



# Preferred Drug List

On January 1, 2020, all Illinois Medicaid plans including CountyCare started using the same list of preferred drugs. What does this mean for you? For most of our members, nothing will change. But, if you currently take medications that are not on the new list, we will send you and your doctor a letter letting you know. If that happens, you may need to make a medication change. We will work closely with your doctor to make sure you get the treatment you need. You or your doctor can ask for a non-preferred medication by contacting the Pharmacy Help Desk at (888) 402-1982.

## Keep Your Member Handbook Handy

The CountyCare Member Handbook is a helpful guide with all you need to know about your health care coverage. Find it on our website, [www.countycare.com/members/handbook](http://www.countycare.com/members/handbook).

## Table of Contents

Preferred Drug List .....	1
A Closer Look at Dental and Vision .....	2
What Does Redetermination Mean For Me?.....	2
Finding Your Dentist and Eye Doctor .....	2
How Long Can I Expect to Wait for a Doctor Appointment .....	3
Lead Hazard Reduction Home Improvement Program .....	3





## A Closer Look at Dental & Vision

### Dental Benefits

Many members do not know that CountyCare covers dental benefits. In fact, CountyCare provides free dental coverage for members, including **free exams and cleanings every six months for all members**. CountyCare also covers other services. Some might require prior authorization.

- X-Rays
- Fillings
- Sealants  
(for members 20 years old and younger)
- Extractions
- Crowns
- Root canals and other oral surgeries
- Pregnant women also get checkups, cleanings, and periodontal (deep cleaning and tooth scaling) care
- Dentures

### Vision Benefits

CountyCare also offers vision benefits to all members. We have a large network of providers and offer **free exams**. You also have a choice between glasses and contacts lenses. With CountyCare, you get:

- Eye exam (once a year).
- Frames - If frames cost more than \$100, you are responsible to pay for the difference. You are eligible for new glasses every 2 years.
- If you need single vision and bifocal lenses for glasses, they are fully covered.
- Contact lenses instead of glasses: fitting is covered, and \$100 allowance toward the cost of your contact lenses. You are responsible for any difference in price. You are eligible for new contacts every 2 years.

### What Does Redetermination Mean For Me?

Redetermination, also called renewal or REDE, is when the state reviews your information to make sure you can receive Medicaid benefits. It's easy to keep your CountyCare Medicaid coverage:

- Keep your eyes open for a letter from the state saying it's time to renew.
- Fill out and return the forms you received from the state.
- You can also renew online using the Application for Benefits Eligibility (ABE) website at [www.abe.illinois.gov](http://www.abe.illinois.gov).
- Make sure you renew online or send the forms back to the state by the due date in the letter or you could lose your healthcare benefits.
- If you move, always remember to update your address with us.

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

### Finding Your Dentist and Eye Doctor

You must use an in-network vision or dental care provider. To find an eye doctor or dentist, see the Vision and Dental Find a Provider under Member Benefits on our website ([www.countycare.com/find-a-provider](http://www.countycare.com/find-a-provider)). You can also call CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). Our call center is open Monday-Friday 8:00 a.m. to 6:00 p.m. (Central Time) and Saturday 9:00 a.m. to 1:00 p.m.

## How Long Can I Expect to Wait for a Doctor Appointment?

CountyCare partners with a large network of doctors and specialists. When you call for an appointment, here is how long you can expect to wait to see a doctor:

Wellness visits for children over 6 months and adults  
**WITHIN 5 WEEKS**

Regular appointments  
**WITHIN 2 WEEKS**

Urgent appointments  
**WITHIN 1 DAY**

Wellness visit for infants under 6 months  
**2 WEEKS**

First prenatal visit during your first trimester  
**2 WEEKS**

Prenatal visit during your second trimester  
**1 WEEK**

Prenatal visit during your third trimester  
**3 DAYS**

*If you can't get an appointment within the times above, call Member Services at 312-864-8200/855-444-1661 (toll free)/711 (TDD/TTY).*

### Lead Hazard Reduction Home Improvement Program

Do you know a child under the age of six or a pregnant woman? Do they live in Berwyn, Blue Island, Calumet City, Calumet Park, Cicero, Dolton, Maywood, Riverdale, Robbins, or Summit?

The Cook County Department of Public Health (CCDPH) and the Department of Housing and Urban Development (HUD) are working together to inspect homes and fix lead paint hazards in homes in those areas.

Families must qualify for this program to have a free lead inspection.

If lead hazards are found in your home, CCDPH will fix the hazards for free. Examples of home repairs offered are painting, window replacement or other home repairs to remove lead paint.

To find out more, **visit [www.cookcountypublichealth.org](http://www.cookcountypublichealth.org)**.

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.  
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