



CountyCare Care Management (Care Coordination) Services



HealthChoice
Illinois
Illinois Department of
Healthcare and Family Services

Every CountyCare member can receive help from a Care Coordinator

A Care Coordinator is someone who will help you on your healthcare journey and ensure that you are connected to the right care at the right time. Care Coordinators will help you get all the services you need for your physical health, mental health and any other needs you may have related to your well-being. They also may help with:

- Connecting you with your primary care doctor, specialist, mental health care provider
- Connecting you with your pharmacy and medication management services
- Scheduling rides to appointments and pharmacies
- Securing long term support services
- Achieving your overall health goals
- Getting you urgent community resources when you need them
- Answer questions about your treatment
- Help you manage a condition, like asthma or diabetes
- Understand your CountyCare benefits
- Get services when you leave the hospital

You will be assigned to a **medical home** for your primary care provider (PCP). **A medical home is the place where you get most of your primary care. PCPs work with you to make sure you get the care you need.**

Your Care Coordinator might work in your medical home/PCP's office and works to ensure that your care team is working together. Your care coordinator will also ask you some questions about your health, this is your annual health risk survey.

How to get in touch with your Care Coordinator



Phone

Call Member Services at 312-864-8200/855-444-1661 (toll-free) / 711 (TDD/TTY) and ask to be connected to your Care Coordinator.



Email

Send an email requesting Care Coordination services through the Member Portal at <http://www.countycare.com/members/portal>.



Your PCP

Ask your PCP to refer you for Care Coordination services. They can complete and submit a Referral to Care Coordination form found on countycare.com.

Learn more about our Care Coordination services at:
<https://countycare.com/members/find-your-members-care-coordinator/>

To learn more about your Health Plan choices please contact Illinois Client Enrollment Services at 1-877-912-8880 or visit <http://enrollhfs.illinois.gov/>