



*Register for your COVID-19 vaccine today!*

## *Great news!*

All Illinois residents 12 years and older can now get the COVID-19 vaccine.

This is perfect timing as Illinois is getting closer to fully opening back up. To make an appointment, visit

<https://vaccine.cookcountyl.gov/>.

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## Your Primary Care Provider is Key to your Health

Your primary care provider (PCP) plays a key role in your health. He/she is your personal doctor. The information for your PCP is printed on your Member ID card. Regular visits to your assigned PCP are the first step to staying healthy. Regular visits can also help avoid future health complications. Your PCP will make sure you receive all the preventative and wellness services you need. If you need to see a specialist for a specific condition, your PCP will also let you know and make the proper arrangements. Your PCP is also reachable **24 hours a day, 7 days a week** for urgent medical needs. Because you are a CountyCare member, you do not need a referral to see a specialist or for behavioral health services if seeing a CountyCare provider. **Also, with CountyCare, there are no additional costs to see a specialist.**

**Remember, you can also get a cash reward\* when you visit your PCP.** CountyCare members 16 months and older can earn \$25 on their over-the-counter (OTC) Rewards Card for seeing their assigned PCP for an annual check-up.

*\*Members have six months from the date the reward is added to their OTC Rewards Card to use the credit. After the six months, the reward will expire.*

## Need Care Immediately?

### What to do and Where to go

If you need care immediately, call your assigned PCP listed on your Member ID card. These are times where you need prompt attention but it 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 go to receive care. Some examples include:

- Minor cuts and scrapes
- Sprains and minor injuries
- Fever
- 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 the **24-hour Nurse Advice Line at 312-864-8200, 711 (TDD/TTY)**, and they will help you decide where to get care. If you need help finding a PCP or for questions, call **Member Services at 312-864-8200, 711 (TDD/TTY)**.



# Rewards Spotlight

CountyCare members get extra benefits and rewards on top of regular health care coverage. CountyCare offers rewards to help keep you and your loved ones healthy. You can get car seats, portable cribs, and coupons for free diapers. You can also get free LASIK eye surgery (if eligible) and free Weight Watchers vouchers. When you or your children go to the doctor for certain services, CountyCare will send you a CountyCare OTC Rewards Card in the mail.



## Highlights of the OTC Rewards Card Program include:

### FOR KIDS

- Earn up to \$100 when you take your baby for vaccinations – \$10 for each of the first 10 immunizations

### FOR WOMEN

- Women between the ages of 50 and 74 can earn a \$25 cash reward each year when they get their mammogram

### I earned cash credit, now what?

Activate your CountyCare OTC Rewards Card. You can use it to purchase essential everyday items like aspirin and toothpaste at participating stores including Dollar General, Walgreens, Walmart and more. For more information about the Rewards Program and how to activate your card, visit <https://countycare.com/members/benefits-rewards/>.

## Back-to-school Immunizations

Students are expected to resume in-person learning next fall. It is extremely important that your children have all the vaccines they need to start the year successfully. Vaccinations prevent your child from getting serious diseases such as measles.

### Children returning to school may need to complete:

- ✓ A check-up by their assigned primary care provider (PCP)
- ✓ Dental exam
- ✓ Eye exam
- ✓ Proof of required immunizations

You can get all vaccines through your children's assigned PCP. Don't wait until the last minute to make an appointment to see their medical provider. The school year will be here before we know it.



## Check out your pharmacy benefits on the website

We've updated the pharmacy benefits section of [www.countycare.com](http://www.countycare.com). Go to [www.countycare.com/members/covered-services/](http://www.countycare.com/members/covered-services/) and click on Pharmacy Benefits. You will see the following highlighted sections:

- Preferred Drug List
- Preferred Drug List Search Tool **(NEW!)**
- Find a Pharmacy Tool
- Prior Authorization Process/Medication Request Form

The preferred drug list search tool makes it easy to find medications covered by your plan. The tool also provides information on drug coverage, including when you can only have so much of a drug (quantity limit), when you have to be a certain age to take the drug at (age limit) or if a review of the drug is needed (prior authorization). Talk to your PCP about questions you have regarding your medications.

As always, CountyCare Health Plan is proud to be your health care partner. We are here to help you. If you cannot find what you need on our NEW enhanced member portal, feel free to call us. **We can be reached at 1-312-864-8200, 711 (TDD/TTY).**



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 312-864-8200/855-444-1661/711 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.

# *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**