



CountyCare Connection Fall 2017

Help Your Family Fight the Flu

Each year, many children and adults get the flu. It's an infection that is very easy to catch, and can cause fever, cough, sore throat, runny or stuffy nose, headache, body aches, and low energy. Most people with the flu feel bad and then get better in a week or two. But hundreds of thousands have to go to the hospital and thousands die from flu-related causes every year. Flu is most dangerous for children under the age of five, pregnant women, the elderly, and people with health problems.

How can you help your family fight the flu?

Choose Flu Shots as the Best Defense

Flu spreads very easily. It can be passed from person to person by a cough or a sneeze or by touching something that has the flu virus on it. The best way to protect yourself and your family from the flu is to get a flu shot. CountyCare recommends an annual flu shot for everyone aged six months and older. It's safe and can also help protect infants less than six months old if their caregivers are vaccinated.

Get a New Flu Shot Every Year

There are many flu viruses and they are always changing. Each new flu vaccine is made to protect against the viruses that will be most common that year. Last year's shot won't protect you from this year's flu. Every fall, put getting a new flu shot on your to-do list.

Where to Get Flu Shots


The best place to get a flu shot is at your medical home – the office where your primary care provider (PCP) works.


Your medical home team can talk to you about any questions you have about your own health.

Also, CountyCare covers flu shots at any pharmacy in the OptumRx network. (Clinics inside the stores are **not** included in the network.)

It's easy to find a pharmacy near you:

- 1 Go to www.countycare.com/about.
- 2 Click the "Find a Provider" button.
- 3 Choose the "Find a Pharmacy" option.
- 4 Enter your zip code
- 5 Search for "Vaccinations/Immunizations."

 **Wash your hands**

 **Cover your cough**

 **Get a flu shot**

Table of Contents

How LaRabida Care Coordination Helped One Mom and Her Son With Special Needs	2
Notifications	3
Contact Us	3

How LaRabida Care Coordination Helped One Mom and Her Son With Special Needs

Having a child with health problems can be hard for any parent, but especially for a single mom with three other kids. Dealing with schools, giving the child medications, getting to and from provider's appointments, and working a fulltime job would be hard for any parent.

Sharon* was having a hard time caring for her 11-year-old son, Jaylen*, who was diagnosed with ADHD and other issues when he was in preschool.

"Being a mother of a child who has a disability is a struggle," says Sharon. "There were a lot of times I wanted to throw in the towel. But I need to stand up for Jaylen. I try my best to do what I can to help him even when it becomes overwhelming."

Sharon found out Jaylen had ADHD in preschool. "No mother wants to hear this. I was in denial for a good while until he was in kindergarten and he was suspended for getting in a fight."

Jaylen's school was not helping, and the family's insurance at the time was also hard to work with when Jaylen needed to go to the hospital.

But then Sharon switched insurance providers to CountyCare. "I found out about CountyCare when the State of Illinois changed medical plans and we needed our own health insurance provider."

Soon after she became a CountyCare member, Sharon got a letter from LaRabida Care Coordination (LRCC), which helps kids like Jaylen get counseling, deal with schools, and get to and from provider's appointments.

After calling LRCC, Sharon and Jaylen were given a care manager, Jewell Holmes, who immediately got to work helping the family. "He needed help with his medication and counseling. Mom was struggling," says Jewell.

She went with Sharon to a meeting at Jaylen's school and told the school that he needed an Individual Education Plan (IEP). She helped Sharon know how to better deal with Jaylen's behavior, and assisted her with managing his medication. "The school had a clinic to give kids medication, but the school hadn't offered it as a resource for Jaylen," says Jewell. "Now he can get his medication there."

Jewell also referred Sharon to Community Counseling Centers of Chicago (C4) and made sure Sharon had bus passes to get Jaylen to and from his counseling sessions.

LRCC helps many kids like Jaylen. They assign each patient a special team, which in Jaylen's case included a case worker, social worker, and a nurse. The team helps Jaylen and his mom with:

- Information about free seminars on dealing with behavior issues
- Transportation, such as bus passes
- Managing medications and paperwork required by the school nurse
- Suggestions for getting legal advice
- Working on suggestions from his counselor at C4
- Following up with physicians to keep prescriptions current

"Jewell helps me a lot," says Sharon. "She's not only a counselor or social worker, but she listens to me. She talks to me from a professional point of view and a mother's point of view. She doesn't tell me what to do, but makes helpful suggestions on how to look at things in a different perspective. She's a great listener," says Sharon.

These days, Jaylen is doing much better. He's a normal kid who plays basketball, loves toy army men, video games, puzzles, and the Disney Channel. He's at a new school that he loves and has new friends. "Thanks to LaRabida, things are falling into place and he's happy," says Sharon. "Working with LaRabida is like a blessing from heaven. I've been asking and praying for help, and I am so grateful."

**All names have been changed to protect privacy.*



Notifications

Contact Us!

CountyCare is here to help. Have a question?
Call us or visit our website www.countycare.com.

- **To keep your coverage – Need help with the redetermination process?** Call 312-864-8200/855-444-1661 (toll-free)/711 (TDD/TTY) and press 1.
- **Mental Health & Substance Support** – Call 312-864-8200/855-444-1661 (toll-free)/711 (TDD/TTY) and press 3.
- **Need transportation?** Call First Transit at 630-403-3210.
- **Sign up for our Member Portal** where you can see your claims, request a new ID card, change your PCP, or send us an email.

Keep Us Updated

Moved? Changed your phone number? Have an email address? Keep your CountyCare profile current so you can receive important updates about your coverage at <https://goo.gl/mkAXye>, or call us at 312-864-8200/855-444-1661 (toll-free) / 711 (TTD/TTY).

How To Reach Us



CountyCare's normal business hours of operation are Monday – Friday 8:30 AM to 8:00 PM and Saturday 9:00 AM to 1:00 PM (Central Time). CountyCare can help you 24 hours a day, seven days a week. Language assistance will also be provided through a translator if needed. Please call us if you need help understanding this handbook or need it in a different language or format, such as Spanish, Polish, large print, Braille, audio tape, or CD.

After Hours & Holidays

If you need medical advice and can't reach your provider, you can call CountyCare's nurse advice line. This is our 24-hour, nurse-on-call phone line, which can be reached at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). It is staffed with nurses who can assist you in any language that you may need.

Hearing Impaired Members

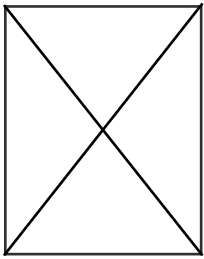
Call Illinois Relay at 711. Ask the operator to connect you to us at: 312-864-8200 or 855-444-1661 (toll-free) Let your provider know if you need a sign language interpreter for a medical visit. If the provider does not have one, call us at least seven days before your visit to make arrangements for an interpreter to be present during your appointment.



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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.

CountyCare Member
123 Main Street
Your Town, USA 12345



CountyCare Administrative Offices
1900 West Polk Street
Suite 220C
Chicago, IL 60612

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For upcoming event information,
please visit www.countycare.com/about/events