



WHAT YOU NEED TO KNOW ABOUT *Open Enrollment*

Open Enrollment is here. The Open Enrollment process is simple. Starting in October, you will receive a letter in the mail from the State of Illinois asking you and eligible family members to choose a Medicaid health plan.

If you want to stay with CountyCare, there is nothing you need to do. You will automatically be enrolled in our plan and continue to enjoy the benefits and rewards.

You can earn reward dollars on your OTC Rewards Card for things like seeing your primary care provider for an annual checkup, get free car seats, or receive vouchers for Weight Watchers meetings. For more information about Open Enrollment, call Member Services at 312-864-8200, 711 (TDD/TTY).

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COVID-19 Update

COVID-19 cases have started to surge due to the Delta variant. It is a highly contagious strain of the virus. Please make sure you and your loved ones, 12 years and older, are vaccinated so you have full protection. Vaccinations are more important than ever. They can help minimize symptoms and complications, including hospitalizations. Also, don't forget to get your flu shot. Flu season typically starts in October and can last up to May.



To schedule your COVID-19 vaccination
Call 800-232-0233 or visit www.vaccines.gov.

Sign Up for CountyCare's Member Portal

Visit <https://countycare.valence.care/> to set up your portal account. All you need is your member ID number, which is found on your CountyCare member ID card. Through the member portal you can:

- Print a temporary member ID Card
- Update your address and phone number
- Change your primary care provider (PCP)
- View and check status of claims
- Ask questions about your coverage
- Send secure messages to your health care team

After-Hours Care

You can reach your assigned PCP after business hours. Call your medical office's main phone number and they will put you in contact with someone who can answer your medical questions or help you reach a physician.

You can also call:

- **24/7 Nurse Advice Line:** Registered nurses can assess symptoms, help with medication doses or confirm whether you need emergency care. Simply call 312-864-8200, 711 (TDD/TTY) and follow the prompts.
- **24/7 CARES Behavioral Health Crisis Line:** CARES is a dedicated telephone response service that handles mental health crisis calls for children and youth in Illinois. The number is 1-800-345-9049 (TTY 1-773-523-4504).

Access to In-Network Doctors and Specialists

CountyCare has more than 4,500 primary care providers, 20,000 specialists and over 70 hospitals within the network. To find a provider or specialist close to your area:

- Visit our website at countycare.com and go to the Find a Provider page <https://countycare.valence.care/member/#findAProvider>. You can search by name, hospital affiliation and specialty.
- Log in to your member portal <https://countycare.valence.care/> and click on Tools and Resources, then on Provider Directory Search.

September is Gynecological Awareness Month

September is Gynecologic Cancer Awareness Month and October is Breast Cancer Awareness Month. Cancer screenings offer the best chance of finding cervical and breast cancers early, when it is easier to treat. CountyCare encourages members 21 to 65 years old to have regular cervical cancer screenings, and members 50 - 74 years old to get regular mammograms.



Women ages 50 to 74 can earn a \$25 reward each year when they get their mammogram.

Call your doctor to schedule your cervical cancer screening or mammogram today. To learn more about common health conditions and tips for staying healthy, please visit the CountyCare website at countycare.com/health-wellness.

Annual Well Checks are Important

With all that's going on in your busy life it's important for your wellbeing to stay on top of your annual PCP visits. Call your assigned PCP to schedule an appointment. Or if you live in or around Humboldt Park, call Aunt Martha's Humboldt Park Health Center at 888-625-1850 to make an appointment right away.

You can earn a \$25 reward for an annual check-up.

Rewards can be used at places like CVS and Walgreens. Visit www.countycare.com/rewardsprogram to learn more.

Questions About Your Care?

CountyCare providers and health care staff make decisions based on the care that is right for you and what is covered by your Medicaid benefits. This is called Utilization Management (UM). If you have a question about your benefits, providers, or any service you have asked for or received, you can call Member Services at 312-864-8200, 711 (TTY/TDD). We are open Monday - Friday, from 8:00 AM - 6:00 PM and Saturday, 9:00 AM - 1:00 PM.

If you need additional assistance with managing your health care your care coordinator can help. Find out who your care coordinator is by calling Member Services at 312-864-8200, 711 (TDD/TTY). For more information, visit <https://countycare.com/members/find-your-members-care-coordinator/>.

Having trouble paying your rent or utilities due to the pandemic?

The State of Illinois' Housing Help program might be able to help.

Visit dhs.illinois.gov/housinghelp for information.

RSV - Respiratory Syncytial Virus

The signs and symptoms of RSV are similar to the common cold and COVID-19 (runny nose, decrease in appetite, coughing, sneezing, fever, wheezing).

If you or your child are experiencing these symptoms, call your assigned primary care provider (PCP). He or she will make sure you get proper treatment.



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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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