



# Welcome!

Are you new to CountyCare? If so, we're glad you're with us! If you haven't received it yet, your Welcome Packet should arrive in the mail soon. It will include all you need to get familiar with CountyCare.

The Welcome Packet includes your member ID card, member handbook and a handy Quick Start Guide.

If you don't receive your Welcome Packet soon, please call Member Services at 312-864-8200, 711 (TTY/TDD) or sign up to access our secure member portal at <https://countycare.com.valence.care/> to confirm we have your correct address.

## Getting Started

- Check out the over-the-counter (OTC) Rewards Card benefits at <https://countycare.com/members/benefits-rewards/#OTC-rewards-card>.
- Earn \$15 when you complete a health risk screening. Contact your care coordinator with any questions. You can find out who your care coordinator is by calling Member Services at 312-864-8200, 711 (TTY/TDD).
- Don't forget to schedule an annual visit with your assigned primary care physician (PCP) to earn \$25 on your Rewards Card.

**Find this information and more on the "For Members" section of [www.countycare.com](http://www.countycare.com).**

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## Get Over-the-Counter (OTC) Medicines At No Cost with CountyCare

Your PCP might prescribe medications to treat medical conditions. Some medications may be OTC. Your PCP can give you a prescription for certain OTC like pain reliever and allergy medicine. CountyCare will cover the cost.

**Below is a list of OTC medications covered by CountyCare in 2022:**

SYMPTOM	MEDICATION	GENERIC NAME
Pain Relief	CHILDREN'S IBUPROFEN (liquid)	Ibuprofen (same as Motrin)
	IBUPROFEN (tablet)	Ibuprofen (same as Motrin)
Fever & Pain Relief	MAPAP (liquid or tablet)	Acetaminophen (same as Tylenol)
Inflammation (Swelling) & Pain	ALL-DAY PAIN RELIEF (tablet)	Naproxen (same as Aleve)
Cough Relief	TUSSIN COUGH (liquid)	Dextromethorphan (same as Robitussin)
	CHILDREN'S COUGH DM ER (liquid)	Dextromethorphan (same as Robitussin)
Constipation Relief	COLACE (tablet)	docusate sodium (same as Colace)
Diarrhea Relief	ANTI-DIARRHEAL (capsule)	Loperamide (same as Imodium)
Upset Stomach Relief	STOMACH RELIEF (tablet)	bismuth subsalicylate (same as Pepto Bismol)
Allergy Relief	CHILDREN'S ALL-DAY ALLERGY (liquid solution)	Cetirizine (same as Zyrtec)
	CHILDREN'S LORATADINE (liquid solution)	Loratadine (same as Claritin)
	ALLERGY RELIEF (tablet)	Fexofenadine (same as Allegra)

Visit <https://countycare.com/members/covered-services/#pharmacy-benefits> to learn more about your pharmacy benefits.

*There you will see:*

- **Preferred Drug List:** a list of medications covered by your plan. The list shows what drugs are covered by CountyCare and information like age limits and quantity limits. The tool may help when you talk with your PCP about medications.
- **Find a Pharmacy Tool:** a list of pharmacies near you.
- **Prior Authorization Process/Medication Request Form:** important forms for you or your PCP to get you the medications you need.

## Free at-home COVID-19 Tests

Testing for COVID-19 just got easier! Now you can order up to four (4) free COVID-19 test kits. Visit <https://www.covidtests.gov/> to place your order. The kits will be sent directly to your home.

Public health experts recommend you take an at-home test if you start to have symptoms. You should also test at least five days after coming in close contact with someone who has COVID-19.

**If you test positive, isolate even if you don't have symptoms.**

**If you test negative, here are a few reminders to help you stay healthy:**

- Get vaccinated. It's the best way to protect yourself and others.
- Meet outdoors or keep indoor spaces well ventilated.
- Wash your hands often with soap and water or hand sanitizer for at least 20 seconds.
- Clean "high-touch" surfaces regularly – especially after you have visitors in your home.
- Be alert for symptoms, including fever, cough, feeling achy and experiencing shortness of breath.



## New Policy on Ambulance Rides that are not Emergency

Starting January 1, 2022, CountyCare will no longer be scheduling ambulance trips that are not for emergencies. When you need an ambulance trip scheduled that is not an emergency, please call First Transit Fee-for-Service directly at 877-725-0569 (Monday through Friday, 8 a.m. to 5 p.m. CST).

If you have any issues scheduling a ride, call First Transit Fee-for-Service (877-725-0569) or contact your care coordinator for assistance. You can also call Member Services at 312-864-8200, 711 (TTY/TDD) with questions.

Only non-emergency ambulance trips have moved from CountyCare to First Transit Fee-for-Service for scheduling. All other transportation requests for other various types of transport (Air Ambulance, Mediacar, Service Car, Taxi and Private Auto) are still with CountyCare.

## Get Your Booster Shot

The COVID-19 booster shots are now available for everyone 12 years and older. Find a location and make an appointment here: <https://myshot.cookcounty.com/wp-content/uploads/2022/01/CCH-Vaccination-Flyer-110422-EN.pdf> or call 833-308-1988.

To learn more about COVID-19 boosters, visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>.

## CountyCare Language Services

CountyCare wants all members to understand their benefits. We offer free translation services if you need help talking with your PCP or healthcare team. The website is available in Spanish and Polish in addition to English. You can also call Member Services at 312-864-8200, 711 (TTY/TDD) to request materials in a different language.

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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*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.