



## Get Ready for Redetermination

Don't risk losing your health insurance! Because of the COVID-19 pandemic, you have not been asked to renew your Medicaid eligibility in at least two years. Illinois Medicaid will need to send you paperwork to complete the Medicaid eligibility process. Please make sure to update your address with the State. It's easy, fast, and free: Call 877-805-5312 from 7:45 a.m. – 4:30 p.m. or visit [www.medicaid.illinois.gov](http://www.medicaid.illinois.gov). If you use a TTY, call 1-877-204-1012.

## RSV, Flu, and COVID-19 – Don't Ignore the Symptoms

The signs and symptoms of RSV are similar to the flu and COVID-19. Symptoms include runny nose, decrease in appetite, coughing, sneezing, fever, and wheezing. Call your primary care provider (PCP) right away if you or your kids are experiencing symptoms. Your doctor will make sure you get proper treatment and might give you a prescription to help with your symptoms.



### It's not too late to get your flu or COVID-19 vaccines!

Did you know you can get them at the same time? Call your doctor or local in-network pharmacy to schedule an appointment.



### Get Your Rewards!

Earn \$25 for the first COVID-19 vaccine & \$10 for the flu shot.

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# What to Know About RSV

Respiratory syncytial virus (RSV) is highly contagious and primarily affects children before the age of two. Although it is more common in kids, adults can also become infected. If you or your child experience any of the common symptoms of RSV, you should contact your health care provider. Typically, RSV season begins in October and runs through April.



## How to prevent the spread

- Pay close attention to **HAND WASHING**; Wash often and with soap and water for at least 20 seconds.
- Cover your mouth and nose when coughing or sneezing; use your **ELBOW** not your **HANDS**.
- **LIMIT your child's contact** with people who have colds or fevers.
- If you have symptoms, **AVOID CONTACT WITH OTHERS**.
- **WASH TOYS** frequently.
- **CLEAN** commonly touched surfaces **FREQUENTLY** (especially doorknobs and handles).
- **AVOID SMOKING**. Babies exposed to smoke have a higher risk of getting RSV.



## How Long It Usually Takes to Get an Appointment

CountyCare has a large network of doctors, specialists, and urgent care centers. When you call for an appointment, here is what you can expect:

Appointment	Timing	Member Reward
Wellness visits for children over 6 months and adults	Within 5 weeks	\$50 reward for annual well check*
Regular appointments	Within 2 weeks	
First prenatal visit during your first trimester	2 weeks	\$10 reward for up to 14 prenatal visits
Wellness visits for infants under 6 months	2 weeks	\$50 reward for visit within 30 days of birth, \$10 for each of the next 5 visits
Prenatal visit during your second trimester	1 week	\$10 reward for up to 14 prenatal visits
Prenatal visit during your third trimester	3 days	\$10 reward for up to 14 prenatal visits
Urgent appointments	Within 1 day	

Behavioral Health Appointment	Timing
Care for non-life threatening emergency	Within 6 hours or directed to emergency room or behavioral crisis unit
Urgent care	Within forty-eight (48) hours
Initial visit for routine care	Within ten (10) business days
Follow-up routine care	Within thirty (30) days

\*Reward amounts are for visits starting August 1, 2022.

If you can't get an appointment within the times above, call **Member Services at 312-864-8200, TTY/TDD: 711**.

## When Should You Visit Urgent Care?

Urgent care locations are a great option for finding fast, non-emergency care without having to wait to schedule an appointment with your PCP. Some common reasons you might visit an urgent care center include, but are not limited to:

- Stomach aches and nausea
- Body aches and sprains
- Sore throat or strep tests
- Headaches
- Cold and flu symptoms
- Physicals
- Minor cuts and scrapes

**If you are experiencing a life-threatening illness or injury, please visit your nearest emergency room.** After visiting an urgent care center, please remember to always follow-up with your assigned PCP. For additional questions regarding your urgent care coverage, call **Member Services at 312-864-8200, TTY/TDD: 711.**



## Healthy Reminders: Annual Checkups and Cancer Screenings



**Well-visits** are recommended each year for kids and young adults. This health visit focuses on healthy physical and emotional growth. Well-visits include a health assessment, physical exam, and guidance on your child's overall well-being. The goal of these visits is to keep your children healthy and allow you to get their important health questions answered. Starting October 1, 2022, **your children will earn a \$50 reward on their OTC Rewards Card when they complete their appointment. Call your PCP to schedule an appointment.**



**Breast cancer** screenings like mammograms can find breast cancer early when it is easier to treat. CountyCare encourages members to get regular mammograms. **Women ages 45 to 74 can earn a \$50 reward each year when they get their mammogram.** Call your doctor to schedule your mammogram today. A list of mammography sites can be found on the CountyCare website at [countycare.com/members/member-resources/](http://countycare.com/members/member-resources/). To learn more about common health conditions and tips for staying healthy, please visit the CountyCare website at [countycare.com/health-wellness/](http://countycare.com/health-wellness/).

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2023 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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**10 years** of providing care to our members

*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.