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Understanding the Difference Between Open Enrollment and Redetermination

Open enrollment is the one time a year you get to choose your health plan. You will get a letter from HealthChoice Illinois in the mail. The good news is if you want to stay with CountyCare, you don't need to do anything! Redetermination is the process Medicaid enrollees must complete once a year to see if they're still eligible for Medicaid benefits. Members who are required to complete their redetermination paperwork and are renewed will earn a \$40 reward on their Visa Rewards Card. Visit abe.illinois.gov and login to Manage My Case to find your redetermination date.

Thank you for choosing
CountyCare

FOLLOW US ON SOCIAL MEDIA

Follow us on Facebook and Instagram @Countycare_healthplan for up-to-date information about our plan benefits and new services. Don't forget to like us and share the information with loved ones.



Beware of Lead Exposure

The Illinois Department of Public Health (IDPH) has expanded its list of high-risk lead exposure zip codes (<https://bit.ly/highriskzipcodes>). Under Illinois law, any

child that lives in a high-risk zip code is supposed to be tested at 12, 24, and 36 months. Children 6 years and younger are required to be assessed for lead exposure by a provider.

Lead is a harmful substance to our bodies. Many homes in suburban Cook County still have lead-based paint. Lead is commonly found in old water pipes, paint chips, and on objects and surfaces that gather lead dust. Exposure to lead can cause lower IQ, learning and behavioral problems, impaired language and speech processing, and much more. Visit <https://cookcountypublichealth.org/environmental-health/lead-poisoning/> or contact CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and ask to be contact with your Care Coordinator for more information.



Need help with redetermination?

Come to one of our REDE events! Scan the QR code for a calendar.



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The Flu Season is Coming: Get Your Flu Shot and Get Rewarded!

WHAT is Influenza (flu)?

The flu is a virus that can spread through close contact with an infected person. It affects your nose, throat, and occasionally your lungs. Fever, chills, headache, dry cough, aching muscles, limb or joint pain, diarrhea, and sore throat are some of the symptoms of the flu.

WHEN should you get the flu shot?

It is advised to get vaccinated by the end of October. This timing allows your body to develop immunity before the winter months, when flu activity usually spikes.

For more information visit <https://countycare.com/wp-content/uploads/Flu-Season-2024.pdf>

WHO should get the flu shot?

With very few exceptions, almost everyone ages 6 months and older should have the flu shot.

WHERE can you get the flu shot?

Ask your doctor, pharmacist, or community health center to find out where you can get your no-cost flu vaccine. Members 6 to 24 months will receive \$75 reward on their Visa Rewards Card and members 2 years and older will receive \$25 reward on their Visa Rewards Card for receiving their flu vaccines.



Benefit Reminder: CountyCare Covers Rides to Appointments, Pharmacies, and WIC Offices

CountyCare Members can call Member Services at 312-864-8200 to schedule their rides, Monday - Friday from 7 a.m. to 7 p.m., Saturday and Sunday 9 a.m. to 1 p.m. Members can also schedule a ride by visiting countycare.com or mymodivcare.com. You can also download the Modivcare App from Google Play® or the Apple App Store®. The Modivcare App can connect you with a live agent and is available in English and Spanish.

To schedule a ride, a member must have:

- Member ID number
- Name and address of medical provider(s)
- Appointment day and time

Scan the QR code for more information on how to schedule rides.



Quit Smoking Today



Improve your overall health, reduce the risk of diseases, and increase your life expectancy by quitting smoking. Smoking causes many health issues including chronic obstructive pulmonary disease (COPD), heart disease, and many cancers. By quitting smoking, you can significantly decrease the likelihood all of these.

The Illinois Tobacco Quitline (ITQL) offers tobacco cessation services for all residents in Illinois and all Illinois residents 13 years of age and older are able to receive counseling. For more information on the ITQL please visit quityes.org or call CountyCare Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and ask to speak with your Care Coordinator.



Did you know?

Smoking is very expensive. Smoking 7 packs of cigarettes a week would cost you an average of \$3864 a year!

Source: <https://quityes.org/why-quit/#year-off-your-life>

HPV Vaccinations Can Prevent Cancer



The Human Papillomavirus (HPV) vaccine is the best way to protect your child against certain types of cancer later in life. HPV vaccines can be given starting at age 9. The vaccine protects your child long before they ever have contact with the virus. The Centers for Disease Control and Prevention recommends children ages 11–12 years get two doses of the HPV vaccine, 6 to 12 months apart. Teens 15 years of age and older need a series of 3 doses instead of 2. If your child isn't vaccinated yet, talk to their doctor about doing so as soon as possible.

Earn Rewards!

Members ages 9-45 who receive both HPV vaccines at least 146 days apart can earn \$25 for the first dose and \$50 for the second dose. For more information on HPV visit <https://www.cdc.gov/hpv/>. For more information about the CountyCare Visa Rewards Program visit <https://countycare.com/members/benefits-rewards/>.

Behavioral Health Benefits

According to the Substance Abuse and Mental Health Services Administration, almost 50 million people ages 12 or older had a substance use disorder (SUD) in 2022¹. CountyCare provides substance use disorder and mental health services to help struggling members. To access these services, please call Member Services at 312-864-8200/ 855-444-1661 (toll-free) / 711 (TDD/TTY).

¹ <https://www.cdc.gov/overdose-prevention/media/pdfs/2024/04/SAMHSA-Key-substance-use-and-mental-health-indicators-2022.pdf>



What is HPV?

HPV is a common virus that can cause cancers later in life. It is spread through intimate skin-to-skin contact. Nearly everyone will get HPV at some point in their lives.



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.