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WINTER 2019



Open Enrollment is here!

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

If you want to learn more about CountyCare or if you have questions about Open Enrollment, please give us a call at 312-864-8200.

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Save Time by Using the Member Portal

CountyCare has an online Member Portal where you can find answers to your healthcare questions instead of calling Customer Service. It is easy to create an account and log in. All you need is your member ID from your CountyCare ID card.

The portal allows you to:

- Print a temporary ID card
- Update your address and phone number
- Change your PCP
- Ask questions about your coverage

You can access the Member Portal at www.countycare.com/members/portal.

Keeping Your Medicaid Coverage

To keep your CountyCare Medicaid coverage, the state needs to review your information each year. If you receive SNAP benefits, the review is done every six months. This process is called renewal or redetermination (REDE).

You should receive a letter in the mail from the state with REDE instructions about 45 days before your coverage expires. You may need to complete and return a form to confirm that you are still eligible. If you do need to complete the form, make sure you send it back to the state by the due date in the letter or you could lose your healthcare benefits. You can also renew online using the Application for Benefits Eligibility (ABE) website at www.abe.illinois.gov.

If it is time for your renewal and you lost or did not receive your forms from the state, call us at (312) 864-7333 and we can get new forms for you. We can also help you complete the forms online, or you can attend one of our in-person REDE events for help filling them out. You can find dates and locations on our website at www.countycare.com/members/redetermination-events.

If you have any questions about the renewal/REDE process or the ABE website, please call the CountyCare REDE line at (312) 864-REDE (7333).

Beat the Winter Blues

Shorter days and harsh Chicago winter weather can be tough. There are some ways we can try to stay upbeat when the weather is downright cold. You can open your curtains and get brighter lightbulbs to add light to your day, stay active, and look forward to doing your favorite indoor activities like reading, cooking or getting your home organized.

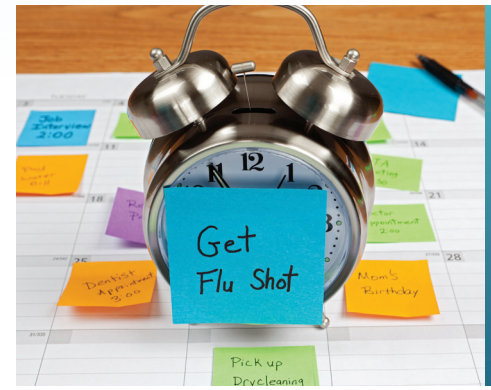
If that winter blues feeling lasts for days or weeks at a time, or if you have changes in your work, relationships, or sleep habits, you may have Seasonal Affective Disorder. Seasonal Affective Disorder is a type of depression related to changes in sunlight and weather. If you think you have these symptoms, you should talk to your PCP.

Mental Help When and Where You Need It

CountyCare has a full behavioral health network that provides services for mental health and substance use disorders. We are proud to offer our members streamlined access to behavioral health care services across Cook County.

The Behavioral Health Consortium (BHC) is a group of providers who can schedule behavioral health care services at any of the Consortium agencies. Our agencies are committed to providing intake appointments within seven days for all requests and two days for urgent needs. The intake staff are bilingual (Spanish) and many of the services are available in Spanish as well.

To find out more, call CountyCare at 312-864-8200, select 4 for member options and then select 1 for behavioral health.



Get Your Flu Shot

It's not too late to get your flu shot. CountyCare members can go to their PCP or any pharmacy in the CountyCare network for a free flu shot. We recommend a flu shot for everyone 6 months and older.

Other proven ways to help keep you healthy:

- Wash your hands well and often with soap and water
 - Limit contact with people or surfaces that may have flu germs
 - Cover your coughs and sneezes to limit the spread of germs
- If you do get sick, get plenty of rest, drink lots of fluids and stay home.

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.