

Medical Bills

Question:

What do I do if I get a bill?

Answer:

Many times the provider does not receive all the accurate information needed to properly bill FHN. **DO NOT PAY THE BILL.** Call the phone number on the bill and give them the FHN information on the back of your FHN medical card. If you have any problems, call Member Services immediately.

Medical Card

Question:

Why do I need an FHN Identification and HFS Medical Card?

Answer:

Your FHN Identification Card has your doctor's information, Member Services and other important phone numbers. It alerts providers that you are an FHN Member. You will need your HFS Medical Card for dental, vision and pharmacy visits. Always keep your HFS and FHN cards with you at all times.

Question:

What do I do if I lose my FHN member ID card?

Answer:

Call Member Services and request a new card. They will send you a new ID card at no cost.

Co-payments

Question:

Do I have a co-payment with FHN?

Answer:

NO. You do not make a co-payment for any medical visit. The State of Illinois provides prescription coverage and may require a co-pay. If you do pay a co-pay, **FHN WILL REIMBURSE YOU.**

If you have other questions or concerns, please call Family Health Network Member Services at 1-888-346-4968. We are here to help you.

You can call our 24 hour help hotline with your medical questions. Call NurseNow toll free at 1-888-346-4968.

Family Health Network We are Family!

Family Health Network
910 W Van Buren, 6th Floor
Chicago IL 60607
1-888-346-4968
TTY: 1-800-422-1942

Visit Family Health Network online at www.fhnchicago.com

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Family Health Network

Frequently Asked Questions

Family Health Network is a non-for-profit health plan sponsored by hospitals with doctors in your neighborhood.

Let us Answer all your Questions.

We are Family!



FHN Member Services
1-888-346-4968

Medical Home

Question:

Do I have to pick a healthcare plan?

Answer:

Yes. The state has determined that all people with an HFS or All Kids medical card **MUST** pick a medical home. FHN can be your medical home. FHN will provide you with all your basic medical needs and extra benefits. If you do not enroll, the state will pick a medical home for you.

Question:

Why is it important to have a medical home?

Answer:

A medical home is a doctor or clinic that will take care of your primary medical needs. Your medical home will have all of your medical history records and provide you with a doctor that will get to know you and your family. If you pick FHN as your medical home, you will receive the quality care you deserve.

Question:

What if my doctor's office is closed?

Answer:

If you need to make an appointment you can call your doctor's office the next business day. Call your doctor immediately if you need urgent care. If you have an emergency, go to the nearest emergency room. You can also call NurseNow with any health related question at 1-888-346-4968.

Everyday Family Health Network answers many questions from members like you. We have put together a list of general questions and hope our answers are helpful and informative.

Your Doctor

Question:

Can I change doctors?

Answer:

Yes. If you want to change your doctor you can call Member Services and request a change. They will help you find an FHN affiliated doctor. You can change your doctor once a month.

Question:

Why should I choose an FHN doctor?

Answer:

Family Health Network offers the best doctors to care for you and your family. FHN selects doctors based on their background, experience, credentials and a screening process. Members may select any of our highly qualified doctors.

Question:

Can I keep the doctor I already have?

Answer:

Yes. If your doctor is currently with FHN, you can choose the same doctor.

Question:

What is the advantage of staying with one doctor?

Answer:

Your doctor will know you personally and will take care of you and your family's medical needs.

A family doctor provides medical attention, manages your conditions, answers your questions and gives you information to stay healthy. Your doctor can continue to care for **YOUR INDIVIDUAL NEEDS** the best way possible.

FHN will provide you with a family doctor and you will receive top quality care.

Emergency

Question:

Which hospital can I go to in case of an emergency?

Answer:

You can go to any hospital emergency room in case of a serious emergency. Serious emergencies include uncontrollable bleeding, extreme pain, chest pain, severe burns, poisoning, extreme bodily shaking, broken bones, vomiting blood, miscarriage, and/or loss of consciousness.