



# CountyCare Rewards and Value Added Benefits

Updates to the Program going into 2019 Open Enrollment



**CountyCare**  
**HEALTH PLAN**  
**AN ILLINOIS MEDICAID HEALTH PLAN**

# Agenda

1. Open Enrollment
2. Introduction to CountyCare Rewards Program
3. CountyCare Rewards Card
4. CountyCare Rewards
5. Value Added Benefits
6. List of Resources



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# Open Enrollment

- **90% of CountyCare membership will be able to choose a health plan between October 1-December 31 for January 1 start date**
  - Late-September: Open Enrollment Letter from CountyCare
  - Early-October: Open Enrollment Letter from the State (Healthcare and Family Services)
- **If members receive their letter from the state and they do nothing, they will stay will CountyCare**
- **Open Enrollment is different than redetermination and it can be very confusing for members.**
  - Open enrollment is when a member can choose or change what health plan they want to be in
  - Redetermination is how the state decides if someone remains eligible for Medicaid



# Open Enrollment

Department of Healthcare & Family Services  
**HealthChoice Illinois**  
Your Health. Your Choice.  
Illinois Client Enrollment Services



[HH\_NAME]  
[ADDRESS\_LINE2]  
[ADDRESS\_LINE 1]  
[CITY], [STATE] [ZIPCODE]-[ZIP4]  
[POSTAL BARCODE]

[LETTER\_DATE]

## Your yearly HealthChoice Illinois open enrollment period is here!

Dear [HOC\_NAME]:

### HealthChoice Illinois is your way to make smart Medicaid choices

Your open enrollment period is the one time each year when you can change health plans in HealthChoice Illinois.

### If you want to keep your current health plan and PCP

You can stay with the PCP and health plan you have now. You do not have to call us or do anything.

### If you want to keep your current health plan but change your PCP

You can change your PCP up to once a month by calling your health plan Member Services number. You can find the number on your member ID card, in your member handbook and listed in this letter.

### If you want to change your HealthChoice Illinois plan, you must choose before [DATE]

If you don't choose a new health plan before [DATE], you will stay in the plan you are in now. The next time you can change your plan will be during your open enrollment period next year.



September 17, 2018

Head of Household Name  
Address  
City, State, ZIP

Dear [Head of Household Name]:

This fall, you will receive a letter from the State's HealthChoice Illinois program asking you and eligible family members to choose a Medicaid healthcare plan for 2019. If you want to stay with CountyCare and keep your current PCP, you don't need to do anything. If you choose a different health plan you will be locked into that plan for 12 months.

CountyCare is honored to be your health plan and we hope you will stay with us in 2019. We have a large network of doctors, hospitals and specialists for you to choose from and we have added even more extra benefits for our members. CountyCare offers:

- **No Copays.** There are no copays for doctor visits, emergency room visits or prescriptions.
- **Choice.** You have access to over 70 hospitals, 4,500 primary care providers and 15,000 specialists.
- **Value-Added Benefits.** CountyCare has great extra benefits including free LASIK eye surgery for members who qualify, free diapers, free car seats, Weight Watcher vouchers and books for kids with a gift card.
- **Rewards.** CountyCare also offers rewards to members for certain medical services. You can use the rewards to purchase items you need at local stores including Walmart and Walgreens.
- **Care that Revolves Around You.** You'll have a primary care doctor and a care coordinator to ensure you get the services you need.



# Purpose of CountyCare Rewards

- **Enhance quality and improve health status by:**
  - ✓ Motivating members to engage in healthy activities and behaviors with direct action-reward incentives
  - ✓ Helping members access services for healthy living (i.e. Weight Watchers, car seats, home pregnancy tests)
  - ✓ Linking reward benefits directly to HEDIS measures and contract requirements

# Impact on Care Managers

## The CountyCare Rewards Program objectives:

- Incentivize members to do their health risk screen and care plan
- Incentivize members to keep appointments and follow up with their provider
- Improve immunization, preventive screening, and medication adherence rates
- Improve your ability to help members access home pregnancy tests, weight management services, car seats, diapers, and children's books

# CountyCare Rewards and Value Added Benefits



- CountyCare Rewards Program
- Value Added Benefits
  - Free Diapers
  - LASIK Eye Surgery
  - Sleep Safe Kit
  - Car Seat Program
  - Weight Watchers Vouchers
  - Book Club – Toddlers & Children
  - Home Pregnancy Tests



# CountyCare Rewards Card



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# CountyCare Rewards Card

- **CountyCare Rewards Card is like a debit card that can be used at specific retailers**
  - Card is administered by the vendor, InComm
- **Members can buy approved items at participating retailers such as:**
  - Family Dollar
  - Dollar General
  - CVS (not within Target stores)
  - Walgreens
  - Walmart



# CountyCare Rewards Card

- Rewards are automatically generated each month based on provider and pharmacy claims
- Medical and Behavioral Health Claims: allow up to 180 days to load card
- Card is mailed once first reward is earned
- **Members activate the card by:** calling the number on the affixed sticker or CountyCare Member Services, using the phone app, or at <https://www.otcnetwork.com/member>



# CountyCare Rewards Card

- **Members use the debit card to purchase approved items such as:**
  - Over the counter medications
  - Diapers
  - Toothpaste
  - Deodorant
  - Feminine products
  - Smoking deterrents
  - Household items
- **The card will not buy alcohol or tobacco**
- **Search for products: <https://www.otcnetwork.com/catalog>**

# CountyCare Rewards Card

- Members can download a free smartphone app called ***OTC Network*** to:

- View items available for purchase and/or discount
- Track balances
- Find a retailer



**Activate your account or sign-in here**

**Please enter your Card Number (16 or 19 Digits):**

**Go**



# CountyCare Rewards Card

- CountyCare Rewards Cards do not expire
- Cards are reloadable
  - Members should keep their cards
- Cards can also be used for discounts on some items even if the reward balance is \$0 with the CountyCare Swipe & Save program



**Swipe & Save**  
with your OTC Network Card

Save money on everyday products.



OTC Network Cards have ready-to-use discounts on everyday products. **DISCOVER** discounts by visiting [myotcoffers.com](http://myotcoffers.com), **SHOP** at any participating store, and **SWIPE** your card at checkout to save. Visit [myotcoffers.com](http://myotcoffers.com) to start saving today.

Participating  
retailers:

*Walgreens* / DUANEreade

**FAMILY DOLLAR**

♥ **CVS pharmacy**

**DOLLAR GENERAL**

**fred's**  
Pharmacy

**Walmart** ✨



# CountyCare Rewards Card

- **Lost cards will be replaced**
  - Any money not spent will be added to the replacement card
- **Cards for minors are mailed to the “Head of Case/Household”**
  - Child and parent’s name are on the card
- **When a member loses coverage:**
  - Card is deactivated on the last day of enrollment
  - If coverage ends before a card is issued, the card is not mailed

# Current OTC Reward Card Activity

- Total Number of Eligible Members (cards sent): 82,901
- Total Number of Cards Activated: 28,604
- Members have had over 51K transactions with a value of over \$610K

## Merchants most commonly visited:

- Walgreens: 30%
- Walmart: 28%
- Family Dollar: 26%



# CountyCare Rewards



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# CountyCare Rewards

## ACTION\* = REWARD

<b>Completion of Health Risk Screen</b>	\$15 per member per year
<b>Completion of Care Plan</b>	\$25 per member per year
<b>Prenatal Visits</b>	\$10 per visit up to 14 visits
<b>Post-Partum Visit (21-56 days after delivery)</b>	\$25 up to 1 visit
<b>Childhood immunizations (ages 0-24 months)</b>	\$10 per immunization up to 10

\*These activities will be processed through claims and care management data



# CountyCare Rewards

## ACTION\* = REWARD

Well-child visits for babies under 15 months	\$25 for the first month and \$10 for each subsequent up to five
Mammogram for women 40 and over	\$25 per member per year
Blood pressure medication adherence	\$25 for every 6 months of adherence
Diabetic eye screen	\$25 per member per year
Diabetic annual ambulatory visit (w/ HbA1c blood test and urine screening)	\$25 per member per year

\*These activities will be automatically counted through claims



# CountyCare Rewards

## ACTION\* = REWARD

PCP or BH provider follow up within 7 days after ED visit for BH diagnosis (w/o admission)	\$20 up to 1 visit follow ED visit
PCP or BH provider follow up between 8-30 days after ED visit for BH diagnosis (w/o admission)	\$10 up to 1 visit following ED visit
PCP or BH visit follow up visit within 7 days after BH inpatient stay	\$20 up to 1 visit following stay
PCP or BH visit follow up visit between 8-30 days after BH inpatient stay	\$10 up to 1 visit following stay
PCP follow up visit within 14 days after inpatient stay	\$20 up to 1 visit following stay

\*These activities will be automatically counted through claims



## Scenario



John has high blood pressure. He takes medication prescribed by his PCP. When John has had his prescription filled for six months in a row, CountyCare will automatically add \$25 to his reward card for his adherence to his taking his medication. After the next six months, he will receive another \$25 reward if he remains in compliance with filling his prescription.



# Value Added Benefits



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# Diaper Program

CountyCare now provides free diapers for members up to 24 months old that are up to date on their immunizations

## How it works:

- CountyCare mails eligible families a coupon for a Jumbo Pack of Jewel-Osco Baby Basics diapers each month
- The coupon is good for 30 days and can be used at any Jewel-Osco in the Chicagoland area
- Members do not need to sign up or register
- We will automatically mail the coupon based on claims
- First coupons being mailed early-October

# Diaper Program Coupon

## JEWEL-OSCO COUPON

Offer valid 10/1/2018 – 10/31/2018

FREE Baby Basics Brand Up to \$6.99 Value

# FREE

## Baby Basics Jumbo Pack Diapers



**Jewel-Osco**  
Pharmacy

### Jewel-Osco cashier redemption instructions:

- Coupon only valid for Jumbo Pack Diapers.
- After ringing Diaper, scan coupon.
- Photo copies not accepted.

**COUPON NOT VALID AFTER EXPIRATION DATE. NO EXCEPTIONS.**

Only original copies of coupons are valid. Limit one coupon per customer.

CountyCare is happy to award you this Free Diaper Coupon. To continue to receive this coupon every month, you must keep your baby's shots up to date (for babies 0-24 months).

In order to get your FREE Jumbo Pack of diapers, please take this Diaper Coupon to your local Jewel-Osco store. The cashier will verify your coupon when you checkout.

# LASIK Eye Surgery

**CountyCare is the first and only Medicaid health plan in Illinois that covers LASIK surgery for eligible members at no cost to them**

- LASIK surgery will be performed at Provident Hospital

## **Patients who may be eligible:**

- Are 21 to 50 years old (those over 50 may get an eye exam but there are increased risks involved)
- In good general health
- Have no health issues affecting the eyes
- Have no active eye conditions that could affect healing
- Have a stable vision prescription for at least one year
- Do not have severe dry eye or advanced glaucoma
- Are not pregnant or nursing
- Do not have uncontrolled diabetes



# LASIK Continued

If you have a member who thinks they might qualify, please have them follow the steps below:

1. [Print the LASIK evaluation form off the website](#) or call member services to have one mailed
2. Make an appointment for a general eye exam with an eye doctor in the CountyCare network
3. Member fills out the front side of the evaluation form and brings it to their appointment
4. Eye doctor fills out the back side of the evaluation form and faxes it to CCHHS Ophthalmology at (312) 572-1426

If no issues come up the member will be contacted to schedule a Refractive Eye exam to determine if they are eligible for LASIK.

All LASIK eye surgeries will be performed at Provident Hospital.

# Free Sleep Safe Kit

Pregnant members who complete at least 13 of their prenatal appointments may receive a free Sleep Safe Kit from CountyCare. The kit includes:

- Graco portable crib with a fitted sheet
- Halo SleepSac
- Baby Sleep Safe board book
- Pacifier

Members do not automatically receive this benefit. They must call Member Services and request it. Care Coordinators could help educate their pregnant members about this added benefit and encourage them to call Member Services to request it.

# Car Seat Program

**Children enrolled with CountyCare who meet the age/weight requirements are eligible for a free car seat**

- **Parents/Guardians can call to get them from one of these two locations:**

## **John Stroger Hospital/CCHHS**

1969 W Ogden Ave., First Floor

Chicago, IL

1:00-4:00 M, Tu, Th, F and Sat.

**Call Member Services for a voucher 312-864-8200**

## **Rincon Family Services**

Traffic Safety Resource Center

5710 N. Kedzie Ave.

Chicago, IL

**By appointment 888-215-0513**

# *Weight Watchers Membership*

## **Members who meet the Weight Watchers participation requirements can:**

- Call Member Services at 312-864-8200
- Members may receive up to two vouchers at a time and vouchers are mailed to member at the address they request
- Vouchers are for community meetings, and not for online participation or meals



## Book Club – Toddlers & Children

- **Toddler Book Club:** Members ages 3-4 can receive one new book in the mail per quarter upon request
- **Children's Book Club:** Members ages 5-16 can receive one new book in the mail per quarter, along with a \$10 Target gift card



## Book Club – Toddlers & Children

- Parents can call Member Services at 312-864-8200 and receive up to one book per quarter
- Parents need to call each quarter to request a new book for their child



# Home Pregnancy Tests

- Female members of childbearing age can request up to one test per month
  - Member calls Member Services at 312-864-8200
  - Test is mailed to the address member provides



# Cell Phone Program

- Members can already receive a free phone offered through [Safelink Wireless](#)
- Members will not use their monthly minutes when calling the CountyCare Member Services phone number
- Members may contact their Care Coordinator for assistance with applying for a phone through Safelink





# Resources

- **Questions about the Program:** members can call Member Services at 312-864-8200
- **To help members activate CountyCare Rewards Cards or the check card balance:** <https://www.otcnetwork.com/member>
- **To search for eligible products to buy with the CountyCare Rewards Card:** <https://www.otcnetwork.com/catalog>
- **For Issues with CountyCare Rewards Cards:** Call Member Services at 312-864-8200
- Please email Gretchen Grieser at [ggrieser@cookcountyhhs.org](mailto:ggrieser@cookcountyhhs.org) with specific rewards issues that you cannot get resolved



Questions?  
Thank You!



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# Transportation for Seniors and Persons with Disabilities



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# Overview

You are all aware, that CountyCare has the following transportation benefits for covered healthcare services.

- Transit passes – CTA/Ventra passes for medical appointments
  - Request from your doctor or Call member services 312- 864-8200
- First Transit
- CCHHS fleet for services within CCHHS facilities

You equally know how to assist members access these benefits.

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For this presentation, we are going to discuss additional transportation resources members can access to enable them keep medical appointments as well as grocery shopping, beauty shops, church and family visits.

These resources are-

- Subsidized Transportation Programs (STP) for all in Cook County
- Free and Subsidized Transportation Programs for Specific Townships

# Subsidized Transportation Programs – Fixed Route

- **Benefit Access Program**

- Is an Income based ride free transit benefit for seniors and persons 16+ with disabilities living in the State of Illinois
- Valid for 2 years and renewal required 90 days prior to end of second year
- Social security number required
- Application at <https://www2.illinois.gov/aging/BenefitsAccess/Pages/default.aspx>

- **CTA Reduced Fair Permit**

- For Medicare card holders, seniors (65+) who are disabled but not enrolled in the Benefit Access Program.
- Fixed route transportation services.
- Call 312-913-3110 to find out an enrollment center

## Subsidized Transportation Programs - Curb to Curb

- **PACE On Demand**

- (Call-n-Ride) reservation based share ride service available to anyone.
- Book online at [www.pacebus.com/sub/schedule/call](http://www.pacebus.com/sub/schedule/call)
- call (1-800-606-1282 option #4) to reserve a trip at least one hour in advance
- Pay with Ventra (\$2) per trip or cash (\$2.25) when boarding.

- **ADA Paratransit**

- cost effective transportation strictly for persons living with a disability in the Chicago land area who cannot access fixed route bus system.
- Call 916-557-4685 or 916-557-4686 TDD for eligibility.

- **Taxi Access Program (TAP)**

- Trips must begin within the City of Chicago.
- ADA paratransit eligible riders have the option of using taxis at reduced rates for same day trips
- All Chicago taxi providers are required to accept TAP cards.
- Fee is \$3 for a one way ride. Maximum 4 one-way rides per day.
- Accessible taxi, call 1-855-928-1010 and request a TAP ride or hail any taxi in Chicago and pay with TAP card.
- To request TAP card call 1-800-606-1282 option



# Free and Subsidized Transportation Programs for specific Townships

- Suburban Cook County townships offer free/subsidized transportation assistant program for its residents (primarily seniors and people with disabilities).
- **Bremen Township**
  - Oak Forest, Hazel Crest, Midlothian, Markham, Crestwood, Robbins and Country Club Hills).
  - Residents 55+ and disabled. Rate of \$1 - \$2 per ride.
  - Requires 3 days advance reservation - grocery shopping, beauty shop, family/friend visits and Dr. appointments. M-F 8a.-4pm.
  - Call. 708-333-9530/708-687-8220 [www.brementownship.net](http://www.brementownship.net)

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- **Thornton Township**

- Burnham, Calumet City, Dixmoor, Dolton, East Hazel Crest, Phoenix, South Holland, Posen, Lansing, Riverdale and Thornton.
- Residents 60+.
- Specific shopping malls each day of the week and also for medical
- Donation of \$1 per ride. Reservation is on a first call,
- Call 708-596-6040 x4011 or 708-339-9980.

- **Worth Township**

- Alsip, Blue Island, Bridgeview, Chicago Ridge, Crestwood, Evergreen Park, Hometown, Merrionette Park, Oak Lawn, Palos Heights, Robbins, Worth.
- Seniors 55+. Call Dorothy 708-371-2900 x13.

- **Bloom Township**

- Ford Heights, Sauk Village, Chicago Heights, Steger, Homewood, Flossmoor, Park Forest, Glenwood, Lynwood, Crete.
- Call 708-754-9400

- **Rich Township**

- Matteson, Olympia Fields, Tinley Park, Richton Park, Park Forest, Homewood, Hazel Crest, Flossmoor, Country Club Hills
- Call 708-748-6722 x6727 or x4433

- **Proviso Township**

- Broadview, Bellwood, Forest Park, Melrose Park, Northlake, La Grange, Westchester, Hillside, Elmhurst, North Riverside, Elmwood Park, Oak Brook, Maywood, Hinsdale, Berwyn, River Forest, Brookfield and Berkeley).
- Call 708-449-4307.

## • Town of Cicero (Cicero, IL)

- Free door to door bus service
- Residents 62+, disabled and receiving social security income.
- Available 7 days a week for medical appointments, shopping and other needs.
- call 708-222-3879 24hrs before desired pick up time.

For North Suburb and more of Suburban Cook County, visit

[www.cookcountysheriff.org/courts/civil-services/social-services/transportation](http://www.cookcountysheriff.org/courts/civil-services/social-services/transportation)

Questions/comments?



**Thank You!**



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