

MANAGED CARE HEALTH PLAN TRANSITION

YOUTH IN CARE, 18 YEARS AND OLDER



INFORMATION AND FREQUENTLY ASKED QUESTIONS

What is YouthCare?

YouthCare is a specialized healthcare program for children and youth served by DCFS. Working with your caseworker, YouthCare is designed to improve access to care through active coordination of your healthcare needs, significantly expanded healthcare benefits, and a more robust provider network. With YouthCare, DCFS Youth in Care will also receive additional benefits, such as (1) care coordination of behavioral health, including trauma-informed care, and (2) a specialized program for adoptive families including an adoption-competent network of therapists to support the different phases of adoption and child development. Learn more at www.ilyouthcare.com.

I have concerns that my current healthcare providers are not included in the YouthCare provider network. Who do I call with my questions?

Contact the YouthCare Rapid Response Team at 844-289-2264 or ILYouthCare@centene.com to:

- Find out if a provider is in-network or click on “Find a Provider” at www.ilyouthcare.com
- Request an attempt to bring a provider in network
- Resolve urgent physical health, behavioral health or pharmacy issues

Who should I email or call with questions about the managed health care plan transition?

Please contact the DCFS Advocacy Office at 800-232-3798 or DCFS.HealthPlan@illinois.gov.

Visit the DCFS managed care page at <https://dcfshealthplan.illinois.gov> for updated information and additional resources.

What health plan will I be enrolled in?

DCFS Youth in Care will be automatically enrolled in the YouthCare health plan.

How can I change health plans?

Please contact the DCFS Advocacy Office at 800-232-3798 or DCFS.HealthPlan@illinois.gov to select another plan or learn more about your options. All health plan changes for Youth in Care must go through the DCFS Advocacy Office.

Should I choose a different health plan if I am almost 21 years old?

YouthCare only serves Youth in Care up to 21 years old. Anyone enrolled in YouthCare on their 21st birthday will be automatically enrolled in the Meridian Health Plan, so there is no need to make any changes. If you would like to choose a different plan, please contact the DCFS Advocacy Office at 800-232-3798 or DCFS.HealthPlan@illinois.gov prior to your 21st birthday. You will have 90 days after your birthday to choose a different plan. If you decide to change plans within the 90 days after your 21st birthday, call Client Enrollment Services toll-free at 1-877-912-8880 (TTY: 1-866-565-8576). Your caseworker and care coordinator will help you as you prepare to transition out of the care of DCFS.

877.912.8880 Client Enrollment Services Toll-Free
www2.illinois.gov/DCFS

Illinois Department of
DCFS
Children & Family Services