Youth in Care

MANAGED CARE HEALTH PLAN TRANSITION
INFORMATION AND FREQUENTLY ASKED QUESTIONS

What is YouthCare?

YouthCare is a specialized healthcare program for DCFS Youth in Care. Working with your youth's caseworker, YouthCare is designed to improve access to care through active coordination of your youth's healthcare needs, significantly expanded healthcare benefits, and a more robust provider network. With YouthCare, DCFS Youth in Care will 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 children's current health care providers are not included in the YouthCare provider network. Who do I call with my questions about current Youth in Care?

Call the YouthCare Rapid Response Team at 844-289-2264 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 email *DCFS.HealthPlan@illinois.gov* or call the DCFS Advocacy Office at 800-232-3798.

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

What health plan will DCFS Youth in Care be enrolled in?

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

How can I change health plans?

The DCFS Guardianship Administrator has the authority to make changes in managed care health plans for DCFS Youth in Care. Please call the DCFS Advocacy Office to get information about changing health plans at 800-232-3798 or email *DCFS.HealthPlan@illinois.gov*.

YouthCare
Health*Choice* Illinois
Quality care for all DCFS youth

www.ilyouthcare.com

312.814.6800
www2.illinois.gov/DCFS
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