

CountyCare Extra Benefits and Rewards Program Changes Effective January 1, 2025

How it works

When you or your children go to the doctor for certain services, we will send you a CountyCare Visa Rewards Card in the mail. The card will have a cash credit on it based on the services you or your children received. Activate the card and spend the cash on what you need at most places that accept Visa. Use the card to buy groceries, transportation, utilities, and more. We will add rewards to your card when you see your doctor for additional eligible services. You will have six months to use your rewards from the date they are added to your card. Rewards are added once we receive information from your doctor’s office and your doctor has 180 days to send us that information.

Download the free OTC Network app or login to mybenefitscenter.com to check your balance.



For a full list of extra benefits and rewards, [go to the CountyCare website](#).

2025 Changes to the CountyCare Extra Benefits and Rewards Program

We want to let you know about changes to our rewards and extra benefits starting January 1, 2025.

Here is what is changing:

Visa Rewards & Extra Benefits	Benefit through December 2024	New Benefit (starting January 2025)
Childhood Immunizations Reward	\$10 for each of the first 10 vaccinations before the age of two	\$10 for each vaccine before the age of two (except the COVID vaccine)
Redetermination Reward	\$40 for completing redetermination paperwork for members required to take action that reenroll in Medicaid	No reward
Sleep Safe Kit	You need to have 4 prenatal visit records on file to qualify for the Sleep Safe Kit.	The prenatal visit requirement is removed. To get a Sleep Safe Kit, call Member Services at 312-864-8200, 855-444-1661 (toll-free) or 711 (TTY/TDD)



Member Notice

December 31, 2024

Vision Benefits	Benefit through December 2024	New Benefit (starting January 2025)
Adults	<ul style="list-style-type: none">• Glasses once every 2 years and \$100 allowance• \$100 for contacts every 2 years instead of glasses	<ul style="list-style-type: none">• Glasses once every 1 year and \$125 allowance• \$300 for contacts every 1 year instead of glasses
Children	<ul style="list-style-type: none">• \$100 for glasses every year• \$100 for contacts every year instead of glasses	<ul style="list-style-type: none">• \$125 for glasses every year• \$300 for contacts every 1 year instead of glasses

If you have any questions about the Extra Benefits and Rewards Program, please contact CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY). Thank you for being a valued CountyCare member.

Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.