



CountyCare  
A MEDICAID HEALTH PLAN

Welcome to  
**CountyCare**

START HERE





# Welcome

## to CountyCare

**CountyCare covers a wide range of services and benefits. We also offer great rewards to our members.**

**As a CountyCare member, you have:**

- **Access** to our large provider network. This includes over 70 hospitals, 6,600 primary care providers (PCPs), 26,000 specialists, and 150 urgent/immediate care locations.
- **No Copays** or other costs. CountyCare does not charge members for the covered health care services they receive.
- **Health Benefits** like primary care, hospital services, prescriptions, transportation, dental, and vision coverage.
- **Value-Added Benefits** like free food and nutrition program vouchers, free car seats, and diapers for babies.
- **CountyCare Rewards.** We reward our members when they use certain services to stay healthy. You can earn \$50 for seeing your assigned primary care provider (PCP) for an annual checkup and \$50 for completing an annual Health Risk Screening.

We want you to be happy with your healthcare services. If you have any questions or concerns please call our Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). Member Services is available Monday through Friday, 8 a.m. to 6 p.m. and Saturday 9 a.m. to 1 p.m. You can access our website 24/7 at [www.countycare.com](http://www.countycare.com).

Thank you for being a CountyCare member.



## GET THE MOST OUT OF COUNTYCARE

# Follow these steps

### 1 KNOW WHAT'S COVERED

CountyCare offers a wide variety of services. We cover the basics, like doctor and hospital visits, prescriptions, and more. Dental and vision care are included. Our members also have access to behavioral health services like therapy and substance-use disorder treatment.

### 2 LEARN ABOUT OUR PROVIDERS

CountyCare has a broad network of providers throughout Cook County that includes more than 6,600 PCPs, 26,000 specialists, over 150 urgent/immediate care locations, and 70 hospitals are part of the network. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) or go to [countycare.com](http://countycare.com) to see the doctors you can choose from.

### 3 KNOW THAT NO-COST MEANS NO-COST

CountyCare members are not charged for covered services. There are no co-pays or deductibles. Your provider won't charge you a co-pay for an office visit. Your pharmacist won't charge you anything for prescriptions. CountyCare will never send you a bill. No cost means no cost!

### 4 SEE PROVIDERS IN PERSON OR VIRTUALLY

CountyCare now covers virtual visits for all members. Many of our providers are seeing patients through video calls. Call your provider to ask if a virtual telehealth visit is an option for you.

### 5 GET READY FOR COUNTYCARE REWARDS!

You will get a CountyCare Visa Rewards Card in the mail when you or your children go to the doctor for certain services. You can spend the money on what you need, such as groceries, transportation, utilities, and more, at most places that accept Visa. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) for more information.

## YOUR COVERED

# Services

A list of some of the medical services covered by CountyCare is below. The complete list can be found on our website at [www.countycare.com](http://www.countycare.com).

- Doctor visits
- Prescriptions
- Dental care
- Vision care
- Preventative services
- Emergency care
- Emergency nurse phone line
- Transportation for medical visits
- Maternity care
- Immunizations
- Well child services
- School physicals
- Family planning services
- Birth control
- Home healthcare
- Physical therapy
- Speech therapy
- Laboratory and x-ray services
- Mental health services
- Alcohol and substance abuse treatment and services
- Hospital inpatient services
- Hospice services



## INTRODUCING

# CountyCare Rewards

CountyCare rewards you for making healthy choices. Our Visa Rewards Card Program pays you when you get certain services or complete healthy activities.

**The Rewards Card is simple.** Once you see your doctor for services that earn rewards, you will get your CountyCare Visa Rewards Card in the mail. It will have a credit on it. Then every time you earn a reward, CountyCare will automatically load it on the same card. Once you activate your card you can use it to pay for what you need, such as groceries, transportation, utilities, and more, at most places that accept Visa. Members have six months to use their rewards from the date they are added to their card.

### REWARDS FOR FAMILIES

**Primary Care Visit:** Members 16 months and older will earn \$50 on their Rewards Card for seeing their assigned PCP for an annual checkup.

**Well Child Visits:** \$50 will be added to your child's card for their first doctor visit within 30 days after birth and \$10 for the next five visits.

**Immunizations:** \$10 will be added to your child's card for each of the first 10 shots they receive. Members ages 6 to 24 months can also earn an additional \$75 and members 2 years and older can earn a \$25 reward for getting the flu shot from their PCP, pediatrician, or an in-network pharmacy. Members ages 6 months and older can also earn a \$50 reward for getting the annual COVID-19 vaccine. Members ages 11 and older who receive the meningococcal vaccine and booster can earn \$25 for the first vaccine and \$10 for the booster. In addition, members ages 9 to 45 who receive both HPV vaccines at least 146 days apart can earn \$25 for the first dose and \$50 for the second dose.

**Free Diapers:** When your child is under the age of two and is up to date on shots, CountyCare will automatically mail you a coupon for a Jumbo Pack of diapers each month.

**Free Book Club for Kids:** Members ages 3 through 16 will get a new book in the mail every three months for a year. Kids ages 5 through 16 will receive a \$10

Target gift card along with their book. Call Member Services to enroll.

### REWARDS FOR ADULTS

**Mammogram and Cervical Screenings:** Women ages 45-74 will earn a \$50 reward every year when they get a mammogram. Women ages 21-64 will earn a \$50 reward every year when they get a cervical screening.

**Colorectal Cancer Screening:** Members ages 45-75 will earn a \$50 reward for getting a colorectal cancer screening from a network provider at most once per year.

**LASIK Surgery:** Members who qualify are eligible to receive LASIK surgery at no cost to them. Call Member Services for details.

### REWARDS FOR EXPECTANT MOMS

**Notification of Pregnancy:** Women who are pregnant can earn a \$50 reward when they complete the Notification of Pregnancy Form located on our "Brighter Beginnings" page at [countycare.com/members/brighter-beginnings/](http://countycare.com/members/brighter-beginnings/).

**Prenatal Visits:** You will earn a \$50 reward for prenatal visits in the first trimester and \$10 for visits after the first trimester (up to 14 visits total for the entire pregnancy will earn rewards). You will also receive a \$50 reward for seeing your doctor one to 12 weeks after you have your baby.

**Free Car Seat:** Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to request a free car seat if you are pregnant or for your children who are CountyCare members after watching a car seat safety video.

**Free Portable Crib and Sleep Safe Kit:** Call Member Services to request your Sleep Safe Kit. Once you complete at least four prenatal visits, CountyCare will have the kit delivered to your home. The kit includes a portable crib, a fitted sheet, sleep sack, a book and a pacifier.

*You and your family may also qualify for other free benefits! For more information call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).*



# FAQs

## **Q: DO I NEED TO HAVE A PRIMARY CARE PROVIDER (PCP)? HOW DO I FIND ONE?**

**A:** Yes. A PCP is a doctor that will take care of your primary medical needs. Your PCP will see you regularly and know your health history. A PCP provides medical care, manages your conditions, answers your questions and gives you information to stay healthy. CountyCare has a wide group of in-network PCPs. Go to [countycare.com](http://countycare.com) to see the doctors you can choose from.

## **Q: DO I NEED TO SEE THE PCP LISTED ON MY CARD?**

**A:** Yes. You need to see the PCP listed on your card. If you don't, you may be asked to reschedule your appointment.

## **Q: CAN I CHANGE MY PCP?**

**A:** Yes. If you want to change your doctor, you can call Member Services and request a change at any time. They will help you find another doctor in the CountyCare network.

## **Q: I'M NEW TO COUNTYCARE. CAN I KEEP MY EXISTING PCP?**

**A:** Yes, if the doctor is in our network. We have over 6,600 PCPs in the CountyCare network. Go to [countycare.com](http://countycare.com) to see the doctors in our network.

## **Q: CAN I RECEIVE MY INFORMATION IN ANOTHER LANGUAGE?**

**A:** You can view [countycare.com](http://countycare.com) in English, Spanish, Polish, Arabic and Mandarin. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to request materials in another language.

## **Q: DO I HAVE A CO-PAYMENT?**

**A:** No, you do not need to make a co-payment for any services. Also, our providers cannot bill you.

## **Q: WHAT HAPPENS IF I RECEIVE A BILL?**

**A:** Do not pay the bill. Call the phone number on the bill and give them the info on the back of your CountyCare ID card. If you have any problems, call Member Services immediately.

## **Q: WHAT PROVIDERS ARE IN THE COUNTYCARE NETWORK?**

**A:** There are more than 6,600 primary care providers, 26,000 specialists, more than 150 urgent/immediate care locations, and 70 hospitals in our network. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) or go to [countycare.com](http://countycare.com) to see the doctors you can choose from.

## **Q: IS THERE A CERTAIN HOSPITAL I SHOULD VISIT IN CASE OF EMERGENCY?**

**A:** Go to the nearest emergency room in case of a serious emergency. Serious emergencies include uncontrollable bleeding, extreme pain, chest pain, severe burns, poisoning, extreme bodily shaking, vomiting blood, miscarriage and/or loss of consciousness.

## **Q: WILL I NEED A REFERRAL TO SEE A SPECIALIST?**

**A:** In most instances, a referral is not necessary if you visit a doctor who is in the CountyCare network. For more information, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).

## **Q: WHAT DO I DO IF I LOSE MY COUNTYCARE CARD?**

**A:** Call Member Services and ask for a new card. They will mail you a new one at no cost. You can also print a temporary ID card from the Member Portal. Visit [countycare.com](http://countycare.com) to login to the Member Portal.

Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY)

## **Q: IF I AM TRAVELING OUT OF STATE WILL I BE COVERED?**

**A:** If you travel outside of Illinois and need emergency services, healthcare providers can treat you. They will send claims to us. Emergency services are covered only if these services are provided in the United States. If you need care immediately or routine care while away from home, you must get approval from CountyCare to go to a different provider. Call Member Services for more information.

## **Q: WHAT IF I NEED CARE IMMEDIATELY?**

**A:** CountyCare has over 150 urgent care locations in network for our members who need immediate care. These are cases where you need prompt attention but it is not life-threatening. Immediate care is different from emergency care.

Some examples of immediate care include: minor cuts and scrapes, sprains and minor injuries, fever, and earache.

You should ONLY go to the hospital emergency department (ED) for life-threatening situations or when your PCP advises you to go there. Call your PCP or our 24-hour Nurse Advice Line at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). They will help you decide where to get care. If you need help finding a PCP or have questions, call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



## IMPORTANT PHONE NUMBERS & CONTACTS

<b>Emergency Services:</b>	911
<b>Member and Provider Services:</b>	312-864-8200 855-444-1661 (toll-free) 711 (TDD/TTY)
<b>24 Hour Nurse Advice Line:</b>	312-864-8200
<b>Website:</b>	<a href="http://www.countycare.com">www.countycare.com</a>

## OTHER RESOURCES

<b>Social Security:</b>	1-800-772-1213 TTY 1-800-325-0778
<b>Birth Certificates:</b>	312-603-7790
<b>Child Support:</b>	312-603-3055
<b>Child Care Assistance Program:</b>	312-823-1100

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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 (TDD/TTY).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



**HealthChoice  
Illinois**

Illinois Department of  
Healthcare and Family Services

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/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 (toll-free) / 711 (TDD/TTY)。

This document is also available in other languages. Please contact us at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to request this document in another language.