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SUMMER 2019



Introducing **Brighter Beginnings** by CountyCare

CountyCare is excited to introduce Brighter Beginnings – a program to help expectant families and babies stay healthy during pregnancy and after the baby is born. The program guides you through prenatal appointments and explains how you can make sure your baby has health coverage. Brighter Beginnings also offers a Rewards Card and Extra Benefits for CountyCare families.

Rewards Card

You can earn \$10 on a CountyCare Rewards Card for each prenatal visit with your doctor. You can also get \$25 for getting a checkup from your provider after your baby's birth. If your baby gets a checkup within one month of birth, \$50 will be added to your Rewards Card and another \$10 can be added for the next five visits. The rewards on your CountyCare Rewards Card can be used for home and health items at Walmart, Dollar General, Walgreens, and CVS (not target stores).

Extra Benefits for families and babies

Brighter Beginnings also offers the benefits listed below to support healthy families.

- Free Sleep Safe Kit with portable crib when you see your prenatal doctor for 14 visits
- Free Diaper coupons for children under the age of two who are up to date on shots
- Free Car seat
- Free Breast pump

For more information about Brighter Beginnings, visit www.countycare.com or call Member Services at 312-864-8200 (711 TTY/TDD).

Thank you for choosing CountyCare



LIKE US ON FACEBOOK!

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

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

Table of Contents

Introducing Brighter Beginnings	1
Redetermination vs. Open Enrollment	2
Back to School	2
New Incentive: Earn \$25 Every Year for Seeing Your PCP	3
Save Time with our Member Portal	3

Redetermination VS. Open Enrollment

Redetermination (REDE) is the process to renew your Medicaid coverage. Open Enrollment is when you choose your Medicaid plan through the state's HealthChoice Illinois program. Redetermination and Open Enrollment do not always happen at the same time. Redetermination takes place every year around the time when you first enrolled in Medicaid. Open Enrollment usually happens in late fall.

Redetermination

You need to submit REDE paperwork and household income to the Department of Human Service (DHS) every year in order to continue to receive Medicaid. The state will mail you a letter with forms and instructions. These forms must be filled out and returned by the date listed, or you can renew online at www.abe.illinois.gov. You can also attend one of our Redetermination Events. The September events are listed below. We will help you complete and submit your forms. You do not need to RSVP to attend, but if you let us know that you are coming, we can have your forms ready for you. **Call 312-864-REDE (7333) to RSVP** or if you have any questions.

September 10th 10AM – 2PM at Near South Health Center
3525 S. Michigan Avenue, Chicago, IL 60653

September 26th 10AM – 2PM at Friend Health
800 East 55th Street Room FB101 Chicago, IL 60615

Open Enrollment

The State will also mail you a letter every year during Open Enrollment. This letter will ask if you want to select a new plan. If you are happy with your CountyCare plan, you do not need to take any action during Open Enrollment. **Open Enrollment usually begins in October.** If you have any questions about Redetermination or Open Enrollment, call us at 312-864-REDE (7333). We are happy to help!

Back to School

A visit to your child's PCP (primary care provider) now can save you time during the school year. Does your child have allergies, asthma or another health issue and need medicine during the school day? Do you have a young athlete who wants to play school sports? If yes, your child's school will require that his or her doctor fill out special forms. During an office visit, doctors will complete these forms for you. All you have to do is ask. There are other good reasons for a doctor's visit. Your child's PCP helps care for any chronic health issues, like diabetes and asthma. PCPs also address concerns such as a weight gain or weight loss. By tracking your child's BMI (body mass index) and growth, doctors can alert you and your child to possible issues and offer advice about nutrition and exercise. And when medications are needed, your child's doctor can prescribe them. He or she also refers your child to specialists, if needed. **Schedule your child's Back to School PCP appointment today!**

NEW INCENTIVE: Earn \$25 Every Year for Seeing Your PCP

CountyCare members 16 months and older can earn a \$25 reward once a year just for seeing their Primary Care Provider (PCP) for a check-up. Four to six weeks after your appointment, you will receive a Rewards Card in the mail with money credited to the card. You can use the card for home and health items at Walgreens, CVS, (not in Target stores), Dollar General, Family Dollar and Walmart. If you already have a Rewards Card, the \$25 will be added to your current card.

The name and contact information for your PCP is printed on your member ID card. We ask that you only see your assigned PCP for primary care or you may be asked to reschedule.

Do you want to change PCPs? No problem. We have over 4,500 PCPs in the CountyCare network. If you'd like to see another PCP, please call us at 312-864-8200 or visit www.countycare.com and click "Find A Provider". If your preferred PCP is listed on your member ID card, you do not need to contact us. If you have any questions, call us at 312-864-8200 or visit us online at www.countycare.com

Save Time with our Member Portal

CountyCare has a secure member portal where you can:

- Change your PCP
- Print a temporary ID card
- Send/receive secure messages to/from CountyCare
- Get personalized health information
- View your care plan if you have one

You can sign up for our member portal at www.countycare.com. Click on the Member Login icon at the bottom of the screen to find the portal. All you need to set up your account is your member ID from your CountyCare member ID card.

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.