have questions about the transition, and particularly if you are concerned that one or more of your child’s current healthcare providers is not included in YouthCare’s provider network, please email [DCFS.HealthPlan@illinois.gov](mailto:DCFS.HealthPlan@illinois.gov) or call our Advocacy Office at 800-232-3798.

We are excited about the benefits of the new YouthCare health plan and are confident that it will improve the healthcare experience for the youth and families we serve.

Sincerely,

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

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

100 West Randolph, 6-100 • Chicago, Illinois 60601-3249

312-814-6800 • 312-814-8783 / TTY

[www2.illinois.gov/DCFS](http://www2.illinois.gov/DCFS)