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Redetermination News

Don't lose your Medicaid coverage! Have you received your redetermination paperwork from the state? If you have, be sure to follow the instructions and return the forms by the due date. If you haven't received them yet, make sure your address information is updated at abe.illinois.gov. It's important to complete your renewal by the deadline so you don't lose your Medicaid coverage.

Open Enrollment vs. Redetermination

Your Medicaid open enrollment date **can be** but is **not always** the same as your redetermination date. Call 855-828-4995 or visit abe.illinois.gov and login to Manage My Case to find your redetermination date. If you haven't received your open enrollment letter or are not sure when you should expect a letter, please call Illinois Client Enrollment Services at **877-912-8880**.

| Redetermination: | Open Enrollment: |
|---|---|
| Medicaid redetermination is the process members must complete once a year to make sure they are still eligible for Medicaid. If you do not complete the renewal process and provide the required documents your Medicaid benefits may be cancelled. Questions about redetermination? Call 312-864-7333 . | Once each year, you can choose your Medicaid health plan during a specific time called "open enrollment." Once you pick your plan, you will not be able to change it for one year. You will receive a letter in the mail from the State of Illinois letting you know when it is time for you to make a choice. If you want to stay with CountyCare, you don't have to do anything! You will stay with CountyCare. |



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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.

Getting Ready for Back to School

Back-to-school season is here! Schedule an appointment with your child's primary care provider (PCP) for immunizations and school physicals. If you need help finding a PCP, call Member Services at **312-864-8200**. Don't forget that you can receive multiple rewards including a \$10 reward per shot that will be added to your child's reward card (up to 10 total) and \$50 for a PCP annual visit. Visit countycare.com/members/benefits-rewards/ to learn more about CountyCare rewards.

To do List:

- ☐ Schedule annual well visit
- ☐ Get immunizations for school
- ☐ School supplies

Feel Your Best and Save Money on Food with Your Free Foodsmart Benefit

Foodsmart has partnered with CountyCare to provide free nutrition counseling services and grocery money to members. **You can receive \$25 in grocery money for completing your first visit with a nutrition coach, and \$15 for every follow-up visit completed.**

The program provides:

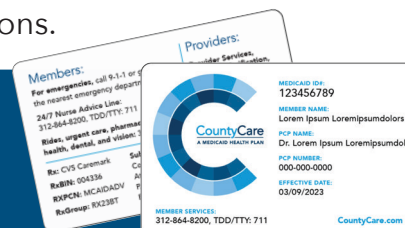
- Unlimited visits with your personal nutrition coach. They will help you create a custom plan to save time and money on food and reach your health goals
- Access to the app with lots of delicious, budget friendly recipes
- Local grocery deals and coupons to help you save an average of \$42 per week on groceries
- Tips on how to manage your weight, diabetes, high blood pressure, and other health conditions to improve your quality of life
- Help finding available community resources including applying for SNAP dollars

Visit Foodsmart.com/schedule to book your first visit. Learn more at Foodsmart.com/members/countycare.

Pharmacy News – and New Member ID Cards

CountyCare has changed our Pharmacy Benefit Manager from MedImpact to CVS Caremark, but your pharmacy benefits remain the same. You can go to the same pharmacy you have been using to get your prescriptions. If you want to know if a certain medicine is covered, visit the preferred drug list on our website at countycare.com/members/covered-services under pharmacy. If you need help finding a pharmacy, click on Find a Pharmacy and sign in or register when the CVS Caremark screen appears. Call Member Services at **312-864-8200** with any questions.

All CountyCare members have received a new Member ID Card with updated pharmacy benefit information. The card has a new look, too! If you didn't get a new card, call Member Services at **312-864-8200**.



Opioid Overdose Signs and Quick Response Medication

Opioid overdose is the leading cause of accidental death for Illinois residents aged 18-49¹. Opioid drugs include prescription medications used for the treatment of pain such as morphine, and illegal drugs like heroin.

What is Naloxone?

- Naloxone is a life-saving medication that rapidly reverses an opioid overdose.
- It can be administered by a nasal spray or an injection.

How can I get Naloxone?

- Naloxone can be obtained with a prescription from a provider.
- Illinois has a statewide standing order allowing pharmacies to dispense naloxone without a prescription.
- An over-the-counter nasal formulation of naloxone was approved on March 29, 2023, and will be available later this year.
- CountyCare covers certain types of naloxone through its prescription benefit.

The Illinois Helpline is a resource for those struggling with substance use. They are available at <https://helplineil.org/app/home> or can be reached at 833-234-6343.

¹ Illinois Department of Public Health, <https://dph.illinois.gov/data-statistics/vital-statistics/death-statistics/opioid-overdose-death-demographics.html>, accessed 7/31/2023

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.

Signs of Opioid Overdose

- Blue or purple fingernails and lips
- Unresponsive to voice or touch
- Pinpoint-sized pupils (center part of eye is very small)
- Slow heartbeat or low blood pressure
- Slow, irregular, or stopped breathing
- Pale, clammy skin

Quick Actions you can take if someone is experiencing an overdose

- ✓ Call 911
- ✓ Try to keep the person awake and breathing
- ✓ Lay the person on their side to prevent choking
- ✓ Stay with person until emergency assistance arrives
- ✓ Administer naloxone if available