

## **Illinois Healthy Women (IHW) Frequently Asked Questions (FAQ)**

### **1. How to apply to become an IHW provider?**

Any provider who is enrolled with HFS may provide services to participants in the IHW program. No separate enrollment is required. However, if a provider is not an HFS enrolled provider, they can contact the Provider Participation Unit (PPU) at 217-782-0538 to register.

### **2. Can you apply for the Pink card online?**

Currently, applications may not be submitted through the web site. We hope to have the capacity to submit applications electronically in the future. However, applications are available online for downloading. Please mail completed applications to: Illinois Healthy Women, P.O. Box 19137, Springfield, IL 62794-9137.

### **3. How to order brochures and applications.**

Brochures and applications can be ordered through the Illinois Healthy Women Web site at [www.iwillinois.com](http://www.iwillinois.com). There are two links available to order IHW materials. Click on "IHW Toolkit" or "IHW Material Request"--either one will allow you to order materials through the Web site.

### **4. Where to refer clients who need health insurance for medical conditions not covered by IHW?**

Clients seeking health insurance for medical conditions should contact the toll-free Health Benefits Hotline at 1-866-468-7543 (TTY 1-877-204-1012) to determine if eligible for other more comprehensive care.

### **5. Can providers request clients to pay a service fee?**

Co-payments do not apply to family planning services, birth control, generic prenatal vitamins, generic multivitamins with folic acid, or generic medications prescribed for the treatment of sexually transmitted infections (STIs). However, co-payments may apply to non-generic prescription drugs, such as those prescribed for the treatment of STIs.

### **6. Which card to use if a client has two medical cards?**

If an IHW participant receives two medical cards, the more comprehensive coverage precedes the IHW limited package of covered services. The IHW limited service package (of birth control related reproductive health and STI testing and medicine) is included in the higher level of coverage. Therefore, the client is not an IHW participant but has been reinstated or found eligible for comprehensive (regular) coverage.

### **7. Can an IHW client get her exam at a college student health center (who is not an enrolled Medicaid provider) and then get her prescription for contraceptives filled at a pharmacy with her Pink card?**

Yes. An IHW client may get a prescription filled for contraceptives when written by a provider not enrolled.

**8. Does the program pay for Gardasil?**

No, *Illinois Healthy Women* provides a limited package of services that are specifically for preventing unintended pregnancies. Gardasil is a vaccine used to protect against certain types of HPV, which can cause cervical cancer.

**9. Does the program pay for Valtrex (treatment for Herpes)?**

Valtrex is a medication used to control the outbreak of Herpes. It is considered treatment for a medical condition.

**10. Does the program pay for hysterectomies?**

Hysterectomies are not a form of birth control rather an operation to correct a medical condition.

**11. Does IHW pay for birth control pills that are provided to treat bleeding conditions?**

IHW covers services and supplies to help women prevent an unintended pregnancy. If the primary reason for prescribing contraceptives is to treat a medical condition, it is not a covered service. However, if the contraceptive method is for both, it is considered and should be coded as a V25 (family planning visit and prescription).

**12. Client thinks her breathing issues is because of her birth control pills. What should provider do?**

IHW does not cover medical conditions that occur as a result of using a specific birth control method. Refer her to a primary care provider.

**13. Who pays for colposcopies?**

Participants who need a colposcopy should contact the Illinois Breast and Cervical Cancer Program at 1-888-522-1282 or visit [www.cancerscreening.illinois.gov](http://www.cancerscreening.illinois.gov).

**14. Where do we refer women who have a breast lump?**

Participants who have a suspicious breast lump should be referred to the Illinois Breast and Cervical Cancer Program. Call the Women's Health-Line at 1-888-522-1282 or visit [www.cancerscreening.illinois.gov](http://www.cancerscreening.illinois.gov).

**15. Is a client who has been sterilized and has a Pink card still eligible?**

Clients are no longer eligible for IHW once they have been sterilized. IHW is for women who need birth control. Refer these women to the Breast and Cervical Cancer Program for breast and cervical cancer screening to determine if they meet eligibility requirements.

**16. Where do we refer pregnant women?**

Pregnant women should be referred to the Moms and Babies program. Call 1-866-255-5437 or visit [www.allkids.com](http://www.allkids.com).

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