District 13
Healthcare Guide

Larry Suffredin
Cook County Board of Commissioners
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Dear Resident,

Since taking office in 2003, I have fought to expand access to high-quality healthcare in our community.

During this period, we have made significant progress in expanding access to healthcare services. The creation of CountyCare and the dedication of countless community agencies have spurred an increase in healthcare services.

But we are not yet done. The rising cost of care and changes in the healthcare market threatens access, particularly for historically marginalized populations.

As such, my staff crafted an updated District 13 Healthcare Guide to help residents better understand the health resources available in our community.

In addition to thanking my staff, I want to thank my Healthcare Task Force. Their guidance and advice have allowed me to make more informed decisions on the most pressing healthcare issues facing Cook County.

Sincerely,

Larry Suffredin
Cook County Commissioner, 13th District
District 13 Map
Frequently Asked Questions

What can I do if I don’t have insurance?
Those who do not have access to health insurance through an employer still may have access to several free or subsidized insurance options:

- Illinois Department of Human Services
- Affordable Care Act
- CountyCare (for Cook County residents)
- CHIP (Children’s Health Insurance Program)
- Access to Care
- Social Security/Medicare

Someone in my family needs an interpreter? Can I get one?
Yes. Please contact Patient Relations at Cook County Health by calling 312-864-0185.

Can I receive assistance to pay for my prescription medications?
Many drug companies offer discounts for people who can’t afford to pay full price. All Medicaid, Medicare, Affordable Care Act, CHIP, and CountyCare patients have prescription drug insurance. Uninsured patients can access prescription coupons at rxsaver.retailmenot.com/pharmacy-discount-card-coupon/

What is Cook County Health (CCH)?
Cook County Health is a health system and health insurance plan that provides high-quality care to more than 500,000 patients annually. With its network of community-based health centers and hospitals throughout Cook County, CCH offers patients care ranging from primary care to emergency medicine.

What healthcare services does Cook County provide?
CCH provides extensive medical service throughout the county including services for:

- Asthma
- Cancer Care
- Cardiology/Heart & Vascular
- Dental Care (Oral Health)
- Diabetes & Endocrinology
- Dermatology
- Digestive Health (Gastroenterology)
- Ear, Nose & Throat (ENT)
- Emergency Medicine
- Family Medicine
- Foot Care (Podiatry)
- HIV/AIDS Program
- Hypertension & Nephrology / Kidney Disease
- Infectious Disease
- Internal Medicine
- Labor & Delivery
- Lung Health (Pulmonary)
- Mental Health/Substance Abuse
- Neonatal Care
- Neurology & Neurosurgery
- Orthopedics
- Ob/Gyn
- Pain Management Center
- Palliative Care
- Pathology & Laboratory
- Pediatrics
- Primary Care
- Radiology & Diagnostic Imaging
- Rheumatology
- Stroke Center
- Surgery
- Therapy Services
- Trauma and Burn
- Urology
- Vision Care (Ophthalmology)
- Women, Infants & Children (WIC)
- Women’s Health

For more information, visit cookcountyhealth.org/service/
What outreach does CCH provide?
CCH offers a variety of events, newsletters, educational workshops, and community programs.

Is CCH expensive? What happens if I can’t afford to pay?
CCH is committed to serving the needs of every resident. Those who do not have insurance still have access to medical care through CCH. CHH staff at every location can help patients enroll in CountyCare, other qualifying medical plans, or work out repayment plans.

Does CCH provide care to undocumented immigrants?
Yes.

Will CCH staff ask about my immigration status?
No.
Common Medical Terms

Primary care doctor
Provides patients with wellness visits and routine screenings and treats non-emergency illnesses and injuries. They are the medical professional a patient can speak to about health questions and concerns. If a patient has an HMO, the primary care physician will also be the doctor who refers the patient to a specialist.

Medical specialist
A healthcare professional with special skills and extra training in a particular medical field. An example of a specialist is an Obstetrician or an Ophthalmologist.

Medical home
Offers patients a “team” of doctors, nurses and other healthcare professionals who work together to provide patients comprehensive, holistic care.

Referral
Allows patients medical permission to see a medical specialist. With most insurance plans, a referral must be provided by the primary care doctor before seeing a medical specialist.

Health Insurance Portability and Accountability Act of 1996 (HIPAA)
Provides data privacy and security provisions for safeguarding medical information. Doctors require that a patient sign a HIPAA form before their visit and are legally required to provide patients with a copy of their privacy policy. HIPAA prevents doctors from sharing personal information with others, including immigration agents.

Health Saving Account (HSA)
A savings account that allows patients to set aside money on a pre-tax basis to pay for qualified medical expenses. An HSA generally may not be used to pay premiums.

Health Maintenance Organization (HMO)
A health insurance plan that limits coverage to care from doctors that contract with the HMO. An HMO generally won’t cover out-of-network care, except in an emergency.

Preferred Provider Organization (PPO)
A health plan that contracts with medical providers to create a network of participating providers. Patients pay less when using providers in the plan’s network and pay more for using doctors outside the network.

Premium
The amount a patient pays for health insurance, often with financial assistance from an employer.

Deductible
The amount a patient pays for covered healthcare services before receiving financial assistance from the insurance plan. With a $2,000 deductible, for example, a patient would pay the first $2,000 of covered services at 100%, and then a reduced percentage for every dollar of medical services over $2,000.
**Copayment**
The fixed amount patients pay for a covered healthcare service after meeting their deductible.

**Coinsurance**
The percentage of costs for a covered healthcare service a patient pays (20%, for example) after they have met their deductible.

**Out-of-Pocket Costs**
Medical expenses that aren’t reimbursed by insurance, including deductibles, coinsurance, and copayments for covered services plus all costs for non-covered services.
Available Insurance Coverage

**CountyCare**
CountyCare is a no-cost Illinois Medicaid managed care health plan. CountyCare patients have access to many types of care, from preventive care to specialty care. CountyCare also covers services like prescriptions and transportation. Patients MUST be signed up for Medicaid prior to enrolling in CountyCare.

**How to apply:**
- Call Illinois Client Enrollment Services at 877-912-8880

**Access to Care**
Access to Care facilitates access to primary healthcare services for residents of suburban Cook County and northwest Chicago who lack access because of financial barriers or undocumented status.

**How to apply:**
- Print an application from accesstocare.org, follow the instructions, enclose all necessary documents and mail it to the address on the application form.
- Call 708-531-0680 and request an application. When received, follow the instructions and enclose the necessary documents.

**Illinois Department of Human Service (IDHS)**
Apply for Medicaid, TANF, SNAP, WIC, and other public benefits
8001 Lincoln Ave.
Skokie, IL 60077
847-745-3200
**How to apply:**
- Apply online: abe.illinois.gov/abe/access/
- Apply in person: 8001 Lincoln Ave., Skokie, IL 60077

**Get Covered Illinois (Affordable Care Act plans)**
Get Covered Illinois is the health insurance marketplace for Illinois. The exchange enables people and small businesses to purchase health insurance at federally subsidized rates.

**How to apply:**
- Apply online at getcovered.illinois.gov/en
- Make a free, in-person application appointment using this link widget.getcoveredamerica.org/?original=/IL/

**All Kids (CHIP)**
All Kids is Illinois’ program for children, regardless of immigration status or health condition. All Kids covers doctor visits, hospital stays, prescription drugs, vision care, dental care, and eyeglasses. All Kids also covers special services like medical equipment, speech therapy, and physical therapy.

**How to apply:**
- Apply online: abe.illinois.gov/abe/access/
- Apply via telephone: 866-255-5437
- Apply at a local IDHS office: dhs.state.il.us/page.aspx?module=12
- Social Security/Medicare (2116 Green Bay Rd. in Evanston - 800-772-1213)
Cook County Health Facilities

For a complete list of locations, visit [cookcountyhealth.org/our-locations/](http://cookcountyhealth.org/our-locations/)

**John H. Stroger, Jr. Hospital of Cook County**
1969 W. Ogden Ave.
Chicago, IL 60612
312-864-6000

**Arlington Heights Health Center**
3250 N. Arlington Heights Rd., Suite 300
Arlington Heights, IL 60074
847-934-7969

**Specialty Care Center** (Located within Stroger Hospital)
901 W. Harrison St.
Chicago, IL 60612
312-864-6000

**Ruth M. Rothstein CORE Center** (Cares for people with HIV/AIDS)
2020 W. Harrison St.
Chicago, IL 60612
312-572-4500

**Cook County Professional Building** (Dental and Eyecare)
1950 W. Polk St.
Chicago IL 60612
312-864-6000
District 13 Healthcare Facilities and Clinics

**Hospitals**
AMITA Health St. Francis Hospital Evanston
[amitahealth.org](http://amitahealth.org)
355 Ridge Ave.
Evanston, IL 60202
847-316-4000

NorthShore Evanston Hospital
[northshore.org](http://northshore.org)
2650 Ridge Ave.
Evanston, IL 60201
847-570-2000

NorthShore Skokie Hospital
[northshore.org](http://northshore.org)
9600 Gross Point Rd.
Skokie, IL 60076
847-570-2000

**Health Departments**
Chicago Public Health - Uptown Neighborhood Health Center
845 W. Wilson Ave.
Chicago, IL 60640
312-742-3227

Village of Skokie Health Department (*only serves Skokie Residents*)
[skokie.org/552/Health-Human-Services](http://skokie.org/552/Health-Human-Services)
5127 Oakton St.
Skokie, IL 60077
847-933-8252

City of Evanston Health Department (*only serves Evanston Residents*)
[cityofevanston.org/government/departments/health-human-services](http://cityofevanston.org/government/departments/health-human-services)
2100 Ridge Ave.
Evanston, IL 60201
847-448-4311
**Federally Qualified Health Centers (FQHC) in District 13**

A Federally Qualified Health Center (FQHC) is a group of primary care providers and specialists that accept patients without insurance.

**Access Evanston Family Health Center**

[achn.net](http://achn.net)
1723 Howard St.
Evanston, IL 60202
866-267-2353

1555 W. Howard St.
Chicago, IL 60626
773-764-7146

**Asian Human Service Family Health Center**

[ahschicago.org](http://ahschicago.org)
8800 Lockwood Ave.
Skokie, IL 60077
847-983-1400

2501 W. Peterson Ave.
Chicago, IL 60659
773-761-0300

2424 W. Peterson Ave.
Chicago, IL 60659
773-761-0300

**Erie Evanston/Skokie Health Center**

[eriefamilyhealth.org](http://eriefamilyhealth.org)
1285 Harvey Ave.
Evanston, IL 60202
847-666-3494

**Heartland Health Center**

[heartlandhealthcenters.org](http://heartlandhealthcenters.org)
Touhy Center
2200 W. Touhy Ave.
Chicago, IL 60645
773-751-1875

Devon Center
1300 W. Devon Ave.
Chicago, IL 60660
773-751-7850
**Mental Health & Addiction Services**

**PEER Services**
peerservices.org
906 Davis St.
Evanston, IL 60201
847-492-1778

3633 W. Lake Ave. #305
Glenview, IL 60026
847-657-7337

**Trilogy**
trilogyinc.org
1400 W. Greenleaf Ave.
Chicago, IL 60626
773-508-6100

**C4 (Community Counseling Centers of Chicago)**
c4chicago.org
Mental Healthcare and Addictions Services
4750 N. Sheridan Rd., Ste 249
Chicago, IL 60640
773-275-2586

**Turning Point**
tpoint.org
8324 Skokie Blvd.
Skokie, IL 60077
847-933-0051

**Dental Services**
**Erie Family Health Center**
eriefamilyhealth.org/
Dental Services for Expecting Mothers, Children, & Diabetic Adults
1285 Hartrey Ave.
Evanston, IL 60202
847-666-3494

**Cook County Professional Building**
1950 W. Polk St.
Chicago IL 60612
312-864-6000

**Other Health Services for District 13 residents**
**Hambard Health Chicago**
hambardcenter.org
1542 W. Devon Ave.
Chicago, IL 60660
Suffredin Healthcare Task Force

I would like to thank my Healthcare Task Force, which provides me advice and insight on healthcare issues.

Kathleen McGowan Gruber, Kathleen McGowan Gruber, L.C.S.W., Chair
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Molly Bougareel, Heartland Health Centers
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Craig Maki, Asian Human Services
Pablo Castillo, St. Francis Hospital (Amita)
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Yvonne Smith, United Power
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