



CountyCare Connection Fall 2016

Letter from the Executive Director

Dear CountyCare Member,

Welcome to the fall issue of CountyCare Connections.

October is Breast Cancer Awareness Month. This is a great reminder for women to think about their screening mammograms. In this issue we provide some valuable information about these exams. Are you due for a mammogram? If so, please take a moment to schedule one. It could be life-saving. Call CountyCare Member Services if you need help with this.

This fall also brings Halloween and flu season. Inside you'll find some ideas to inspire a healthy Halloween and useful facts about flu shots.

Taking care of your health is always important. And if you are a new mom, you have at least two people now who need your attention. Be sure to read what you can do to have a healthy pregnancy and a healthy baby.

We hope you enjoy this newsletter, and we hope you find it helpful. Have questions? Please call us at (312) 864-8200, (855) 444-1661 (toll-free) or 711 TDD/TTY. Our team is here to help you and your family.

Wishing you your best health,



Steven Glass

Executive Director, Managed Care/CountyCare

Mammograms Matter

Finding breast cancer early can save lives.

"It allows doctors to begin medical care when tumors are small. That's when cancer is more likely to be successfully treated," says Pamela Ganschow, MD, Attending Physician, CCHHS Cancer Risk Program and Breast Consultation Clinic.

But what's the best way to catch breast cancer early?

"Getting screening mammograms on a regular basis," Ganschow says.

(Frequently Asked Questions on page 4)



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¿Habla Espanol?

¿Le gustaría recibir este boletín informativo en español? Llame a Servicios para Miembros para recibir esta y futuras ediciones en español.



Flu Shots: The Facts

There's so much to love about fall: Cooler nights, colorful leaves, football.

What's not so loveable about fall is that it marks the start of flu season

"Yearly flu shots are the best way to protect you and those around you from getting the flu,"

says CountyCare Medical Director
Elmer Abbo, MD.

"But there's confusion surrounding flu shots."

So how do you stay flu-free?

Let's clear-up some of the confusion about flu shots.

First, to help avoid the flu, you need to get a flu shot every year.

"An annual shot helps keep you protected because the power of the flu shot decreases over time," says Abbo.

Flu shots also keep you healthy and help to keep those around you healthy by not spreading germs. "Washing your hands regularly with soap and water also protects you and others from the flu." Abbo adds.

Finally, the flu shot contains a dead flu virus that puts your body into defend-and-protect mode. "The virus is dead. It can't give you the flu." Abbo notes. "If you become sick with the flu around the time you had the shot, you may have already had the virus. Or you may have another virus."

Second, who should get a flu shot?

Abbo says that everyone six months and older should get an annual flu shot. "But the flu is especially dangerous for certain groups of people." He says. These include:

- Pregnant women
- Newborns
- People with breathing problems, such as asthma
- People with weak immune systems, such as those having cancer treatment or living with HIV
- Adults 65 years of age or older

Finally, how to know if you have the flu

"Flu symptoms are similar to the cold, but worse."
Notes Abbo. "They can leave you feeling tired or run down, and can be very serious."

Abbo says to see a doctor if you experience any of these symptoms longer than a week:

- Sore throat
- Fever
- Headache
- Muscle aches
- Cough
- Runny nose



So remember,

- Everyone six months and older should get a flu shot every year. It protects you, your family and your community.
- Flu shots do not give you the flu.
- See your doctor if you have flu-like symptoms for longer than a week.

Need help finding a flu shot location?

Contact your PCP or Member Services at (312) 864-8200, (855) 444-1661 (toll-free) or 711 TDD/TTY.

For more information about the flu shot and other health and wellness topics, visit the health and wellness section at www.countycare.com.

Looking for a New Behavioral Health Provider?

CountyCare is making it easier for you to find behavioral health services. If you need help with issues such as depression, anxiety, addiction or relationship problems, call Member Services at (312) 864-8200. Push 4 for Member Options and 1 for Behavioral Health.

Be sure to listen to the full message and choose option 2. You will be able to make an appointment if needed. Our behavioral health phone line is open 8:30 a.m. to 5:30 p.m., Monday through Friday.

Please note that this service is not a new crisis resource. Members can still access CountyCare's behavioral health crisis line by choosing option 3 on CountyCare's main phone menu.

Frequently Asked Questions About Breast Cancer.



How do I know if my breast cancer risk is high or low?

A number of factors impact breast cancer risk. For example, if a close female relative had breast cancer you may be at high risk. High risk patients sometimes need more frequent mammograms. Others need to start them at an earlier age. Talk to your health care provider. He or she will help you decide what screening approach is right for you. Also important: breast cancer can occur even in women who have no risk factors. That is why ALL women, age 50 to 74 are encouraged to get a mammogram every other year.

Can mammograms really find cancer?

Yes! Regular screening mammograms can help find cancers early when they are easier to treat.

Do I need a referral for a mammogram?

CountyCare members do not need referrals or authorizations for mammograms at in-network providers. However, all mammograms require an order by a health care provider. If you think you need a mammogram, talk to your primary care provider.

Are there different kinds of mammograms?

Yes. Screening mammograms are for women who don't have symptoms. Health care providers recommend diagnostic mammograms for women who do have symptoms.

It's hard for me to get to a mammogram center. Can CountyCare help?

Yes. If you need help getting to your appointment, call CountyCare's transportation provider, First Transit, at 630-403-3210 and ask about the transit card and ride-share programs. Call at least one week before your appointment.

Will a biopsy cause cancer to spread?

No. Biopsies remove cells so doctors can test them for cancer. In fact, if you have cancer, a biopsy actually takes out some of the cancer cells.

Which mammogram sites accept CountyCare?

Visit www.countycare.com to view a list of providers, their addresses and phone numbers.

Breast Cancer Signs

If you have any of these symptoms, see your doctor.

- A lump or thickness in the breast or underarm area
- A change in breast size or shape
- A skin or breast dimple (or puckering)
- A nipple turned inward toward the breast
- Fluid coming out of the nipple that's not breast milk
- Scaly, red or swollen skin on the breast, nipple or around the nipple

CountyCare's Care Coordination Program: One Member's Story

CountyCare's Care Coordination Program helps members take care of their health. Many members have been helped by the program including John*.

A little over a year ago, a CountyCare Care Coordinator spoke to John about his health. The Care Coordinator learned that John had been in the hospital often because of his diabetes.

John was then introduced to a nurse care manager. They worked together to make a care plan. It included doctor visits and education for John on how to manage his diabetes. They also scheduled regular check-in calls and meetings.

Working with his nurse care manager, John learned how to manage his diabetes. He went eight months without having to go to the hospital. After this success, John's nurse care manager took a fresh look at his needs.

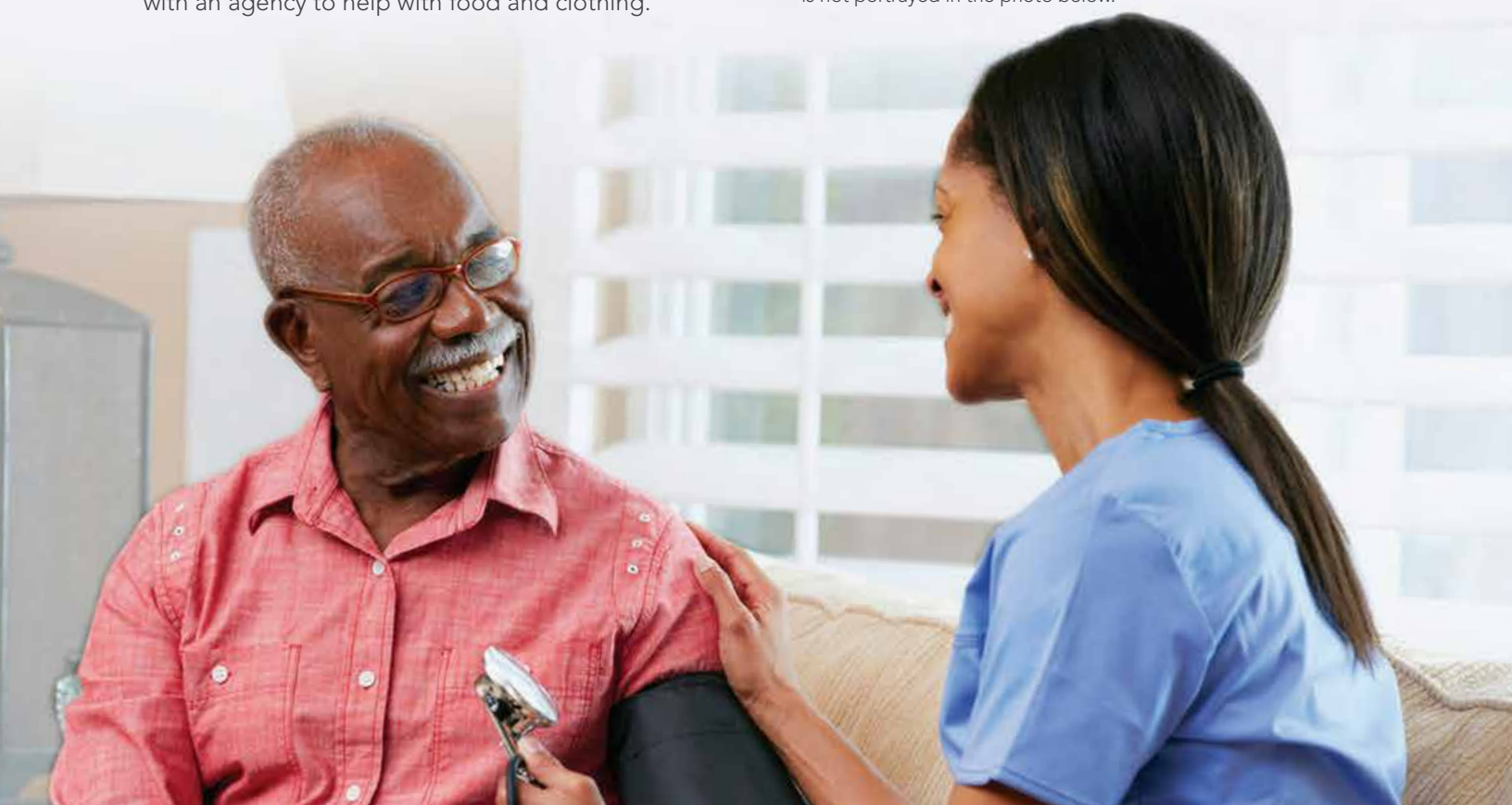
She found that he needed help getting to medical appointments. Also, sometimes John did not have enough money for food or clothes. John's nurse care manager provided transit cards. She also linked him with an agency to help with food and clothing.

John told CountyCare that he is grateful for his nurse care manager's help. They continue to work together to improve his quality of life.

If you would like to contact a Care Coordinator, call Member Services at (312) 864-8200, (855) 444-1661 (toll-free) or 711 TDD/TTY.

If you need help getting to your doctor's appointments, call CountyCare's transportation provider, First Transit, at (630) 403-3210 and ask about the transit card and ride-share programs.

* For confidentiality purposes, the member's real name was not used in the article. Also, please note that the member's identity is not portrayed in the photo below.



A Pregnancy Prep Talk

Healthy women are more likely to have healthy babies. So it's important for women to take care of their health before, during, and after pregnancy.

It's Positive!

As soon as you think you are pregnant, see your primary care provider or a women's health provider like a midwife or an OB/GYN doctor. Regular prenatal visits during pregnancy are important. Your health care provider will help you:

- Make decisions about pregnancy
- Learn about nutrition for pregnancy
- Get tests to help you or your baby stay healthy
- Plan for birth...and beyond

When Baby Arrives

"Being a parent to a newborn requires lots of energy," says Andrea McGlynn, CNM, Director of Clinical Services at CountyCare.

"Taking care of yourself is the best way to make sure you can take care of your new baby."

A check-up within six weeks after birth is just as important as prenatal care. Did you know that you can get more than one check-up after pregnancy? There is a lot to talk about:

- Breastfeeding
- Family planning and having a space between pregnancies
- Weight and exercise
- Follow-up tests you might need
- Your feelings about the changes in your life

You will observe many things about your baby that you may want to talk about. So even better, ask if you and your baby can have check-ups on the same day.

If you have any problems scheduling an appointment, please call CountyCare at (312) 864-8200, (855) 444-1661 (toll-free) or 711 TDD/TTY.

Just ask to be connected to your Care Coordinator.



Depression After Baby: Know the Signs

After having a baby, some women become sad or anxious. This may be a condition called postpartum depression.

Postpartum depression is serious, and can affect your health and your baby's health. So, it's important to know the signs:

- Feeling sad or overwhelmed
- Crying more, sometimes for no reason
- Worrying a lot
- Sleeping too much or not being able to sleep (even when baby is napping)
- Having trouble focusing or making decisions
- Not enjoying things that you usually enjoy
- Avoiding friends and family
- Having trouble bonding with your baby
- Thinking about hurting yourself or your baby

Are any of these signs familiar? Call your health care provider right away. If you think you may hurt yourself or your baby, call 911.

See the signs in someone else? Encourage her to see a doctor, show your support and help her take care of the baby. And if you believe she is a danger to herself or her baby, call 911.

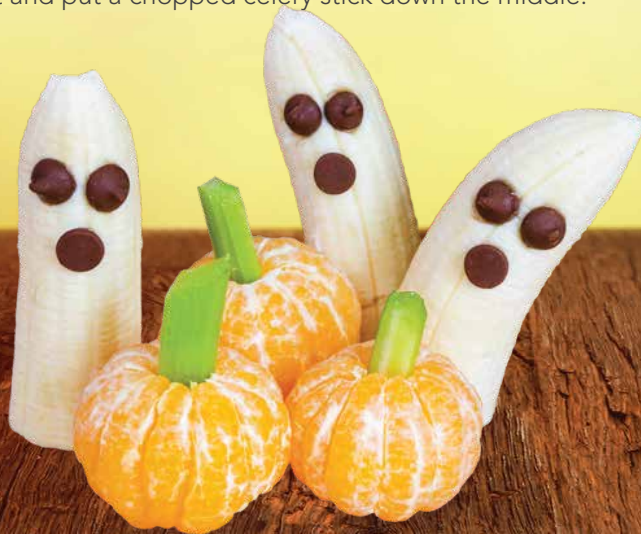
Put Healthy Into Halloween

Creepy costumes can be scary. But you know what's really frightening at Halloween? Trying to maintain healthy habits and a healthy diet.

But don't fear, there are plenty of ways to put healthy into Halloween.

Scare Up Some Healthy Snacks

Try adding a little fun to snack-time. Transform a banana into a ghost. Chop a banana in half (crosswise). Then, place both halves flat side down. Add raisins or chocolate chips for eyes. Twin ghosts will mysteriously appear, or change a clementine into a pumpkin. Simply peel it and put a chopped celery stick down the middle.



Fill-Up Before You Head Out

Have a healthy snack before going out to trick or treat. If your stomach is full, you're less likely to eat candy later.

Run It Off...or Walk

Want to burn off extra calories? The Forest Preserves of Cook County offer Halloween hikes and more. To get details, visit their website at fpdcc.com or call (800) 870-3666. Or, try the Chicago Park District. It holds a Halloween 5K and kids' run. For information, visit the park district's website at chicagoparkdistrict.com or call (312) 742-7529.

Weight Management

If you are concerned about your weight, your primary care provider can check your body-mass-index (BMI). Our providers can also share ideas on eating well and getting healthy. Losing even a small amount of weight can improve your health. This is especially true if you have a chronic illness like diabetes.

Got Questions? We Have Answers!

Our website is a great place to find answers to your questions.

Go to www.countycare.com and click on the Resources tab to find forms and information about:

- Services that are covered by CountyCare
- Information on common health issues like diabetes and asthma
- How to find your Care Coordinator

You can also log-in to the secure member section of our website. Once registered, you can:

- Request a new CountyCare ID card
- Change your primary care provider (PCP)
- See your claims history

Register now

It's easy to create an account. All you need is your CountyCare ID card. To register go to <http://www.countycare.com/members/portal>.

Not finding what you need? Call us at (312) 864-8200, 855-444-1661 (toll-free) or 711 TTD/TTY.

CountyCare Administrative Offices

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Calendar of Events

Event Date	Event Name	Start	End	Location
10/1/16	2016 Latin American Health Weeks Community Health and Resource Fair	9:00 AM	2:00 PM	Benito Juarez Community Academy 1450-1510 W. Cermak Rd. Chicago 60608
10/1/16	36th Annual Oak Forest - Crestwood Community Awareness Fair	10:00 AM	2:00 PM	Oak Forest High School 15201 Central Avenue Oak Forest 60452
10/7/16	Don Doty Breast Cancer Awareness Seminar	10:00 AM	2:00 PM	Charles Hayes Center 4859 S. Wabash Ave Chicago 60615
10/15/16	Crestwood Fire Department's 19th Annual Community Fun Fest	9:00 AM	1:00PM	Nathan Hale School 5220 W. 135th Street Crestwood 60445
10/20/16	Summit of Health	8:00 AM	2:00 PM	New Beginnings Church 6620 S. King Drive. Chicago 60637
11/2/16	"Enjoy the Good Life in Bridgeview" Senior Fair & Expo	10:00 AM	1:00 PM	Bridgeview Community Center 7902 S. Oketo Bridgeview 60455
11/5/16	Little Village Health Fair	9:00 AM	2:00 PM	Boys and Girls Club 2950 W. 25th St. Chicago 60623
11/10/16	Sauk Village Job & Resource Fair	3:00 PM	8:00PM	Community Center Gym 2700 Kalvelage Drive Sauk Village 60411