



Provider Notice

March 10, 2026

CountyCare Member Language Preferences and Available Resources

CountyCare is committed to supporting network providers and their understanding of the culturally diverse needs of the members they serve. To accomplish this, CountyCare has established a [Cultural Competency and Humility](#) training for providers and staff. The training is designed to enhance understanding, improve communication, and strengthen culturally responsive care. Download the training [here](#). Additional training and resources can be found in the **Practitioner Support for the Provision of Language Services** section of the training.

Languages Spoken in Cook County

In FY2025, CountyCare Member Services supported members in over 72 languages. While 2024 U.S. Census Data* shows 63.7% of Cook County residents speak English and 21.1% speak Spanish at home, Cook County maintains a highly diverse language profile with the following top non-English threshold languages:

- | | | | |
|----------------|-----------|-------------|--------------|
| 1. Spanish | 2. Polish | 3. Chinese | 4. Ukrainian |
| 5. Arabic | 6. Korean | 7. Russian | 8. Gujarati |
| 9. Tagalog | 10. Urdu | 11. Bengali | 12. French |
| 13. Vietnamese | 14. Hindi | | |

Empaneled Membership Language Preferences

Prior to a visit, you can find a member's language preference by using the [CountyCare Provider Portal](#). Once logged in to the portal, under the 'Eligibility' drop down, click 'Member Eligibility Search' and enter the member's Medicaid ID. When you click on the member's name the language preference is included as part of the member profile.

Language Assistance Resources

CountyCare provides free language services to members whose primary language is not English, including:

- **Qualified Interpreter Services** – CountyCare providers and members can contact CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to access an interpreter during a visit.

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- **Health Plan Resources Written in Other Languages** – CountyCare providers and members can contact CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to request a printed copy of materials.
- **Language Guide** – Download the [Language Guide](#) to assist with determining what language a patient speaks.
- **Language Glossary** – Download the [Language Glossary](#) to assist with initial patient communication.
- **Additional Resources** for language services support:
 - **Special Topics for Civil Rights and Limited English Proficiency:** <https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html>
 - **American Academy of Pediatrics: Addressing Low Health Literacy and Limited English Proficiency:** <https://www.aap.org/en/practice-management/providing-patient--and-family-centered-care/addressing-low-health-literacy-and-limited-english-proficiency/>
 - **Guide to Developing a Language Access Plan:** <https://www.cms.gov/about-cms/agency-information/omh/downloads/language-access-plan.pdf>

Thank you for working with us to ensure CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact CountyCare Provider Services at 312-864-8200. For CountyCare Provider Relations, email countycareproviderservices@cookcountyhhs.org or your assigned Provider Relations Representative.

*Source: data.census.gov