

Important things to know

- Check your mail for letters from the State.
- Tell us right away if you change your address. Call the DHS Help Line at (800) 843-6154.
- Take your HFS Medical Card and photo ID to all doctor appointments and pharmacy visits.
- If you are sick, call your doctor. If you have a life-threatening condition, call 9-1-1.

If you are in a health plan

- Your Primary Care Provider (PCP) will coordinate all of your care.
- Health plans will make sure you get all the care you need to stay healthy. This includes:
 - help getting a ride.
 - getting prescriptions filled.
 - finding services you or your family may need.
- Call your health plan or your PCP if you have any questions about your health.

Getting ready for your first doctor visit

- After you choose your Primary Care Provider (PCP), call to schedule a checkup.
- A checkup is a free visit to the doctor to make sure you are healthy.
- Bring your photo ID, medical card, and medicine you are taking to your appointment.
- If you need help with transportation, call your health plan or call *First Transit* at (877) 725-0569.

Going to the pharmacy



- Your doctor may want you to take certain medicine that needs a prescription.
- You will have to pick up the medicine at a pharmacy.
- You may need to bring a prescription, your HFS Medical Card and a photo ID.

Understanding your prescription

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PATIENT NAME

PRESCRIPTION

DIRECTIONS

Qty: 30 1 refill(s) before 1/1/15

Store Phone: (000) 000-0000

Rx # C00000000

Prescriber: John Smith

Location of Prescription Directions

Location of Number of Refills

Your doctor may give you a prescription you have to fill up regularly, this is called a refill.

What to do in an emergency

- If you have a life-threatening condition, call 9-1-1.
- If you are hurt but it is not life threatening, call your Primary Care Provider (PCP) or health plan. They will tell you what to do and where to go.
- You can ask your PCP or health plan what your options are ahead of time so you can be prepared.

Important numbers

Primary Care Provider name:

Primary Care Provider number:

Pharmacy name:

Pharmacy number:

Health plan name:

Health plan number:



Get Covered Illinois

The Official Health Marketplace

GetCoveredIllinois.gov
(866)311-1119

USING YOUR HFS MEDICAL CARD



Notes

Write down any information you need to remember.

**ABE BENEFITS APPLICATION
USER ID:**

ABE TRACKING NUMBER:

NOTES:

Need help?

The person who helped you apply for Medicaid can help you with your questions.

**WRITE THE INFORMATION
HERE:**

NAME:

PHONE:

NOTES:

Next steps

The State of Illinois will send mail to your address:

- A letter asking for more information, if needed.
- A letter telling you if you are eligible. Eligibility letters take 1 to 2 months.

Check your mail.

- If your address changes, let us know right away.
- Call the DHS Help Line at (800) 843-6154.

If you are eligible you will receive:

- A second letter that has your Recipient Identification Number (RIN) – this is your HFS Medical Card.
- A letter telling you how to pick a doctor and health plan.

Keep the letters safe. They contain important information.

How to find a Medicaid provider

- Call (877) 912-1999 or go to **Illinoishealthconnect.com.**
- Go to a Medicaid provider if you are sick. Take your card and photo ID.

**WRITE YOUR ID (RIN)
NUMBER HERE:**

Choosing a Primary Care Provider and Health Plan

- In about one month, you may get an enrollment packet about how to pick a Primary Care Provider (PCP) and Health Plan.
- Your PCP is the doctor or clinic you go to when you are sick or need a checkup.
- Your health plan is the group of doctors, hospitals and other providers who work together to coordinate all of your health care.

Choices you have to make



- Everyone must pick a Primary Care Provider (PCP).
- Depending on where you live, you may have to pick a health plan. Your enrollment packet will let you know if you need to pick a health plan.

Tips for choosing

Before you pick, ask yourself:

- Is there a doctor I already like?
- Does someone in my family have special needs?
- How far do I want to travel to see a doctor?
- Are they accepting new patients?
- Do I need a doctor who speaks a certain language?