



## Trending News

# Keep Your Information Updated

You may be hearing about upcoming changes to Medicaid. These do not take effect until December 31, 2026. As of now, there have been **no changes** to Medicaid eligibility.

The Illinois Department of Healthcare and Family Services (HFS) will send you a letter in the mail if you have to do something to keep your Medicaid coverage.

## What can you do now?

Make sure your contact information is up to date so you do not miss any news from HFS and CountyCare. Members can update their address at the following places:

### HFS:

Visit <https://ilhfspartner3.dynamics365portals.us/addressupdate/>

### HFS/All Kids Hotline:

Call 877-805-5312 (TTY: 877-204-1012)

### Application for Benefits Eligibility (ABE):

Click "Manage My Case" at [abe.illinois.gov](http://abe.illinois.gov) and verify your address (under "Contact Us")

## Table of Contents

Keep Your Information Updated .....	1
New SNAP Changes .....	2
Register for the Member Portal .....	2
Schedule Annual Colorectal Cancer Screenings .....	2
Get Vaccinated .....	2
Quit Smoking Today .....	2
Learn about Your Dental and Prescription Coverage .....	3
Be a Part of the CountyCare Family Leadership Council (FLC) .....	3

## New SNAP Changes

The Supplemental Nutrition Assistance Program (SNAP) now requires individuals ages 18 to 64 without dependents under age 14 to work or volunteer at least 80 hours per month to keep their benefits. CountyCare and Cook County Health (CCH) have partnered on the Food As Medicine project to assist members who need access to food. Find more food resources at [cookcountyhealth.org/fam/](https://cookcountyhealth.org/fam/). For more information on the changes to SNAP, visit [IDHS: SNAP Federal Impact Center](#).

### Register for the Member Portal

Find what you're looking for with the click of a button. Log into the CountyCare **member portal** at [countycare.com](https://countycare.com). From there, you can schedule a ride, check your Visa Rewards card balance, change your primary care provider, order a replacement ID card and more.



## Choose a Healthy Life

### Schedule Annual Colorectal Cancer Screenings

March is Colorectal Cancer Awareness Month. Be aware of signs and symptoms<sup>1</sup> that could include:

- Blood in stool
- Changes in bowel habits
- Unexplained weight loss
- Constant abdominal discomfort that doesn't go away
- Diarrhea, constipation or feeling that the bowel does not empty all the way

Members ages 45 and older are encouraged to get screened for colorectal cancer. Members ages 45-75 who complete a screening from an in-network provider will receive \$50 on their Visa Rewards card once a year.

<sup>1</sup>Source: [cdc.gov/colorectal-cancer/symptoms](https://cdc.gov/colorectal-cancer/symptoms)

### Get Vaccinated

Vaccines keep you and your community safe from serious diseases. There is no cost when you get them at a CountyCare-covered doctor's office or pharmacy. Stay up to date on your annual vaccines - and even earn rewards on your Visa Rewards card! Visit [countycare.com/immunization-information](https://countycare.com/immunization-information) for a full list of recommended vaccines.



### Quit Smoking Today

Quitting smoking is one of the best steps you can take for your health, and you don't have to do it alone. CountyCare offers free, confidential support to help you quit smoking or vaping at your own pace. Whether you're ready to quit now or just thinking about it, we can connect you to programs that fit your needs, lifestyle and age. Support options include free coaching by phone, online programs and teen-specific resources.

**Need help enrolling?** A care coordinator can assist with referrals and follow-up to support you along the way. Call us at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and ask to be connected to a care coordinator for assistance.



## Benefits Highlight: Learn About Your Dental and Prescription Coverage

### Dental



CountyCare covers dental services like cleanings, medically necessary braces, root canals, dentures and more. Schedule an appointment with an in-network provider and make sure to show the dentist's office your CountyCare member ID card.

Pregnant members can receive regular checkups, cleanings and periodontal work like deep cleaning and tooth scaling. All members are covered for emergency dental services. Visit [countycare.com/benefits](https://countycare.com/benefits) to see a complete list of covered dental services.

To find a dental provider, visit [countycare.com/find-a-provider](https://countycare.com/find-a-provider) or call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

*Dental cleanings can be scheduled every six months. Make your appointment today!*

### Pharmacy



Remember: as a CountyCare member, you can fill your prescriptions at no cost. View the Preferred Drug List search tool at [countycare.com/providers/preferred-drug-list](https://countycare.com/providers/preferred-drug-list) to check if your medicine is covered. You must use an in-network pharmacy, which you can find using the Find a Provider tool on our website. Always make sure to show your CountyCare member ID card when you pick up your prescriptions.

If you can't make it to a pharmacy and have a prescription from a Cook County Health (CCH) provider or clinic, you can call the CCH Mail Order Pharmacy at 800-458-0501, Monday through Friday from 7 a.m. to 10 p.m. and Saturdays from 7 a.m. to 6:30 p.m.



Visit [countycare.com/benefits](https://countycare.com/benefits) to review additional information on your dental and pharmacy benefits and all other CountyCare benefits available to you.

## CountyCare Events

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

CountyCare wants to hear from you! Help us improve our children's behavioral health services by sharing your feedback. The next virtual meeting of our Family Leadership Council is March 25 at 2 p.m. Email Bria Robinson at [bria.robinson@cookcountyhealth.org](mailto:bria.robinson@cookcountyhealth.org) to reserve your spot. Please tell us the CountyCare member ID numbers of those who will be attending from your family.



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/).

*If you use the Visa Rewards Card 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.*

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).

**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.

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



Annual Member Notice



Notice of Privacy Practices



Nondiscrimination Statement

Thank you for choosing

# CountyCare

FOLLOW US ON SOCIAL MEDIA



**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.