

QUESTIONS AND ANSWERS ABOUT DISENROLLING FROM MMAI IN CHRISTIAN, DeWITT, LOGAN, MACON, MENARD, SANGAMON COUNTIES

Q. What are the options for people who were enrolled in MMAI in Christian, Logan, Macon, Menard, Piatt, and Sangamon Counties?

- A.** This change will not affect your Medicare or Medicaid eligibility.

When you are disenrolled from the MMAI health plan, unless you make another choice, you will be automatically enrolled in Original Medicare fee-for-service and a SilverScript Medicare Part D prescription drug plan effective May 1, 2017. You will receive all your Medicare services, such as doctor and hospital visits, through Original Medicare. If you don't choose a drug plan on your own, you will receive your prescription drug coverage through SilverScript. You can also enroll in a Medicare Advantage health plan (a Medicare managed care plan) to get your Medicare services. If you have questions about the services covered by Medicare or want to enroll in a different prescription drug plan, call Medicare at 1-800-MEDICARE (1-800-633-4227). The call is free.

You will be enrolled in the regular Medicaid fee-for-service (standard Medicaid) program for Medicaid-covered services. You don't need to do anything to get benefits through Medicaid fee-for-service.

Q. What is fee-for-service?

- A.** In fee-for-service, you can see any provider that accepts your insurance. For Medicare covered benefits, you can see any provider who accepts Original Medicare (or your Medicare Advantage plan if you chose one). For Medicaid covered benefits, you can see any provider that accepts your Department of Healthcare and Family Services (HFS) medical card. Your providers will submit claims to Medicare or to HFS for payment, depending on the benefit.

Q: What doctor or specialist can I see?

- A:** For a benefit covered by Medicare, you can see any doctor or specialist that takes Original Medicare. If your current doctor doesn't take Original Medicare for Medicare covered benefits, you can call 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048, for help in finding doctors and specialists in your area. The call is free.

For a benefit covered by Medicaid, you can see any doctor or specialist that accepts HFS medical card. If your current doctor doesn't take the HFS medical card for Medicaid benefits, you can call Illinois Health Connect at 1-877-912-1999 (TTY: 1-866-565-8577) for help finding doctors and specialists in your area. The call is free.

Q: What benefits are covered in fee-for-service?

- A:** If you have questions about the benefits covered in Original (fee-for-service) Medicare, call Medicare at 1-800-MEDICARE (1-800-633-4227), TTY users should call 1-877-486-2048. The call is free.

For benefits covered by Medicaid, the HFS Health Benefits Hotline at 1-866-468-7543 (TTY: 1-877-204-1012) and they will answer your questions. The call is free.

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Q: How do I get my prescription drugs in fee-for-service?

A: For prescription drugs covered by Medicare, if you did not select a prescription drug plan by May 1st, 2017, than you will be enrolled into a SilverScript Part D drug plan so that your prescription drug coverage is seamless. Your Part D drug plan will mail you an ID card.

For prescription drugs not covered by Medicare, but that are covered by Medicaid, you will use your HFS medical card to get your prescription drugs filled.

Some medications require your doctor to request prior approval. For Medicare Part D prescription drugs, you should call your Part D prescription drug plan. If you would like to see if your current medications are covered by Medicaid, you can view the Illinois Medicaid Preferred Drug List (PDL) at <https://www.illinois.gov/hfs/SiteCollectionDocuments/pdl.pdf>. If your medicine is not listed on the PDL, it may need prior approval. You should talk to your doctor or pharmacy if you have questions about your prescriptions.

Q: Can I get transportation with the HFS medical card?

A: You can get free transportation to covered medical appointments that are not emergencies. HFS pays for non-emergency transportation to the nearest provider only. You can call First Transit at 1-877-725-0569 (TTY: 1-877-204-1012) to see if you can get approval for non-emergency medical transportation with your HFS medical card.

If you had regularly scheduled transportation while you were a Molina member, you still will need to call First Transit to set up transportation for any appointments after May 1, 2017.

Q: Who do I call for help with dental services in fee-for-service?

A: Call DentaQuest at 1-888-286-2447. The call is free.

Q: Who can I call for help understanding my rights or my enrollment and coverage options?

A: You can call the Home Care Ombudsman for help understanding your rights and for help resolving questions or concerns. Or you can call your State Health Insurance Program (SHIP) to discuss your enrollment and coverage options. To talk to an Ombudsman or SHIP, call the Senior HelpLine at 1-800-252-8966 (TTY: 1-888-206-1327), Monday through Friday from 8:30 a.m. to 5 p.m.

Q: I do not have my Medicare medical card. How do I get new Medicare medical cards?

A: You can get a new or replacement Medicare card by going online [my Social Security](https://secure.ssa.gov/RIL/SiView.do) account (at <https://secure.ssa.gov/RIL/SiView.do>), even if you don't yet receive Social Security benefits. If you don't already have a Social Security on-line account, you can create one online. Go to [Sign In or Create an Account](#). Once you are logged in to your account, select the "Replacement Documents" tab. Then select "Mail my replacement Medicare Card." Your Medicare card will arrive in the mail in about 30 days at the address on file with Social Security.

If you can't or prefer not to use the online service, you can call **1-800-772-1213** (TTY **1-800-325-0778**), Monday through Friday, from 7 a.m. to 7 p.m.; or contact your local Social Security office.

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Q: I do not have my HFS medical card. How do I get a new HFS medical card?

A: You can call the Department of Human Services (DHS) at **1-800-843-6154** or the HFS Client Hotline at 1-800-226-0768 (TTY: 1-877-204-1012) to request a new medical card. In the meantime, you can still receive healthcare services. Take your picture ID to your appointments so the doctor's office can look up your recipient ID number. There is no charge for a replacement card. The new card will be mailed to you.