

Important Information – Provider Network Partner Cook County Medicaid Members

September 20, 2017

Dear Provider Network Partner:

Earlier this year, the Illinois Department of Healthcare and Family Services (“HFS”) released a request for proposal (“RFP”) for managed care changes effective Jan. 1, 2018. There were two options for a managed care organization (“MCO”) to bid – a) to operate in all 102 counties in the state of Illinois or b) as a minority- or county-owned entity in Cook County only.

The safety-net provider sponsors that developed and have guided Family Health Network (“FHN”) since our first members in 1995 and launched our subsidiary company, Community Care Alliance of Illinois (“CCAI”), in 2014, were faced with a “rock and a hard place” decision. As a regional, not-for-profit health plan, we did not have the deep pockets to expand state-wide nor did we feel this was how our program would best serve Medicaid beneficiaries. Delayed and inconsistent funding from the state of Illinois also contributed to the decision not to submit an RFP response for state-wide operations. Under the strict RFP definition, FHN and CCAI did not meet the criteria to qualify for Cook County-only response. Therefore, our board of directors made the difficult, but most appropriate decision, not to respond to the RFP.

FHN and CCAI have started the process to transfer Medicaid (FHP, ACA and ICP) Cook County members to CountyCare health plan (“CountyCare”). We are working under the supervision of HFS to implement this member transition effective Nov. 1, 2017. Collectively, our #1 goal is the seamless transition of these members to their new health plan. **Please note that more information will follow for non-Cook County Medicaid members and providers in the Medicare Advantage program.**

We will be notifying all FHN and CCAI members of this change later this month, and CountyCare will follow with additional communications. The CountyCare provider network has significant overlap with the FHN and CCAI network. The PCP-member relationship will be maintained wherever possible to ensure consistency of services and member experience. Furthermore, where CountyCare does not have a direct contract, the FHN and CCAI provider contract will be honored until a direct contract can be established, as assurance for providers and members during this time of tremendous change.

FHN and CCAI commit that we will fulfill our contractual obligations with your practice or facility. This will not end on Dec. 31, 2017. We will maintain staff and operations to address all provider claims for dates of service for which FHN or CCAI are liable and to address concerns as long as necessary. We continue to adjudicate all claims, so that when state funding is received we can release payments quickly.

Please continue to honor your contractual and professional obligations and provide services to our members – your patients. This population already faces challenges and barriers to care; we do not want this transition to negatively impact quality of care or health status.

Finally, a sincere thank you for your excellent service and partnership over the last 20 years. Together we have made a difference in the lives of many individuals. We particularly want to thank you for your partnership during this financially challenging period of state budget and payment delays. We know it has not been easy for you. Your dedication to the member/patient is truly appreciated.

If you have specific questions, please contact **Provider Customer Service** at **888-346-4968** or work directly with your assigned Network Management specialist.

Sincerely,



James Kiamos
President and CEO
Family Health Network