



IL Community Resource Guide

This guide is
intended to help
you find different
resources within
your community to
help support your
clients and
caregivers..

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Provider Networks & Rewards

If your client has a manage care plan this is how they would find their provider*

Payer	Services & Requirements	Additional Information	Handbook Links:
Molina	<p>Call 855-687-7862 or visit: https://www.molinahealthcare.com/members/il/en-us/Pages/home</p> <p>24/7 RN line: 888-275-8750</p> <p><u>Mobile Medical Unit Schedule</u></p>	<ul style="list-style-type: none">Link to Rewards program: Member-Rewards (molinahealthcare.com) https://www.molinahealthcare.com/members/il/en-us/-/media/Molina/PublicWebsite/PDF/members/il/en-us/Medicaid/MLTSS-Handbook-English-717.pdf	<p><u>Molina Handbook</u></p>
BCBS	<p>24/7 RN line: 877-723-7702</p> <p><u>Provider Directory</u></p>	<ul style="list-style-type: none">Silver Sneakers - call 1-888-423-4632 for more information	<p><u>BCBS Handbook</u></p>
CountyCare	<p>24/7 RN line 312-864-8200</p> <p><u>Provider Directory</u></p>	<ul style="list-style-type: none">Reward program for completing preventative care<u>Information on Reward Program</u>	<p><u>CountyCare Handbook</u></p>
IDOA	<p><u>Area Agency on Aging office locator</u></p>	<ul style="list-style-type: none"><u>IDOA SITE</u>	



Food Insecurity

Howard Area Community Center

Services: Food pantry distributing emergency snack packs for those in need.

Eligibility: Open to all

Areas Served: Chicago (60626, 60645, 60659, 60660), Evanston (60201, 60202).

Link: [Howard and Evanston Community Center](#)

Ebenezer Christian Reformed Church

Services: Food pantry providing nutritional support to individuals and families in need.

Eligibility: Must provide ID and proof of residence

Areas Served: Chicago (60402, 60804, 60644, 60304)

Link: [Ebenezer Church](#)

Kingdom Baptist Church

Services: Food pantry for low-income families, seniors, veterans, unemployed individuals, and those in need.

Eligibility: Open to all

Areas Served: Chicago, IL

Link: [Kingdom Baptist Church](#)

Chicago Department of Family & Support

Services - Senior Services

Services: Meal delivery for older adults (60+) who are frail or homebound due to illness or disability.

Areas Served: Chicago, IL

Link: [City of Chicago - Home Delivered Meals](#)

Additional Notes: Services available in English and Spanish

Roseland Christian Ministry

Services: Food pantry offering nutritious meals to households experiencing food insecurity.

Areas Served: Chicago (60628)

Link: [Roseland Christian Ministries](#)

Fox Valley Community Services

Services: Meals on Wheels program serving people over 59 years old.

Eligibility: Open to eligible seniors

Areas Served: Dekalb, Kane, Kendall, LaSalle Counties, IL.

Link: [Fox Valley Community Services](#)



Food Insecurity

Catholic Charities Diocese of Rockford

Services: Emergency assistance for rent, utilities, food, and other essential needs.

Eligibility: Open to all

Areas Served: Dekalb, Kane, Lee, Ogle, Whiteside, Boone, Carroll, Jo Daviess, McHenry, Stephenson, and Winnebago Counties, IL.

Link: [Catholic Charities Diocese of Rockford](#)

Little Brothers - Friends of the Elderly

Services: Provides support for seniors to alleviate loneliness and isolation through volunteer engagement.

Eligibility: Program for seniors

Areas Served: DuPage and Kane Counties, IL.

Link: [Little Brothers - Friends of the Elderly](#)

Aurora Area Interfaith Food Pantry

Services: Food pantry requiring ID and proof of residency

Eligibility: Open to residents of Dekalb, DuPage, Kane, Kendall, and Will Counties

Link: [Aurora Area Interfaith Food Pantry](#)

Additional Notes: Services available in English and Spanish.

Northern Illinois Food Bank - Winnebago Community Market

Services: Food pantry providing nutritious food to individuals and families in need.

Eligibility: Open to all

Areas Served: Winnebago County, IL.

Link: [Winnebago Community Market - Northern Illinois Food Bank](#)

Mutual Aid Support

Services: Offers food delivery, prescription pick-ups, transportation, and childcare/babysitting services.

Eligibility: Open to all

Areas Served: Rockford, IL.

Link: [815 Mutual Aid Network \(Facebook\)](#)

Holy Trinity Lutheran Church

Services: Soup kettle program providing hot meals every Friday night.

Eligibility: Open to all

Areas Served: Cook and Kane Counties, IL.

Link: [Holy Trinity Lutheran Church](#)



Chicago RAP

Services: Rental and mortgage assistance for low-income households.

Eligibility: [Eligibility.](#)

Areas Served: City of Chicago

Link: [City of Chicago Rental Assistance Program \(RAP\)](#)

ILHAF (Illinois Emergency Homeowner Assistance Fund)

Services: Emergency mortgage assistance

Eligibility: No requirements listed

Areas Served: Illinois (IL)

Link: [Illinois Emergency Homeowner Assistance Fund \(ILHAF\)](#)

All Chicago - Financial Assistance

Services: Financial and housing assistance for homeless or low-income households

Eligibility: Homeless/Low-Income Households

Areas Served: City of Chicago

Link: [Emergency Financial Assistance - All Chicago](#)

Housing Authority - McHenry

Services: Quality affordable housing and wraparound services to keep people stably housed.

Eligibility: No requirements listed

Areas Served: McHenry County

Link: [McHenry County Housing Authority Programs](#)

Aurora Housing Authority

Services: Rental assistance and homeowner assistance.

Eligibility: No requirements listed

Areas Served: Aurora, IL

Link: [The Housing Authority of the City of Aurora](#)

Rockford Housing Authority

Services: Rental assistance and homeowner assistance.

Areas Served: Rockford, IL.

Link: [Rockford Housing Authority](#)



Housing



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Rockford Health & Human Services

Services: Homeless prevention and emergency assistance.

Eligibility: No requirements listed.

Areas Served: Rockford, IL.

Link: [Rockford Community Action Programs](#)

Rockford Health & Human Services

Services: Homeowner assistance for individuals who own property.

Eligibility: Must own a property, have homeowner's insurance, and cannot owe money to the city.

Areas Served: Peoria, IL.

Link: [East Village Growth Cell TIF Housing Program](#)

Salvation Army

Services: Rental assistance and homeowner assistance.

Eligibility: No requirements listed.

Areas Served: Danville, IL.

Link: [Danville Salvation Army](#)

RPC (Regional Planning Commission)

Services: Homeless prevention and rental assistance.

Areas Served: Champaign, IL.

Link: [Champaign County Regional Planning Commission](#)

IL Housing Help

Services: Utility and rental assistance

Eligibility: No requirements listed

Areas Served: Illinois (IL).

Link: [Illinois Housing Help](#)

Empty Tomb

Services: Assistance with personal items such as clothing, shoes, and household needs.

Eligibility: No requirements listed

Areas Served: Champaign, IL.

Link: [Empty Tomb](#)



Housing

Seabreeze Medical Transport

Services: Non-emergency medical transportation for residents needing to attend appointments.

Eligibility: No specific requirements

Areas Served: Rockford, IL.

[Seabreeze Non-Emergency Medical Transportation](#)

Advanced Medical Transport

Services: Medical transportation services

Eligibility: No specific requirements

Areas Served: Peoria, IL

[Advanced Medical Transport of Central Illinois](#)

Uber Health

Services: Transportation services for non-emergency medical needs

Eligibility: No specific requirements

Areas Served: Chicago, IL

[Uber Health - Non-Emergency Medical Transportation](#)

Greater Chicago Transit

Services: Non-emergency medical transportation

Eligibility: No specific requirements

Areas Served: Greater Chicago area

[Medical Transportation Chicago - Greater Chicago Transit](#)

MCJ Medical Transport

Services: Non-emergency medical transportation for individuals in need of wheelchair-accessible vehicles

Eligibility: No specific requirements

Areas Served: Alton, IL

[MCJ Reliable Transport](#)

Peoria Medical Transport

Services: Non-emergency medical transportation

Eligibility: Must live in Peoria, IL

Areas Served: Peoria, IL

[Peoria Non-Emergency Medical Transport](#)



General Transportation

Spee Dee Medical Transportation

Services: Medical transportation services for non-emergency needs

Eligibility: No specific requirements

Areas Served: Rockford, IL

[!\[\]\(d66ff64371a51729ac8c1cdaa685ba6f_img.jpg\) Spee Dee Medical Transportation](#)

High Flyers Transportation

Services: Charter services and non-emergency medical transportation

Eligibility: No specific requirements

Areas Served: Chicago area

[!\[\]\(cf531ed27e91483460120fcc057b3901_img.jpg\) High Flyers Transportation](#)

Elite Ambulance

Services: Full range of medical transportation services, including emergency, non-emergency, dialysis, bariatric transport, and special events.

Eligibility: No specific requirements

Areas Served: Greater Chicago area

[!\[\]\(4f6bf54ae7e4144a72d78316053e412d_img.jpg\) Elite Ambulance](#)

Greenvan Transport

Services: Non-emergency door-to-door transportation for seniors, children with special needs, veterans, and disabled individuals.

Eligibility: Seniors, children, disabled individuals

Areas Served: Aurora, IL

[!\[\]\(5a351309c3b87e4420622c1f0e57efc0_img.jpg\) Greenvan Transport](#)

Extended Care Transport

Services: Transportation services for seniors

Eligibility: Seniors only

Areas Served: Rockford, IL

[!\[\]\(206536f97fdb267876a3a10ea42b0254_img.jpg\) Honey Bees Senior Transport Services](#)

BriteLift

Services: Non-emergency medical transportation and senior transportation

Eligibility: No specific requirements

Areas Served: Rosemont, IL

[!\[\]\(b96b3a660a85c4a0498f921ce823c64a_img.jpg\) BriteLift - Wheelchair Accessible Transportation](#)



General Transportation

Dispatch Medical Transport

Services: Senior transportation, wheelchair-accessible medical transport, services for the disabled

Eligibility: No specific requirements

Areas Served: Springfield, IL

[Dispatch Medical Transport](#)

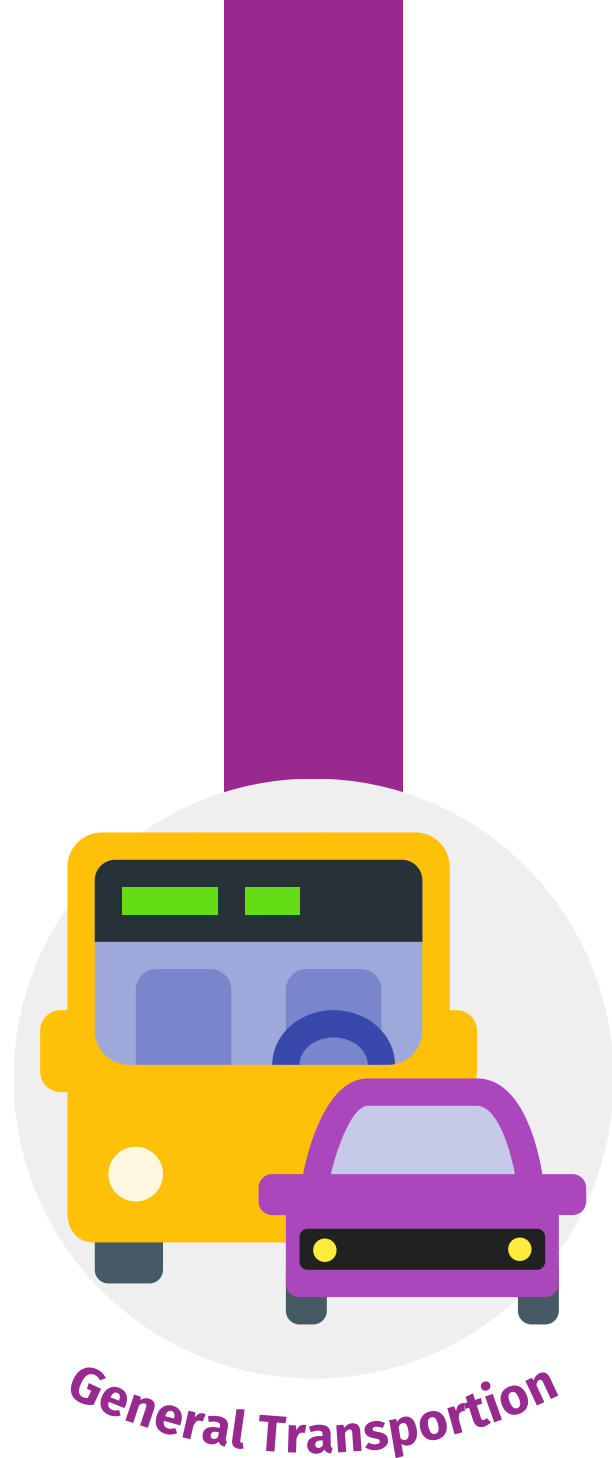
Majestic Transportation Corp

Services: Local non-emergency medical transportation for healthcare appointments, doctor visits, rehab, and more

Eligibility: No specific requirements listed

Areas Served: Chicago, IL

[Majestic Transportation Corporation](#)





Molina

24-Hour Behavioral Health Crisis Line:

- English: (888) 275-8750
- Español: (866) 648-3537
- Members can utilize Mobile Crisis Response Services by calling the 24-hour crisis line
- **Additional Information:**
- [Molina Healthcare MLTSS Handbook](#)
- [Molina Healthcare Member Handbook 2024](#)

CountyCare

Behavioral Health Services can be accessed by calling Member Services at 312-864-8200.

Expanded outpatient mental health crisis services through MCR. Call CARES intake line at 1-800-345-9049 for provider dispatch.

Additional Information:

- [CountyCare Member Handbook 2024 \(page 23\)](#)

BCBS

Behavioral Health Crisis Line:

- 1-800-345-9049 (24-hour urgent response crisis intervention)
- For non-crisis issues: 1-877-345-9455
- Outpatient mental health crisis services (expanded) through MCR services. Call the CARES intake line at 1-800-345-9049 for provider dispatch.

Covered Services:

- Community-based behavioral health crisis services
- Outpatient services including medication management, therapy, and counseling
- Day treatment at hospitals

Additional Information:

- [BCBS Member Handbook 2024](#)

IDOA

No Services Listed

BCBS

Services:

- Mail-order service allows clients to order up to a 90-day supply.
- A 90-day supply has the same copay as a one-month supply.
- Contact these preferred mail-order pharmacies for orders:
 - AllianceRx Walgreens Pharmacy:
 - 24 hours a day, 7 days a week, at 1-877-277-7895 or online at: [AllianceRx Walgreens Pharmacy](#)
 - Express Scripts® Pharmacy:
 - 24 hours a day, 7 days a week, at 1-833-599-0729, or online at: [Express Scripts](#)
 - Amazon Pharmacy:
 - 24 hours a day, 7 days a week, starting 1/1/2024 at 1-855-393-4279 or online at: [Amazon Pharmacy](#)
- Over-the-counter drugs and supplies:
 - Plan covers up to \$30 benefit per quarter.
 - Items will be shipped in 7-10 business days.
 - Contact OTC vendor Convey Health Solutions at: 1-855-891-5274.

Additional Information:

- [BCBS Member Handbook 2024 \(page 106\)](#)
- [BCBS Member Handbook 2024 \(page 128\)](#)





Molina

Services:

- Refer to the provider directory to find an in-network pharmacy.
- The provider directory is available online at MolinaHealthcare.com.
- Clients can also call Member Services to find an in-network pharmacy near them.
- Note: Molina Healthcare will only pay for drugs you get from an in-network pharmacy.

Additional Information:

- [Molina MLTSS Handbook](#)
- [Molina Member Handbook 2024](#)

Smoking Cessation: Available by contacting member services.

IDOA

Services:

- Clients who receive home care services are eligible for an automated medication dispenser (AMD).
- Reach out to the appropriate area agency on aging location for assistance in connecting the client to this service.

CountyCare

Services:

- Pharmacy network includes CVS, Kmart, Walgreens, Meijer, Osco, Target, Walmart, and independent pharmacies.
- Review the provider directory for independent pharmacies.
- Clients need to have their CountyCare member ID card to show at the pharmacy.

Additional Information:

- [CountyCare Member Handbook \(page 22\)](#)

Pharmacy Benefits: Call 312-864-8200

- **Website:** www.countycare.com

CountyCare

FoodCare Program:

- A personal nutrition program that helps members create a nutrition plan tailored to their health and wellness goals.
- Provides \$50 in Fresh Funds on Instacart after completing an audio or virtual visit with a dietitian.
- Members with certain chronic conditions may receive regular deliveries of medically-tailored food for 6 weeks to 9 months.
- For more information, contact member services at 312-864-8200

Additional Information:

- [CountyCare Members Handbook 2024](#)
- [FoodCare Information](#)
- Home Delivered Meals at zero cost: Contact member services at 312-864-8200

BCBS

Services:

- Home Delivered Meals at zero cost
- Contact Member Services 877-723-7702

Additional Information:

- [BCBS MLTSS Blue Kit Member Handbook](#)

IDOA

Home Delivered Meals: Contact the appropriate Area Agency on Aging for assistance.

SNAP and Farmers Market Program:

- The Supplemental Nutrition Assistance Program (SNAP) helps low-income households buy food products for consumption.
- The Farmers Market Program promotes the consumption of fresh fruits and vegetables for seniors. Checks are redeemable for fresh produce at local markets.
- For more information, contact your local [Area Agency on Aging \(AAA\)](#).

Molina

Services:

- Home Delivered Meals at zero cost
- Contact member services at 855-687-7861

Additional Information:

- [Molina MLTSS Handbook](#)
- [Molina Member Handbook 2024](#)



Molina

Services:

- Home Adaptations noted as needing prior authorization and require outreach to member services at 855-687-7861.
- Details on available adaptations not listed.

Additional Information:

- [Molina MLTSS Handbook](#)
- [Molina Member Handbook 2024](#)

IDOA

Services:

- Sage LGBTQ+ resource center
- Coalition of Limited English Speaking Elderly (CLESE)
- Senior Helpline (1-800-252-8966)

Additional Information:

- [Sage LGBTQ+ Resource Center](#)
- [Housing Locator Services](#)
- [Coalition of Limited English Speaking Elderly \(CLESE\)](#)
- [Senior Companion Program in the Chicago Area](#)
- [Senior Helpline](#)
- [Money Management Program](#)

CountyCare

Services:

- PERS and Automated Medications Dispensers available with prior authorization through member services at 312-864-8200.
- Environmental Accessibility Adaptations for home - Details around available adaptations not listed. Call member services at 312-864-8200.
- Free Cell Phone through Safelink Wireless.

Additional Information:

- [CountyCare Members Handbook 2024](#)
- [Free Cell Phone through Safelink](#)

BCBS

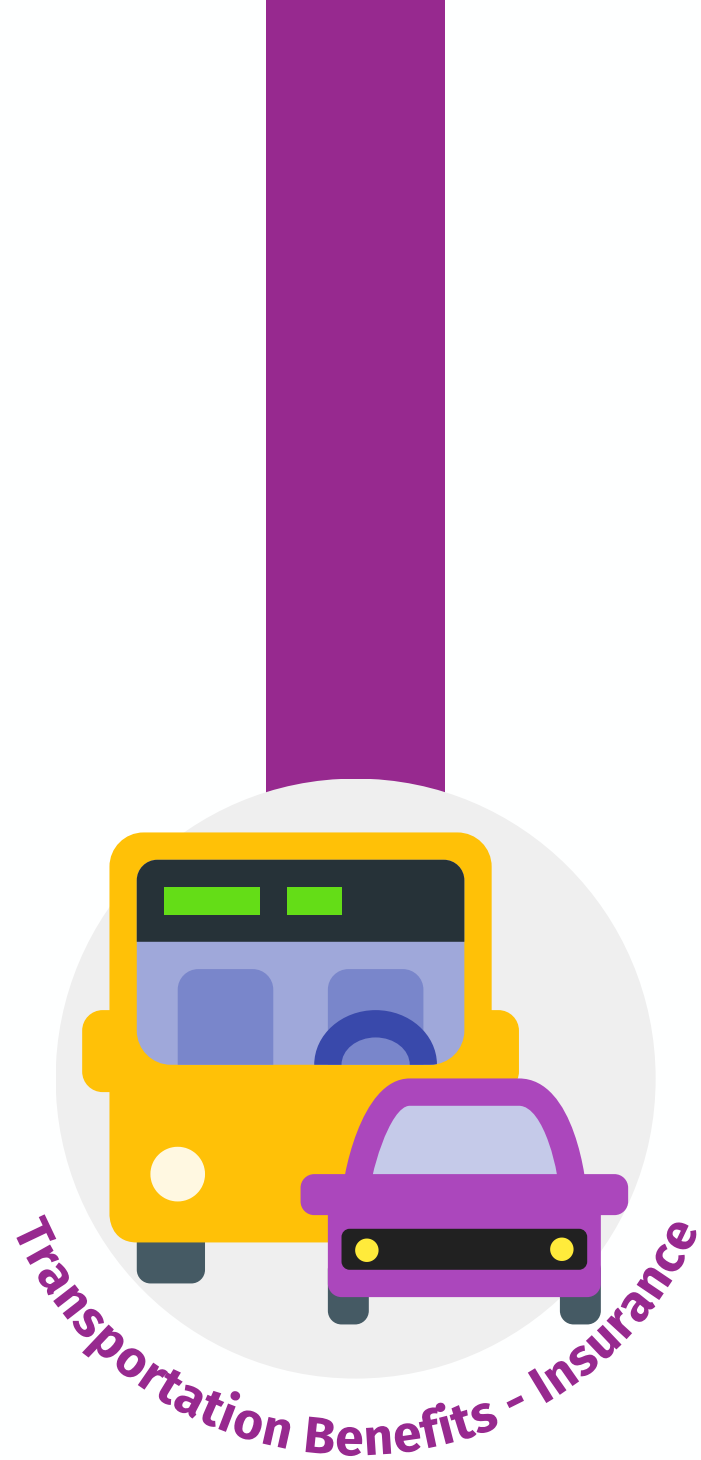
Services:

- Home Adaptations noted as needing prior authorization and require outreach to member services at 877-860-2837
- PERS and Automated Medications Dispensers available with prior authorization through member services at 877-860-2837.

Additional Information:

- [BCBS Member Handbook 2024](#)





Molina

Services:

- Transportation to and from medical appointments
- Call member services at least 3 days prior to the appointment at (844) 644-6354
- No limit to rides, can bring a caregiver, client needs to be able to wait at curb for the ride
- Authorized to stop at pharmacy or pick up DME

Additional Information:

- [Molina MLTSS Handbook](#)
- [Molina Member Handbook 2024](#)

BCBS

Services:

- ModivCare - call member services to schedule at 1-877-723-7702
- Schedule 3 days ahead of time
- No limit to rides, can bring caregiver, client needs to be able to wait at the curb for the ride
- ModivCare App

Additional Information:

- [Mileage Reimbursement FAQs - Blue Cross and Blue Shield of Illinois](#)

CountyCare

Services:

- ModivCare - Call 3 days before the appointment at 312-864-8200
- No limit to rides, can bring a caregiver, schedule client needs to be able to wait at curb for the ride
- Public Transport benefits available; the client needs to apply for Ventra card 2 weeks before the appointment by calling Member Services at 855-444-1661
- Friends and family mileage reimbursement may be an option. Call Member Services for details.

Additional Information:

- [CountyCare Members Handbook - Page 23](#)

IDOA

Services:

- Limited transportation services are provided by volunteers at some Area agencies on aging. Reach out to the appropriate AAA to learn more.

Additional Information:

- [Transportation Services - IDOA](#)



Payer	State	Non-Emergent Transportation	Social Needs Transportation	Caregiver Transportation	Public Transportation	General Transportation Mileage Programs	Vehicle Modifications
County Care	IL	-ModivCare-Call 3 days before appointment Member Services at 855-444-1661 or online -No limit to rides, can bring caregiver, schedule client needs to be able to wait at curb for ride	No	Yes - dependent upon clients care plan and authorized hours	Yes-apply for Ventra card 2 weeks before appointment by calling Member Services at 855-444-1661	Yes-friends and family mileage reimbursement may be an option. Call Member Services for details	No
BCBSIL	IL	-ModivCare- call member services to schedule 1-877-723-7702 -Schedule 3 days ahead of time -No limit to rides, can bring caregiver, client needs to be able to wait at curb for ride	No	Yes - dependent upon clients care plan and authorized hours	No	No	No
Molina	IL	-Call at a minimum of 3 days prior to appointment (844) 644-6354 -No limit to rides, can bring caregiver, client needs to be able to wait at curb for ride -Authorized to stop at pharmacy or to pick up DMF	No	Yes - dependent upon clients care plan and authorized hours	Yes	No	No

