



2021 Annual Notice

Important information about your health plan

As a member of CountyCare Health Plan, you should know your rights and responsibilities, how to use your benefits and other important information to meet your health care needs.

To help you find this information fast and easy, we put together this summary on how your insurance works with other information about some of CountyCare's programs.

What's inside

- **Your Rights and Responsibilities**
- **How to use your Member Handbook**
- **What is in your Member Handbook**





Your Rights and Responsibilities as a CountyCare Member

As a CountyCare member, you have certain rights and responsibilities. These are in your CountyCare Member Handbook and you can view them online. To access the member rights and responsibilities page, visit <http://www.countycare.com/members/rights-and-policies>. If you would like for us to mail you a copy of the rights and responsibilities listed below, call Member Services at **312-864-8200 /711 (TDD/TTY)** to request a copy.

Member Rights:

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Be free from any form of restraint or seclusion used as a way to force, control, and ease of reprisal or retaliation.
- Receive information, including the Member Handbook from CountyCare in other languages such as audio, large print or Braille.
- Have use of an interpreter when needed.
- Have a candid discussion with your provider about appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Receive information on available treatment options and alternatives. This includes the right to ask for a second opinion. Providers must explain your treatment options in a way you understand.
- Receive information necessary to be involved in making decisions about your health care treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.

- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from CountyCare. You can change your PCP at any time.
- File a complaint (sometimes called a grievance), or appeal about CountyCare or the care you received without fear of mistreatment or backlash of any kind.
- Appeal a decision made by CountyCare on the phone or in writing.
- Have an interpreter during any complaint or appeal process.
- Request and receive in a reasonable amount of time, information about CountyCare Health Plan, and its providers, services and policies.
- Receive information about CountyCare Member Rights and Responsibilities. You also have the right to suggest changes in this policy.
- Receive health care services in ways that comply with federal and state law. CountyCare must make covered services accessible to you. Services must be available 24 hours a day, seven days a week.

Member Responsibilities:

- Treat your doctor and the office staff with courtesy and respect.
- Carry your CountyCare ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them. If you cannot keep your appointments cancel them in advance.
- Provide as much information as possible so that CountyCare and their providers can give you the best care possible.
- Know your health problems and take part in making decisions about your treatment goals as much as possible.
- Follow the instructions and treatment plan agreed upon by you and your doctor.
- Tell CountyCare and your case worker if your address or phone number changes.
- Tell CountyCare and your case worker if you have other insurance and follow those guidelines.
- Read your Member Handbook so you know what services are covered and if there are any special rules.

Using Your Member Handbook

You can find your Member Handbook at <http://www.countycare.com/members/handbook>.

You can also call Member Services at **312-864-8200/855/711 (TDD/TTY)** to request a copy.

Your Member Handbook provides information about:

- Benefits and services included and excluded from coverage
- Pharmacy services and how to find the list of covered medications
- Co-pays and claims for covered or pre-authorized services
- Benefits restrictions
- How to get language assistance
- How to get information about providers in our network
- How to get primary care services
- How to get specialty care, behavioral health, and hospital services
- How to get care after normal hours
- How to get emergency care
- How to get care outside the service area
- How to file a complaint or appeal
- How CountyCare reviews and adds new procedures, drugs, and devices to benefits plan
- How to get information about benefits and services you have asked for or received
- Care coordination and special health care programs and services