



Health Alliance Connect Disenrollment Transition

FREQUENTLY ASKED QUESTIONS

Q. Does this affect my Health Alliance Medicare plan?

A. No. This does not affect any Health Alliance Medicare plans.

Q. When will Health Alliance Connect coverage end for Medicaid members?

A. There will be two waves of disenrollment for the two different groups of Medicaid members.

WAVE 1			
Effective 10/31/16	Counties		
FHP (Family Health Plan) ACA Adults	Boone Henry Knox McHenry	McLean Mercer Peoria Rock Island	Stark Tazewell Winnebago
ICP/SPD (Integrated Care Program/ Seniors & Persons with Disabilities)	Knox Peoria Stark Tazewell		
WAVE 2			
Effective 12/31/16	Counties		
FHP (Family Health Plan) ACA Adults	Champaign Christian DeWitt Ford	Logan Macon Menard	Piatt Sangamon Vermilion
ICP/SPD (Integrated Care Program/ Seniors & Persons with Disabilities)	Champaign Christian DeWitt Ford Henry	Logan Macon McLean Menard Mercer	Piatt Rock Island Sangamon Vermilion

Q. How will members be notified?

A. On September 30, 2016, Health Alliance sent a letter to each of the Wave 1 members, notifying them that their Health Alliance Connect coverage is ending. Illinois Client Enrollment Services will send a package with information about their enrollment options and deadlines and directions for online enrollment.

Q. How long will members have to choose a new managed care plan?

A. They will have 60 days to choose a new health plan and a primary care provider. If they do not make a choice, Healthcare and Family Services will choose for them.

Q. Will members have to change healthcare providers?

A. Members should contact the health plans available to them and find out if their current providers are in the network for those plans.

Q. What coverage will members have if there is a gap between the time they are termed from Health Alliance Connect and the time they make a new plan selection?

A. Members who are between managed care plans will have their standard fee-for-service Medicaid coverage and should take their HFS medical cards with them to doctor visits and to their pharmacies when filling covered prescriptions.

Q. Who should members contact after disenrollment if they have questions?

A. They should go to EnrollHFS.Illinois.gov or call Illinois Client Enrollment Services at 1-877-912-8880 (TTY 1-866-565-8576).

Q. How will this impact Health Alliance network providers?

A. This only means the Medicaid members will be moved to other Medicaid managed care plans. If providers have a contract with the carriers in their areas, they will have to bill the state under that carrier. This does not require any change to our partnership or provider agreements. They remain contracted to provide services to Health Alliance Connect Medicaid members, but there will be no members to serve after December 31, 2016, except for any necessary continuity of care plans.

Our Contracting and Provider Services (CPS) team is proactively working to notify providers of the changes coming. Provider questions should be directed to 1-800-851-3379, ext. 4668.