

# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of CountyCare Health Plan

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## Health Plan Numbers to Set Up Non-Emergency Rides to Healthcare in Advance



Phone Number: (312) 864-8200

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## Website to Schedule Rides



CountyCare does not have a website to schedule rides.

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## Additional Rides That May be Covered

Rides to the eye doctor and dentist



Rides to Woman, Infant, and Children (WIC) clinics

Rides to get COVID vaccinations



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## Scheduling Policies



Trips must be scheduled at least **72 hours** in advance.

### **Remember to Plan Ahead**

When you book your ride, make sure to talk to your health plan about any needs for the ride. This could include bringing extra people.

### How do I find out if a health care service or benefit is covered?

To find out if a health service or benefit is covered, call CountyCare Member Services at **(312) 864-8200** or view the **CountyCare Member Handbook** [here](#).

\* CountyCare covers the **Cook County** area only.

If you are having an emergency, call 911.