How to enroll in a HealthChoice Illinois health plan

HealthChoice Illinois is your way to quality Medicaid care!

What is HealthChoice Illinois?
HealthChoice Illinois is the expanded Medicaid managed care program that is now mandatory in all counties statewide. In HealthChoice Illinois, you must choose a health plan for care coordination.

You will have a Care Team dedicated to you for your healthcare needs. Your Care Team will help you find providers, get referrals, make appointments, get social services and access treatment support and other services. This helps you stay healthy and reach your health goals.

In HealthChoice Illinois, you must choose a health plan. Your HealthChoice Illinois health plan will help you with your long term care or waiver service needs. HealthChoice Illinois will also cover some behavioral health services, transportation to medical appointments and help coordinating your care.

Even if you already have a health plan, it’s important that you learn about all of your health plan choices.

To learn more, read Your Health Plan Choices, the HealthChoice Illinois Plan Report Card and Choosing a HealthChoice Illinois Plan (on the back of the Report Card) that came with this packet. Or go to our website at EnrollHFS.Illinois.gov and click on “Compare Plans.”

Care Coordination and your Care Team

With Care Coordination you have a Care Team who can help you get the care and services you need. Your care team may include your primary care provider (PCP), specialists, treatment services providers and social service providers.

After you enroll in a health plan, your plan will contact you. They will ask you questions about your health and lifestyle and give you information about your Care Team. Your Care Team will:

- Work with you to make a Care Plan that helps you meet your health goals
- Help you make appointments and access support services
- Help you get prior approvals and referrals when needed
- Give you education on health management
- Find transportation for medical appointments
- Help you access community and social services
- Be your main contact for questions

It is important for you to work directly with your Care Team and health plan to get the best healthcare for you. To learn more, call your health plan’s member services number.

Need help?
Go to www.EnrollHFS.illinois.gov or call 1-877-912-8880 (TTY 1-866-565-8576) Monday to Friday from 8 a.m. to 7 p.m.
The call is free!

You can get this information in other languages or formats, such as large print or audio.

Tenemos información en español.
¡Servicio de intérpretes gratis! Llame al 1-877-912-8880.

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or visit www.Medicare.gov. TTY users should call 1-877-486-2048. The call is free!
You can also choose to enroll in the Medicare-Medicaid Alignment (MMAI) program

As an adult who has Medicare and Medicaid, you also have the option of enrolling in the Medicare-Medicaid Alignment (MMAI) program. The MMAI program brings together all your Medicare, Medicaid and prescription drug benefits into one health plan.

The MMAI program is available in your county. When you enroll in MMAI, you will pick a primary care provider (PCP) and a health plan for care coordination.

If you choose to enroll in the MMAI program, you do not have to wait for your HealthChoice Illinois open enrollment period. You can join the MMAI program at any time.

If you choose not to enroll in the MMAI program, you must enroll in HealthChoice Illinois.

How to enroll in the Medicare-Medicaid Alignment (MMAI) program

Once you have picked a health plan and a PCP, you are ready to enroll!

- Call Illinois Client Enrollment Services at 1-877-912-8880 (TTY 1-866-565-8576). Call Monday to Friday, 8 a.m. to 7 p.m. The call is free.