



HealthChoice Illinois

Illinois Department of
Healthcare and Family Services

Illinois Client Enrollment Services



Questions?

Visit EnrollHFS.Illinois.gov
or call **1-877-912-8880**
(TTY: 1-866-565-8576).
The call is free!

January 1, 2024

Dear Jane Q. Public:

Your yearly HealthChoice Illinois open enrollment period is here!

Your open enrollment period is the one time each year when you can change your HealthChoice Illinois health plan. Your HealthChoice Illinois plan covers your long-term care or waiver services.

If you want to keep your current health plan

The HealthChoice Illinois plan below is the enrollment on file at the time of this letter.

Jane Q. Public	ID#: 123456789	Plan A
John Q. Public	ID#: 234567890	Plan A

You do not have to call us to stay with your current health plan.

If you want to change your HealthChoice Illinois plan, you must choose before March 30, 2024.

To change your HealthChoice Illinois plan for your long-term care or waiver services, call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576). You can call Monday to Friday, 8 a.m. to 6 p.m. The call is free.

You can choose from these health plans:

HealthChoice Illinois health plan	Toll-free number
Plan A	XXX-XXX-XXXX
Plan B	XXX-XXX-XXXX

More on the back »

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

HealthChoice Illinois health plan	Toll-free number
Plan C	XXX-XXX-XXXX
Plan D	XXX-XXX-XXXX
Plan E	XXX-XXX-XXXX

The health plans you can choose from may have changed since we mailed this letter.

For a current list of health plans, go to **EnrollHFS.Illinois.gov**. Select “Choose” then “Compare plans.” Then select “HealthChoice Illinois” and your county to review your choices. To learn more about a specific health plan, call the health plan’s toll-free number. All calls are free.

For help choosing a plan, read the *HealthChoice Illinois Plan Report Card* that came with this letter. Be sure to read the enrollment tips on the back under *Choosing a HealthChoice Illinois Plan*.

If you change your HealthChoice Illinois plan

If you choose a different HealthChoice Illinois plan for your long-term care or waiver services, your new plan will mail you a welcome packet. The packet will include your new member ID card and a member handbook. You will use your member ID card to get your long-term care or waiver services beginning on the start date of your new plan. This will not affect your medical services or doctors. You will continue to get your Medicare services as you do today. If you have questions, call your health plan’s member services number found on your member ID card and in the member handbook.

You will stay in your new health plan until your next yearly open enrollment period.

Remember, if you would like to change your health plan, you must do so before March 30, 2024 or you will stay in the plan you are in now until your open enrollment period next year.

The Medicare-Medicaid Alignment Initiative (MMAI) program

Because you have both Medicare and Medicaid, you can choose to enroll in the **Medicare-Medicaid Alignment Initiative** program instead of the HealthChoice Illinois program.

The MMAI program brings together all of your Medicare, Medicaid and prescription drug benefits into one health plan including your long-term care or waiver services. Most MMAI plans also offer extra benefits such as more dental care and lower prescription co-pays. All health plans have care coordination to manage all of your healthcare services. To enroll in the MMAI program, you must choose a health plan and a primary care provider (PCP).

More on the next page »

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The MMAI health plans are:

MMAI health plan	Toll-free number
Aetna Better Health Premier Plan	1-866-600-2139
Blue Cross Community MMAI	1-877-723-7702
Humana	1-800-787-3311
MeridianComplete	1-855-580-1689
Molina Healthcare	1-877-901-8181

Some health plans may not serve your area. For a list of MMAI health plans in your area, go to **EnrollHFS.Illinois.gov**. Select “Choose” then “Compare Plans.” Then select “Medicare-Medicaid Alignment Initiative” and your county to review your choices. To learn more about a specific health plan, call the health plan’s toll-free number. All calls are free.

To switch to the MMAI program

You can switch to the MMAI program at any time. Call Client Enrollment Services at **1-877-912-8880** (TTY: 1-866-565-8576). Call Monday to Friday, 8 a.m. to 6 p.m. The call is free.

Remember, if you would like to change your health plan, you must do so before March 30, 2024 or you will stay in the plan you are in now until your open enrollment period next year.

You do not have to call us to stay with your current health plan!

Thank you,

Illinois Client Enrollment Services