



## CountyCare Access Frequently Asked Questions (FAQ)

Welcome to CountyCare Access! We are here to provide you and your family with a wide range of health services and expert care – at no cost to you. Most of the information you need to get started with CountyCare Access can be found in the member handbook [here](#).

### Background

CountyCare Access is a program for people who have health coverage through the Health Benefits for Immigrant Adults and Seniors program. Health Benefits for Immigrant Adults (HBIA) and Health Benefits for Immigrant Seniors (HBIS) are programs for people who are 42 years old or older, meet income guidelines, and are not eligible for Medicaid due to immigration status. Beginning on January 1, 2024, members of these programs were moved into Medicaid managed care plans, including CountyCare.

### Benefits

#### **I received a notice telling me I am part of CountyCare Access. Does this mean I am not enrolled in Medicaid anymore?**

You are still enrolled in Medicaid. CountyCare Access is the health plan that will manage your Medicaid healthcare benefits.

#### **Will my coverage change now that I am a CountyCare Access member?**

Your healthcare coverage will remain the same and you will now have access to additional benefits and rewards. To learn more, call CountyCare Member Services at 312-864-8200, 711 (TTY/TDD) Monday-Friday: 8:00am – 6:00pm or Saturday: 9:00am–1:00pm or visit

<https://countycare.com/members/benefits-rewards/>.

#### **Do I have to go to a different doctor now that I am a CountyCare Access member?**

CountyCare has a large network of doctors, including 6,900 primary care providers (PCPs), 29,750 specialists, 180 urgent care locations and 90 hospitals that proudly accept CountyCare Access members. If you need help with confirming that a doctor you have seen in the past is in the CountyCare network, call CountyCare Member Services at 312-864-8200, 711 (TTY/TDD). Otherwise, we will find a doctor that is in or close to your community. You can search for a PCP at:

<https://countycare.valence.care/member/#findAProvider>

You can change your PCP by calling Member Services at 312-864-8200, 711 (TTY/TDD) Monday-Friday: 8:00am – 6:00pm or Saturday: 9:00am– 1:00pm or login to our secure member portal [CountyCare Health Plan](#)).

#### **Will I have dental coverage?**

Yes, you will be eligible for dental services. You must go to an in-network dental provider to receive dental services. You can find a CountyCare Access dental provider by going on our website [Find a Provider \(avesis.com\)](#) or by calling CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



### **Will I have vision coverage?**

Yes, you can receive vision services. You must go to an in-network provider to receive vision services. You can find a CountyCare Access vision provider by going on our website [Find a Provider \(avesis.com\)](https://www.avesis.com) or by calling CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

### **What other benefits does CountyCare Access offer?**

CountyCare Access covers doctor and hospital visits, dental and vision care, prescriptions and much more. Our members also have access to behavioral health services like therapy and substance-use disorder treatment. However, CountyCare Access does not cover some transplants, long-term care services over 90 days, or home and community-based waiver services.

You can find more information on additional benefits in your member handbook or here on our website. If you have any questions about your benefits, please call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

## Cost

### **Does CountyCare Access have fees to enroll?**

No, there are no costs to enroll in CountyCare Access.

### **Will I have co-pays for my care?**

No, CountyCare Access is the only Medicaid health plan that offers covered services at no-cost to you. There will be no costs for any services that are covered under the benefit for CountyCare Access members.

### **Do I have to pay to go to the hospital?**

No, CountyCare Access does not have any co-pays or costs to you for any covered services.

### **Do I have to pay to see my doctor at the clinic?**

No, there are no costs or co-pays to see your doctor or primary care provider (PCP).

### **Will I have to pay for medications?**

No, you will not have to pay for any medication that is prescribed by your doctor on the State of Illinois preferred drug list. To check whether your medication is covered, [click here](#).

## Public Charge/Immigration Status

### **Will this affect my immigration status or my immigration case?**

No, it will not. Some CountyCare Access members may be concerned with a policy called “public charge.” The use of CountyCare, including all benefits and rewards, does not count towards public charge.

If you have more questions or concerns, please use these resources:

- Email Protecting Immigrant Families at [pifillinois@povertylaw.org](mailto:pifillinois@povertylaw.org)
- Call the Immigrant Family Resource Program at 1-855-437-7669

## Using CountyCare Access



**What do I do if I have questions or need help accessing healthcare?**

We are happy to answer all of your questions related to CountyCare Access! Call our Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) or find more information here on our website.

**How do I get started using my CountyCare Access benefits?**

If you have not already done so, make an appointment with your primary care provider (PCP). Their name and phone number will be on the front of your ID card. You can change your PCP at any time by calling Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

You will receive a welcome letter in the mail from CountyCare Access with your member ID. Please make sure you take this card to all your appointments.

Please read over all of the materials that you receive, including the Member Handbook. It has a lot of useful information that can explain CountyCare Access. If you still have questions or do not receive information in the mail from CountyCare, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

**How does CountyCare communicate with me?**

CountyCare uses different ways to stay in touch with members. You can expect to receive a welcome call when you join the plan and text messages from us. We also mail information to our members on important updates. You may also receive phone calls and emails from our team.

We look forward to serving you.