

# Welcome to CountyCare

CountyCare covers a wide range of services and benefits. We also offer great rewards to our members.

As a CountyCare member, you have:

- **Access** to our large provider network. This includes over 70 hospitals, 4,500 PCPs and more than 20,000 specialists.
- **No Copays** or other costs. CountyCare does not charge members for its services.
- **Health Benefits** like primary care, hospital services, prescriptions, transportation, dental and vision coverage.
- **Value-Added Benefits** like free Weight Watcher vouchers, free car seats and diapers for babies.
- **CountyCare Rewards.** We reward our members when they use certain services to stay healthy. You can earn \$25 just for seeing your assigned Primary Care Provider (PCP) for an annual check-up and \$50 for completing an annual Health Risk Screening.

We want you to be happy with your healthcare services. If you have any questions or concerns please call our Member Services at 312-864-8200. Member Services is available Monday through Friday, 8am to 6pm and Saturday 9am to 1pm. You can access our website 24/7 at [www.countycare.com](http://www.countycare.com).

Thank you for being a CountyCare member.



## IMPORTANT PHONE NUMBERS & CONTACTS

<b>Emergency Services:</b>	911
<b>Member and Provider Services:</b>	312-864-8200 855-444-1661 (toll-free) 711 (TDD/TTY)
<b>24 Hour Nurse Advice Line:</b>	312-864-8200
<b>Website:</b>	<a href="http://www.countycare.com">www.countycare.com</a>

## OTHER RESOURCES

<b>Social Security:</b>	1-800-772-1213 TTY 1-800-325-0778
<b>Birth Certificates:</b>	312-603-7790
<b>Child Support:</b>	312-603-3055
<b>Child Care Assistance Program:</b>	312-823-1100

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

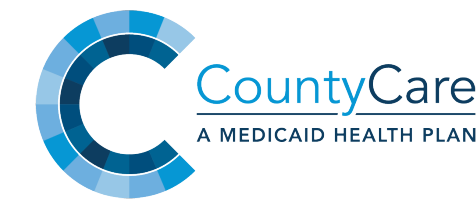
ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY).

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.



# Welcome to CountyCare

START HERE



## GET THE MOST OUT OF COUNTYCARE

# Follow these steps

### 1 KNOW WHAT'S COVERED

CountyCare offers a wide variety of services. We cover the basics, like doctor and hospital visits, prescriptions, and more. Dental and vision care are included. Our members also have access to behavioral health services like therapy and substance-use disorder treatment.

### 2 LEARN ABOUT OUR PROVIDERS

CountyCare has a broad network of providers throughout Cook County. More than 4,500 primary care providers (PCPs), 20,000 specialists and 70 hospitals proudly accept CountyCare members. Living in Chicago or the suburbs means you will have access to providers nearby.

### 3 KNOW THAT NO-COST MEANS NO-COST

CountyCare members are not charged for using covered services. There are no co-pays or deductibles. Your provider won't charge you a co-pay for an office visit. Your pharmacist won't charge you anything for prescriptions. CountyCare will never send you a bill. No cost means no cost!

### 4 SEE PROVIDERS IN PERSON OR VIRTUALLY

CountyCare now covers virtual visits for all members. Many of our providers are seeing patients through the telephone or video calls. Call your provider to ask if a virtual visit is an option for you.

### 5 GET READY FOR COUNTYCARE REWARDS!

You will get a CountyCare Rewards Card in the mail when you or your children go to the doctor for certain services. Earn dollar rewards and use the card to buy home and health items at participating stores. Call Member Services at 312-864-8200, TTY 711 for more information.

## YOUR COVERED

# Services

A list of some of the medical services covered by CountyCare is below. The complete list can be found on our website at [www.countycare.com](http://www.countycare.com).

- Doctor visits
- Prescriptions
- Dental care
- Vision care
- Preventative services
- Emergency care
- Emergency nurse phone line
- Transportation for medical visits
- Maternity care
- Immunizations
- Well child services
- School physicals
- Family planning services
- Contraceptives
- Home healthcare
- Physical therapy
- Speech therapy
- Laboratory and x-ray services
- Mental health services
- Alcohol and substance abuse treatment and services
- Hospital inpatient services
- Hospice

## INTRODUCING

# CountyCare Rewards

## CountyCare rewards you for making healthy choices. Our Rewards Card Program pays you when you get certain services or complete health screens and provides other free benefits.

**The Rewards Card is simple.** Once you see your doctor for services that earn rewards, you will get your CountyCare Rewards Card in the mail. It will have a credit on it. Then every time you earn a reward, CountyCare will automatically load it on the same card. Once you activate your card you can use it to buy home and health items from stores like Dollar General, Food4Less, Jewel/Osco, Mariano's, Walgreens and Walmart. Members have six months to use their rewards from the date they are added to their card.

### REWARDS FOR FAMILIES

**Primary Care Visit:** Members 16 months and older will earn \$25 on their Rewards Card for seeing their assigned Primary Care Provider (PCP) for an annual checkup.

**Well Child Visits:** \$50 will be added to your child's card for their first doctor visit after birth and \$10 for the next five visits.

**Immunizations:** \$10 will be added to your child's card for each of the first 10 shots they receive.

**Free Diapers:** When your child is under the age of two and is up to date on shots, CountyCare will automatically mail you a coupon for a Jumbo Pack of diapers each month.

**Free Book Club for Kids:** Members age 3 through 16 will get a new book in the mail every three months for a year. Kids ages 5 through 16 will receive a \$10 Target gift card along with their book. Call Member Services to enroll.

*You and your family may also qualify for other free benefits! For more information call Member Services at 312-864-8200 (711 TTY/TDD).*

### REWARDS FOR ADULTS

**Mammogram Screening:** Women ages 50-74 will earn a \$25 reward every year when they get a mammogram.

**Vouchers for Weight Watchers Meetings:** CountyCare members 13 and older will get free vouchers for Weight Watchers meetings near their home. Call Member Services to request your vouchers.

**LASIK Surgery:** Members who qualify are eligible to receive LASIK surgery at no cost to them. Call Member Services for details.

### REWARDS FOR EXPECTANT MOMS

**Prenatal Visits:** You'll get a \$10 reward for every prenatal visit (up to 14 visits). You will also get a \$25 reward for seeing your doctor 1 - 12 weeks after you have your baby.

**Free Car Seat:** Call Member Services at 312-864-8200 to request a free car seat if you are pregnant or for your children who are CountyCare members after watching a car seat safety video.

**Free Portable Crib and Sleep Safe Kit:** Call Member Services to request your Sleep Safe Kit. CountyCare will send you a waiver in the mail to sign and return. Once you have completed at least 4 prenatal visits, CountyCare will have the kit delivered to your home. The kit includes a portable crib, a fitted sheet, sleep sack, a book and a pacifier.

## FAQs

### Q: DO I NEED TO HAVE A PRIMARY CARE PROVIDER (PCP)? HOW DO I FIND ONE?

**A:** Yes. A PCP is a doctor that will take care of your primary medical needs. Your PCP will see you regularly and know your health history. A PCP provides medical care, manages your conditions, answers your questions and gives you information to stay healthy. CountyCare has a wide group of in-network PCPs. Go to <http://www.countycare.com/find-a-provider> to see the doctors you can choose from.

### Q: DO I NEED TO SEE THE PCP LISTED ON MY CARD?

**A:** Yes. You need to see the PCP listed on your card. If you don't, you may be asked to reschedule your appointment.

### Q: CAN I CHANGE MY PCP?

**A:** Yes. If you want to change your doctor, you can call Member Services and request a change at any time. They will help you find another doctor in the CountyCare-network.

### Q: I'M NEW TO COUNTYCARE. CAN I KEEP MY EXISTING PCP?

**A:** Yes, if the doctor is in our network. We have over 4,500 PCPs in the CountyCare network. Go to <http://www.countycare.com/find-a-provider> to see the doctors in our network.

### Q: CAN I RECEIVE MY INFORMATION IN ANOTHER LANGUAGE?

**A:** You can view [www.countycare.com](http://www.countycare.com) in Spanish and Polish.

### Q: DO I HAVE A CO-PAYMENT?

**A:** No, you do not need to make a co-payment for any services. Also, our providers cannot bill you.

### Q: WHAT PROVIDERS ARE IN THE COUNTYCARE NETWORK?

**A:** There are more than 4,500 primary care providers, 20,000 specialists and 70 hospitals in the plan. Call Member Services at 312-864-8200, 711 (TDD/TTY) or go to <http://www.countycare.com/find-a-provider> to see the doctors you can choose from.

### Q: IS THERE A CERTAIN HOSPITAL I SHOULD VISIT IN CASE OF EMERGENCY?

**A:** Go to the nearest emergency room in case of a serious emergency. Serious emergencies include uncontrollable bleeding, extreme pain, chest pain, severe burns, poisoning, extreme bodily shaking, vomiting blood, miscarriage and/or loss of consciousness.

### Q: WHAT HAPPENS IF I RECEIVE A BILL?

**A:** Do not pay the bill. Call the phone number on the bill and give them the info on the back of your CountyCare ID card. If you have any problems, call Member Services immediately.

### Q: WILL I NEED A REFERRAL TO SEE A SPECIALIST?

**A:** In most instances, a referral is not necessary if you visit a doctor who is in the CountyCare network. For more information, call Member Services at 312-864-8200, 711 (TDD/TTY).

### Q: WHAT DO I DO IF I LOSE MY COUNTYCARE CARD?

**A:** Call Member Services and ask for a new card. They will mail you a new one at no cost.

### Q: IF I AM TRAVELING OUT OF STATE WILL I BE COVERED?

**A:** If you travel outside of Illinois and need emergency services, healthcare providers can treat you. They will send claims to us. Emergency services are covered only if these services are provided in the United States. If you need care immediately or routine care while away from home, you must get approval from CountyCare to go to a different provider. Call Member Services for more information.

### Q: WHAT IF YOU NEED CARE IMMEDIATELY?

**A:** If you need care immediately, you should call your assigned primary care provider (PCP) listed on your Member ID card. These are cases where you need prompt attention but is not life-threatening. Immediate care is not the same as emergency care. Your PCP will see you within one business day or will tell you where to receive care.

Some examples include: minor cuts and scrapes; sprains and minor injuries; fever; and earache.

You should ONLY go to the hospital emergency department (ED) for life-threatening situations or when your PCP advises you to go there. Call your PCP or our 24-hour Nurse Advice Line at 312-864-8200, 711 (TDD/ TTY). They will help you decide where to get care. If you need help finding a PCP or have questions, call Member Services at 312-864-8200, 711 (TDD/TTY).