

## COVID-19 VACCINES:

# What You Need to Know Now

### KIDS

Kids aged 5-11 are now eligible to receive the COVID-19 vaccine.

### BOOSTER SHOTS

For anyone 18 years and older, a booster dose of the vaccine is recommended six (6) months after receiving the second Moderna or Pfizer-BioNTech vaccine. For those who got the one-dose Johnson & Johnson vaccine, they can get a booster dose two months after.

### THIRD DOSE

Anyone who received either the Pfizer or Moderna for their first two doses and who has a weakened immune system can get a third dose at least 28 days after receiving their second dose.

Your primary care doctor can help you decide if you need a third dose of the COVID-19 vaccine.

**Make an appointment here online (<https://www.vaccines.gov/>) or call 312-864-0591.**

## DON'T FORGET THE FLU SHOT!



It's recommended everyone **6 months and older** get a flu shot.

Children 18 and younger should get the flu shot from their doctor. Members aged 5 and up can get the flu shot when they get their COVID-19 vaccine to save trips to the doctor or pharmacy.

Members aged 18 and older can get a flu shot at their local pharmacy. Visit <https://openenrollment.medimpact.com/#/web/ccx/dashboard> to find a location.

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## Ambulance Vendor Change

Beginning on January 1, 2022 the ambulance benefit and process will change. Non-emergent ambulance rides will now be coordinated through the State of Illinois' transportation vendor, First Transit, rather than through CountyCare.

## Open Enrollment: Stay with CountyCare in 2022

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 the next year. We hope you stay with CountyCare! If you want to stay with us, you don't need to do anything. You will be automatically enrolled with CountyCare.

*Have you recently moved or changed your phone number?*

**Let us know!** Update your information on <https://abe.illinois.gov/abe/access/> or call Member Services at 312-864-8200, option 1.

### Enjoy all that CountyCare offers:

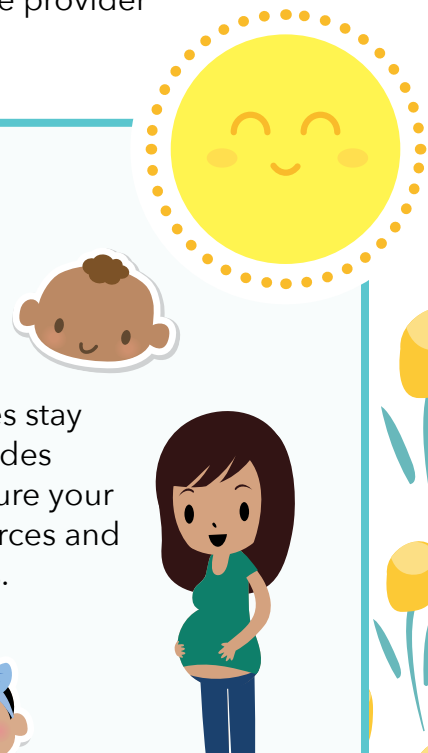
- **No Copays.** There are never any copays for doctor visits, emergency room visits or prescriptions.
- **Rewards.** CountyCare will send you a Rewards Card when you go the doctor for certain services. Cash credit will automatically be added to your Rewards Card. Check out all the rewards available to you at <https://countycare.com/members/benefits-rewards/>.
- **Care that Revolves Around You.** You will have an assigned primary care provider and a care coordinator to make sure you get the services you need.

## Brighter Beginnings

### for Expectant Moms and Babies

Brighter Beginnings is a program to help expectant families and babies stay healthy during pregnancy and after the baby is born. The program guides you through prenatal appointments and explains how you can make sure your baby has health coverage. Brighter Beginnings also offers many resources and rewards like free car seats, diapers and cash rewards for appointments.

Check out more benefits for moms and babies at <https://countycare.com/members/brighter-beginnings/>.



## In the case of an emergency, you should call 911.

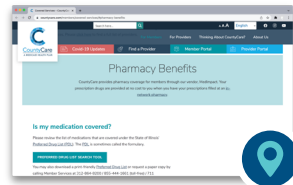
If your request is not an emergency, and you need an ambulance transport to a doctor or clinic, you will need to contact First Transit at 630-403-3210 to schedule the trip.

Please note, transportation trips **NOT** done by an ambulance are not changing. CountyCare and their vendor will schedule all other trips. Call 630-403-3210 to schedule a ride through First Transit for any non-ambulance rides.



## Find a Pharmacy Near You

Approved medications are free for CountyCare members when you have your prescriptions filled at an in-network pharmacy.



To find the pharmacy closest to you visit <https://openenrollment.medimpact.com/#/web/ccx/pharmacy>. You must have a prescription from your provider to get your medication. Our in-network pharmacies include stores like CVS, Kmart, Kroger, Walgreens, Target, Osco, and Walmart. Make sure you bring your CountyCare Member ID Card to show at the pharmacy.

## What Medications are Covered?

The preferred drug list search tool makes it easy to find medications covered by CountyCare. The tool also provides information on when you can only have so much of a drug (quantity limit). It also lists age limits for drugs or if a review of the drug is needed (prior authorization). Talk to your PCP about questions regarding your medications. CountyCare is here to help you. If you cannot find what you need on our **NEW** enhanced member portal (<https://countycare.valence.care/>), please call us. We can be reached at 312-864-8200, 711 (TDD/TTY).

## CountyCare Invests in the Community

Check <https://countycare.com/about-countycare/news-and-events/> for events happening in your neighborhood. For example, recently we hosted our largest screening event called the Women's Health Extravaganza at Provident Hospital. CountyCare members were able to get mammograms, pap smears, annual checkups, blood pressure checks, and COVID-19 and/or flu vaccinations.

### Keep your eye out for events near you!



At CountyCare, we want to make sure our Members are informed about their rights and responsibilities as a health plan member. The 2021 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, 711 TDD/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.

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*Thank you for choosing*  
**CountyCare**

**FOLLOW US ON SOCIAL MEDIA**

Follow us on Facebook and Instagram @Countycare\_healthplan for up-to-date information about our COVID-19 response initiatives, plan benefits and new services. Don't forget to like us and share the information with loved ones.

**Text COUNTYCARE to 37331 to get reward information and updates from CountyCare**