

CCAI Offers Behavioral Health Services – Directly to You.

We are happy to share that Community Care Alliance of Illinois (CCAI) is now contracting with behavioral health specialists directly. This will help us give you good, quality service. Starting June 1st, CCAI will handle all of your behavioral health benefits.

A few key points:

- If you are seeing a behavioral health specialist, you can ask to keep seeing that specialist. We will provide continuity of care services for up to 90 days. We are working to add your behavioral health specialist to our plan network and are asking them to join us. We will contact you if you need to change your specialist.
- Your benefits have not changed. You also do not need a referral from your PCP for your first visit.
- You do not need a separate ID card. Just present your CCAI card to your behavioral health specialist.
- You can continue to use the behavioral health number from the back of your ID card: **1-800-753-5456**. For the best quality service, please contact us directly at **1-866-871-2305 (TTY: 711)**. We are happy to help you.
- You can search for in-network providers on the CCAI website. Please visit **www.ccaillinois.com**. You can also call our Member Services team. The phone number to call is **1-866-871-2305 (TTY: 711)**



Community Care Alliance
of Illinois

1-866-871-2305 (TTY: 711) • www.ccaillinois.com

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Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.



C1712-04/16