

# Which Managed Care Plan is Right for Your Family?



It's important to look at a number of factors when choosing a managed care plan for your child with special healthcare needs. Details for each plan available in your county are posted online at <https://enrollhfs.illinois.gov/choose/compare-plans>.\*

There are some key issues and questions to consider as you compare options and determine which managed care organization (MCO) is best for your family. Before you start, we recommend making a list of all of your child's medications and healthcare providers, including primary care doctor, specialists, nursing agency, hospital, dentist, pharmacies and any medical suppliers you use.

You should also identify the most important services you need for your child, such as transportation, and any specialized treatments or surgeries that are needed or could arise in the future.

## Questions to Consider

### *Choice of Providers and Access to Specialists*

Are my child's current primary care provider, specialists and any other providers in this MCO? If not, can my child's doctor(s) become a provider for this MCO?

Does the plan include pediatric specialists in the areas of my child's special needs? Are they taking new patients?

How do I get a referral to a specialist?

Can I change my primary providers if I'm not satisfied?

### *Prescription Medications*

Are my child's medications on the list of approved medications?

What happens if my child needs a medication that is not on the approved list?

### *Cost*

What are the deductibles?

What are the co-payments?

**See Back for More  
Questions to Consider**

## Questions to Consider

### *Hospitals*

Which hospitals are covered in the plan?

What hospital services are covered by the plan? What hospital services require prior approval?

### *Home Health and Medical Equipment*

What kinds of medical equipment are paid for by the MCO? What pediatric equipment vendors are listed?

### *Review Process*

What is the MCO's review process for denied treatments, procedures and claims?

### *Benefits and Covered Services*

Looking at the list of services my child needs, are any excluded from this MCO?

What specialized benefits does the MCO offer if my child requires treatment long distances away?

Does the MCO pay for transportation to clinics, hospitals and appointments?

Are there funding resources for mileage or overnight stays?

How does the MCO assist if my child's issues are equally medical and social?

Does social support include home visits, if needed, to help with finding resources or completing applications that are complicated?

**\*If you cannot access the website or need assistance reviewing the managed care plans, please contact your UIC Specialized Care for Children (DSCC) Care Coordinator. Our staff can help you find the information you need.**



**Contact us at: (800) 322-3722 • [dsccl.uic.edu](https://dsccl.uic.edu)**