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## Start Earning Rewards WITH COUNTYCARE

Thank you for choosing  
**CountyCare**

 **LIKE US ON FACEBOOK!**

For upcoming event information,  
please visit [www.countycare.com/about/events](http://www.countycare.com/about/events)

**Text COUNTYCARE to 37331 to get reward information and updates from CountyCare**

CountyCare members qualify for free rewards that promote a healthy lifestyle. When you or your children go to the doctor for certain services, CountyCare will send you a Rewards Card in the mail. The card will have money on it based on the services you or your children received.

The card can be used to buy household and health items from Dollar General, Family Dollar, Walmart, Walgreens and CVS (not in Target stores).

**Some examples of services that you get a Reward for are:**

- \$15 for Annual Health Risk Screening
- \$10 each for the first 10 Childhood Vaccinations
- \$25 for an annual Mammogram (women ages 50-74)
- \$25 for filling your prescription for High Blood Pressure for six months in a row

Once you receive your card in the mail be sure to call the number to activate it so you can use your rewards right away!

You and your family may also qualify for our other FREE benefits. You can request these and more by calling us at 312-864-8200.

- A coupon for Free Diapers for children up to two years old
- Free Weight Watchers vouchers to attend meetings
- Free LASIK Eye Surgery
- Free Book Club for Kids

*Learn more about our Rewards Program at*  
**[www.countycare.com/rewardsprogram](http://www.countycare.com/rewardsprogram)**

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# Keep Your Health Insurance Coverage

Reminder! You have to renew your Medicaid coverage every year. Here are some tips on how to make sure you and your family stay covered.

## Q: WHY DO I NEED TO RENEW MY COVERAGE?

**A:** The State of Illinois must ensure that anyone who has Medicaid remains eligible. This happens once a year for health coverage or twice a year if you also receive SNAP benefits. The state will mail you a letter with forms and instructions. These forms must be filled out and returned by the date listed. Be on the lookout for the letter, because if you do not turn in your forms, you can lose coverage.

## Q: HOW CAN I RETURN THE RENEWAL FORMS?

**A:** There are a few different ways you can return your paperwork. It's always a good idea to keep a copy of your confirmation just in case there are questions about it later.

- **Online:** go to "Manage My Case" at <https://abe.illinois.gov/>
- **FAX** to 1-844-736-3563
- **Mail forms to:** P.O. Box 19138, Springfield, IL 62763

## Q: WHAT IF I DIDN'T RECEIVE A LETTER WITH RENEWAL FORMS?

**A:** Letters are sent 45 days before your coverage expires. If you don't receive a letter or need help with the forms, CountyCare can help. Call us at 312-864-REDE(7333).

## Q: WHAT IF I MISS THE RENEWAL DEADLINE?

**A:** The State allows a grace period in these cases. If your coverage has expired, call CountyCare at 312-864-REDE(7333) as soon as you can. We will help you with your renewal.

# 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

### 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. 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.

# CTA and PACE Passes for Doctor's Visits

We want to make it as easy as possible for you to get to your doctor's office, so we offer free CTA and PACE passes for doctor's appointments. You can request transportation cards by calling CountyCare Member Services at 312-864-8200. We will mail you a transportation card for any scheduled appointment. Please allow 7-10 business days to receive your transportation cards in the mail.

# Primary Care for Young Adults

As kids mature, so do their health care needs. It is important for our members turning 18 years old to change from a pediatrician to an adult primary care provider. If you or your child are turning 18, you can check with the child's current doctor to see if they see adults. If they don't, you can ask if they could give a recommendation.

You can also go to [www.countycare.com](http://www.countycare.com) and click on Find a Provider, or call member services at 312-864-8200 for help.

At CountyCare, we want to make sure our Members are informed about their rights and responsibilities as a health plan member. The 2018 Annual Member Notice provides important information to meet your healthcare needs, information about CountyCare's Quality Improvement Programs and Cultural Competence Program, and more. A copy of this Notice can be found on our website at <http://www.countycare.com/members/resources>. You may also contact Member Services during normal business hours of operation at 312-864-8200/855-444-1661/711 TTD/TTY to receive this information in other languages or request that a copy be mailed to you.

**ATTENTION:** If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY).  
**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY).

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY).  
**注意:** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711.

This document is also available in other languages. Please contact us at 312-864-8200 to request this document in another language.  
CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.