



FALL 2020

OPEN ENROLLMENT IS HERE

## Stay with CountyCare in 2021!

If you have not already, you may receive a letter from the HealthChoice Illinois program. The letter asks you and eligible family members to choose a Medicaid health care plan for 2021. We value you as a CountyCare member!

*If you want to stay with CountyCare, you don't need to do anything.*



### Enjoy all that CountyCare has to offer:

- **No Copays.** There are never any copays for doctor visits, emergency room visits or prescriptions.
- **Rewards.** CountyCare will send you a Rewards Card when you go to the doctor for certain services. Cash credit added to your Rewards Card can be used at stores like Walmart and Walgreens. Check out all the rewards available to you at [www.countycare.com/rewardsprogram](http://www.countycare.com/rewardsprogram).
- **\$25 reward** for seeing your assigned primary care doctor for an annual check-up
- **\$15 for completing your annual health risk screening** and many more rewards for other services
- **Extra Benefits.** CountyCare has great extra benefits. Our Brighter Beginnings Program for expectant moms and babies includes free diapers, blood pressure

monitors sent to your home and free car seats. We also offer free vouchers to Weight Watchers meetings, free LASIK eye surgery for members who qualify, and much more.

- **Care that Revolves Around You.** You will have an assigned primary care doctor and a care coordinator to ensure you get the services you need.

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## Flu, RSV and COVID-19

During this time of year, you hear a lot about these illnesses and sometimes the information can be confusing. CountyCare is here to give you reliable information to help you stay healthy.

### Get Your Flu Shot

Children 18 and younger should get the flu shot from their doctor. We recommend a flu shot for everyone 6 months and older. It's not too late to get your flu shot. This year it's more important than ever.

### RSV - Respiratory Syncytial Virus

The signs and symptoms of RSV are similar to the flu and COVID-19 (runny nose, decrease in appetite, coughing, sneezing, fever, wheezing). If you or your child are experiencing these symptoms, call your assigned primary care provider (PCP). He/she will make sure you get proper treatment.

### COVID-19

Cases of COVID-19 are on the rise again in Cook County. It is important to protect yourself and your loved ones, especially during these winter months. Don't forget:

- Wear a mask and practice social distancing
- Wash your hands well and often with soap and water
- Limit contact with people or surfaces that may have germs
- Cover your coughs and sneezes to limit the spread of germs

### Fraud, Abuse and Neglect

We want you to have positive experiences when you get health services through CountyCare. CountyCare has a member hotline where you can report incidents of fraud, abuse and neglect. If you believe you have been taken advantage of (for example, if someone else uses your Member ID card or if a provider bills you for services you did not receive), we want to know about it. Please contact the CountyCare Fraud and Abuse Hotline at 844-509-4669 to report these incidents. All benefit or health plan inquiries can be directed to Member Services at 312-864-8200, 711 (TDD/TTY).



### Mammograms are Important

It doesn't have to be Breast Cancer Awareness Month to think about breast health. A mammogram is an x-ray of your breast. It helps detect breast cancer – sometimes before you're able to feel a lump.

**Visit** <https://bit.ly/CCMammogram> to see where you can go for a mammogram.

Women ages 50 to 74 will earn \$25 on their CountyCare Rewards Card after they get a mammogram.

## Dental Care and Pregnancy

Maintaining healthy teeth and gums are very important – especially when you are pregnant. Hormone changes that happen with pregnancy can increase your risk of gum disease. Here are some things to keep in mind before, during and after pregnancy.

**BEFORE** **Don't forget your routine oral exams.** CountyCare pays for one dental exam every six months.

**DURING** **Don't skip going to the dentist when you're pregnant.** Dentists will take extra precautions to keep you and your baby safe. Remember to bring a list of all medications you take.

**Morning sickness?** Try switching to a bland-tasting toothpaste and rinse your mouth with water after each time you get sick.

**Healthy eating.** Your baby's first teeth start developing in the first trimester. It's important to add foods with good sources of minerals to your diet, like milk, cheese and yogurt, to help your baby's developing teeth, gums and bones.

**AFTER** If you have any gum problems during your pregnancy, see your dentist soon after delivery to have a complete dental check.

To find an in-network dental provider, use the "Find a Provider" link on [www.countycare.com/find-a-provider](http://www.countycare.com/find-a-provider) and click on the Dental tab.

## We're on your team

As a CountyCare member, you now have access to a complete care team that includes a care coordinator. The goal of this service is to enhance your quality of care and give you the support to help you improve your health. You can find out who your care coordinator is by calling Member Services at 312-864-8200, 711 (TDD/TTY).

### Care coordinators can:

- Answer questions about your treatment
- Help you get services when you leave the hospital
- Help you manage a condition, like asthma or diabetes
- Set up transportation to health visits
- Help you navigate your CountyCare benefits



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.