



Know Your Rights

CountyCare takes care of our members, no matter their immigration status. We believe health care is a basic right, and everyone should get the care they need without fear. You can contact the Illinois Coalition for Immigrant and Refugee Rights at their 24-hour Family Support Hotline: 1-855-435-7693 with questions. If you need additional information, these resources may help:

- Cook County Resources: cookcountyil.gov/immigration
- State of Illinois Resources: bit.ly/rightsofthepeople
- Know Your Rights: bit.ly/knowyourrightsicirr

Do You Know Your Redetermination Date?

Redetermination happens every year. During this time, the state confirms if you are eligible to continue receiving Medicaid. If you're up for redetermination and need help completing your paperwork, visit a CountyCare redetermination event. Check out the calendar on our website at <https://countycare.com/redetermination/>



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Opioid Epidemic

Opioid misuse and deaths continue to affect many people throughout the United States. According to the Centers for Disease Control and Prevention, the ongoing crisis continues to grow because of synthetic opioids like fentanyl. There are many treatment options available to people who are going through substance and/or opioid addiction. Treatments include medication-assisted treatment and behavioral, group, and holistic therapy.



Members who complete the following treatments can earn rewards:

Members ages 13 and older who complete two follow-ups (a visit or medication refill) within 34 days of starting a new substance use disorder treatment can earn \$50 on their Visa Rewards Card.

Members ages 16 and older starting treatment for substance use disorder (SUD) who fill their prescriptions used to treat SUD for at least six months in a row can earn \$50 on their Visa Rewards Card.

Well-Child Visits and Annual Checkups are Important

An annual comprehensive 'well-child' visit is part of CountyCare benefits for members under the age of 21. CountyCare members can receive \$50 on their Visa Rewards Card for completing their annual checkup. Here is what you can expect during a well-child visit with your child's primary care provider (PCP):

- Comprehensive physical exam
- Health education
- Lead screening
- Lab tests
- Shots or immunizations
- Vision and hearing checks

Visit our website to learn about all the rewards CountyCare offers at [countycare.com/members/benefits-rewards](https://www.countycare.com/members/benefits-rewards).



If you don't know your child's PCP, it is found on the front of their CountyCare Member ID Card.

We're Thankful for Your Feedback

Once a year, CountyCare mails some of our members the Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey. The survey asks about your experience with and how well you like your providers and CountyCare. This survey is anonymous and no one at CountyCare will see your answers. Thanks to previous survey results, we improved our vision benefits, increased telehealth and behavioral health services, and expanded our communication with members. If you don't get a survey in the mail but want to share your experiences with CountyCare, click on the "Give Feedback" link on our website at [countycare.com/survey/](https://www.countycare.com/survey/).



Checking In on Your Mental Health

With everything going on in the world around us, it's important to focus on your mental health and well-being. Some helpful tips to focus on your well-being can include self-care habits, meditating, and deep breathing. If you need more support, there are resources to help! If you are experiencing a mental health crisis, call the IL CARES Crisis Line 24/7 at 1-800-345-9049 or the Cook County Health Behavioral Health Access Line Monday through Friday 8:30 a.m. to 5 p.m. at 1-844-433-8793 to speak with a mental health professional. If you need help finding an in-network behavioral health provider, use the Find a Provider Tool on our website at countycare.com/find-a-provider.



Keep Up with Your Vaccines

Vaccines are a safe and proven way to keep you and your community free from infectious diseases. Staying up to date on vaccinations is important. It not only keeps you and your children healthy, but also protects those most at risk. CountyCare covers vaccines at no cost. Visit our website at countycare.com/immunization-information/ to learn about important information on essential vaccines and which vaccines you can receive to stay healthy. You can also earn rewards at the same time! View the full list of rewards at countycare.com/members/benefits-rewards/.



Natural disasters and emergencies can hit your community or home at any time. Be prepared for the unknown and learn how to plan for an emergency at ready.gov/be-informed.

Be a Part of the CountyCare 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 knowing what we are doing well and how we can improve our services. Please join us virtually on **March 26, 2025**, for our next meeting! Call 773-502-3538 or email Bria Robinson at 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. All attendees will receive a \$25 DoorDash gift card for lunch.



CountyCare covers transportation to and from medical appointments, pharmacies, WIC offices, and select CountyCare events. Schedule rides online at least 3 days before your appointment or event at member.modivcare.com/en/login or call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

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).

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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CountyCare

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Visit **countycare.com** to check out the NEW Find a Provider tool and register for the Member Portal! On the Member Portal, you can change your primary care provider, print or request Member ID Cards, update your contact information, and more.