



CountyCare
A MEDICAID HEALTH PLAN



Welcome to CountyCare!

We're here to make sure you get the quality care and support you need. Scan the QR codes or use the links throughout this guide to learn about your CountyCare Medicaid coverage. For complete health plan information, visit countycare.com and read the CountyCare Member Handbook.

Can't find what you're looking for? Need materials from us in another language? Call CountyCare Member Services at (312) 864-8200 / (855) 444-1661 (TOLL-FREE) / 711 (TDD/TTY).

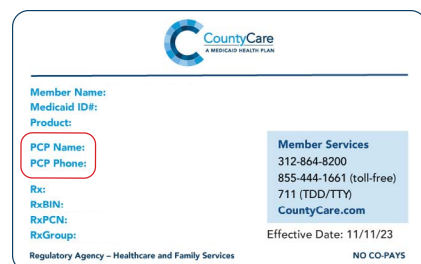
CountyCare.com

New Member Checklist

Prepare for your care journey with CountyCare.

☐ Find your primary care provider (PCP) on your member ID card.

Prefer a different PCP? You can change your provider at any time using the secure member portal or calling **Member Services at (312) 864-8200 / (855) 444-1661 (TOLL-FREE) / 711 (TDD/TTY).**



CountyCare
MEMBER ID CARD

Member Name:
Medicaid ID#:
Product:

PCP Name:
PCP Phone:

Rx:
RxBIN:
RxPCN:
RxGroup:

Member Services
312-864-8200
855-444-1661 (toll-free)
711 (TDD/TTY)
CountyCare.com

Effective Date: 11/11/23

Regulatory Agency - Healthcare and Family Services

NO CO-PAYS

Stay on top of your health!
Schedule a checkup with your PCP once a year. And remember to call your PCP first for any routine health care, like when you feel sick or need a cancer screening.

☐ Complete your health risk screening.

This screening tells us how we can best support you on your health journey. Complete it within 60 days of joining CountyCare to earn money on your Visa rewards card*. To take the screening, have your member ID card ready and **scan the QR code or text "SURVEY" to 84908.**



bit.ly/4epgv5w

☐ Register for CountyCare's Member Portal.

Our secure online tool lets you access information about your health plan from a phone or computer. Use it to update your contact information, request a new member ID card, schedule rides to appointments and much more!



bit.ly/4muafvf

☐ Learn about your provider network.

It's important that you see in-network providers for your health care services. You can see providers in person or virtually (also known as telehealth). Scan the QR code to use our Find a Provider tool. You can search providers by specialty (like primary care, behavioral health or pediatrician). You can also search by type to find in-network hospitals or urgent care clinics near you.



bit.ly/4sCbiuG

Get the Most Out of CountyCare

Medicaid Benefits

Here are some highlights of the benefits CountyCare offers. Scan here to see a full list of benefits and covered medical and behavioral health services.



bit.ly/3OFV5Xi



Transportation

We cover transportation to and from doctor appointments for covered services through our partner, Modivcare. You can also get rides to and from pharmacies, Women, Infants and Children (WIC) food assistance sites and CountyCare-sponsored events. Members can also request CTA or PACE cards to access public transportation for scheduled appointments.

TO SCHEDULE A RIDE:

Use the Modivcare
online portal:



bit.ly/4cLBKNz

Download the
Modivcare app:



bit.ly/4vPahT0

Call Member
Services at:

(312) 864-8200

TOLL-FREE

(855) 444-1661

TDD/TTY

711



Prescriptions

With CountyCare, you can get your covered prescriptions filled at in-network pharmacies at no cost. Scan here to find a pharmacy near you.

Visit our website to learn more about all our pharmacy services, including getting your medications mailed to your home.



bit.ly/48h1MWv



Dental & Vision Benefits

CountyCare covers all Medicaid dental and vision benefits with in-network providers. Check out the website for complete dental and vision benefit information.

It's a good habit to visit your eye doctor once a year and your dentist for cleanings two times a year. Need help finding a dentist or an eye doctor? Scan the QR code.



bit.ly/4u1PMRg

CountyCare Offers Additional Benefits

Rewards and extra benefits are available to you as a CountyCare member.

CountyCare Rewards Program

We're proud of our Rewards Program that lets you earn cash credit on a Visa rewards card* when you complete healthy activities. You can use your card to pay for things like groceries, gas, utilities and more at most places that accept Visa. Check out how much you can earn by scanning here.

*If you use this program for rent or utilities, Housing and Urban Development (HUD) requires it to be reported as income if you seek assistance. Contact your local HUD office if you have questions.



bit.ly/4sl5rUC

Brighter Beginnings

Our Brighter Beginnings program is designed to help keep moms and babies healthy. Scan here to learn more.



bit.ly/4vEGyvW

HERE ARE SOME HIGHLIGHTS:



The program offers free support (free car seats and Sleep Safe Kits, monthly diaper coupons) and services (help with accessing care, including doula and breastfeeding support) for pregnant and postpartum members and babies.



You can earn cash rewards on your Visa rewards card for going to your prenatal and postpartum appointments. Your baby can earn cash rewards too for checkups and immunizations with CountyCare.



All pregnant and parenting CountyCare members are eligible for care coordination services to support you throughout your pregnancy and after. Call Member Services to opt in or opt out of care coordination support.



Tell us you're pregnant! Scan here to fill out a Notification of Pregnancy Form and we'll add a reward to your Visa rewards card.



bit.ly/4dMJvUB

When to Call Us

If you have questions about your Medicaid coverage

If you want to change your PCP

If you want to receive materials from us in a different language

If you have questions about Medicaid renewal (redetermination) or open enrollment

If you have questions about your health, symptoms you are experiencing or need advice on whether to visit an urgent care center

CountyCare Member Services

(312) 864-8200

(855) 444-1661 (toll-free)

711 (TDD/TTY)

MONDAY - FRIDAY:

8 a.m. to 6 p.m.

SATURDAY:

9 a.m. to 1 p.m.

24-Hour Nurse Advice Line

(312) 864-8200

(855) 444-1661 (toll-free)

711 (TDD/TTY)

CountyCare.com

Follow Us:  CCHHSCountyCare  @countycare_healthplan  @countycare



CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. 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.