Member Handbook

Visit Advocate Accountable Care online at advocatehealth.com/aac or call us toll-free at 1.855.260.0996

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 1.855.260.0996
# Table of Contents

About Advocate Accountable Care ................................................................. 3
Helpful Words .................................................................................................. 4
Your Primary Care Provider (PCP) ................................................................. 5
Visiting Your PCP .......................................................................................... 5
Regular Checkups for Children ...................................................................... 6
Care During Pregnancy ................................................................................... 6
Specialist Care ............................................................................................... 7
Emergency Care ................................................................................................ 8

**Advocate Accountable Care Programs** .......................................................... 9
Care Management ............................................................................................ 10
Healthy Beginnings Maternity Support .......................................................... 10
Medication Therapy Management .................................................................. 10
Advocate Patient-Centered Medical Home ....................................................... 11

**Other Available Programs** .......................................................................... 12
Pediatric Case Management .............................................................................. 13
Child Care Resource and Referral .................................................................. 13
Women Infants and Children (WIC) ................................................................. 14
Early Interventions .......................................................................................... 14
Services to Help You Stop Smoking ................................................................. 15
Dental Services ................................................................................................. 15
Vision Services ................................................................................................ 15
Alcohol and Drug Abuse .................................................................................. 16
Non-Emergency Transportation ...................................................................... 17
Prescription Drugs ........................................................................................... 17
Mental Health Needs ......................................................................................... 18
Rights and Responsibilities .............................................................................. 18
Problems and Complaints ................................................................................. 19
Important Phone Numbers .............................................................................. 22
Welcome to Advocate Accountable Care. The mission of Advocate Accountable Care is to coordinate care in the safest environment, deliver the best patient outcomes and build life-long relationships with the patients we are privileged to serve. Through Advocate Accountable Care, your health needs will be managed in the Advocate Health Care system. Visits with your Primary Care Provider (PCP), hospital services, and outpatient care will be available to you and managed by your Advocate Accountable Care team.

We invite you to use this handbook to find out about the services we provide, your benefits, and the providers participating in our program. Additional resources are included to address your questions.

In Advocate Accountable Care, you will continue to receive the services you currently get with your HFS Medical Card. Your services and co-payments, if you have co-payments, will be the same. If you still have questions about what medical services are covered for you after reading this handbook, you can call Advocate Accountable Care at 1.855.260.0996. For TTY users, call 711. The call is free.

In Advocate Accountable Care, your PCP may refer you to one of our Care Management Programs. Read this Member Handbook to find out more about these programs.

You can also visit Advocate Accountable Care online at advocatehealth.com/aac to learn more about Advocate Accountable Care and everything the program offers you.

You may also write to us at: 

Advocate Physician Partners, Advocate Accountable Care
PO Box 359
Mount Prospect, IL 60056

Advocate Accountable Care serves children and parents/caregivers in Cook, Kane, Lake, McHenry, Will, DuPage, McLean and Woodford Counties. Newly eligible adults may not join Advocate Accountable Care at this time.

To learn more about your Health Plan choices, contact Illinois Client Enrollment Services at 1.877.912.8880, TTY 1.866.565.8576 or visit http://enrollhfs.illinois.gov.

If you need to update your contact information or have questions about your health plans, coverage, and providers, please contact Advocate Accountable Care at 1.800.260.0996. For TTY users, call 711. We may contact you with reminders, updates to the plan, and other information relevant to your healthcare.
Care Management – Advocate Accountable Care Program that provides personal assistance with understanding your health conditions and how to best work with your healthcare team.

Co-payment/Co-pay – This is a small fee that you may have to pay for some services, like prescription drugs. Your co-payments depend on your age and the service you receive through your HFS Card.

Covered Services – The services you get through the HFS Medical Card. Call the Advocate Accountable Care at 1.855.260.0996 to find out what services are covered for you. If you use a TTY, call 711. The call is free.

Healthy Beginnings Maternity Support Program – A program providing health education and guidance from pregnancy to six weeks after delivery.

HFS/ Illinois Department of Healthcare and Family Services – The state agency that runs the Medical Programs.

Immunizations – Shots that help prevent sicknesses like measles, mumps, and chicken pox.

Lab Work – Blood or urine tests for illness or physicals.

Medication Therapy Management (MTM) – Service provided at no cost by a Pharmacist. These confidential appointments provide a one-on-one review of all of your medicines. The pharmacist works with you and your doctor to ensure that your current drug therapy is both safe and effective.

Advocate Patient Centered Medical Home – Our team-based approach to providing care where the patient is the most important member of the team.

Prenatal Care – Care that is given to a pregnant woman the whole time she is pregnant. This care is important for the mom’s and the unborn child’s health.

Primary Care Provider (PCP) – Your doctor who takes care of you and your family. This is a doctor who treats adults or children, such as a Family Practice doctor, an Internal Medicine doctor or a Pediatrician.

Referral – May be required when you seek services with a provider who is not your PCP.

Specialist – A doctor who practices a special kind of medicine, like an ear, nose and throat doctor or a foot doctor.

Helpful Words
A Primary Care Provider (PCP) is the family doctor who takes care of you and your family. A PCP is a doctor who treats adults or children, such as a Family Practice doctor, an Internal Medicine doctor or a Pediatrician. Your PCP gets to know you well. Your PCP will:

- Take care of you when you are sick
- Give your children regular checkups and immunizations (shots) to stay well
- Help you manage disease and other conditions like diabetes, high blood pressure, and asthma
- Refer you to specialists or other healthcare providers when you need to go
- Answer questions you have about your healthcare
- Give you the information you need to stay healthy
- Work with you to get the healthcare you need

It is important that you and all your family members go to see your new PCPs as soon as possible. Get to know your PCP and let him or her get to know you. This way, if you or a family member needs healthcare or gets sick, the PCP will be able to give the best care.

Please schedule a “get to know your PCP” appointment. Remember to bring your identification card to your appointment. Your PCP will discuss how to access routine and urgent care during your visit. You may discuss the practice hours or patient portal access at that time.

To make an appointment with your PCP, call the PCP’s office and ask for an appointment. If you need help making an appointment, please call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711.

Some things your PCP may do when you visit:

- Check your blood pressure
- Check your blood sugar (for diabetes)
- Do a breast exam and PAP smear
- Give you information on family planning and sexually transmitted infections
- Talk with you about substance abuse and mental health
- Do screenings, such as rectal exams for older adults, and referrals for mammograms
- Speak with you about quitting smoking, healthy eating and other things important to your health

Of course, if you are sick or get hurt, see your PCP as soon as possible. If it is an emergency, call 911, if available in your area, or go directly to the nearest Emergency Room. If you think you may be pregnant, see your PCP or an OB/GYN right away.

If you would like to change your PCP, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711. Because you are a member of Advocate Accountable Care, you must select an Advocate Accountable Care PCP. You have 90 days from enrollment in Advocate Accountable Care to change your health plan. After that, you can change your health plan once a year during open enrollment. To learn more about your health plan choices, call the Client Enrollment Services at 1.877.912.8880, TTY 1.866.565.8576 or visit http://enrollhfs.illinois.gov.
Regular Checkups for Children

It is very important for children to have regular checkups, even when they are not sick. Healthy Kids is a free healthcare program for babies, kids, teens, and some young adults (birth through age 19). Young adults, age 18 and 19, may qualify as adults if they are a parent or caretaker relative of an eligible child, have a disability or are pregnant. At checkups, your PCP can catch little problems before they become more serious.

At regular checkups, the PCP will make sure your child is growing and developing properly. A Healthy Kids checkup includes the following:

- Complete physical exam
- Developmental screening
- Check to make sure your child’s immunizations (shots) are up-to-date
- Complete health history and education on staying healthy
- Check of your child’s ears, eyes, and mouth
- Lab work (blood and urine tests)

Children can get any health service or treatment that their PCP says is medically necessary. There are no fees or co-payments for children’s checkups, shots, lab tests or X-rays. If a problem is found during a Healthy Kids checkup, your PCP can refer you to a specialist.

Don’t forget, teens and young adults (through age 19) need checkups too! The PCP can talk to them about good habits that will help them become or stay healthy. The PCP can also talk to them about staying safe and avoiding problems that teens and young adults sometimes have, such as smoking, drinking, doing drugs, becoming pregnant, causing a pregnancy, or getting a sexually transmitted infection.

Care During Pregnancy

You **DO NOT NEED A REFERRAL** from your PCP for OB Care. Pregnant women need special care during pregnancy called prenatal care. Prenatal care is very important. Prenatal care visits with a doctor or clinic will help pregnant women stay healthy and help their babies stay healthy too. Even if a woman has been pregnant before, prenatal care is still very important. Prenatal care should start as soon as possible. Even if you are thinking of having a baby, you should discuss this with your PCP. There are things you can do before you get pregnant that will make your pregnancy healthier and your baby too.

Specialist Care

Call your PCP if you need medical help. Call when you first notice a problem. Your PCP will make an appointment or answer any questions you may have. Dealing with a problem early may prevent a trip to the emergency room. Your PCP may say you need special medical care. When this happens, your PCP will refer you to a specialist. HFS covers healthcare you get from specialists when:

- The specialist who gives you care is enrolled with HFS as a provider, and,
- Your PCP approves of the care.

You will be asked to present your Advocate Accountable Care ID card. Please take it with you if you go to see a specialist. If you need help finding a specialist, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711.
Referrals

Remember, the services covered depend on the services you received with your HFS or All Kids Medical Card. You may need a referral for certain services not provided by your PCP. Some providers may not see you if they are not part of Advocate Accountable Care. To find out what services and providers are covered for you, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711. Always ask your PCP first if you need a referral for services not listed below.

You DO NOT need a REFERRAL for the following services:

- Services provided by:
  - Physicians
  - Nurse practitioners, midwives and physician assistants not affiliated with a PCP
  - Podiatrists and chiropractors
  - Audiologists
- Family planning OB/GYN services
- Services provided to newborns up to 91 days after birth
- Emergency room services
- Emergency and non-emergency transportation
- Prescriptions
- Dental services
- Speech, occupational and physical therapy
- Eye exams and services
- Shots/immunizations
- Mental health services
- Drug or alcohol treatment
- Services to treat sexually transmitted infections
- Services to treat tuberculosis
- Early intervention services
- Hospital services
- Home health care
- Outpatient ancillary services (like X-rays, blood work, and anesthesia)
- Lead screening referrals

Services provided by:

- School-based/Linked clinics for children under age 21
- Local health departments
- Mobile vans
- Community Health Clinic Homeless Sites and Migrant Health Centers

Some medical services require you to pay a co-payment. It is important to know:

- Providers cannot bill you for any services covered by your HFS or All Kids Medical Card.
- Providers cannot bill you for any unpaid balances for covered services over and above the co-payment amounts.
- Providers are also not allowed to send you a bill, even if HFS does not pay them, except for the co-payment amounts.
- Providers can bill you for services provided if they inform you before your appointment that they will not accept your medical card and you will be responsible for payment. If you get a bill for a service that you think should be covered, call the HFS Health Benefits Hotline at 1.866.468.7543 (TTY 1.877.204.1012).
You **DO NOT NEED A REFERRAL** from your PCP for Emergency Care

In an emergency you can use any hospital or other provider of emergency services.

An emergency is a health problem that is life threatening or one that will seriously affect your health if not treated right away. If you are in urgent need of care, call your PCP. Your PCP will tell you where to go to get care.

Some examples of **emergencies when you should go to the Emergency Room** are:

- Chest pain
- Bleeding that won’t stop
- Broken bone(s)
- Seizures
- Severe shortness of breath
- Strong feeling that you might hurt yourself or another person
- Sudden loss of feeling or not being able to move
- Choking or being unable to breathe properly
- A serious accident
- Serious burns
- Throwing up blood
- Severe stomach pain
- Miscarriage (when a pregnant woman loses her baby)
- Damage to the eyes
- High fever
- Passing out

Some **reasons you should call your PCP first** to make an appointment instead of going to the Emergency Room are:

- Fever
- Earache
- Refill medications that are now empty
- Runny Nose
- Rash
- Cough
- Pain medication
Advocate Accountable Care Programs
At times patients and families need some additional support and guidance to meet their healthcare needs. A care manager is there to provide these services:

- Personalized assistance with understanding and navigating your healthcare needs
- Identify community programs to assist you/your family
- Assist with communication across multiple healthcare providers
- Help you to develop your own care plan to keep you on track to manage your health

Care managers work with your providers to keep you healthy. You may receive a call from a care manager or meet one in your PCP’s office. A care manager will help you better understand your care plan, schedule appointments, and locate community resources. You may be assigned a care manager if:

- You have multiple chronic illnesses such as asthma, diabetes, COPD, heart failure
- You have a history of several ER visits or hospital stays
- You have a complex pregnancy
- Your PCP recommends you for care management services

---

**Healthy Beginnings Maternity Support**

This program is designed to help pregnant patients and their babies get off to a healthy start by providing education and guidance from pregnancy to six weeks after delivery. We will work closely with you and your Advocate Accountable Care OB/GYN or family physician to identify services that may benefit you.

- Personal Care Manager
- Online resources
- Social services
- Educational classes
- Home healthcare
Taking care of your health can be more difficult when you have a number of health problems and are taking a lot of different medicines. You may have some of these questions:

- Why am I taking these medicines?
- Are my medicines working the way they should?
- Can I do anything to lessen the side effects?
- Am I taking my medicines in the right order and at the right time of day?
- Are my medicines interacting with each other?
- Are my medicines really making me better?

Our Pharmacist will work with your care team to ensure that:

- You are taking only the medicines you need
- You are taking the correct amount of medicine at the correct time
- Your medicines are not interacting with each other
- Any vitamins, supplements or over-the-counter medicines you take are safe and effective
- You are not spending more than you need to for your medicines
- You understand why you are taking your medicines

If you have questions about your medications, talk to your PCP first. Your PCP may refer you to the pharmacist on your care team. During this time with the pharmacist, any questions you have about your medicines can be answered.
What is a Patient-Centered Medical Home?

It is not a building, a hospital or a home. It is the way we give care. It is a team-based approach to your healthcare, led by your PCP. It is care that centers around you and your healthcare needs and goals. It focuses on providing you the right care, at the right time, in the right place.

Our Patient-Centered Medical Home helps healthcare to fit your needs. We don’t just treat illness—we work with you to achieve and maintain wellness. We’re also here to coordinate and provide access to the care you need, when you need it—whether through an in-person visit or online using our patient health portal. Your healthcare team will coordinate your care with the other elements of the health system. This includes specialty care, hospitals, home health, nursing homes, and any public or private community services that may benefit you. If you need to see a specialist or have a test, such as x-rays, lab work or physical therapy, we will coordinate services and follow-up with timely communication.

You will be an active participant on your healthcare team. Through shared decision making we will achieve your health and wellness. Your role on the team includes the following items:

- Bring concerns and questions to discuss with your care team
- Provide a list of all your medications, including supplements you buy in the store
- Call us before going to the Emergency Room (ER) or let us know as soon as possible that you have been to the ER or urgent care.
- When you go elsewhere for care, such as a specialist office or are seen out of town, please request that your care information be sent to our office.
Other Available Programs
Family Case Management

The Family Case Management program serves pregnant women, infants and children with high-risk medical conditions.

Family Case Management can help you:

- Find a doctor for your prenatal care to make sure you have a healthy baby
- Find a PCP for your children’s care
- Understand proper nutrition for you and your child
- Understand the stages of your child’s development
- Get information on how to be a better parent
- Understand the importance of prenatal care
- Learn the signs and symptoms of labor
- Understand the importance of regularly scheduled well-child visits
- Understand the importance of immunizations

For more information call Family Case Management at 1.800.323.4769. If you use a TTY, call 1.800.447.6404.

Child Care Resource and Referral

Quality child care is an important part of helping kids to grow up healthy. The Illinois Child Care Assistance Program (CCAP) makes it possible to get help paying for child care. To find out if you qualify, or to find the Child Care Resource and Referral (CCR&R) center in your area, go to www.dhs.state.il.us. Click on the “Child Care” link. You can also call the DHS Helpline at 1.800.843.6154. If you use a TTY, call 1.800.447.6404.

Women Infants and Children (WIC)

WIC is a free food assistance program to help pregnant women, new moms, babies, and young children eat well and stay healthy.

WIC is available to:

- Women who are pregnant, breastfeeding or just had a baby, and infants and children under 5 years old (including foster children) who are:
  - Low to medium income
  - Found to be at nutrition risk through a free health screening

It is very important that babies and young children eat right. This helps them grow up healthy and strong. WIC can teach you about good nutrition and health. With WIC you get healthy foods like milk, eggs, cheese, fruits and vegetables, juice, cereal, dried beans, or peas, baby food, and whole grains (whole wheat bread and other options). WIC also covers infant formula with iron for babies who are not breast-fed. WIC can also give you information on, and help with, breastfeeding.

To find out more about WIC or to find a WIC office in your area, call 1.800.323.4769 (TTY 1.866.295.6817) or visit the DHS Web site at www.dhs.state.il.us and click on the Women, Infants and Children (WIC) link.
Early Interventions

The State of Illinois has Early Intervention programs and services for infants or toddlers ages 0 to 3 that have developmental delays or disabilities. If you have any questions or concerns about your child’s development (physical, emotional or other), please talk with your child’s PCP. It is best to take action as soon as you think your child may have a physical or emotional development problem. Starting care or intervention early may make a difference.

Infants and toddlers will be tested to see if there is a delay in:

- Movement
- Behavior
- Learning
- Self-help skills
- Dealing with others

If needed, a plan is written to set goals and identify needs. Families, with the help of Early Intervention service providers, help the infants and toddlers reach their goals.

To find out more about Early Intervention or to locate an Early Intervention office in your area, call 1.800.447.6404 (voice/TTY) or for automated services call 1.800.323.4769, or visit the DHS Web site at www.dhs.state.il.us and click on the Health & Medical link.

Services to Help You Stop Smoking

Smoking harms you and your family. It is never too late to quit. Don’t give up trying.

You can call the Illinois Tobacco Quitline. There is no cost for using the Quitline. Quitline staff can help you if you smoke cigarettes, cigars or pipes, as well as, snuff and chew tobacco users.

You can call the Illinois Tobacco Quitline at 1.866.784.8937. If you use a TTY, call 1.800.501.1068. Or visit the Smoke-free Illinois Web site at www.smoke-free.illinois.gov or www.quityes.org.

Dental Services

Your PCP may provide an oral screening (checking the mouth, teeth and gums) as part of your checkup. This does not replace the need to visit the dentist!

You DO NOT NEED A REFERRAL from your PCP for dental services. Medicaid covers dental services for children and adults. These services include visits to prevent disease, detect problems, and restore your teeth—such as exams, teeth cleaning, cavity filling, root canals, and extractions. In some cases, there may be copay for services, but there are no copays for exams. For adults, there may also be limits on how often you can get a service. Children need regular dental care starting at age 2, or earlier if needed.

Under the dental benefit, we encourage you to go to a dentist for an exam. At the exam, your dentist will develop a treatment plan for you. If the treatment plan includes a covered dental service that requires prior approval, the dentist will request the approval. If approved, the dentist can perform the service.

If you have any questions about finding a dentist or what is covered under your dental benefit, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711.
**Vision Services**

Medicaid covered vision services include eye exams, eyeglasses, and specialty services if needed. Adults are limited to one pair of eye-glasses in a two year period. Children are covered for eyeglasses as needed.

Vision services must be provided by a Medicaid-enrolled vision care provider. There may be copays for a vision exam and other services. Check with your vision care provider. Some vision services and materials, such as contact lenses and low vision devices, require prior approval before you can get them. Your vision care provider will request prior approval if necessary.

To find out what vision services are covered for you or if you need help finding a vision care provider or ophthalmologist, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711. The call is free.

**Alcohol and Drug Abuse**

Many alcohol and drug abuse services are covered by your HFS or All Kids Medical Card. To find out what services are covered for you, call the HFS Health Benefits Helpline at 1.866.468.7543. If you use a TTY, call 1.877.204.1012.

**Non-Emergency Transportation**

You DO NOT NEED A REFERRAL from your PCP for non-emergency transportation services. If it is hard for you to get to your medical appointments either because you do not have a car to use or because you cannot afford the gas, HFS may be able to help you get a ride to your PCP or clinic. This is not for ambulance services.

HFS covers non-emergency transportation to the nearest possible provider only.

To see if you qualify for non-emergency transportation services, call 1.877.725.0569. If you use a TTY, call 1.877.204.1012. You can call between 8 am and 5 pm Monday through Friday. The call is free.

You must call and ask for help to get a ride at least two business days (not counting weekends or holidays) before the trip. When you call for approval for a ride, you must give:

- The name, address, and phone number of the person who needs the ride
- The recipient identification number (this is the number on the person’s HFS or All Kids medical card)
- The name and address of the doctor or clinic the person will be seeing
- The date, time, and reason for the appointment
- The name of the transportation provider, if known
Prescription Drugs

Medicaid provides coverage for prescription drugs. To get your medication, you will need a prescription from your medical provider. Adults (19 – 64) are allowed four prescriptions per month. A provider can prescribe more drugs if first getting prior approval. In Illinois, most if not all pharmacies accept Medicaid. If you want to be sure, call the pharmacy first.

There are copays for most medications. The amount of the copay depends on the type of drug as listed in the chart: brand name, generic, or over the counter. For children in All Kids, the amount of co-pay will depend on their specific All Kids program. If you have questions about whether Medicaid will cover a prescription or if there will be a co-pay, call Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711. The call is free.

<table>
<thead>
<tr>
<th>Type</th>
<th>Copay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brand name prescription</td>
<td>$3.90</td>
</tr>
<tr>
<td>Generic prescription</td>
<td>$2.00</td>
</tr>
<tr>
<td>Over the counter medication with prescription from your doctor *</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

*Over-the-counter prescriptions are not covered for children in All Kids Premium level 2. Children in All Kids Assist program do not have copays.

Mental Health Needs

Every person who suffers from a mental condition needs a unique set of services and care to meet their needs. The DHS Division of Mental Health (DMH) provides a variety of services for children and adults who have an HFS or All Kids Medical Card. DMH partners with mental health clinics, agencies and hospitals in Illinois who can work with you and your PCP to get you the help you need. To find a provider who offers mental health services, call the Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711.
Rights and Responsibilities

You have the right to:

• Be treated with respect, dignity, and privacy.
• Have your PCP explain your treatment in a way that makes sense to you.
• Ask questions and have them answered by your PCP.
• Make decisions about the care you get. This includes saying “no” to care you don’t want.
• Get a copy of your medical records from your PCP and have the records corrected if needed.
• Change your PCP as often as once a month.
• Pick the same PCP for you and your family, or pick different PCPs for each member of your family.
• Call your PCP and get help.
• Complain about your PCP.
• Be free from any means of discrimination or retaliation.
• Request an interpreter.

You have the responsibility to:

• Learn your rights as an Advocate Accountable Care member.
• Keep your appointments and cancel in advance the ones you cannot keep.
• Treat your PCP with respect.
• Tell your PCP about your healthcare needs and about any other healthcare services you are getting.
• Keep up-to-date on immunizations (shots).
• Contact your PCP first for care that is not an emergency.
• Talk with your PCP about any needed specialist care.
• Tell your PCP about other healthcare services that you get.
• Share important information that is needed by your providers.
• Follow the instructions and guidelines given by your PCP.
• Let us know about important changes, such as changes in your name, address, phone number, income or family size. Call the Advocate Accountable Care at 1.855.260.0996. If you use a TTY, call 711. Also let the Department of Human Services know by calling the change report line at 1.800.720.4166 between 8 am – 5:30 pm or online at www.dhs.state.il.us under the “for Customers” section.

When Advocate Accountable Care May Contact You

Advocate Accountable Care wants you and your family to get the healthcare you need to stay well. To get better healthcare for you and your family, Advocate Accountable Care may contact you by telephone or by mail to:

Help you pick a new PCP
Sometimes PCPs are no longer able to be a PCP for some reason, such as moving offices or retiring. You will be contacted when this happens to pick a new PCP.

Remind you about your child’s Healthy Kids Checkup
You may be mailed a letter and/or call you to remind you to make an appointment for your child’s Healthy Kids Checkup. IHC can help you make the appointment with your child’s doctor too.

Ask you to participate in a Satisfaction Survey
You may be asked to complete a member satisfaction survey. Advocate Accountable Care uses member feedback to see what’s working and what can be done better.
Problems and Complaints

If You Have A Problem Or Complaint

Advocate Accountable Care wants you to get the best possible service. When something goes wrong or you are not treated well, we want to know.

Grievances

A grievance is a complaint to Advocate Accountable Care about any matter involving Advocate Accountable Care other than a denied, reduced or terminated service or medical item.

Advocate Accountable Care takes member grievances very seriously. We want to know what is wrong so we can make our services better. Advocate Accountable Care has special procedures in place to help members who file grievances. We will do our best to answer your questions or help to resolve your problem or concern. Filing a grievance will not affect your healthcare services or your benefits coverage.

These are examples of when you might want to file a grievance with Advocate Accountable Care:

- Your medical provider or a staff member did not respect your rights.
- You had trouble getting an appointment with your provider, care manager or talking with your provider or care manager, in an appropriate amount of time.
- You were unhappy with the quality of care or treatment you received.
- Your provider or a staff member was rude to you.
- Your provider or a staff member was insensitive to your cultural needs or other special needs you may have.

Step 1: How to file a grievance.

If you have a grievance about your Primary Care Provider, Advocate Accountable Care, or the service you have received:

1. You can call the Advocate Accountable Care Helpline at 1.855.260.0996 Toll Free; or 711 – Voice/TTY to report it.

2. You can put your grievance in writing and mail, email or fax it to:
   
   Advocate Physician Partners
   Advocate Accountable Care
   P.O. Box 359
   Mount Prospect, IL 60056

3. You can also register your grievance on the Advocate Accountable Care website, advocatehealth.com/aac

   When you file your grievance, give us as much information as you can. For example, include the date and place the incident happened, the names of the people involved and details about what happened. Be sure to include your name and your Advocate Accountable Care member ID number.
You can designate another person to help you file a grievance with us. You will need to fill out the Authorized Representative Designation form. This form is on the Advocate Accountable Care website, advocatehealth.com/aac. You can also obtain this form by calling Advocate Accountable Care Helpline at 1.855.260.0996, TTY 711.

**Step 2: Reviewing your grievance**

We will make a record of your grievance. We will have someone not involved with the matter you are complaining about review your grievance and try to find a solution. Your satisfaction is important to us.

**Step 3: Taking action on your grievance**

We take action on all grievances within 30 days of receiving it. We will let you know what we decide.

**Step 4: If you are not satisfied with the action we take on your grievance, you may write to:**

Illinois Department of Healthcare and Family Services  
Bureau of Managed Care  
Attn: ACE Grievances  
401 South Clinton Street, 6th Floor  
Chicago, IL 60607

Someone from HFS will review the matter and follow up with you as quickly as possible.
You may not agree with a decision or an action made by the Illinois Department of Healthcare and Family Services (HFS) or the Illinois Department of Human Services (DHS). An appeal is a way for you to ask for a review of the Department’s (HFS or DHS) actions and decisions. For example, you may not agree with a decision made or an action by the Department about your services or a medical item you requested.

You may appeal within **sixty (60) calendar days** of the date on the letter from the Department informing you of its denial or action. If you want your services to stay the same while you appeal, you must file your appeal no later than **ten (10) calendar days** from the date on the Department’s letter informing you of its denial or action. When you appeal, you are asking for a hearing to review the Department’s action or decision that you disagree with. The person reviewing the Department’s action or decision will be a hearing officer.

The list below includes examples of when you might want to file an appeal. You may want to appeal if the Department:

- Does not approve or pay for a service or item that you or your provider asks for
- Stops your benefits (coverage)
- Says that you will start to get fewer benefits
- Changes your co-payments

You can also appeal if you think the Department made a mistake about any action or decision. You may not get a hearing on your appeal if the Department’s action or decision was because of a change in the law.

### How to Make an Appeal

When you file your appeal, tell the Department what action or decision you disagree with and want them to review. Be sure to include your name, address, phone number, email, and your HFS Medical Card Identification Number (the “ID#” next to your name on the Medical Card).

An appeal is filed either with HFS or DHS, depending on the agency that made the decision you are contesting. Generally, appeal is filed with the agency that made the decision and sent you the letter informing you of its denial or action. You can designate another person to help you file an appeal on your behalf. You will need to fill out the Authorized Representative Designation form. This form is on the Advocate Accountable Care website, advocatehealth.com/aac. You can also obtain this form by calling Advocate Accountable Care Helpline at 1.855.260.0996.

- If you want to file an appeal related to your medical services or items, Developmental Disability (DD), or Elderly Waiver (Community Care Program (CCP)) services, send your request in writing by mail, fax, or email to:
  
  **Illinois Department of Healthcare and Family Services**  
  Attn: Fair Hearings Section  
  401 South Clinton, 6th Floor  
  Chicago, IL 60607  
  Fax #: 1.312.793.2005  
  Email: HFS.FairHearings@illinois.gov

Or you may call **HFS** at 1.855.418.4421. If you use a TTY, call HFS at 1.877.734.7429. The call is free.
If you want to file an appeal related to your Medicaid application eligibility, food stamps, TANF, Persons with Disabilities Waiver services, Traumatic Brain Injury Waiver services, HIV/AIDS Waiver services, or any Home Service Program (HSP) services, send your request in writing by mail, fax, or email to:

Illinois Department of Human Services
Attn: Bureau of Hearings
401 South Clinton, 6th Floor
Chicago, IL 60607
Fax #: 1.312.793.3387
Email: DHS.BAHNewAppeal@illinois.gov

Or you may call DHS at 1.800.435.0774. If you use a TTY, call DHS at 1.877.734.7429. The call is free.
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>TTY Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advocate Accountable Care</strong></td>
<td>1.855.260.0996</td>
<td>711</td>
</tr>
<tr>
<td>Call for answers to any questions about your health plan, coverage, and providers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>All Kids Switchboard</strong></td>
<td>1.866.255.5437</td>
<td>1.877.204.1012</td>
</tr>
<tr>
<td>Call for more information about All Kids, to file a complaint with All Kids or to change your name, address, phone number, family size or income.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or</td>
<td>1.877.805.5312</td>
<td></td>
</tr>
<tr>
<td><strong>Appeals and Fair Hearings</strong></td>
<td>1.800.435.0774</td>
<td>1.877.734.7429</td>
</tr>
<tr>
<td>Call to file an appeal and ask for a fair hearing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dental Services</strong></td>
<td>1.888.286.2447</td>
<td>1.800.466.7566</td>
</tr>
<tr>
<td>Call for help finding a dentist or to find out if a certain dental service is covered.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DHS Information Change Report Hotline</strong></td>
<td>1.800.720.4166</td>
<td>1.800.447.6404</td>
</tr>
<tr>
<td>Call to report a change of your name, address, phone number, family size, or income.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Early Intervention</strong></td>
<td>1.800.447.6404</td>
<td>1.800.323.4769</td>
</tr>
<tr>
<td>(Voice/TTY)</td>
<td>1.800.323.4769</td>
<td>(Automated)</td>
</tr>
<tr>
<td>A program for infants and toddlers with developmental delays or disabilities. Call to find out more or to locate an Early Intervention Office in your area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family Case Management</strong></td>
<td>1.800.323-4769</td>
<td>1.800.447.6404</td>
</tr>
<tr>
<td>Call for information on this program that serves pregnant women, infants and children with high-risk medical conditions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HFS Health Benefits Helpline</strong></td>
<td>1.866.468.7543</td>
<td>1.877.204.1012</td>
</tr>
<tr>
<td>Call to get information on your benefits and covered services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HFS Third Party Liability or TPL (private insurance) Unit</strong></td>
<td>1.217.524.2490</td>
<td>1.877.204.1012</td>
</tr>
<tr>
<td>Call to report the beginning or ending of any private health insurance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Smoking Quitline</strong></td>
<td>1.866.784.8937</td>
<td>1.800.501.1068</td>
</tr>
<tr>
<td>Call to get help with quitting smoking.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>WIC</strong></td>
<td>1.800.323.4769</td>
<td>1.866.295.6817</td>
</tr>
<tr>
<td>Call for help with getting healthy food for pregnant women, new moms, infants, and young children.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Illinois Client Enrollment Services</strong></td>
<td>1.877.912.8880</td>
<td>1.866.565.8576</td>
</tr>
<tr>
<td>Call to find out about your health plan options, choose a health plan and a PCP within that plan.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>