

May 20, 2020

Greetings,

On March 16, 2020, in recognition of the unprecedented challenges that families, medical providers and state agencies faced in responding to the COVID-19 public health crisis, the Illinois Department of Healthcare and Family Services (HFS) announced the postponing of the launch of YouthCare services for youth in the care of the Illinois Department of Children and Family Services (DCFS).

While the transition to Managed Care will improve the coordination of and access to health services for DCFS youth in care, delaying the rollout allows HFS and DCFS to remain focused on addressing the ongoing challenges of COVID-19 and to ensure a smooth transition to YouthCare when appropriate. During this time, DCFS youth in care will continue to receive coverage for health care under Medicaid fee-for-service.

In close coordination with the Illinois Department of Public Health, medical providers and stakeholders across the state, HFS and DCFS will assess the timeline as circumstances evolve and will announce a new transition in the weeks ahead.

In the meantime, please keep in mind the following important resources:

- During the delay, YouthCare staff remain available to support families, including through the Rapid Response system, at 844-289-2264 or [ILYouthCare@centene.com](mailto: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](mailto:DCFS.HealthPlan@illinois.gov).
- Important links and updates about the transition are available at <https://dcfshealthplan.illinois.gov/>.

Thank you for your continued commitment through these difficult times.

Sincerely,



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