



Blue Cross Community
Health PlansSM



HealthChoice
Illinois
Illinois Department of
Healthcare and Family Services



Health Benefits for Immigrant Adults and Seniors

Member Services: **1-877-860-2837** (TTY: 711)

www.bcchpil.com

Effective January 2024

Blue Cross Community Health Plans is provided by Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association.

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WHEN YOU NEED TO CONTACT MEMBER SERVICES

Our goal is to serve your health care needs through all of life's changes. If you have any questions, our team stands ready to help.

Call **1-877-860-2837** (TTY/TDD: **711**)

We are open 24 hours a day, seven days a week. The call is free.

Website



<https://www.bcbsil.com/bcchp/hbia-hbis/hbia-hbis>

Write

Blue Cross Community Health Plans
c/o Member Services
P.O. Box 3418
Scranton, PA 18505



If you have questions, please call Member Services toll-free at **1-877-860-2837** (TTY: **711**) or the 24/7 Nurseline at **1-888-343-2697**.

Important Phone Numbers



24/7 Nurseline 24-hour-a-day help line

1-888-343-2697, TTY/TDD: **711**

Member Services

1-877-860-2837, TTY/TDD: **711**

We are available 24 hours a day, seven days a week. The call is free.

A live agent can be reached from 8 a.m. to 5 p.m. Central time, Monday through Friday.

Self-service or a voicemail can be used 24/7, including weekends and holidays.

Website

www.bcchpil.com

Illinois Coalition for Immigrant and Refugee Rights Family Support Hotline **1-855-435-7693**

Immigrant Family Resource Program Hotline **1-855-437-7669**

Office of Welcoming Centers for Refugee and Immigrant Services **1-312-793-7120**

Application for Benefits of Eligibility Customer Call Center
TTY: **1-866-324-5553**

Department on Aging – Senior Help Line **1-800-252-8966**

Illinois Access To Justice **1-888-708-6225**

Illinois Attorney General – Immigration Scams

Chicago **1-800-386-5438**
TTY: **1-800-964-3013**

Springfield **1-800-253-0618**
TTY: **1-877-844-5461**

Carbondale **1-800-243-0607**
TTY: **1-877-675-9339**

Emergency Care

911

In an emergency, call **911** or go the nearest emergency department.

Emergency care is covered in all of the United States.

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If you have questions, please call Member Services toll-free at **1-877-860-2837** (TTY: **711**) or the 24/7 Nurseline at **1-888-343-2697**.

Health Benefits for Immigrant Adults and Seniors

Introduction

Thank you for being a member of Blue Cross Community Health PlansSM. We are here to provide quality health care for you and your family. Our goal is to serve your health needs through all of life's changes.

The Health Benefits for Immigrant Adults and Seniors Program offers medical coverage to eligible adults regardless of immigration status. The state of Illinois developed this program as part of its vision to encourage positive outcomes, address the social determinants of health and foster the well-being of our members. Under this program, members receive a full benefit package. The program includes copays and prior authorization rules.

Managed Care

BCCHPSM is a managed care health insurance program. When you enroll, you become a member in our plan. If you do not choose a plan, the Illinois Department of Healthcare and Family Services assigns you to one.

Eligibility

Health benefits for immigrant adults and seniors are available for:

- Adults at least 42 years old and not over age 64, and
- Seniors aged 65 years old or older.

To qualify for these services you must:

- Be a resident of the state of Illinois;
- Be a lawful permanent resident for less than five years (also known as having a green card), or
- Be an undocumented immigrant (including individuals in a Temporary Protected Status);
- Meet Medicaid financial eligibility criteria.

For full eligibility requirements, visit www.bcchpil.com

Public Charge

Enrollment in this program is not counted in the public charge test. This means it will not affect your immigration application or status. For more information about public charge, please visit:

- Keep Your Benefits: <https://keepyourbenefits.org/en/il/public-charge>
- Protecting Immigrant Families – Illinois (PIF-IL): <https://protectingimmigrantfamiliesillinois.org>

If you are worried about how this program may change your immigration status, you may also contact Protecting Immigrant Families. You can email them at: pifillinois@povertylaw.org.

Immigration Resources

We are committed to promoting the health and wellness of our members and communities. We can help connect members to nearby community resources.

The Illinois Welcoming Center (IWC) is a service center for immigrants and refugees. Their goal is to help you get the state and federal services you need. To find an IWC near you, call **1-312-793-7120**.

The Illinois Coalition for Immigrant and Refugee Rights (ICIRR) partners with nonprofit organizations across Illinois. These organizations can help with:

- Public benefits
- Food pantries
- Housing and utilities
- Financial and emergency assistance

For a full list of resources, visit:

<https://www.icirr.org/resources>. You can also call ICIRR's Family Support Hotline. They can be reached at **1-855-435-7693**. Help is available in multiple languages.

You can also contact the Immigrant Family Resource Program (IFRP). The IFRP offers outreach, case management and interpretation/translation services. You can call the IFRP Hotline at **1-855-437-7669**.



Legal Services

Illinois Access to Justice offers a network of legal services. They can help with criminal, civil, administrative and immigration matters. To find a legal service provider in your area, visit their website at <https://ilacesstojustice.com>. You can also call their hotline at **1-888-708-6225**.

The Illinois Coalition for Immigrant and Refugee Rights offers a full list of legal providers across the state. To access their Legal Services Directory, visit <https://www.icirr.org/copy-of-immigrant-community-resources>. You can also call their Family Support Line at **1-855-435-7693**.

Beware of immigration scams. Make sure you are speaking to a legal provider. Notaries public, travel agents, or insurance agents may not advise you on legal or immigration matters.

If you have been a victim of an immigration scam, please report it. You can call the Illinois Attorney General at:

Chicago:
1-800-386-5438
TTY: **1-800-964-3013**

Springfield:
1-800-243-0618
TTY: **1-877-844-5461**

Carbondale:
1-800-243-0607
TTY: **1-877-675-9339**

When You Need to Contact Member Services

Our Member Services Department is ready to help you get the most from your health plan. You can call Member Services at **1-877-860-2837** (TTY/TDD: **711**). We are available 24 hours a day, seven (7) days a week. The call is toll-free. A live agent can be reached from 8 a.m. to 5 p.m. Central time, Monday through Friday. Self-service or voicemail can be used 24/7, including weekends and holidays.

Our staff is trained to help you understand everything about your health plan. We can give you details about your medical, dental and vision benefits. We can also answer questions about:

- Getting your medications/prescriptions
- What are covered/non-covered services
- Choosing/changing your primary care provider (PCP)
- Needing help in other languages
- Needing a ride to a doctor's appointment or pharmacy
- Renewing your Medicaid benefits
- Filing a grievance or an appeal
- Your rights and responsibilities

Cost Sharing

Your specific plan includes copayments. Copayments are what you pay out of your own pocket for a covered health care service. For example, if a doctor's office visit costs \$200, the patient may be asked to pay \$25 before the visit. This is a copayment.

How Does a Copay work?

If a doctor's office visit costs **\$200**, the patient may be asked to pay **\$25** before the visit. This is a copayment.

You pay

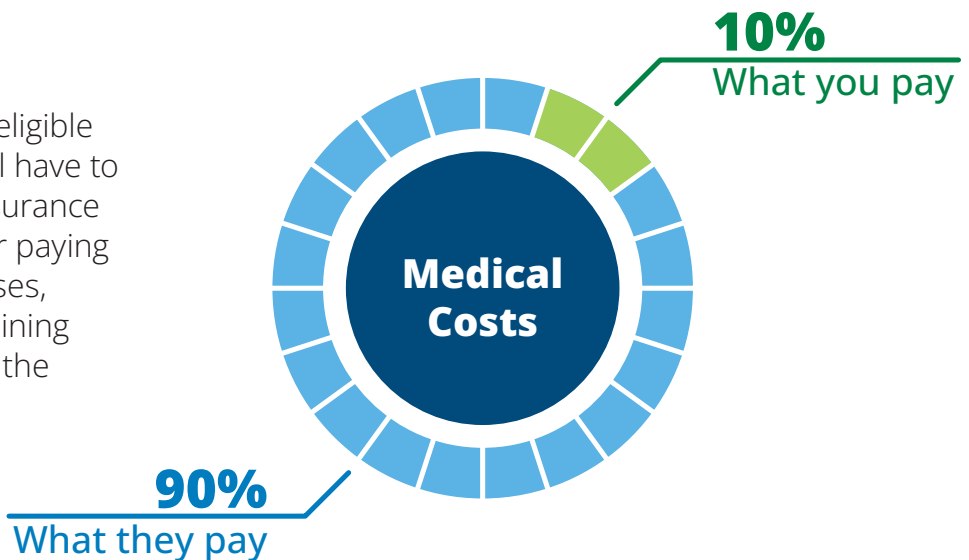
\$25
copay

\$175
remaining medical bill

Insurance company would pay the rest



Coinsurance is the portion of eligible medical expenses that you will have to pay. For example, if your coinsurance is 10%, you are responsible for paying 10% of eligible medical expenses, and the plan will pay the remaining 90%. The amount can vary by the type of covered health care service.



You will be asked to pay the copayment amount directly to your health care provider when you receive services. Copayments can only be charged for the following services:

- Non-emergency inpatient hospitalizations: Up to \$250 copay
- Non-emergency hospital or ambulatory surgical treatment center outpatient services: Up to 10% of the Medicaid payment. The amount you can be charged will vary depending on the service. Your provider can tell you the amount you will be charged before services are provided.


Explanation of Benefits

After a medical visit, you will receive an explanation of benefits (EOB). This is not a bill. An EOB shows:



- The total cost of the visit
- What BCCHP paid
- How much you owe to your provider

If you have questions about an EOB, call Member Services at **1-877-860-2837** (TTY/TDD: **711**).



Blue Cross Community Health Plans™

CLAIM DETAIL <X>
PATIENT: <MEMBER FULL NAME>
PROVIDER: <PROVIDER FULL NAME>
CLAIM # <XXXXXXXXXXXX> **DATE PROCESSED:** <MM/DD/YYYY>

SUBSCRIBER INFORMATION
GROUP NAME
 Member ID#: <XXXXXXXXXX> Group #: <XXXXXXXXXX>
 Customer Advocates are here to help! 877-860-2837

Amount Billed	\$<###.##>
Discounts and Reductions	\$<###.##>
Health Plan Responsibility	\$<###.##>
Paid from your HCA Account	\$<###.##>
You may owe your health care provider for these services	\$<###.##>

Service Description	Service Dates	YOUR BENEFITS APPLIED				YOUR RESPONSIBILITY				Your Total Costs
		Amount Billed	Discounts and Reductions	Amount Covered (Allowed)	Health Plan Responsibility	Deductible Amount	Copay Amount	Coinsurance	Amount Not Covered	
<Service Description>	<MM/DD/YYYY>	<###.##>	<###.##>	<###.##>	<###.##>	<###.##>		<###.##>		<###.##>
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CLAIM TOTALS		\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>	\$<###.##>

For this claim: on <MM/DD/YYYY>

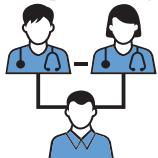
Blue Access for MembersSM (BAMSM)

Access Your HealthCare 24/7 From Wherever You May Be

It's easier than ever to stay connected using your secure online portal – Blue Access for Members (BAM). With BAM, you can manage your health coverage and find info about your services. And now, you can access your personal BAM account with your smartphone. Just use the BCBSIL mobile app!

If you haven't already signed up for BAM, you can access online or through our mobile app:

<https://mybam.bcbsil.com>



Login on your desktop
or tablet

BCBSIL Mobile App



Download the mobile app.
Use your phone's app store
by searching BCBSIL or text*
BCBSILAPP to **33633**

Just some of what BAM offers:

- Request, print or order an ID card
- Find doctors, specialists and hospitals using the Provider FinderSM
- Change your PCP
- View your prior authorization and claims information

*Message and data rates may apply.

Care Coordination

A care coordinator is your main contact person who works with you and your care team to help manage your health care. You can work with a care coordinator on your health-related needs.

Your Care Plan Team

Your care plan team may include many different people (with your permission) including:

- You
- Your family
- Your doctor (PCP)
- Behavioral health provider
- Pharmacist
- Community partners such as church members
- Your care coordinator
- Others you want to include in your care team

Team members are there to help you get the services you need. They will help you make decisions about your care and work with you to reach your health care goals. Your care coordinator will help lead the team to make sure all your needs are met.

Where to Go for Care

If you are not having an emergency, knowing where to go for medical or behavioral health care may save you a lot of time. You have choices on where you get your medical or behavioral health care.



Doctor's Office

Your doctor's office is the best place to go for non-emergency care. Your doctor knows your health history, the medicine(s) you take and can help decide if you need to see a behavioral health provider. You should go to your doctor's office when you:

- Need a checkup or physical
- Have ear or sinus pain
- Are feeling sad or lonely
- Need medication refills or changes
- Need a checkup or physical
- Have ear or sinus pain
- Are feeling sad or lonely
- Need medication refills or changes

When you go to see your doctor, take your member ID card with you. You will need to show it when you get services. For your doctor's visit, you should:

- Bring a list of your health concerns.
- Take a list of medicines you are taking and any other medical information.
- Keep your doctor up to date about your health.
- Ask for an interpreter if you need one.

Your doctor should never ask you for immigration status or financial information. You do not need to provide this information. If you have concerns, call Member Services at **1-877-860-2837** (TTY/TDD: **711**).



24/7 Nurseline

If you have health questions or need help deciding where to go for care, you can call the 24/7 Nurseline at **1-888-343-2697** (TTY: **711**).



Mobile Crisis Response Hotline

If you have a behavioral health crisis, you can call the Mobile Crisis Response Hotline at **1-800-345-9049** (TTY/TDD: **711**). This service is available 24 hours a day, seven days a week.



Urgent Care

If your doctor's office is closed and you need urgent medical care, you can visit an urgent care clinic. Examples of when you should go to an urgent care clinic are when you have:

- Back pain
- Burning with urination
- Asthma with constant wheezing not resolved with your inhaler
- Minor fractures
- Cuts that need stitches
- Flu or cold-like symptoms



Emergency Room

If you are having an emergency, go to the emergency room (ER) or call **911**. Examples of emergency health issues are:

- Stroke (sudden weakness on one side, slurring of speech, trouble swallowing, blurred vision)
- Shortness of breath or severe trouble breathing
- Severe vomiting or diarrhea
- Drug or alcohol overdose
- Severe injuries, broken bones
- Heavy bleeding
- Chest pain
- Having thoughts of harming yourself or others

How to Avoid a Trip to the ER

- See your doctor regularly. This is important if you have a long-term health problem such as diabetes or asthma, or if you have ongoing behavioral health needs.
- Take your medicines as prescribed by your doctor.

Language Assistance

Interpreter Services

You can get this document in Spanish, or speak with someone about this information in other languages for free. Call **1-877-860-2837** (TTY/TDD: **711**). The call is free.

Usted puede obtener este documento en español o hablar con alguien, de forma gratuita, acerca de esta información en otros idiomas. Llame al **1-877-860-2837** (TTY/TDD: **711**). La llamada es gratuita.

Other Formats

You can also call Member Services, toll-free, to request this information in alternate formats such as Braille, large print and other forms.

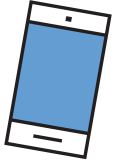
Hearing and Vision Impairment

For our members with hearing problems, we offer TTY/TDD service free of charge. The line is open 24 hours a day/seven days a week at **711**.

Non-Emergency Medical Transportation Services

BCCHP works with ModivCare to provide transport services. You can get a ride to a provider's appointment, pharmacy (following your appointment) or a BCCHP event. You can also get a ride to a Blue Door Neighborhood Center.

To Schedule a Ride



ModivCare App

Search 'ModivCare' in your app store and use for all your ride needs.



Call ModivCare 1-877-831-3148

Monday – Friday
8 a.m. – 6 p.m.,
Central time.



Confirm Your Ride 1-877-831-3148

Call or check your mobile app three days prior.

The day of your appointment:

- Be ready for your ride one hour beforehand.
- When your driver comes, they will honk, knock, ring the bell or call you. They must wait five minutes for you. After five minutes, they can leave and report a no-show.
- Drivers can transport multiple members on the same ride. This should not add any more than 45 minutes to your travel time.

Disclaimers

DentaQuest is an independent company that provides dental benefits for Blue Cross and Blue Shield of Illinois Plans.

Heritage Vision is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide vision network/administration for members with coverage through BCBSIL.

ModivCare is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide transportation services for members with coverage through BCBSIL.

Prime Therapeutics LLC is a separate company that provides pharmacy benefit management services for Blue Cross and Blue Shield of Illinois.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Illinois. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them. ©2023 Learn to Live, Inc.

To ask for supportive aids and services, or materials in other formats and languages for free, please call,
1-877-860-2837 TTY/TDD:711.

Blue Cross and Blue Shield of Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Illinois does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Illinois:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960. You can file a grievance by phone, mail, or fax. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-877-860-2837 (TTY/TDD: 711)**.

ESPAÑOL (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-860-2837 (TTY/TDD: 711)**.

POLSKI (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-860-2837 (TTY/TDD: 711)**.

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-860-2837 (TTY/TDD: 711)**。

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-860-2837 (TTY/TDD: 711)**번으로 전화해 주십시오.

TAGALOG (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-860-2837 (TTY/TDD: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-877-860-2837 (رقم هاتف الصم والبكم: 711)**.

РУССКИЙ (Russian): ВНИМАНИЕ: Если Вы говорите на русском языке, то Вам доступны бесплатные услуги перевода. Звоните **1-877-860-2837 (Телетайп: 711)**.

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-877-860-2837 (TTY/TDD: 711)**.

اردو (Urdu):

یاد رکھیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ **1-877-860-2837 (TTY: 711)** پر کال کریں۔

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-860-2837 (TTY/TDD: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-860-2837 (TTY/TDD: 711)**.

हिन्दी (Hindi): ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं नि:शुल्क उपलब्ध हैं। **1-877-860-2837 (TTY/TDD: 711)** पर कॉल करें।

FRENCH (French): ATTENTION: Si vous parlez français, des services d'assistance linguistique vous sont proposés gratuitement. Appelez le **1-877-860-2837 (TTY/TDD : 711)**.

ΕΛΛΗΝΙΚΑ (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε **1-877-860-2837 (TTY/TDD: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-860-2837 (TTY/TDD: 711)**.

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www.bcchipil.com