

# County-Line Instruction Guide 2001

New for 2001! Cook County is pleased to announce that you will now have the opportunity to enroll for your benefits online. Enrolling through the Internet is as easy as logging on to [www.cookcountylines.com](http://www.cookcountylines.com) and following the online instructions. When using the web site to enroll, you also will be able to view and print your Personal Information Sheet and Confirmation Statement.

Of course, you still have the opportunity to enroll using the County-Line telephone enrollment system. Whether you use your computer or a touch-tone phone, you will enjoy the convenience of system availability 24 hours a day, seven days a week.

Before using either system to enroll, take time to:

- ◆ **REVIEW** your Personal Information Sheet. Note any changes you would like to make and complete the appropriate sections on the sheet. **To keep your current plans, don't do anything – your benefits will automatically continue for another year.**
- ◆ **READ** this Instruction Guide to familiarize yourself with how the County-Line enrollment system works. This guide is specific to the telephone system, but the web site program is similar.
- ◆ **ACCESS** the web site by logging on to [www.cookcountylines.com](http://www.cookcountylines.com) or use a touch-tone phone to call the County-Line at 1-800-480-1666 and make your benefit elections anytime (24 hours a day) between October 16-27.
- ◆ **RECORD** the confirmation number that you will receive after making your benefit elections.
- ◆ **WATCH** your mail for a confirmation statement to arrive the week of November 6. If you need to make corrections or have additional changes, access the web site or call the County-Line back between November 6-13.
- ◆ **KEEP** your Personal Information Sheet and Confirmation Statement for reference throughout the year.



**Your  
County  
Benefits  
Connection**

[www.cookcountylines.com](http://www.cookcountylines.com)



# Your *County-Line* Instruction Guide

Log on to [www.cookcountylinc.com](http://www.cookcountylinc.com) or use a touch-tone phone to call the County-Line at 1-800-480-1666, 24 hours a day, October 16-27. Be familiar with the steps outlined here and be prepared to key in the information as instructed. You'll need to refer to your Personal Information Sheet – so have it handy!

## COUNTY-LINE TELEPHONE ENROLLMENT PROCESS:

### STEP 1: ADDRESS CHANGES

During the “welcome message,” you may press the star (\*) key to make address changes with a benefits representative. The representative will then return you to the main menu, so that you can proceed with additional changes, or your medical and dental plan selections. *If you are not making an address change, your call will proceed automatically to Step 2.*

### STEP 2: PERSONAL INFORMATION

Be prepared to key in your Social Security number: \_\_\_\_\_  
Then, key in your six-digit employee ID number: \_\_\_\_\_  
(These can be found in the upper right-hand portion of your Personal Information Sheet.)

### STEP 3: DEPENDENT ELIGIBILITY

Review the information listed for each dependent shown on your Personal Information Sheet.

- Ⓞ If everything is correct, **press 1**.  
*This selection takes you directly to a menu that gives you the option of selecting your medical and dental plans.*
- Ⓞ If you need to add, change, or delete dependent information, **press 2**.  
*This selection takes you to Step 4.*

### STEP 4: ADD, DELETE OR CHANGE DEPENDENT INFORMATION

- Ⓞ To add a new dependent, **press 1**.  
*This allows you to enter a new dependent, using a combination of voice recording and phone key entry.*
- Ⓞ To delete an existing dependent, **press 2**.  
*You will be asked to enter the dependent's two-digit ID code, as shown on your Personal Information Sheet.*
- Ⓞ To change a dependent's personal information, **press 3**.  
*You will be prompted through a series of menus to change information about each dependent's Social Security number, sex, relationship to you, birth date, medical and dental coverage and PCP/medical center and dental HMO codes. This information appears beside each dependent's name on your Personal Information Sheet; be ready to enter the changes you want through a combination of voice recording and phone key entry.*
- Ⓞ To review dependent information, **press 4**.  
*You may review information about an existing dependent, or one you just entered.*

### STEP 5: DETERMINE WHAT YOU WANT TO DO REGARDING YOUR MEDICAL AND DENTAL COVERAGE

- Ⓞ To make new elections for the coming year, **press 1**.  
*This selection takes you directly to Step 6.*
- Ⓞ To keep your current medical and dental plans, **press 2**.  
*This selection confirms your choices and takes you directly to Step 12.*
- Ⓞ To review your current medical and dental plans, **press 3**.  
*This selection allows you to listen to a summary of your current benefits and gives you the choice of keeping those benefits or changing them.*

- ⓪ To confirm the enrollment elections just described, **press 1**.  
*This selection confirms your choices and takes you directly to Step 12.*
- ⓪ To repeat the summary of your medical and dental benefits, **press 2**.
- ⓪ To change your enrollment election, **press 3**.  
*This selection allows you to change either your medical or dental selection or PCP/medical center and dental HMO codes.*

#### **STEP 6: CHOOSE TO “OPT OUT” – OR TO SELECT A NEW MEDICAL PLAN**

- ⓪ To opt out or waive medical coverage, **press 1**.  
*This selection prompts some additional questions, as shown in Step 7.*
- ⓪ For HumanaHMO Premier, **press 2**.
- ⓪ For HMO Illinois, a Blue Cross HMO Plan, **press 3**.
- ⓪ For UniCare HMO (formerly Rush Prudential HMO), **press 4**.
- ⓪ For BlueChoice, a Blue Cross POS Plan, **press 5**.
- ⓪ For UniCare POS (formerly Rush Prudential POS), **press 6**.

#### **STEP 7: IF YOU’RE OPTING OUT, BE PREPARED TO ANSWER THESE QUESTIONS**

**Is another Cook County employee covering you as a dependent?**

- ⓪ If yes, **press 1**.  
*This selection requires you to enter the Social Security number of the employee who claims you as a dependent for purposes of providing medical coverage. There is a space on your Personal Information Sheet to note this number; be sure to write this down before calling the County-Line.*
- ⓪ If no, **press 2**.  
*This selection simply takes you to the next question.*

**How do you wish to receive your cash refund for opting out?**

- ⓪ For cash, **press 1**.
- ⓪ For a deposit to a Health Care Flexible Spending Account, **press 2**.  
*Confirming this selection takes you to Step 9.*

#### **STEP 8: FOR YOUR NEW MEDICAL PLAN, SELECT A PRIMARY CARE PHYSICIAN (PCP) OR MEDICAL CENTER CODE FOR YOURSELF AND EACH DEPENDENT.**

PCP/medical center codes:

- ◆ must be entered when you enroll for a new medical plan
- ◆ must be entered when you add/change a dependent
- ◆ are unique to each medical plan – each uses a different number of digits
- ◆ may be found in your plan materials or provider directory – if you don’t know the code, call your medical plan’s “hotline” number and ask

*If you are NOT changing your medical plan, you do not have to complete this step. The County-Line will direct you to Step 9.*

*If you are changing your medical plan, be prepared to enter your new PCP/medical center code for yourself and each dependent \_\_\_\_\_ You can note this on your Personal Information Sheet before calling the County-Line.*

**continued**  
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### **STEP 9: CHOOSE TO “OPT OUT” ... OR TO SELECT A NEW DENTAL PLAN**

- ☎ To opt out or waive dental coverage, **press 1**.
- ☎ For DentaCap HMO, **press 2**.  
*This selection will take you to Step 10.*
- ☎ For BlueCare Dental PPO, **press 3**.

### **STEP 10: IF YOU SELECTED THE DENTACAP HMO PLAN, SELECT A DENTAL HMO CODE FOR YOURSELF AND EACH DEPENDENT.**

Dental Provider numbers:

- ◆ must be entered when you enroll for the DentaCap HMO plan
- ◆ must be entered when you add/change a dependent
- ◆ may be found in your provider directory – if you don't know the code, call your dental plan's “hotline” number and ask

*If you are NOT selecting the DentaCap HMO plan, you do not have to complete this step. The County-Line will direct you to Step 11.*

*If you are selecting the DentaCap HMO plan, be prepared to enter your new HMO code for yourself and each dependent \_\_\_\_\_ . You can note this on your Personal Information Sheet before calling the County-Line.*

### **STEP 11: LISTEN CAREFULLY AS YOUR SELECTIONS ARE REPEATED BACK TO YOU**

- ☎ To confirm your enrollment selections, **press 1**.  
*This selection takes you to Step 12.*
- ☎ To change your enrollment selections, **press 2**.  
*This selection takes you back to Step 5, and you can begin the process again.*

### **STEP 12: ENDING YOUR CALL**

**DO NOT HANG UP UNTIL** you hear the system say: “Your medical and dental plan elections have been confirmed. A confirmation statement will be mailed to your address of record after November 6. Thank you for calling the County-Line. Good-bye.”

*If you require assistance during your call, press the star (\*) key to speak with a benefits representative. Representatives will be available October 16-27, and again November 6-13, between 8 a.m. and 5 p.m. (Central “Chicago” Time).*