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**10 years** of providing care to our members -

*Thank you for choosing*

**CountyCare**

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WINTER 2024



## Have You Completed Your Redetermination?

All Medicaid enrollees must complete their redetermination to continue receiving medical benefits. CountyCare hosts redetermination events throughout Cook County to help members who have questions or need help completing their renewal. If you attend our events, you can also receive a free box of fresh produce (while supplies last), learn about CountyCare rewards, and meet with a care coordinator. Scan the QR code for a list of redetermination events.



## Don't Miss Out on Your Member Rewards

You are eligible to receive cash rewards\* on your CountyCare Visa Rewards card when you complete certain services. Use your rewards to pay for what you need, such as groceries, transportation, utilities, and more, at most places that accept Visa. You have six months from the date the rewards are added to your card before they expire. To view the extra benefits available to you visit [countycare.com/members/benefits-rewards/](https://countycare.com/members/benefits-rewards/).

*\*It may take up to 180 days to receive your reward depending on when we receive claims information from your providers.*



Was your Medicaid renewed after completing & submitting your redetermination paperwork? You will earn \$40 on your CountyCare Visa Rewards Card!

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Health Risk  
Screening \$50



Annual COVID-19  
vaccine \$50

## CountyCare Has Expanded Their Network

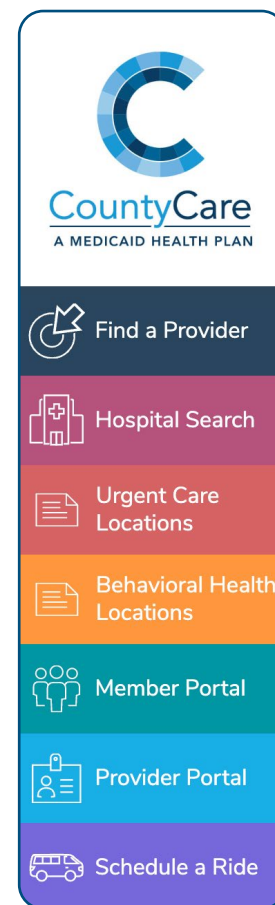
We now have more primary care providers (PCPs), specialists and urgent care locations for you to choose from. You can access a wide range of health services and expert care with **no copays or deductibles**. CountyCare's provider network now includes:

- 6,600 PCPs
- 150 Urgent care locations
- 26,000 Specialists
- 70 Hospitals

To find a provider, hospital, or an urgent care clinic visit [countycare.com](https://www.countycare.com).

## CountyCare Access Supports Immigrant Adults and Seniors

CountyCare Access is for people who were approved for the Health Benefits for Immigrant Adults (HBIA) or Seniors (HBIS) program by the Illinois Department of Healthcare and Family Services. This program is for people who are 42 years old or older, meet income guidelines, and are not eligible for Medicaid due to immigration status. CountyCare Access is the only Medicaid health plan that offers HBIA/S enrollees all covered services with no co-pays. CountyCare Access covers doctor and hospital visits, dental and vision care, prescriptions and much more. Visit the CountyCare Access webpage ([countycare.com/access](https://www.countycare.com/access)) for more information.



### COVID-19 Vaccine, Flu Shot, and RSV

During this time of year, you hear a lot about COVID-19, the flu, and RSV and sometimes the information can be confusing. The signs and symptoms of RSV are similar to the flu and COVID-19. Symptoms include runny nose, decrease in appetite, coughing, sneezing, fever, and wheezing. Call your PCP right away if you or your kids are experiencing symptoms. Your doctor will make sure you get proper treatment and might give you a prescription to help with your symptoms. **There is no copay for any prescriptions or vaccines.**

### Signs and Symptoms

**COVID-19** symptoms can include fever, cough, and respiratory symptoms. The most effective way to prevent COVID-19 is by receiving the vaccine. Members 6 months and older can receive a **\$50 reward**.

The **flu virus** spreads by tiny drops made when people cough, sneeze, or talk. Symptoms can include a runny nose, fever, chills, and more. Children 6 months and older can get the flu shot from their doctor or pharmacy and receive a **\$25 reward**.

**Respiratory Syncytial Virus (RSV)** signs and symptoms of are similar to the flu and COVID-19 - runny nose, decrease in appetite, coughing, sneezing, fever, wheezing. If you or your child are experiencing these symptoms, call your assigned PCP.



## Foodsmart

CountyCare now offers Foodsmart, a personal nutrition and food program for all members. With Foodsmart you can receive:

- Unlimited visits with a personal Foodsmart nutrition coach over the phone
- \$50 in grocery money for Instacart after completing the first visit, plus \$15 per follow-up
- Access to the Foodsmart app with delicious, budget friendly recipes
- Local grocery deals and coupons to help members save on groceries
- Tips on how to manage weight, diabetes, blood pressure, and other health conditions
- Help finding available community resources including applying for SNAP dollars



Scan the QR code to get started!

## Well-child Visits are Important – And Can Add Cash to Your Child's Rewards Card!

CountyCare's Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit helps to make sure your child's physical health, mental well-being, growth, and development are on track. Start well-child visits early and earn rewards!

- For members birth to 15 months, a \$50 reward will be added to your child's card for taking them to their doctor within 30 days of birth. A \$10 reward is added for each of the next 5 visits.
- For members 16 months and older, \$50 will be added to their Rewards Card for an annual well-check with their assigned doctor.
- For members under the age of 2, a \$10 reward will be added to their Rewards Card for each shot or immunization, up to 10 total.

Please make sure your child sees his or her doctor at least once every year. Their assigned PCP's information is on their member ID card. Here's what you can expect doctors to do during a well-child visit:



- ✓ Ask questions to get a complete health and developmental history
- ✓ Perform a comprehensive physical exam
- ✓ Give any shots or immunizations that are due and get blood for lab tests, including lead screening
- ✓ Provide health education based on your child's age and offer healthy living tips
- ✓ Check hearing and vision

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.