



CountyCare is Here for You

You may have heard about changes to Medicaid coming in 2027. We can answer your questions! Right now, you still have CountyCare, and you can still see your doctor and get your medicine. CountyCare will tell you if there are changes you need to know about. We will contact you by mail or phone. It's important to make sure we have your correct home address, phone number and email address so that we can talk to you if we need to. You can update this information by calling Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD / TTY).

New Rewards May Be Available to You

Visit countycare.com/rewards to keep up to date with member rewards. CountyCare often updates rewards and how much you can earn by doing healthy activities. Cash rewards are added to your CountyCare Visa Rewards Card. You can use it for food, transportation and more. As a reminder, members can receive rewards for their annual health risk screening, annual primary care provider visit, flu shot and more.



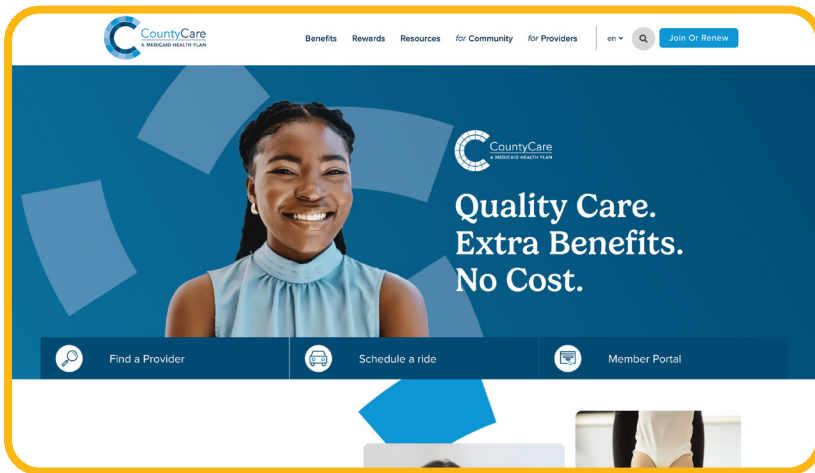
Visit our website to learn about all the rewards CountyCare offers at countycare.com/rewards/

Table of Contents

CountyCare is Here for You	1
New Rewards May Be Available to You	1
New CountyCare Mobile-Friendly Website and Member Portal	2
Understanding Your Medicaid Coverage.....	2
Back-to-School Season is Here	3
Why ADHD Follow-up Appointments are Important.....	3
Lab Work is Covered Too	3
Summer Safety: Heat and Drowning Prevention	3

New CountyCare Mobile-Friendly Site & Member Portal

Explore our new [website](#) and [member portal](#) at [countycare.com](#). We've made it easy to find information about your health plan coverage.



Website Highlights

- Easier navigation
- Mobile-friendly design
- Links to benefits, rewards and resources
- Updated Find a Provider tool
- Tools to help manage your health - anytime, anywhere

Access the CountyCare Member Portal:

- 1 Save and use this link to access the member portal: [countycaremember.healthtrioconnect.com/](#)
- 2 Reset your login information when you first sign in
- 3 Click **REGISTER** under "New User" and enter your member ID and date of birth
- 4 Create a new username and password (you can use your email as your username)
- 5 Step-by-step instructions will be available to guide you through the process

Member Portal Features

- Change your primary care provider (PCP)
- Print a temporary member ID card
- Use our secure messaging system to communicate with CountyCare
- Get personalized health information

Understanding Your Medicaid Coverage

It's important to know the difference between open enrollment and redetermination for keeping your CountyCare coverage. **Open enrollment** happens once a year and is when you select your HealthChoice Medicaid health plan. You will receive a packet in the mail asking you to choose a health plan. If you want to stay with CountyCare, you don't have to do anything! **Redetermination** is the State's process for renewing your eligibility for Medicaid benefits. You will receive paperwork from the State of Illinois once a year to see if you are still eligible. Visit [abe.illinois.gov](#) and log in to Manage My Case to see your redetermination date and open enrollment date.



Need help with your redetermination paperwork? Bring it to an upcoming redetermination event. Visit [countycare.com/redetermination](#) to see the event schedule.



Back-to-School Season is Here

Making your back-to-school check list? Don't forget to schedule annual checkups and school physicals. Getting shots helps keep your child healthy and prevents the spread of disease in the classroom and community. CountyCare covers vaccinations at no cost to you. Schedule an appointment with your child's PCP for school physicals and important vaccinations including the flu shot.



CountyCare adds cash rewards on your Visa Rewards Card for completing healthy activities.

- All members will receive \$50 for completing their annual checkup with their assigned PCP
- Members ages 6 to 24 months will receive a \$75 reward and members ages 2 years and older will receive a \$25 reward for receiving their flu vaccines.
- Members up to 2 years old can earn up to \$250 for completing their vaccinations.

See all the rewards available to you on
countycare.com/rewards

Why ADHD Follow-up Appointments are Important

If you or your child has been diagnosed with attention-deficit/hyperactivity disorder (ADHD), we encourage you to schedule regular follow-up appointments and manage your medications with your provider. The best way to manage ADHD and monitor your medication is by staying connected with your provider and care team. Identifying problems early can make living with ADHD easier.



Your PCP is listed on your CountyCare Member ID Card and on the member portal.

Lab Work is Covered Too

Lab work from blood draws is a covered service and is no cost to you. Completing lab tests is a vital part of managing your medications safely and effectively. The results help your doctor monitor how well your medication is working and ensure it's not causing any harmful side effects.



Summer Safety: Heat Exposure and Drowning Prevention

It's been hot this summer, and we want our members to stay safe in the heat by drinking lots of water, wearing light clothes, and cooling off in the shade. Keep a close eye on loved ones near water, use safety gear like life jackets, put on sunscreen, and know the early signs of heat exhaustion. To learn more about summer safety visit bit.ly/sunsafetycc.

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2025 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。

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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.