



Welcome Service Program

At CountyCare, we want to make sure you get off to the right start to take control of your health. If you are a new member, you will receive a phone call from CountyCare to welcome you to the plan and answer any of your questions. We can help you set up an appointment with your doctor, connect you to your Care Coordinator, and more. You can continue to call us for any follow-up needs. You can use any or all of CountyCare's programs and you can opt out at any time.

Do-It-Yourself Health

Ready to take charge of your health? CountyCare offers online tools you can use on your mobile phone or computer. Visit countycare.com/members and click on Health and Wellness.

Three small steps to better health:

Step 1: Assess your own health at least once a year. Click on "General Risk Assessment", and then on "Click here to begin". It will take about 10 minutes.

Step 2: Review your personalized report. What does it suggest you do to improve your health?

Step 3: Pick one small change and make it a habit!

Remember... Don't try to do too much at once. Just one small change will get the ball rolling. Opt out when you wish and start back up again when you are ready. You are in charge of your health.

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COVID-19 Resources for You

In these uncertain times, the health and well-being of CountyCare members is our top priority. Check the COVID-19 Member Information page at www.countycare.com/members/coronavirus often. This page has answers to frequently asked questions and emergency resources available for you and your loved ones. You can find a list of organizations helping with food assistance, financial assistance, clothing, pet needs, childcare, and other resources. Please reach out if you need help due to COVID-19. If you need assistance from your care coordinator, please call us at 312-864-8200.

What steps can I take to protect my family from COVID-19?

- Wash your hands often with soap and water for 20 or more seconds.
- If you don't have soap and water nearby, you can also use a hand sanitizer. Hand sanitizer should contain at least 60 percent alcohol. Cover your hands & rub them together until dry.
- Use your arm or elbow to cover your mouth & nose when you cough or sneeze.
- Avoid touching your eyes, nose or mouth.
- Put distance of at least six feet between you and other people when in public.
- CDC recommends wearing cloth face coverings in public settings like grocery stores and pharmacies.

Well-Child Visits and Vaccinations During COVID-19

Stay at home orders. Mask mandates. A lot of information is coming your way because of COVID-19. It's important to know it is safe to go to the doctor for well-child visits – especially to keep your children protected and up-to-date with their shots. Children missing vaccinations can be more dangerous than the risk of exposure to COVID-19.

CountyCare doctors and staff are taking precautions like wearing personal protective equipment and offering masks to patients. They are using creative ways to keep patients safe. Some are separating sick from well visits. Some may send nurses and doctors to the parking lot to see your child. Some providers are also using telehealth.

Call your doctor to ask how they are keeping patients safe during visits, schedule an appointment and earn your CountyCare rewards.

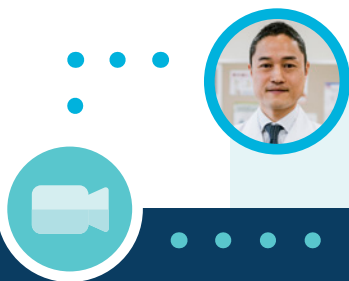
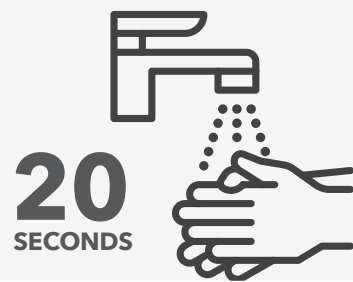
DID YOU KNOW?

Thermometers are covered by CountyCare.

If you don't have one, your doctor can order one for your family and teach you how to take your child's temperature at home.

Some immunizations are available at pharmacies for kids 7+ years.

Call your doctor if you'd prefer that option to get your children vaccinated.



What is Telehealth? Telehealth is a way of seeing your doctor without going to their office.

Your visit could be over the telephone or by using an app like Facetime or Zoom. Telehealth visits are covered by CountyCare. Call your provider's office to see if telehealth is available and ask them any questions you may have.

Antidepressants & What You Need to Know

Your pharmacist is a great resource about all medications you take, including over-the-counter and herbal drugs. If you are taking an antidepressant, you may have some questions about your medication.

Here are some tips for starting new medications:

- Ask your doctor or pharmacist if you should be taking your newly prescribed drug on an empty stomach or with food, in the morning or evening, and how often.
- Ask your doctor or pharmacist how long it will take for the drug to start working and what to expect when this happens. It may take 1-6 weeks for the drug to work before you will start to feel better.
- Make a plan with your doctor for what to do if you have a crisis or thoughts of self-harm.
- Be sure to fill your drugs on time at the same pharmacy to avoid missing a dose.
- Remember to continue your medication and schedule follow-up visits with your doctor, even if you feel better.

What To Do After a Hospital Visit

If you are admitted to the hospital, your return home should be as smooth as possible. CountyCare's Transition of Care Program is here to help!

1. Call your Care Coordinator to say you have gone to the hospital. Don't have your Care Coordinator's phone number? Call 312-864-8200.
2. Talk with your Care Coordinator about what you'll need when you get home.
3. Ask your Care Coordinator to set up your next doctor's appointment.

You should see your doctor or specialist:

- within a week after a behavioral health admission or
- within two weeks after a medical admission.

You and your Care Coordinator may talk during the first few weeks after the hospital stay to be sure you have what you need to stay healthy. **You are in charge of your health – you can opt out at any time.**

Self-Management for Adults with Chronic Conditions

Do you have asthma, diabetes or hypertension? Are you carrying extra pounds that are impacting your health? Have you been asked to keep track of your daily readings – your sugar levels or your blood pressure, perhaps?

Then this program might be for you!

In partnership with some of our primary care providers (PCPs) and Canary Telehealth, CountyCare has launched a program to help adult members manage their conditions with confidence. Staff help you set up a free phone app that sends daily health tips – different tips depending on what each member needs. Members can also upload their daily readings, and get advice based on those readings. If the program isn't for you, you can opt out at any time and stop getting the texts. Programs like this help members gain confidence and become healthier.

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).

711.

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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.