

**SAMPLE NOTICE**

<Date>

<Name>

<Address>

<City>, <State> <ZIP>

Dear <Member Name>,

We want to share some important information about your Medicaid Managed Care health plan.

Community Care Alliance of Illinois will not be participating in the Illinois Medicaid Managed Care Program after Dec. 31, 2017. Community Care Alliance of Illinois is partnering with another Medicaid plan, IlliniCare Health. **On Jan.1, 2018, you will be a IlliniCare Health member.**

**What does this mean for you?**

- You do not need to do anything about this change.
- You will get your health care services and prescription drug coverage through IlliniCare Health beginning Jan.1, 2018.
- Beginning Jan. 1, 2018, you will need to see providers who are part of the IlliniCare Health network, including dentists, eye care providers and other specialists. For information about providers who are part of the IlliniCare Health plan, call IlliniCare Health Member Services at 1-866-329-4701 (TTY: 711) or visit IlliniCare.com.
- IlliniCare Health will make every effort to keep you with the same primary care provider (PCP) you have now. **If you want to change your PCP, you may do so starting on Dec.1, 2017.** Just call IlliniCare Health Member Services at 1-866-329-4701 (TTY: 711) or visit IlliniCare.com.
- IlliniCare Health has care coordinators. Care coordinators work with you to make sure you get the care you need, when you need it. You can request a care coordinator starting on Dec. 1, 2017. Call IlliniCare Health Member Services at 1-866-329-4701 (TTY: 711) for more information.
- Some services may require prior approval. IlliniCare Health will work with you to get the care and services you need.
- IlliniCare Health will send you a welcome packet. This welcome packet will include a member handbook. Make sure to read your member handbook. It will give you more information about your new plan and the extra benefits they offer.
- You will also receive a IlliniCare Health Member ID card. You will use your new ID card starting Jan. 1, 2018.

**Until then**, you will continue to be covered by Community Care Alliance of Illinois for all your current benefits. This means:

- There will be no change in your medical or prescription drug coverage.
- You should continue to make appointments and meet with your doctors as you normally do.
- You should keep working with your care coordinator to get the care and services you need.
- You will keep getting your plan-covered drugs as prescribed by your doctors.

**Please keep this letter.** If you need medical services after Jan. 1, 2018, take your HFS medical card and your IlliniCare Health Member ID card with you to all appointments.

If you do not want to stay in IlliniCare Health, you have 90 days from Jan. 1, 2018 to change health plans. If you do not make a change, you will stay enrolled with IlliniCare Health until your annual open enrollment period. To learn more about your health plan options, or to pick a new health plan, call Illinois Client Enrollment Services at 877-912-8880 (TTY: 866-565-8576) or visit [EnrollHFS.illinois.gov](http://EnrollHFS.illinois.gov).

We want to work with you and your family to keep you well. If you have questions about this notice, please call:

Community Care Alliance of Illinois Member Services at 1-866-871-2305 (TTY: 711)

Or

IlliniCare Health Member Services at 1-866-329-4701 (TTY: 711)

On behalf of Community Care Alliance of Illinois, thank you for the opportunity to work with you.

Sincerely,

Robert Currie  
President  
Community Care Alliance of Illinois

Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.

Community Care Alliance of Illinois (CCAI) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CCAI does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CCAI:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Member Services at 1-866-871-2305.

If you believe that CCAI has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Member Services  
322 S. Green St., Suite 400  
Chicago, IL 60607  
1-866-871-2305 (TTY 711) Fax: 1-312-257-2069  
Email: [members@ccaillinois.com](mailto:members@ccaillinois.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Member Services department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>