

Dear Parent/Caregiver,

Youth in care (youth under the legal custody or guardianship of DCFS) will be enrolled in the new YouthCare Medicaid managed care plan, under HealthChoice Illinois, which is Illinois' managed care program. We previously announced the date of the transition to YouthCare would take place on February 1, 2020. We have extended the transition period and youth in care will now be transitioned to YouthCare on April 1, 2020.

On or before April 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 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 ensure 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, youth in care will be able to continue to see any healthcare provider, even those who are not yet in the YouthCare network. The DCFS Guardianship Administrator can opt a youth out of YouthCare into another MCO if the Guardianship Administrator determines it is in the youth's best interest.

We will be posting important links and updates about the new plan on our website at <https://dcfshealthplan.illinois.gov/>.

If you have questions about coverage or the YouthCare provider network, please contact YouthCare staff by email at ILYouthCare@Centene.com or by phone at 844-289-2264. To reach someone at DCFS, please send an email to DCFS.HealthPlan@illinois.gov or contact our Advocacy Office at 800-232-3798.

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,



Marc D. Smith
Acting Director

Department of Children and Family Services