



Illinois CASA Health and Well-Being Advocacy

Working Together as Advocates for Children and Youth

Illinois CASA, together with its local member programs, supports and promotes court-appointed volunteer advocacy for children who have experienced abuse or neglect.

YOUTHCARE PROVIDES COORDINATED CARE

YouthCare partners with caregivers, caseworkers, providers, parents, CASA workers, and youth to ensure youth get the care they need. All YouthCare members have a care coordinator assigned to them. Our team is here to help with health, behavioral health, vision and dental, pharmacy, and transportation needs.

Call **844-289-2264**, TTY: **711**, or email ILYouthCare@centene.com.

[YouthCare Care Coordination Flyer](#)

WHAT HAPPENS WHEN YOUTH ENTER DCFS CUSTODY?

When a child enters the Department of Children and Family Services (DCFS) custody, it is essential to complete the required health examinations. A DCFS or placement worker will ensure completion of the Initial Health Screening within 24 hours. HealthWorks of Illinois lead agencies facilitate the comprehensive health evaluation that must be completed within 21 days of a child entering foster care.

When DCFS takes custody of a child, that child is enrolled in YouthCare to manage their Medicaid benefits. YouthCare assigns a care coordinator and begins outreach to DCFS caseworkers, foster parents, and youth to initiate care coordination within the first week. The goal is to assist caregivers in obtaining all services and supports to meet the needs of the child. If there are any questions regarding this process, call YouthCare at **844-289-2264**, TTY: **711**

THE YOUTHCARE MEMBER PORTAL

Individuals have access to their healthcare information.

To enter our secure portal, click on the login button.

- A new window will open
- Authorized representatives can log in or register
- Creating an account is free and easy

[Member Portal](#)

By creating an account, you can:

- Change your Primary Care Provider
- Request a new Member ID Card
- Send us a message

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HealthChoice|Illinois

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FOR MEMBERS FOR PROVIDERS

Login

Member Portal

Create your own online account today!

YouthCare offers many convenient and secure tools to assist you. You also have access to your healthcare information. To enter our secure portal, click on the login button. A new window will open. You can login or register. Creating an account is free and easy.

I am a :
Member

Submit

By creating an account, you can:



More Resources

PSYCHOTROPIC MEDICATION CONSENT PROCESS

DCFS Rule and Procedure 325 require that DCFS consent to psychotropic medications for children in DCFS custody. DCFS partners with consultants at The University of Illinois-Chicago to review prescriptions for safety and appropriateness. Licensed prescribers must complete a Psychotropic Medication Request Form and send it to DCFS Consultants, who send decisions to YouthCare. YouthCare pays the pharmacy for medications approved by the consultants.

[DCFS Psychotropic Medication Request Form](#)
[Psychotropic Medication Consent Process](#)

DCFS Consent Unit Hotline: **800-828-2179**

RESOURCES FOR PREGNANT AND PARENTING MOMS

In collaboration with DCFS, YouthCare care managers offer specialized support to pregnant youth and parenting moms. The Start Smart for Your Baby Program offers additional resources and help.



MY HEALTH PAYS

Get rewards for completing healthy behaviors. Moms receive \$50 when they complete the YouthCare Notification of Pregnancy Form within the first trimester and \$25 if completed within the second trimester. Login to the member portal to complete the Notice of Pregnancy form.
[ilyouthcare.com/members/](https://www.ilyouthcare.com/members/)

UCAN TEEN PARENTING SERVICE NETWORK (TPSN)

DCFS partners with UCAN as the lead agency to serve parenting youth.

The Teen Parenting Service Network is responsible for providing oversight and service coordination to pregnant and parenting youth in care and their children statewide by linking youth and their children to an array of services, including TPSN case management teams, education and employment support, parenting and clinical support, comprehensive discharge planning, advocacy, healthcare, early learning, home visiting, day care

coordination for their children and other specialty services. Call **773 588-5627**, visit ucanchicago.org/, or email chuaa@ucanchicago.org.

TELEHEALTH

YouthCare contracts with Teladoc to provide online telehealth services with in-network providers for non-emergency health issues such as colds, flu, fevers, and ear infections for 0 – 21-year-olds, and behavioral health services for youth 18 years and older. YouthCare enrollees can set up an account to access these services.

Call **800-835-2362**, TTY: **711**, or visit teladoc.com

24/7 NURSE ADVICE CARE LINE

YouthCare maintains a Nurse Advice Care Line to answer healthcare questions 24 hours a day, 7 days a week. A registered nurse will guide you to the most appropriate treatment option based on current symptoms.

Call **844-289-2264**, TTY: **711**.

LGBTQIA+ YOUTH

YouthCare has social resources for LGBTQIA+ youth, found under the “Find a Provider” tab.

<https://www.ilyouthcare.com/members/youthcare.html>

PLANNED PARENTHOOD

Planned Parenthood is a statewide resource for youth considering gender-affirming hormone therapy.

Call **800-230-7526** or visit plannedparenthood.org/

BEHAVIORAL HEALTH CRISIS SERVICES

Individuals statewide should use the 24-hour Crisis and Referral Entry Services (CARES) line to talk to a behavioral health professional if one is having a mental health crisis. CARES line staff will direct you to the most appropriate setting for treatment.

Call **800-345-9049**, TTY: **773-523-4504**.

For additional assistance, please call YouthCare at **844-289-2264**, TTY: **711**.

