



SPRING 2023



What is Redetermination?


Medicaid redetermination (also called renewal) is the process that all Medicaid enrollees must complete once a year to determine their eligibility for Medicaid. Medicaid redetermination was on hold due to the COVID-19 public health emergency. If you have Medicaid, you have not had to complete a redetermination in three years! If you don't know about the redetermination process or have questions, CountyCare is here to help! If you do not complete your renewal, your Medicaid health care coverage may be cancelled.

Redetermination: What to Expect

Everybody's renewal date is different, so it is important that you get ready to renew. Make sure your mailing address, phone number, and email are up-to-date with the Illinois Department of Healthcare and Family Services (HFS). HFS will send you renewal paperwork 30 days before it's due. Complete your redetermination by the due date on the paperwork. If you complete your renewal by the due date and your Medicaid coverage is renewed, you can earn \$40 on your CountyCare Visa Rewards Card.

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HFS 915IES (N-4-15)
State of Illinois
Department of Human Services
Department of Healthcare and Family Services
PO Box 19138
Springfield IL 62763

IMPORTANT INFORMATION. OPEN IMMEDIATELY.

Medicaid Customer
123 Somewhere Street
Somewhere, Illinois 12345

IMPORTANT INFORMATION ABOUT YOUR COVERAGE
INFORMACIÓN IMPORTANTE SOBRE SU COBERTURA
WAŻNA INFORMACJA O GWARDZANCY
ВАЖНАЯ ИНФОРМАЦИЯ О ВАШЕМ ОСВЕЩЕНИИ
關於你的報導的重要信息

Redetermination: How to Renew your Medicaid Coverage

There are four ways that you can renew your coverage.

- 1 Visit [ABE.Illinois.gov](https://abe.illinois.gov) or scan the QR code and click on "Manage My Case"
- 2 By Phone: Call the DHS Call Center at 1-800-843-6154 / 1-866-324-5553 (TTY)
- 3 By mail or fax to: Central Scanning Office P.O. Box 19138 Springfield, IL 62763 or Fax: 1-844-736-3563
- 4 In person at a Department of Human Services (DHS) office. Visit dhs.state.il.us/ and search for a Family Community Resource Centers in your area.



Scan here

Have Questions or Need Help with Redetermination?

If you have questions about redetermination, call the CountyCare REDE Hotline 312-864-REDE (7333). CountyCare is also hosting in-person redetermination events to help members with their renewals. To view the event times and locations, visit <https://countycare.com/about-countycare/news-and-events/>



Beware of scams. Illinois will never ask you for money to renew or apply for Medicaid. Report scams to the Medicaid fraud hotline at 1-844-453-7283/1-844-ILFRAUD.

New Member ID Cards Coming Soon!

Starting July 1st, CVS Caremark will be CountyCare's new pharmacy benefit manager. CVS Caremark is replacing MedImpact. Your benefits and the pharmacy where you get your prescriptions filled will stay the same. You will receive a new CountyCare Member ID card that will replace your current card. Please be on the lookout for this new card in the mail and start using it July 1, 2023. Remember to show your new card at doctor appointments and pharmacy when picking up your prescriptions.



Same Coverage, New Name

As of June 1st, our transportation vendor First Transit will become Transdev. As a CountyCare member, you can schedule rides to and from scheduled appointments. Schedule a ride through Transdev at least 72 hours (3 days) before your appointment by calling 312-864-8200, 711 TDD/TTY, select the transportation option.



CountyCare Can Help You Make Healthy Food Choices

CountyCare members can join Foodsmart at no-cost and schedule appointments with registered dietitians. You will receive \$25 in grocery money for completing your first audio or video visit with a nutrition coach! Foodsmart connects members with a registered dietitian to set personal health and wellness goals, create meal plans, and receive support with SNAP enrollment. To learn more, visit Foodsmart.com/members/countycare.



How to Find a Behavioral Health Provider



We've made finding a behavioral health provider easier! CountyCare offers behavioral health services to treat anxiety, bipolar disorder, depression, substance use disorders, or other behavioral health conditions. To find a behavioral health provider near you visit our website at <https://countycare.com/behavioral-health-locations/>. Did you know, members who follow up with their doctors after emergency room visits or inpatient hospital stays will receive either \$10 or \$20 on their CountyCare Visa Rewards Card? Learn more about the rewards program at <https://countycare.com/members/benefits-rewards/>.

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Member Success Story

Alex was diagnosed with depression, insomnia, and PTSD. After experiencing hard times, she lost her home. Alex's CountyCare Care Coordinator was able to work with Catholic Charities to secure housing for Alex. Her care coordinator was also able to set up appointments with doctors to help manage her behavioral health. Alex reported that with medication and therapy she is able to manage her health and even receive some well-deserved sleep. We love when we can help members like Alex! If you think you could benefit from care coordination services, call us 312-864-8200 and ask to be connected to your care coordinator.

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2023 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.

10 years of providing care to our members -

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 COVID-19 response initiatives, plan benefits and new services. Don't forget to like us and share the information with loved ones.