



# Understanding Open Enrollment

Medicaid open enrollment happens once a year. During this time, you can choose your Medicaid health plan. The State of Illinois will send you a letter letting you know how to select your health plan. You will have about 60 days from when you receive the letter to choose your health plan. The good news is that if you want to stay with CountyCare – you don't need to do anything! You'll be reenrolled with CountyCare automatically.



Redetermination also happens once a year. Redetermination, or Medicaid renewal, is the annual process when the State of Illinois confirms if you are eligible to receive Medicaid. Need help with redetermination? Check out our event calendar at [countycare.com/redetermination](https://countycare.com/redetermination).



## Is Your Drinking Water Safe?

If your house or apartment was built before 1978, it likely contains lead paint. CountyCare members that live in suburban Cook County can apply for the Healthy Homes & Lead Paint Hazards grant program. The program will inspect and repair homes at no cost to the homeowner or renter. If you live in Chicago, there is also financial assistance to fix lead hazards. Call 312-747-LEAD (5323) to learn more. To reduce lead exposure among children, CountyCare members who have children under 12 years of age, can get a coupon for a free Brita water filter. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) to learn more about lead exposure, safe water, and our water filter reward.

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## Annual Vaccine Rewards

- CountyCare members 6 months to age 2 who get their flu shot will receive a **\$75 reward\***.
- CountyCare members 2 years and older will receive a **\$25 reward\***.
- All members will receive a **\$50 reward\*** for receiving their COVID-19 vaccine.

## Did You Get Your Flu Shot This Year?

Flu season is here. Reduce your chances of getting sick by getting a flu shot from your primary care provider, pediatrician, or in-network pharmacy. You can also find a Cook County Department of Public Health vaccination event and learn more about vaccines on [countycare.com/immunization-information](https://countycare.com/immunization-information). You can get your annual flu and COVID-19 vaccines at the same time! Learn more about COVID-19, RSV, and influenza by visiting [bit.ly/learnmorevaccines](https://bit.ly/learnmorevaccines).

\*Remember, it can take up to 180 days for rewards to show up on your Visa Rewards Card. Visit [countycare.com/members/benefits-rewards/](https://countycare.com/members/benefits-rewards/) for more information.

## Feeling Down or Worried About a Loved One?

The fall and winter months can bring on feelings of depression or sadness, sometimes called the “winter blues.”<sup>1</sup> If you are having a mental health crisis, or if you think someone is at risk of harming themselves or others, please call Illinois CARES at 800-345-9049/TTY: 773-523-4504 to be connected with trained professionals. You can also call or text 988 for urgent support and advice from the Nation Suicide & Crisis Lifeline. As a CountyCare member, you can also access Brave Health. Brave Health is a telehealth service that provides therapy, medication, group counseling, and special programs all from the comfort of your home. For more information, visit [bebravehealth.com](https://bebravehealth.com).



<sup>1</sup>[www.nimh.nih.gov/health/publications/seasonal-affective-disorder](https://www.nimh.nih.gov/health/publications/seasonal-affective-disorder)

## Be a Part of the County Care 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 **December 11, 2024** for our next meeting! Call 773-502-3538 or email Bria Robinson at [bria.robinson@cookcountyhealth.org](mailto: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.

## What Does Climate Change Have to Do with Your Health?

Climate change means that our usual weather patterns are changing over time. This affects the climate in places all over the world. The impact of climate change increases health risks and can lead to rising rates of disease and fatalities. If you have any questions regarding the effects of climate change and your health, talk with your primary care provider.



## Member Rewards Update: Substance Use Disorder

CountyCare provides substance use disorder (SUD) and mental health services to help our members struggling with things like alcohol or drug addiction. CountyCare has introduced new rewards to support members in their recovery:



- Members ages 16 or older receive a **\$50 reward** once a year after filling their SUD treatment prescriptions for at least 6 months or 180 days.
- Members ages 13 or older receive a **\$50 reward** once a year for completing two SUD visits or medication refills within 34 days of starting new SUD treatment.

To access mental health services, please call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and select option 4 for behavioral health. CountyCare members can also access Brave Health for telehealth services. Visit [bebravehealth.com](https://bebravehealth.com) for more information.

## CountyCare's Community Baby Shower

On September 28th, CountyCare hosted a Community Baby Shower for our pregnant and parenting members. Our Care Coordination team was on site while members were able to play games, participate in giveaways, and receive free diapers and other baby items. Visit [countycare.com/about-countycare/news-and-events](https://countycare.com/about-countycare/news-and-events) to view all upcoming events.



CountyCare provides rides or CTA/Pace cards to and from medical appointments, pharmacies, WIC offices, and select CountyCare events. If you need help scheduling rides, call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) or schedule online at [member.modivcare.com/en/login](https://member.modivcare.com/en/login).

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2024 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.