

Important Information – Provider Network Partner Collar County and Rockford Area Medicaid Members

November 7, 2017

Dear Provider Network Partner:

As you know, we have been working with the Illinois Department of Healthcare and Family Services (HFS) to transition our Medicaid members to other managed care organizations (MCOs). FHN and CCAI worked diligently to ensure a smooth transition of our Medicaid (FHP, ACA and ICP) Cook County members to CountyCare effective Nov. 1, 2017. **We have now begun the process of transitioning our Collar County and Rockford area Medicaid members (FHP, ACA and ICP) to IlliniCare Health with an effective date of January 1, 2018.** Please note that if you are contracted with our Medicare Advantage Program (CCAI NFP), your contract will remain in full effect.

We will be notifying all FHN and CCAI members of this change later this week, and IlliniCare Health will follow with additional communications. The IlliniCare Health 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. Please continue to serve our members through December 31, 2017.

If you do not have a direct contract and want to become an IlliniCare Health provider, we encourage you to go to their website at <https://www.illinicare.com/providers/become-a-provider.html> and complete the Provider Intake Form. Please note submitting this form is a request and not official registration. An IlliniCare Health representative will reach out to you once a review of your data is completed. If you have any questions or need additional information, please contact the IlliniCare Health Contracting Department at ILContracting@centene.com.

For more information about HFS's New Managed Care Program and health plans, please visit their website at <https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn171030b.aspx> or contact the Department's Bureau of Managed Care at 217-524-7478.

FHN and CCAI will fulfill our contractual obligations with your practice or facility and address all provider claims for dates of service for which FHN or CCAI are liable for as long as necessary. We continue to adjudicate all claims, so that when state funding is received we can release payments quickly.

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