

SAMPLE LETTER



Dear CountyCare Member,

We are writing to let you know of two changes in the CountyCare Health Plan network that may affect your health care services.

#### **Behavioral Health Providers**

Starting January 2, 2017 there will be changes to the behavioral health provider network. If you are currently receiving mental health or substance use services, please contact your behavioral health provider to ask if they will be in the CountyCare network after January 2, 2017. If not, you will need to change to an in-network provider. Your current behavioral health provider will help you make this change.

Please note, this does not affect behavioral health services you receive at your medical home/primary care doctor's office.

To get help finding an in-network behavioral health provider please go to Find-A-Provider on CountyCare's website at <http://www.countycare.com/find-a-provider>. Member Services or your Care Coordinator can also help you. Please call 312-864-8200 or 1-855-444-1661 (toll-free) or 711 TDD/TTY.

#### **Advocate Health System**

Advocate Health System hospitals are no longer accepting CountyCare Health Plan. If you currently receive services from Advocate, you may need to change to an in-network provider. If you need a new provider, please go to Find-A-Provider on CountyCare's website at [www.countycare.com/find-a-provider](http://www.countycare.com/find-a-provider). Member Services or your Care Coordinator can also help you. Please call 312-864-8200 or 1-855-444-1661 (toll-free) or 711 TDD/TTY.

Sincerely,

CountyCare Health Plan

**For help to translate or understand this letter, please call 1-312-864-8200 or 1-855-444-1661 (toll-free) or 711 TDD/TTY**

**El Español es en el reverso**

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.