



Happy New Year!

Thank you for choosing CountyCare for your health care needs. We are proud to offer a Medicaid health plan designed with you in mind. CountyCare partners with more than 4,500 primary care providers (PCPs), 20,000 specialists and 70 hospitals.

Look for your Member Handbook and Member ID Card in the mail. Your Handbook outlines the benefits available to you as a valued member. If you did not receive your Member Handbook or ID Card, please call **Member Services at 312-864-8200, 711 (TTY/TDD).**

A few reminders:

- **Your PCP contact information is listed on your Member ID card.** We encourage you to visit your assigned PCP for your health care. You can change your PCP by logging into the member portal (<https://countycare.valence.care>).
- **No referrals are needed to see specialists.** Your PCP will recommend a specialist if needed. You **do not need** a referral for behavioral health or family planning services.
- **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.
- **We have one of the best Rewards Programs to help you stay healthy.** Read below to learn more!

Take advantage of the many benefits and services we offer. And remember, our team is always available to answer your questions. For more information about your covered services, visit <https://countycare.com/members/covered-services/>.

Take Advantage of Your Rewards

As a CountyCare member, you can enjoy valuable benefits through your OTC Rewards Card. You or your children are eligible to earn rewards when you visit the doctor for approved services. Examples of services include annual check-ups, vaccinations and important screenings like mammograms. CountyCare will send you an OTC Rewards Card in the mail once you have completed an approved service. The card will have money added to it based on the services you or your children received. Once the reward is added to your card, **you will have six (6) months to use the reward at a participating retailer.**

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OUR WEBSITE HAD A

makeover!

More new features include:

- Ability to make the text bigger for increased readability
- Information in Spanish and Polish on the homepage
- Easier-to-find resources under For Members tab
- Easy links to our social media channels like Facebook and Instagram with valuable news from your health plan

Visit the member portal to:

- Change your PCP
- Find a PCP or specialist close to you through the **Find a Provider** directory
- Order a new Member ID Card
- Learn about our added benefits and member rewards
- And much more

Check out our new website at
www.countycare.com

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://bit.ly/2JVYEqN>** to find a full list of providers.

DID YOU KNOW?

Many providers offer telehealth appointments. This means you can see your PCP or behavioral health provider without leaving home through your phone or computer. You can also call the 24/7 Nurse Advice Line with health questions or concerns. Call **312-864-8200** and choose "options for members," then select Nurse Advice Line.



COVID-19 Vaccine

WHAT YOU NEED TO KNOW

To schedule by phone:

VACCINE SIGN-UP HOTLINE: 833-308-1988,
Monday-Friday, 7 a.m.- 7 p.m. CT

Top 10 things you need to know about the
COVID-19 vaccine:

[https://cookcountyhealth.org/
covid-19-vaccine-top-10/](https://cookcountyhealth.org/covid-19-vaccine-top-10/)

The COVID-19 vaccine is available at no cost for members 65 and over. It is also available for essential workers. Register at vaccine.cookcountyil.gov.

Appointment availability is based on vaccine supply.

- Essential workers include: first responders, education, food and agriculture, manufacturing, corrections workers and inmates, USPS workers, public transit workers, grocery store workers and staff at shelters and day cares

All other members may register to be notified by email, phone and/or text. Information will be sent to you as it becomes available.

- Members may also check for available appointments: <https://wb-ccdph.qmatic.cloud/qmaticwebbooking/#/>

Questions or need transportation services? **Call Member Services at 312-864-8200, 711 (TTY/TDD).** For transportation services, please call us as soon as you have an appointment.

Prior Authorizations: WHEN DO YOU NEED ONE?

An authorization is a decision by a health plan that a health care service, treatment plan, prescription drug or durable medical equipment is necessary. It is sometimes called pre-authorization, prior approval or precertification. Authorizations may be needed for any health care services before you receive them, except for emergency care. Your provider will submit any needed prior authorizations for you.

An authorization can only be given for covered services. Visits to an in-network specialists **do not** require an authorization. **Out-of-network specialists will require one.** A specialist can also be your PCP; however, your PCP will need to agree to provide you with that level of care, and CountyCare will have to approve it.

In addition, you can go to any participating provider for routine preventive OB/GYN care or a women's health care practitioner. You do not need approval from CountyCare or a referral from your PCP. Your care coordinator can also help with referrals for in-network providers.

To find a provider or specialist close to you, visit <https://countycare.valence.care/member/#findAProvider>.

At CountyCare, we want to make sure our Members are informed about their rights and responsibilities as a health plan member. The 2020 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 312-864-8200/855-444-1661/711 TTD/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.

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.

Text COUNTYCARE to 37331 to get reward information and updates from CountyCare