



Member Annual Notification Letter

Dear Member,

Cook Children's Health Plan (CCHP) would like you to know about our website www.cookchp.org. We have lots of important information available for you to read. You can learn more about the topics listed below on our website.

- Learn about benefits and services included in, and excluded from, your coverage.
- How to reach our staff if you have questions about how we manage care and services and the toll-free number to dial.
- In the Member Pharmacy section of the website, you can learn important information about:
 - Pharmacy benefit information such as preferred drug lists and procedures.
 - How to find out if CCHP covers a specific drug or, if the drug can be covered with certain conditions such as co-pays, prior authorization, therapeutic interchange, step therapy, or quantity limits.
 - How to get coverage for non-formulary drugs and how doctors can provide information to support an exception. You can also view CCHP's processes for generic substitution.
 - You can also find out when there have been updates to any of these topics. This includes the preferred drug lists and procedures and any possible restrictions. You can look at the different links on the page to see when they have been updated.
- You can view our current Provider and Pharmacy Directories to see if your doctor or pharmacies are still in our network. You may call Member Services to get updated provider information or to ask for a free copy of a Provider and Pharmacy Directory mailed to you.
- How you may appeal a decision that affect coverage or benefits.
- There have been some changes to your Member Rights & Responsibilities. You can read them online or you may request a free copy by calling member Services.

Do you have questions about Utilization Management (UM)? You can speak to UM staff over the phone, email. Or online using the member web portal for assistance with approval of medical services. If you would like to talk about a UM issue, please call CCHP's UM team during our regular business hours. If you call after business hours, you may leave a message and we will return your call by the next business day. UM staff will always give you their name, title and organization when calling or returning your call.

The most recent information about Cook Children's Health Plan, our services and drug coverage is always available on our website. If you would like to request a paper copy of any of the topics listed on this letter, please call our Member Services Department at 1-800-964-2247 (TTY 7-1-1). We are happy to answer any questions you may have.

Thank you,

Cook Children's Health Plan