



## Don't Risk Losing Your Health Insurance!

As an Illinois Medicaid member, you have not had to complete your redetermination paperwork in two years due to the pandemic. Illinois Medicaid needs to send you important information about your health coverage. Watch for information in the mail about Medicaid redetermination so you can stay with CountyCare.

To keep your health insurance, make sure we have your current address on file. **Update your mailing address now. It's easy, fast, and free.** Call IL Medicaid at 877-805-5312 from 7:45 a.m. to 4:30 p.m. or fill out an online form ([www2.illinois.gov/hfs/address](http://www2.illinois.gov/hfs/address)).



Questions?

Call Member Services: 312-864-8200

## Open Enrollment: Stay with CountyCare

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 reenrolled with CountyCare.

Learn more at <https://countycare.com/members/>.



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# Urgent Care Providers Now with CountyCare

CountyCare now has two urgent care providers in our network for quick, convenient care. **Urgent care centers are facilities where you go for care, but your condition is NOT life-threatening.**

**If you visit these centers, please remember to ALWAYS follow-up with your assigned CountyCare primary care provider (PCP). Receiving care is critical to achieving the best results for your health.** Please call to confirm hours of operation before you go.

## WellNow

Starting June 1, CountyCare members can receive quality care from three WellNow Illinois locations.

Visit a WellNow location for services like:

- COVID-19 testing
- 24/7 virtual care
- Minor injuries and sprains
- Fever
- Common illnesses like colds and the flu

Online check-ins available and no appointments needed except for COVID-19 testing. To find the location closest to you, visit <https://www.wellnow.com/locations/>.



## Walmart Health

Good news for members in the Austin and Chatham communities: You can visit Walmart Health in your community to receive health services.

- Wellness checks and physicals
- Dental, including x-rays, deep cleaning, teeth whitening, fillings, and simple extractions
- Behavioral health for help with depression, anxiety, stress, grief, and relationship issues
- Labs like pregnancy, strep, and flu tests, drug screenings, and much more
- Sick and injury visits

## Visit these Chicago-area Walmart Health Locations:

4640 W. North Ave., 60639 (Austin)  
8331 S. Stewart Ave., 60620 (Chatham)

# CountyCare Health Fairs



CountyCare will be hosting health fairs this year for members who need mammograms, pap smears, annual doctor visits, blood pressure checks, COVID vaccinations, colon cancer screenings, immunizations, and well-child visits. **The first health fair will occur in July. Please visit [www.countycare.com](http://www.countycare.com) and our Facebook and Instagram pages for more information.** You may also contact **Member Services at 312-864-8200** for more information. We look forward to meeting your health care needs.

# Meet Care Coordinator Sutara Giles

For the past three years, Sutara Giles has been working as a CountyCare Nurse Care Coordinator. In this role, she has provided support to adults with chronic conditions and children with special needs. Sutara now works on a new CountyCare program providing support to families with babies in the neonatal intensive care unit (NICU).



NICU babies sometimes stay in the hospital longer than their moms because they have special health care needs. "It's a more complex start to life," said Giles. "We are that extra layer of support for these families. We care deeply about their journey."

"I love providing support to help families get access to resources for medical and social needs," said Giles. Giles provides care to about 30 NICU babies and families each month. "The Care Coordination team is invested in the health of our members. We help them achieve their goals and support them in their care."

Sutara Giles, Nurse Care Coordinator

## CountyCare members can have access to Care Coordination services at no cost. Care coordinators can help you:

- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Answer questions families may have.
- Coordinate in-home nursing care and Sleep Safe Kit (portable crib, SleepSack, pacifier, book) delivery through CountyCare's Brighter Beginnings program. Learn more at <https://countycare.com/members/brighter-beginnings/>.
- Connect members to resources available through CountyCare.



## New Stores to Shop with the CountyCare OTC Rewards

CountyCare rewards you for making healthy choices. Our Rewards Card Program gives you cash credit 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. Every time you earn a reward, CountyCare will automatically add cash credit to your card. Once activated use it to buy home and health items from several stores. Use your Rewards Card at Dollar General, Walgreens, Walmart - and now at **Food4Less, Jewel/Osco, Mariano's**, and more! You have six months to use your rewards from the date they are added to your card to meet your health care needs.

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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