



NextLevel Health

3019 W. Harrison Street, Chicago IL 60612
1-844-807-9734, TTY: Illinois Relay at 711

Dear [Member Name],

Your health plan, EntireCare, has joined NextLevel Health. On July 1, 2015, you will be a NextLevel Health member. We want to welcome you to our health plan and are excited to provide you with great health care.

Effective July 1, 2015, your primary care provider (PCP) is [PCP Name]. We have made every effort to keep you with the same PCP you had in the EntireCare health plan. **If you want to change your PCP, you may do so at any time.** Just call NextLevel Health Member Services at 1-844-807-9734 (TTY: 1-800-526-0844).

NextLevel Health is a managed care plan. You will need to see providers that are part of the NextLevel Health network, including dentists, eye care providers and specialists.

If you have not already received your NextLevel Health member ID card, we will mail it to you soon. Watch for it in the mail. You will also receive a NextLevel Health Member Handbook in the mail. Be sure to read your handbook and keep it handy. Your handbook is full of important information about your health care and NextLevel Health.

Here are some of the additional benefits you'll get from NextLevel Health:

- You will have your own Care Coordination Team who will visit you in your home or at your provider's office.
- You can call a nurse for advice 24 hours a day, 7 days a week.
- We'll link you to services such as housing, nutrition or financial assistance.

If you do not want to stay in NextLevel Health, you have 90 days from July 1, 2015, to change health plans. If you do not make a change, you will stay enrolled with NextLevel Health for one year. To learn more about your health plan options, or to pick a new health plan, call Illinois Client Enrollment Services at 1-877-912-8880 (TTY: 1-866-565-8576) or visit www.EnrollHFS.illinois.gov.

After July 1, 2015, be sure to take your HFS medical card and your NextLevel Health member ID card with you to all appointments. Our goal is to make receiving health care trouble-free for you and your family. **If you have any questions, please contact us:**



By Phone: (312) 878-2778
Toll Free: 1-844-807-9734
TTY: Illinois Relay at 711



By Mail: 27 N. Wacker Drive, #108
Chicago, IL 60606



In Person: 3019 W. Harrison St.
Chicago, IL 60612



Online: www.NextLevelHealthIL.com
info@nlhpartners.com

We look forward to working with you to take your health to the NextLevel.

Dr. Cheryl Whitaker, MPH, FACP
CEO
NextLevel Health