

Annual Open Enrollment Guide

The Illinois Department of Healthcare and Family Services (HFS) offers Integrated Care Program and Family Health Plan members an annual opportunity to change health plans. This is called open enrollment. The open enrollment period is based on the member's effective date with their health plan.

When is Open Enrollment?

Open enrollment is a 60-day window each year that allows HFS health plan members to change plans. It is offered to all members regardless of the plan they initially selected.

However, the annual period for making a health plan change is not uniform. The open enrollment period for each member is determined by the member's original effective date with their current HFS health plan. It will be an ongoing, year-round process. This is different from open enrollment for Medicare Advantage plans where it is a specific time of year for all members.

Do members have to change plans?

No. Molina Healthcare wants our members to remain part of our extended family. If no change is desired, members can simply not respond to the open enrollment notification and stay with Molina Healthcare.

Who is in charge of Open Enrollment?

Illinois Client Enrollment Services (ICES) is the enrollment broker for all HFS health plans. ICES will notify members of their open enrollment period and tell them how to make a change in health plans.

To learn more about their health plan options, members can call ICES at (877) 912-8880 or visit www.EnrollHFS.Illinois.gov. This information will be listed on the open enrollment notification letter.

How does it work?

ICES will mail an open enrollment notification to each member at least 90 days before their health plan effective date. The letter will state that members can choose another health plan if desired, when the change can be made and how to request a new health plan.

After receiving the letter, members have 60 days to make a change. If a change is requested, their effective date with new plan will be the same as their original effective date.

For example, if a member enrolled with an HFS health plan on 9/1/2013 and requests a change to Molina Healthcare during open enrollment, then the member's effective date with Molina Healthcare would be 9/1/2014.