

JB Pritzker
Governor



Marc D. Smith
Acting Director

June 30, 2020

Greetings,

We are excited to announce the transition of youth in care of the Illinois Department of Children and Family Services (DCFS) into the YouthCare Health Plan on September 1, 2020.

On or before September 1, YouthCare will send you information about the benefits of the new plan, including a member handbook and member ID cards for the youth in care residing in your home. YouthCare's Member Services phone number will be on the ID cards and in the handbook. YouthCare will work with you to complete assessments, find healthcare providers, make appointments, get transportation to healthcare appointments and get answers to your questions.

DCFS has worked in partnership with YouthCare to make sure this transition is as smooth as possible for you and your family, without any disruptions to healthcare services. There will be a continuity of care period. This means that for the first six (6) months after the transition to YouthCare, you will be able to continue to see any healthcare provider, even those who are not yet in the YouthCare network. If your healthcare provider is out-of-network and refuses to continue to see you, please contact YouthCare at 844-289-2264 or ILYouthCare@Centene.com so they can contact the provider or help you find a different provider, if necessary.

We understand that it is important to continue to be served by your current physicians, and we recognize the possibility of having to choose a new physician may cause some anxiety. Please know we are working diligently with YouthCare to add new physicians to their provider network every day.

If you are interested in selecting an alternate health plan, please contact the DCFS Advocacy Office at 800-232-3798 or DCFS.HealthPlan@illinois.gov.

These important resources are available to you:

- YouthCare staff are available to support families, including through the Rapid Response system, at 844-289-2264 or ILYouthCare@centene.com. You can access a list of YouthCare providers at <https://www.ilyouthcare.com/>.
- The DCFS Advocacy Office is available to address questions and concerns, help you determine if your healthcare providers are in the YouthCare provider network or work with you to request an alternate health plan. Please contact the DCFS Advocacy Office at 800-232-3798 or DCFS.HealthPlan@illinois.gov.
- Important links and updates about the transition 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 the youth and families we serve.

Sincerely,

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

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