



## Get ready to renew your Medicaid!

You have not had to renew your Medicaid since the COVID-19 pandemic began. CountyCare Health Plan pays for your healthcare, like doctor visits, prescription medicine, and emergency services. Illinois is restarting the renewal process to make sure you are still eligible for Medicaid coverage. **Everybody's renewal date is different, so it is important that you get ready to renew.**

### Don't risk losing your Medicaid!

Here's what you need to do:

#### 1. Click Manage My Case at [abe.illinois.gov](https://abe.illinois.gov) to:

- Create or login to your account to manage your benefits. Online is the best way to connect.
- Verify your mailing address under "contact us."
- Find your due date (also called redetermination date) in your "benefit details."

#### 2. Make sure you watch your mail!

HFS will mail you your renewal forms about 30 days prior to your due date.

#### 3. Complete your renewal right away.

If your letter says you need to, complete and submit your renewal before the due date to avoid losing Medicaid.

Renew one of three ways:

- Click Manage My Case at [abe.illinois.gov](https://abe.illinois.gov), or
- Mail your form according to the letter, or
- Call 800-843-6154

If you are no longer eligible for Medicaid, connect to coverage at work or through the official Affordable Care Act marketplace for Illinois, [GetCoveredIllinois.gov](https://GetCoveredIllinois.gov).



**If you need help accessing your ABE Manage My Case account or have other questions, CountyCare is here to help! Call us at 312-864-8200 option #1.**

### Table of Contents

Get ready to renew your Medicaid!	1
CountyCare Rewards Update	2
The Opioid Epidemic: What You Should Know	2
Getting Care After Hours	2
Access to Alternative Care	3
Timely Appointments	3
Need Help Finding a Doctor?	3

## CountyCare Rewards Update

**Great news!** CountyCare has enhanced its Rewards Program. Starting January 1, 2023, when you or your children go to the doctor for certain services, we will send you a CountyCare Visa Rewards Card in the mail. This card will replace the old OTC Rewards Card.

**Your new Visa Rewards card will have a balance on it based on the eligible services you or your children have received.**



You can now use your rewards to pay for what you need, such as groceries, transportation, or utilities at most places Visa is accepted. Remember, you have six months from the date the reward is added to your card to use the credit. After six months the reward will expire. Visit <https://countycare.com/members/benefits-rewards/#visa-rewards-card> to learn more.

## The Opioid Epidemic: What You Should Know



Opioids are drugs that are used to reduce pain. Opioids have benefits, but also have serious risks. Taking large amounts, alone or with other medications, can lead to major problems like addiction, mental disability or overdose. Taking opioids the wrong way can also reduce their effectiveness. When opioids are overused, people can be at risk for overdose and death. CountyCare is committed to helping decrease the number of opioid related overdoses and deaths. Through increasing public awareness, we hope to ensure the safe and effective use of opioids in our community. For more information visit <https://www.cdc.gov/opioids/basics/index.html> or <https://nida.nih.gov/research-topics/opioids>.

## Getting Care After Hours

**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 in Illinois. The number is 1-800-345-9049 (TTY 1-773-523-4504).



# Access to Alternative Care

## Urgent Care Appointments

CountyCare now partners with more than 100 urgent care centers (including all Chicago area CVS MinuteClinics) that you can go to for care instead of the emergency room (ER). Urgent care centers are locations where you go if you need prompt attention 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. Confirm hours of operation before you go. To find an in-network urgent care center, visit <https://countycare.com/urgent-care-locations/>



## Free Telehealth Counseling Services



Do you feel anxious, lonely, sad or need someone to talk to? CountyCare and Aunt Martha's Health & Wellness have partnered to provide free telehealth counseling services to help you cope with the stress and isolation from the COVID-19 pandemic. Would you like to talk to someone? Call 877-MY-AUNT-M (877-692-8686) and select "option 2" to schedule an appointment. Representatives are available from 7 a.m. to 7 p.m. Monday-

Friday, and Saturday from 8 a.m. to 4 p.m. CountyCare has other in-network providers that offer telehealth counseling and psychiatry services. Visit <https://countycare.valence.care/member/#findAProvider> to find a full list of providers.

## Timely Appointments



You should be able to get an appointment to see your PCP in under 3 weeks for routine care and within 1 day for urgent care. If you have medical problems or questions and cannot reach your PCP, you can call our 24-Hour Nurse Advice Line at 312-864-8200 and choose "options for members," then select Nurse Advice Line.

## Need Help Finding a Doctor?

Your PCP can be found on your Member ID card. If you need to find another doctor or specialist, visit [countycare.com](https://countycare.com) and click on Find a Provider. Information on how to use the search tool can be found at [https://countycare.com/wp-content/uploads/CCR\\_FindAProviderInstructions\\_English.pdf](https://countycare.com/wp-content/uploads/CCR_FindAProviderInstructions_English.pdf).

Looking for information from a previous newsletter? Visit [countycare.com/members](https://countycare.com/members) and click Member Newsletters & Notices to find copies of all of the newsletters we've sent you.



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.

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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.



**HealthChoice  
Illinois**  
Illinois Department of  
Healthcare and Family Services