



It's Open Enrollment Time

This fall, you will receive a letter from the HealthChoice Illinois program asking you and eligible family members to choose a Medicaid healthcare plan for 2020. If you want to stay with CountyCare you don't need to do anything. If you choose a different health plan, you will be locked into that plan for 12 months.

CountyCare is honored to be your health plan and we hope you will stay with us. We have a large network of doctors, hospitals and specialists for you to choose from and we have added even more extra benefits for our members!

Remember, if you want to stay with CountyCare you do not have to do anything.

You will automatically remain with us unless you ask to switch plans.

Table of Contents

It's Open Enrollment Time	1
Dental & Vision Care	2
Ask Us on the Member Portal.....	2
Flu Shots	2
Stand Against Domestic Violence.....	3
24 Hour Nurse Advice Line	3
Annual Notices Posted on Website	3



Stand Against Domestic Violence

October is Domestic Violence Awareness Month. Domestic violence is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. Every 9 seconds, a woman is assaulted or beaten in the United States. 1 in 4 women and 1 in 7 men have been victims of severe physical violence by an intimate partner in their lifetime. (National Coalition Against Domestic Violence)

Domestic violence can happen to anyone regardless of race, age, sexual orientation, religion or gender. If you or someone you know is in an abusive relationship, or if you have questions about domestic violence, there is help available. Reach out to the National Domestic Violence Hotline to find resources and guidance. They are available 24 hours a day. If you are in danger or need help immediately please call 911.

You are not alone. There are people waiting to help.

The National Domestic Violence
HOTLINE
1.800.799.SAFE (7233) + 1.800.787.3224 (TTY)

24 Hour Nurse Advice Line

If you have a question about your health, the first place to call is your primary care provider. They have access to your medical records and history. But if your PCP office is not available, remember you can call the Nurse Advice Line. The Nurse Advice Line is open 24 hours a day, every day. Registered nurses can assess symptoms, help with medication doses, or confirm whether you need emergency care. Common topics are questions about asthma, diabetes, pregnancy and new babies. To reach the Nurse Advice Line, call member services at 312-864-8200 and follow the prompts.

*Annual Notices
Posted on Website*
Please visit www.countycare.com/members/resources for information that can help you manage and use your health plan

At CountyCare, we want to make sure our Members are informed about their rights and responsibilities as a health plan member. The 2019 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).

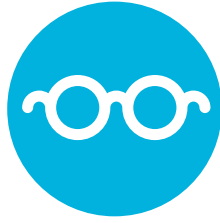
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY).

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.



Dental & Vision Care

At CountyCare, we are always looking for ways to improve your healthcare. Starting October 1st, we partnered with Avesis, a Guardian Company, to provide you with dental and vision coverage. Avesis will replace both DentaQuest and EyeQuest. Do not worry, there will be no break or change in your coverage. We have been working with Avesis to make sure you can continue to see your dentists and vision providers. If you have any questions about this change, please call us at 312-864-8200.

Did you know:

- CountyCare dental benefits include exams, x-rays, cleanings, fillings, extractions, and dentures
- CountyCare vision benefits provide routine eye exams, and glasses or contacts



ASK US ON THE

Member Portal

These days, you can find just about everything online, including information about your health plan. CountyCare makes it easy to find answers to your health care questions in our Member Portal (www.countycare.com/members/portal). The portal allows you to:

- Ask questions about your coverage
- Get health information and forms
- Update your address and phone number
- Change your PCP
- Print a temporary ID card
- Request rewards or check the status of your rewards

Sign up for our secure portal at www.countycare.com to access all these services. All you need is your member ID from your CountyCare ID card.



It's flu season, remember to get your flu shot!

CountyCare members can go to their PCP or any pharmacy in the CountyCare network for a free flu shot. CountyCare recommends a flu shot for everyone 6 months and older.