



EVEN WITH REMOTE LEARNING,

immunizations are critical for your kids

Back-to-school season is upon us. This year, things will be different for schools in order to protect students, teachers, staff and parents from COVID-19.

Whether attending in-person classes, doing remote courses, or a combination of both, it is critical your child has all immunizations required to start (and remain) healthy during the school year. Make sure you schedule an appointment with your child's primary care provider (PCP). Don't forget, a \$10 reward per shot will be added to your child's reward card (up to 10 total).

Your child may need:

- School physical
- Dental check-up
- Eye exam

If you need help finding a PCP, call Member Services. They can be reached at 312-864-8200.

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Covid-19 or the Flu?

Recognize the Symptoms

With fall coming soon, the flu season is on its way. Make sure you and your children get the flu shot. The flu is contagious. The flu shot protects you and helps minimize any flu-related complications. It is important you schedule an appointment with your primary care provider (PCP) for you and your children before flu season hits. Flu season typically starts in October and can go as late as May.

This fall, you may also need to potentially monitor a second wave of COVID-19. There is no vaccine for COVID-19 yet. Symptoms of the flu and COVID-19 may be similar.

FLU	COVID-19
<div><input type="checkbox"/> Fever</div> <div><input type="checkbox"/> Body aches</div> <div><input type="checkbox"/> Headaches</div> <div><input type="checkbox"/> Runny nose</div> <div><input type="checkbox"/> Feeling tired</div> <div><input type="checkbox"/> Symptoms within 1-4 days</div>	<div><input type="checkbox"/> Fever or chills</div> <div><input type="checkbox"/> Cough</div> <div><input type="checkbox"/> Shortness of breath or difficulty breathing</div> <div><input type="checkbox"/> Fatigue</div> <div><input type="checkbox"/> Muscle or body aches</div> <div><input type="checkbox"/> Headache</div> <div><input type="checkbox"/> New loss of taste or smell</div> <div><input type="checkbox"/> Sore throat</div> <div><input type="checkbox"/> Congestion or runny nose</div> <div><input type="checkbox"/> Nausea or vomiting</div> <div><input type="checkbox"/> Diarrhea</div>

If you experience any of these symptoms, call your PCP immediately. Your doctor will determine what is the best course of action. For more information about similarities and differences between COVID-19 and the flu, visit the Centers For Disease Control and Prevention website at <https://www.cdc.gov/flu/symptoms/flu-vs-covid19.htm>.

Beware of COVID-19 Scams

There have been recent reports of scams related to COVID-19 targeting senior citizens. Please be careful. The Centers for Medicaid and Medicare Services (CMS) has reported an increase in scams to gain access to personal information, including the following:

- Creation of false Internet sites
- Impersonation of well-known organizations
- Telemarketing calls
- Door-to-door sales visits

All COVID-19 testing should be done by a healthcare provider. You can also go to an approved community-based and mobile testing site. No testing is done at home at this time.

It is critical that you report any scams to the appropriate government agency.

Below are some valuable resources.

FEDERAL BUREAU OF INVESTIGATION
<https://www.ic3.gov/default.aspx>

INTERNAL REVENUE SERVICE
<https://www.irs.gov/privacy-disclosure/report-phishing>

NATIONAL CENTER FOR DISASTER FRAUD HOTLINE
www.justice.gov/disaster-fraud/ncdf-disaster-complaint-form or 1-866-720-5721

SOCIAL SECURITY ADMINISTRATION
<https://oig.ssa.gov>

AARP FRAUD WATCH NETWORK HELPLINE
1-877-908-3360

BETTER BUSINESS BUREAU
www.bbb.org/scamtracker/reportscam



Reminders About Your Rewards

Pregnant? Check Your Blood Pressure at Home

CountyCare covers an automatic blood pressure monitor, so you can check your own blood pressure at home. High blood pressure can cause problems for you and your baby during and after pregnancy.

If you are pregnant, you can request one from your prenatal provider and have it delivered to your home. This is one of the many ways CountyCare is ensuring future moms have a healthy pregnancy and baby. Visit www.countycare.com/members/brighterbeginnings to learn more about CountyCare's Brighter Beginnings program and rewards for new parents.

Important Rewards Card Changes

There have been recent changes to the OTC Rewards Card Program. We want you to be aware. Since July 1, 2020, we are **no longer** providing rewards for the following services:

- \$25 reward for Blood Pressure Control
- \$25 reward for Diabetic Eye Exam
- \$25 reward for Care Management

If you earned rewards for any of these services prior to July 1, 2020, they will still be added to your card. Members will now **ONLY** have six (6) months to use their rewards from the date they are added to the OTC card. To check your balance, simply visit www.otcnetwork.com.

Your Rewards Card gives you the opportunity to buy health and household-related items from stores like Walgreens, CVS, Dollar Stores, Family Dollar Stores and others. For more information or if you have any questions, call Member Services at 312-864-8200. To see the list of items you are eligible for, visit www.countycare.com/rewardsprogram.

Get your mammogram, receive \$25 on your Rewards Card

October is National Breast Cancer Awareness Month. However, you don't need to wait until then to schedule your mammogram. A mammogram takes just a few minutes. And it can save your life! Early detection makes a significant difference in breast cancer. Schedule your mammogram with your doctor right away. If you are a member between the ages of 50 and 74, you can receive \$25 on your Rewards Card once you complete your mammogram. Stay healthy and enjoy your rewards.

Open Enrollment Coming Soon

Open Enrollment is coming soon. The Open Enrollment process is simple. Starting in October, you will receive a letter in the mail from the State of Illinois asking you and eligible family members to choose a Medicaid health plan. If you want to stay with CountyCare, there is nothing you need to do. You will automatically be enrolled in our plan and continue to enjoy the benefits and rewards. All of us at CountyCare work tirelessly to ensure you get the very best care under an extensive network of primary care providers, specialists and hospitals— all designed with your healthcare needs in mind.

For more information about Open Enrollment, Call Member Services at 312-864-8200.

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.

