

JB Pritzker
Governor



Marc D. Smith
Acting Director

March 5, 2020

Greetings,

Children currently under the legal custody or guardianship of DCFS (“**Youth in Care**”) will begin receiving medical care through enrollment in an Illinois managed care plan called YouthCare beginning on **April 1, 2020 (the “Rollout Date”)**.

By **April 1, 2020**, you will receive information about the benefits of the YouthCare plan from YouthCare. 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.

Though all youth initially will be enrolled in the YouthCare plan, if the health needs of a Youth in Care can be better served by a plan other than YouthCare, there is a limited time in which the DCFS Guardianship Administrator can decide to change the managed care plan for that child. This decision must be made by July 1, 2020 for any youth in care as of the Rollout Date. For youth entering care after the Rollout Date, the decision will be made within the first 90 days that the youth is a Youth in Care. In addition, there will be an opportunity each year for the DCFS Guardianship Administrator to designate a change in the managed care plan for a youth. If the DCFS Guardianship Administrator decides to select a managed care plan other than YouthCare for any DCFS Youth in Care residing in your home, you will receive a member handbook and a member ID card from the newly assigned managed care plan for that youth. **If you have questions about whether a Youth in Care living in your home should be enrolled in a managed care plan other than YouthCare, such as concerns about whether the child’s current healthcare providers are part of the YouthCare network, please contact the DCFS Advocacy Office by phone (800-232-3798) or email (DCFS.HealthPlan@illinois.gov).**

DCFS is working in partnership with YouthCare to make the transition to the YouthCare Plan as smooth as possible for you and your family. From April 1, 2020 to September 30, 2020, YouthCare will pay for healthcare services provided to DCFS Youth in Care even if those providers are not part of the YouthCare provider network. **If your current provider is no longer willing to provide services to the Youth in Care in your home once the child is enrolled in YouthCare, contact the Advocacy Office by phone (800-232-3798) or email (DCFS.HealthPlan@illinois.gov) for help immediately.** YouthCare will work with out-of-network providers during this period to ask them to join the YouthCare network, develop an individual contract for the provider to serve the youth in your home, or identify an alternative provider in the YouthCare network who will accept the child as a new patient.

Questions?

- If you have questions or concerns about particular healthcare needs, access to healthcare providers, or to learn more about the potential enrollment in a managed care plan other than YouthCare, **please contact the DCFS Advocacy Office by phone (800-232-3798) or email (DCFS.HealthPlan@illinois.gov).**
- Important links and updates about the transition are available at <https://dcfshealthplan.illinois.gov/>.
- You can access a list of YouthCare providers at <https://www.ilyouthcare.com/>. The alternative MCO plans that will accept Youth in Care at the direction of the DCFS Guardianship Administrator, and the website you can use to access a list of the alternative plan's providers, are available at <https://dcfs.healthplan.illinois.gov/>.
- If you want to contact YouthCare with questions about coverage under its plan or the YouthCare provider network, please email YouthCare at ILYouthCare@Centene.com or call them at 844-289-2264.

YouthCare looks forward to becoming your healthcare partner and working with you and your caseworker to improve access to care through active coordination of your Youth in Care's healthcare needs. 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,



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