



Open enrollment

Once a year members can change health plans during their open enrollment period. You will receive a letter from the state letting you know your open enrollment date. If you want to stay with CountyCare, you do not need to do anything. If you switch health plans you must stay with that plan for a year.

Stay with CountyCare to enjoy all that we have to offer:

- No copays
- More than 5,500 primary care providers, 20,000 specialists, 125+ urgent care locations and 70 hospitals that proudly accept our members
- Extra benefits and rewards - and more!

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Updated member benefits and rewards

As of November 1st, CountyCare has updated their extra benefits and rewards program. See all the rewards here: <https://bit.ly/3SYz4ms>. CountyCare members can earn rewards on their Visa Rewards Card for completing healthy activities. Rewards will expire six months from the date they are added to your card. Alcohol, tobacco, and firearm products cannot be purchased with these rewards. Some NEW benefits depend on:

When you see your doctor

Aftercare/follow-up visits - members who follow up with their doctors after emergency room (ER) visits or inpatient stays will receive the following rewards:

- \$100 for seeing your doctor within 7 days after an ER visit for behavioral health; or
- \$50 if it is more than 7 days but within 30 days after an ER visit for behavioral health.
- \$100 for seeing your doctor within 7 days after an inpatient behavioral health stay; or
- \$50 if it is more than 7 days but within 30 days after an inpatient behavioral health stay.
- \$20 for seeing your doctor within 14 days after an inpatient hospital stay.

- **Prenatal visit reward** - \$50 for visits in the first trimester, \$10 reward for visits after first trimester (earn rewards for up to 14 visits)
- **Postpartum visit reward** - \$50 for female members who visit a CountyCare doctor 1-12 weeks after delivery for a follow-up exam

Or, what vaccines you get

- **HPV vaccine** - \$25 for the first dose, \$50 for the second dose (receive both vaccines at least 146 days apart)
- **Meningococcal vaccine and booster** - \$25 for first vaccine for ages 11 and older, and \$10 for boosters for members aged 11 and older
- **Tdap vaccine** - \$25 for members between 10 and 13 years of age

Please visit our website <https://countycare.com/members/benefits-rewards/> to find out more information about rewards you can be eligible for.

Chronic condition management

Now is the time to put healthy habits in place and make sure diabetes and high blood pressure are well-controlled. It is recommended that members who have not seen a doctor within the last six months to have a check-up. Hemoglobin A1c and blood pressure monitoring are important to ensure you are healthy and conditions are well-controlled to prevent complications. If you have diabetes, you can receive up to **\$75 (\$25 each)** each year if you complete the following three services: managing diabetes visit, diabetic eye exam, and the first prescription fill of a statin drug.





CountyCare's health plan rating

CountyCare received its annual health plan rating from the National Committee for Quality Assurance (NCQA). NCQA scores health plans on the quality-of-care patients receive, how happy patients are with their care, and the health plans' efforts to keep

improving. We are excited to share that CountyCare received the **highest ratings** in the Patient Experience category and in the Prevention & Equity category as compared to other HealthChoice Illinois Medicaid plans.

Primary care physician (PCP) annual visit

If you have not had a chance to visit your PCP this year, this is a good time to call for an appointment in the coming weeks. As a reminder, members 16 months and older can receive a \$50 reward on their Visa Rewards Card for completing their annual wellness check. Use the health and wellness tools available on our [website](#) to support your health goals.

Check your redetermination date!

Members can call the Illinois Department of Healthcare and Family Services (HFS) with their recipient identification number for their redetermination date at 855-828-4995. Members can also call the CountyCare REDE Hotline 312-864-REDE (7333).



Redetermination events near you



CountyCare is hosting redetermination events to educate CountyCare members on the Medicaid redetermination process. We are there to help answer questions and assist with completing and submitting your redetermination application. CountyCare members can earn \$40 on their Visa Rewards Card for completing their redetermination paperwork and are renewed for Medicaid. At our events, you can also receive a free box of fresh produce (while supplies last), learn about CountyCare rewards, and meet with a care coordinator. Scan the QR code for a list of redetermination events.



Get your vaccinations!

As we head into the winter months, it's a good time to remember to get your annual flu shot. Did you know that you can get your COVID-19 vaccine at the same time - and earn rewards while you're at it? Earn \$25 on your Visa Rewards Card for your annual flu shot and \$50 for the COVID-19 vaccine. Getting your vaccinations is a simple step in taking care of your health and the health of those around you.

Kids can get the flu shot starting at six months. If it's their first time, they will receive the vaccine out into two doses.

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

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