



**What's New**

# Stay Informed: Changes to Medicaid are Coming

Don't miss out on important Medicaid information! The Illinois Department of Healthcare and Family Services (HFS) will contact you if you need to do anything to keep your Medicaid coverage.

## The best thing you can do right now is stay connected.

- Visit [getmedicaidfacts.com](https://getmedicaidfacts.com) to learn about important changes.
- Make sure HFS has your correct mailing address so you can receive important information about your coverage in a timely manner.
- Get in-person help at a CountyCare redetermination event.

## How to update your contact information:

- **Application for Benefits Eligibility (ABE):** Visit [abe.illinois.gov](https://abe.illinois.gov) and click "Manage My Case."
- **HFS:** Complete the [HFS Change of Address Form](#).
- **HFS/All Kids Hotline:** Call 877-805-5312 (TTY: 877-204-1012).

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# Safety Tips to Prepare for the Summer Heat



The summer heat in Illinois can be dangerous if you are not prepared. Hot weather can cause heat cramps, heat exhaustion and heat stroke. It is important to protect yourself. Check out the following tips to prepare for a safe summer:



Wear lightweight, light-colored, loose-fitting clothes.



Drink water, low-sugar juices and sports drinks like Gatorade. Stay away from alcoholic or fizzy drinks.



Keep air flowing through indoor spaces.



Take breaks as often as you can.



**Check on your neighbors during a heat wave to make sure they are safe, especially if they are seniors, people with special needs or living alone.**

Source: <https://ready.illinois.gov/hazards/extremetempshot.html>

## Helping Members with Long-Term Conditions

We are excited to introduce two new programs to help our members with conditions like diabetes and high blood pressure.

**The Take Care, Take Control program focuses on members with diabetes.**

Diabetes is a disease that happens when your blood sugar is too high. More than 28 million adults have a diabetes diagnosis. 11 million adults have diabetes but don't know it yet.<sup>1</sup> Members can learn more about the different types of diabetes, how to manage it, available benefits and more at [countycare.com/diabetes](https://countycare.com/diabetes).

**The My Heart, My Health program focuses on members with high blood pressure.** High blood pressure is sometimes called the "silent killer" because it usually does not show any signs before it's too late. About 37 million adults have high blood pressure.<sup>2</sup> Members can learn more about managing their blood pressure, available benefits and more at [countycare.com/hypertension](https://countycare.com/hypertension).

<sup>1</sup> <https://www.cdc.gov/diabetes/php/data-research/index.html>

<sup>2</sup> <https://www.cdc.gov/high-blood-pressure/data-research/facts-stats/index.html>



CountyCare covers lab work and blood tests at no cost to you. These tests make sure your medication is helping you. **Don't forget to schedule them!**

## Benefits Reminder

## Share Your Experiences with Care Coordination

CountyCare members in care management will have a chance to share feedback on their services. Members who complete the Care Management Survey can receive a \$15 reward\*! Eligible members should keep an eye out for a text message on how to fill out the survey. Contact your care coordinator if you have any questions.

*\*If you use this program for rent or utilities, Housing and Urban Development (HUD) requires it to be reported as income if you seek assistance. Contact your local HUD office if you have questions.*

## Care Management Support

Care management (also called care coordination) programs help members take care of themselves. Care managers work with patients, providers and caregivers. They can help make appointments, review treatment plans and find community resources. If you want help from a care coordinator, fill out the [Referral to Care Coordination form](#) on our website. Your provider, family member or caregiver can also fill out the form for you. Care management is voluntary. You can leave it at any time.

Members can also request care coordination services by sending a message through the member portal at [countycare.com/member-portal](https://countycare.com/member-portal).

## CountyCare Events

### Be a Part of the CountyCare Family Leadership Council (FLC)

Join us to share your feedback about children's behavioral health care services from CountyCare. We want to know what we are doing well and how we could improve our services. The next virtual meeting is June 24, 2026, at 2 p.m. Email Bria Robinson at [bria.robinson@cookcountyhealth.org](mailto:bria.robinson@cookcountyhealth.org) or Raphael Daniels at [raphael.daniels@cookcountyhealth.org](mailto:raphael.daniels@cookcountyhealth.org) to reserve your spot. Please tell us the CountyCare member ID numbers of those who will be attending from your family.

## Health and Wellness Awareness This May

### National Asthma and Allergy Awareness Month



Over 106 million people in the United States have an allergy or asthma.<sup>3</sup> For many people, seasonal changes can worsen their symptoms. Look out for early warning signs like coughing, wheezing or shortness of breath. If you have allergies or asthma, make sure to have a regular check-in with your provider to keep your treatment plan on track.

<sup>3</sup> <https://aafa.org/get-involved/asthma-and-allergy-awareness-month/>

### Mental Health Awareness Month



Your mental health is just as important as your physical health. CountyCare members can get care for mental health and substance use disorders. This includes therapy and counseling, medication-assisted treatment and more. For more information, visit [countycare.com/benefits](https://countycare.com/benefits).



Visit our news and events page to see our upcoming events, including redetermination events, at [countycare.com/news-and-events/](https://countycare.com/news-and-events/).

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2026 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).

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.

**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。

! Check out [countycare.com](http://countycare.com) for important information



Annual Member Notice



Notice of Privacy Practices



Nondiscrimination Statement

Thank you for choosing

# CountyCare

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**Need help?** Our team is here to support you. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD / TTY) if you have any questions.