

201 South Grand Avenue East  
Springfield, Illinois 62763-0002

**Telephone:** (217) 782-1200  
**TTY:** (800) 526-5812

March 29, 2018

Sarah Smith  
1234 Main St  
Springfield, IL 62704

SAMPLE

Dear Sarah Smith,

This letter is to let you know of a change in the HealthChoice Illinois managed care program expansion schedule.

The HealthChoice Illinois program for dual-eligible individuals receiving long term care and who are not enrolled in the Medicare-Medicaid Alignment Initiative (MMAI), or individuals receiving waiver services in the expansion counties has been delayed. This change effects individuals receiving services in one of the following programs, and who recently chose or were assigned to a health plan in the HealthChoice Illinois program in the expansion counties for an April 1, 2018 or later effective date.

- Community Care Program (Elderly Waiver)
- Home Services Program (Division of Rehabilitation Services Waivers)
- Supportive Living Program (SLP Waiver)
- Nursing home or long term care facility (non-MMAI dual eligible)

You recently chose or were assigned to a health plan in the HealthChoice Illinois program. Your health plan was to begin April 1, 2018 or later. This program delay means your health plan will not begin on the start date you were given. Instead, you will continue to get your healthcare services as you do today with your HFS medical card. This program delay does not change your benefits or healthcare services in any way. Your current providers will continue to bill as they do today.

If you receive a Welcome Packet from the health plan you had picked, including a member ID card and member handbook, please ignore. Do not use the health plan member ID card you received. Use your HFS medical card.

When the HealthChoice Illinois program begins for individuals listed above, Client Enrollment Services will mail you a new HealthChoice Illinois enrollment packet. This packet will provide you with information on your health plan choices. You will have 30 days to pick a new plan at that time.

Remember, you do not have to do anything differently to get your healthcare at this time. You will continue to access services with your HFS medical card.

If you have questions about this notice, please call the HFS Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012).

Sincerely,  
Robert Mendonsa  
Deputy Administrator, Medical Programs