**Enhanced Benefits for Carelink Participants**

**A FINANCIAL Assistance Program provided by the Cook County Health & Hospitals System (CCHHS)**

**Q: What is Enhanced Benefits for Carelink?**

A: Enhanced Benefits is a health program that provides coordinated access to health care services for patients who do not have insurance (also referred to as a coordinated health program). The goal is to provide a clear path to care for people who do not have health insurance to keep them healthy and prevent unnecessary and expensive emergency room visits.

**Q: What is Care Coordination Services?**

A: The goal of the service is to give you the support needed to improve their health. The care coordinator is a person who helps the patient work toward being healthy through frequent clinic visits and phone calls with the patient, their caregivers, and their doctors. They help to make healthcare easier to manage by doing the following:

* + Keeping track of the patient’s illnesses and medications
	+ Helping the patient to plan their doctor visits
	+ Helping the patient to set healthcare goals

**Q: Who is eligible?**

A: Any person approved for Carelink.

**Q: Who are we trying to reach with this program?**

A: Patients whose illness could improve if managed by a primary care doctor and care coordination (Example: asthma, high cholesterol, high blood pressure, diabetes, arthritis, hepatitis)

**Q: What are the benefits for patients enrolling in this program?**

A: Comprehensive medical care offered at all CCHHS facilities

* Care coordination services
* Transportation to and from CCHHS medical appointments
* If you do not already have one, assignment to a clinic to see your primary care doctor
* Identification card and membership handbook

**Q: Do I have to join enhanced benefits to keep my Carelink?**

A: No, you do not have to enroll in enhanced benefits. Whether you join or not does not affect your Carelink eligibility. You can use your Carelink to receive medical services at any CCHHS clinic.

**Q: What if my primary care doctor is not a CCHHS doctor can I still receive enhanced benefits?**

A: Yes, you are still eligible for the enhanced benefits. If you join the program, the care coordination staff will work with your doctor to manage your care.

**Q: How do you find out more about the benefits?**

A: Once you are approved for Carelink, call (312) 864-0200, press option #2 Monday through Friday 8:30 AM – 4:30 PM. Immigration and documentation status is not a factor in determining eligibility for financial assistance.