



# Redetermination and Open Enrollment: What You Need to Know

Redetermination and open enrollment are both important if you have Medicaid. **Open enrollment** is the time of year to select your health plan. You will get a letter from HealthChoice Illinois. The good news is if you want to stay with CountyCare, you don't need to do anything! **Redetermination** is the process all Medicaid enrollees must complete to continue receiving medical benefits. Call **855-828-4995** or visit **abe.illinois.gov** and login to Manage My Case to find your redetermination date. Scan the QR code for a list of redetermination events.



**Was your Medicaid renewed after completing your redetermination?  
You will earn \$40 on your CountyCare Visa Rewards Card!**

## Take Care of Your Mental Health

If you think you need help or a professional to talk to, reach out for behavioral health services. CountyCare offers behavioral health services to treat mental health and substance use. Behavioral health services are available for all CountyCare members. To access these services, please call Member Services at 312-864-8200/ 855-444-1661 (toll-free) / 711 (TDD/TTY), select option 4 for behavioral health.

## New to CountyCare.com

Learn about HIV and how to protect yourself and others from sexually transmitted infections. Visit [countycare.com/member-resources](https://countycare.com/member-resources).

## Table of Contents

Redetermination and Open Enrollment: What You Need to Know.....	1
Take Care of Your Mental Health.....	1
New to CountyCare.com .....	1
Doctor Visits from Home .....	2
Get Vaccinated!.....	2
Expanding Our Provider Network to Expand Care for You .....	2
Care Management Survey: How Are We Doing? .....	2
Be a part of the Family Leadership Council (FLC)! .....	3
Vaccines and Wellness Checkups – Don't Delay!.....	3

## Doctor Visits from Home

CountyCare offers telehealth services at no cost. Telehealth lets you “see” your provider without going to their office. You can have a telehealth visit using the camera on your computer, tablet, or smartphone. Telehealth has many benefits including:

- You can see your health care provider from anywhere.
- It saves time because you don’t need to travel to your provider’s office.
- It decreases the chances of you spreading your illness or catching an illness while at a provider’s office.

Not all providers offer telehealth services. Talk to your provider to see if they offer telehealth services.



## Get Vaccinated!

Recent cases of measles have been identified in the City of Chicago. Measles is a serious respiratory disease. It is very contagious and in rare cases, it can be deadly. Ninety percent of unvaccinated people will get it, if they are exposed. Measles can be prevented with the combination measles-mumps-rubella (MMR) vaccine. Members 2 years and under can receive \$10 on their Visa Rewards Card for getting the measles vaccination.



## Expanding Our Provider Network to Expand Care for You

CountyCare is committed to serving our community with excellence and compassion. We are excited to announce we have added two new hospitals, **Edward Hospital** and **Elmhurst Memorial Hospital**, for members to access a wide range of health services and expert care. To view our more than 70 hospitals, 150 urgent care clinics, 6,600 providers, and 26,000 specialists, please visit: <https://countycare.valence.care/member/#findAProvider>.

## Care Management Survey: How Are We Doing?

Each year, CountyCare members 18 years or older enrolled in care management will have a chance to share feedback on their care management services. Starting in July, keep an eye out for texts and mail surrounding the survey. Members who complete the Care Management Survey can receive a \$15 reward each year! Contact your care coordinator if you have any questions.



# Be a part of the Family Leadership Council (FLC)!

The goal of the FLC is for CountyCare members and their families to provide feedback about children's behavioral health services. We are interested in learning what we are doing well and how we can improve our services. Please join us virtually for our next meeting!

**When:** June 26, 2024

**Where:** <https://bit.ly/3wNC0JT>

Call **773-502-3538** or email Bria Robinson at [bria.robinson@cookcountyhealth.org](mailto:bria.robinson@cookcountyhealth.org) to reserve your spot. Please tell us your CountyCare Member ID number and how many people will be attending with you.



## Vaccines and Wellness Checkups – Don't Delay!

If you've fallen behind on scheduling routine childhood immunizations and wellness checkups it's not too late. When you explore how vaccines can protect your child you will learn that prevention is key to a healthy lifestyle. CountyCare covers immunizations at no cost to you. Schedule an appointment with your child's primary care provider (PCP) for immunizations and school physicals. PCP information can be found on your Member ID card.

Your child will earn \$50 on their Visa Rewards Card for completing an annual checkup with their PCP. Kids up to 2 years old can earn \$135 for completing the vaccinations in the chart. Visit [countycare.com/members/benefits-rewards/](http://countycare.com/members/benefits-rewards/) to learn more about CountyCare rewards.

<b>BIRTH</b>	 	Hep B (if not done at hospital)
<b>7-14 DAYS</b>		
<b>2 MONTHS</b>	 	DTaP, Hep B, PCV, RV, Hib, IPV
<b>4 MONTHS</b>	 	DTaP, Hib, PCV, RV, IPV
<b>6 MONTHS</b>	 	DTaP, Hep B, IPV, PCV, Hib, RV
<b>9 MONTHS</b>		
<b>12 MONTHS</b>	 	MMR, Hep A, VAR
<b>15-18 MONTHS</b>	 	DTaP, Hib, PCV, Hep A, any remaining immunizations
<b>2 YEARS</b>		



Vaccination



Well-Child Visit

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2024 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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