

# CountyCare Connection

## Managing Your Health Care And Plan Online Has Never Been Easier

You need a lot of information to manage your health care. At [countycare.com](http://countycare.com), you'll find everything you're looking for. And it's always just a click away – 24 hours a day, seven days a week.

### Get health plan documents and more

Need a copy of your member handbook? Have questions about how your plan works? Want to find a doctor? You can find all these things and more at [countycare.com](http://countycare.com).

### Log in for a personalized web experience

You can log in to the secure member section of our website for a personal snapshot of your coverage.

Once registered, you can:

- Order a new CountyCare ID card
- Check on your prior authorizations
- Find doctors, hospitals and pharmacies

Your online account takes you to lots of helpful information to manage your health and benefits.

### Register now

It's easy to create an account. All you need is about five minutes and your CountyCare ID card. To find your online account, go to [countycare.com](http://countycare.com) on your computer. Look for Member Login and select "Have a Login Already?" on the right hand side in the middle of the page. There's also a link you can use to log in with your username and password after you've registered.

[www.countycare.com/members/portal](http://www.countycare.com/members/portal)

### Keep In Touch With CountyCare

Have you moved recently? Have you changed your phone number? Please let us know! Contact CountyCare to give us your new information. We can be reached at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

¿Haz cambiado su numero de telefono? ¿Ha cambiado de domicilio? Por favor contactenos CountyCare al telefono o correo electronico para agregar su nueva informacion. Contactenos al 312-864-8200 / 855-444-1661 (numero gratuito) / 711 (TDD/TTY).

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## Remember Slip, Slop, Slap And Wrap!

When spending time in the sun, the American Cancer Society has some catchy advice that can help you remember how to protect your skin. Slip! Slop! Slap! and Wrap! is an easy guide:

1. **Slip on a shirt!** Dark colors offer more sun protection than light colors. Choose a tightly woven fabric and make sure it's dry.
2. **Slop on sunscreen!** Aim for the amount needed to fill a juice glass to cover exposed areas. Reapply every two hours, or more often when swimming.
3. **Slap on a hat!** One with a brim is best to shade your face, ears, forehead, nose and back of your neck.
4. **Wrap on sunglasses!** That protects your eyes and the skin around them. Choose sunglasses that protect against UV rays. If they do, they will have a label that says so.

# Fun Summer Safe Summer!

## It's Summer. Enjoy The Sun And Protect Your Skin

Soaking up the sun is one of the joys of summertime. Enjoying the sunshine safely also means protecting your skin. That's true for everyone, including people of color.

African-Americans and Latinos often think they are already protected from the sun. Pigment that gives our skin color does help.

But guarding against sunburns and skin cancer is important, no matter your skin color. And skin protection is so simple and easy. CountyCare Medical Director Elmer Abbo, MD suggests a daily sunscreen. "Sunscreen is key to preventing skin cancer. Make it a daily habit," says Dr. Abbo.

### How to Choose a Sunscreen

Look for a few things when picking a sunscreen. It should be broad spectrum, which means it protects against two kinds of sun rays. And you need an SPF of at least 30. Note that even water resistant sunscreens should be reapplied regularly.

### Safety

Keep safety in mind when swimming. Colin's Hope, a water safety charity, recommends picking an adult "Water Guardian." That person's only job is to watch kids in or near water. If the Water Guardian needs a break, he finds an adult to take over. The guardian's job is to prevent problems.



# Where To Cool Off This Summer

When it's hot outside, there's nothing better than cooling off in the water. Children need at least 60 minutes of active play each day to stay healthy. Adults need to stay active too. Cook County residents have tons of great places to get wet, be active and stay cool.

## Splash pads

Kids love splash pads. They are great for active play. Some FREE splash pads we love include:

- **Portage Park**  
4100 N. Long Avenue, Chicago
- **Dunbar Park**  
300 East 31st Street, Chicago
- **Lucy Parsons Park**  
4712 West Belmont, Chicago
- **Freedom Park**  
3701 Scoville Avenue, Berwyn

These splash pads are awesome but charge a small fee. Call or check the web for more info:

- **Golf-Maine Water Spray Park**  
9229 Emerson Street, Des Plaines.  
(847) 297-3000. [www.gmpd.org](http://www.gmpd.org)
- **Splash Harbor**  
8997 Lyons Street, Hodgkins.  
(708) 354-6563. [www.hodgkinspark.com](http://www.hodgkinspark.com)
- **Sum-Fun Splash Park**  
5700 S. Archer Road, Summit.  
(708) 496-1012. [www.summitparks.org](http://www.summitparks.org)

## Beaches

Check out the 63rd Street Beach for swimming and a fun splash pad. Bring your family (and your dog!) to Montrose Beach on the north side. And don't forget beaches in the middle of downtown Chicago at Oak Street and North Avenue.

Humboldt Park offers sandy fun away from the lake. The West Side park has the city's only inland beach. It will re-open in July after upgrades. All beaches in Chicago are public and free of charge.

## Pools

Cook County Forest Preserves and the City of Chicago have low and no-cost indoor and outdoor pools. The County has pools in Calumet City, Lyons and the northwest side of Chicago.

Also, Oak Park and Forest Park both have pools that are open to the public. Both are near a CTA train station and charge a nominal fee.



**For more information on where to cool off this summer, including hours of operation and fees, check out the following:**

### Forest Preserves of Cook County Aquatic Centers.

The County runs three outdoor pools. Day and seasonal passes are available. The pools are open daily from 11:00 am to 7:00 pm until September 5<sup>th</sup>. Visit [www.fpdcc.com](http://www.fpdcc.com) or call (708) 386-4042 to learn more.

### Chicago Park District Pools.

The Chicago Park District operates over 70 pools. For more information on your closest pool visit [chicagoparkdistrict.com](http://chicagoparkdistrict.com) or call (312) 742-7529.

### Chicago's Beaches.

Chicago's beaches are open every day during the summer. For more information, visit [cpdbeaches.com](http://cpdbeaches.com) or call (312) 742-3224.



# Not Pregnant? Let's Talk!

Thinking about getting pregnant?  
Thinking about avoiding pregnancy?  
Not sure?

Health care is not just for when you're pregnant. "We encourage members to have open conversations with their health care providers about their lives and pregnancy," says Andrea McGlynn, APN, Clinical Director for CountyCare.

Make sure you talk to your doctor or nurse about:

- **Your plans.** Help prevent unplanned pregnancies by choosing a birth control method that is right for you. Planning to have a healthy baby in the future? Get healthy first!
- **Your health.** Get medical care for health problems like diabetes, high blood pressure and depression. Get tested for HIV and sexually transmitted diseases. You may be due to update your immunizations. Talk to your doctor about medicines and vitamins that are safe and healthy for you and for babies during pregnancy. See a dentist.
- **Your family.** Talk to your doctor about your family's health and timing for pregnancy. If you had a baby recently, your body needs time to recover before you get pregnant again.
- **Support you need to stay healthy.** Health care providers can share information about healthy eating, exercise and weight. You may need help dealing with tobacco, alcohol or drugs. Ask about community resources for healthy living.

Make an appointment to talk about a healthy future. Call CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and they will help you find a women's health provider or connect you to a Care Coordinator.

# Get Ready For School, Get Healthy For School

Summer is the perfect time to get ready for a successful school year. Schedule your back-to-school medical appointments now. Many doctors' offices have extra hours and are not as busy in the summer

## Kindergarteners

Kids starting school for the first time need a few things:

- Check-up by a primary care provider
- Eye exam
- Dental exam
- Proof of immunization

Some providers will give you signed forms to return to your child's school.

## Athletes

Summer is also when kids who play sports need to start thinking like winners. Schedule a sports physical well before the season begins.

Schools often require sports physicals to be sure that athletes are healthy and won't get hurt when they play. If a doctor finds a problem, the student will have time to fix it before the sports season starts.

## Well Child Exams at Every Age

Don't forget that all children, even babies and toddlers, need to see the doctor. Regular check-ups and immunizations help kids stay healthy. Infants should see the doctor at least seven times during the first year of life. Doctors and nurses need to talk regularly to you as parents to check on your child's development. After age 3, children need to see their doctor at least once per year for a wellness exam. Your child's doctor will tell you how often you need to visit. Make an appointment today!

If you need help with finding a doctor or with transportation to the doctor's office, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



# Learn More About Care Coordination

Health care can be difficult to manage. Sometimes you need extra help to get services and stay healthy. CountyCare has a program to help members get the care they need. The program is called Care Coordination and it is free for all members. Care coordinators help members connect with their health providers, get needed services, and set goals to live the healthiest life they can.

## **If you or a family member have any of these conditions, you might benefit from the Care Coordination program:**

- Heart failure or history of heart disease
- Lung disease (COPD)
- Diabetes
- Asthma
- High risk pregnancy
- A child with special needs

Plus, any CountyCare member can use this service. A Care Coordinator may even be assigned to you so be on the look-out for telephone calls or letters from your Care Coordinator. Or you can contact CountyCare and ask for a Care Coordinator.



## **A Care Coordinator can:**

- Answer questions about treatment
- Help you by using their knowledge of the health care system
- Help you consider your options
- Help with referrals for treatment
- Act as your link to CountyCare
- Identify covered benefits
- Help plan your transition out of the hospital
- Help connect you with community resources

**If you would like to speak to a Care Coordinator, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and they will help you connect to the right Care Coordinator.**

# Keep Your Coverage

Once a year, you must renew your coverage.  
You can renew in three steps.  
Just watch your mailbox.

# 1

You will get a letter in the mail from the State reminding you that your renewal is coming up.

# 2

You will then get a renewal form in the mail about two weeks later.

# 3

Fill out the form and return it right away. You can return it by mail, fax or email.

To keep your coverage, we also need your current contact information. Call Member Services if you have recently moved or changed your phone number. If you miss your renewal date, you may lose your coverage. We can help you with your renewal forms. If you would like a renewal reminder, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



# Did you get a bill from a CountyCare provider? Here's what to do

At times Members tell us they have received a bill from a provider. The good news is: it's usually a mistake. Members should call the provider's office when this happens. Tell the staff that you belong to CountyCare

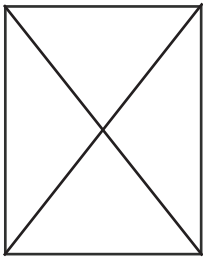
and ask them to send us the bill. The office may ask for your member ID number or other information. If the provider is unable to help, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

## Calendar of Events

Event Date	Event Name	Start	End	Location
7/13/16	Access Chicago	10:00 AM	5:00 PM	Navy Pier, Festival Hall 600 E. Grand Avenue Chicago 60611
7/15/16	Centro Comunitario Juan Diego Under the Sun Health Fair	9:00 AM	2:00 PM	Centro Comunitario Juan Diego 8812 S. Commercial Ave. Chicago 60617
7/18/16	Schaumburg Park District 5th Annual Spring into Wellness Health Fair	2:00 PM	5:00 PM	Township Offices 1 Illinois Blvd Hoffman Estates 60169
7/20/16	Palatine Township Health Fair	9:00 AM	1:00 PM	Palatine Township Offices 721 S. Quentin Palatine 60067
7/28/16	Centro Romero's Health and Resource Fair	8:30 AM	2:00 PM	Centro Romero 6216 N. Clark St. Chicago 60660
7/30/16	Orland Township Back to School Health Fair	9:00 AM	1:00 PM	Orland Township Offices 14807 S. Ravinia Avenue Orland Park 60462
8/3/16	Berwyn Township Health and Fitness Fair	9:00 AM	2:00 PM	Lesak Park 6600 W. 26th St. Berwyn 60402
8/6/16	New Life Covenant Church HopeFest: 2016	10:00 AM	3:00 PM	New Life Covenant Church 3400 W. Division St. Chicago 60651
8/11/16	Family Wellness and Back-to-School Fair	10:00 AM	2:00 PM	Avondale/Logandale School 3212 W. George St. Chicago 60618
8/13/16	Bud Billiken Parade	9:00 AM	4:00 PM	Washington Park 5531 S. King Drive Chicago 60637
8/13/16	Catholic Charities' Health Fair	8:00 AM	12:00 PM	St. Gall Parish 5500 S. Kedzie Ave. Chicago 60629



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# In This Issue Summer 2016

We're pleased to bring our members our brand new quarterly newsletter, **CountyCare Connection**. This issue is full of ideas about how to stay healthy. We also include tips on how to get the most out of being a CountyCare Member. We wish you good health.

## Contact Us!

Have a question about CountyCare? Our website has been redesigned to make it easier to find answers to your questions. Visit [countycare.com](http://countycare.com) to learn more.

You can also get your questions answered by phone. CountyCare Member Services now has extended hours. Call us Monday through Friday from 8:30 am to 8:00 pm and Saturday 9:00 am to 1:00 pm (Central Time). We can be reached at 312-864-8200, toll free at 855-444-1661, or TTD/TTY at 711.

Tiene preguntas sobre CountyCare? Nuestro sitio de web ha sido rediseñado para facilitar las respuestas a tus preguntas. Visita [countycare.com](http://countycare.com) para aprender mas.

Tambien puede recibir las respuestas a sus preguntas por telefono. CountyCare Servicios al miembro ahora tiene horarios extendidos. Llamenos de Lunas a Viernes de 8:30 am a 8:00 pm y Sabados de 9:00 am a 1:00 pm (CT) Podemos ser contactados al 312-864-8200 o al numero gratuito 855-444-1661, TTD/TTY at 711.