



April Care Management Webinar

Wednesday, April 17, 2024

CountyCare

A MEDICAID HEALTH PLAN



Redetermination Q2 2024

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Agenda

Purpose

Redetermination Overview

CountyCare Ongoing Outreach Strategy & Renewal Efforts

What Can Care Coordination Teams Do?

Resources



Purpose

Ensure all care coordination teams have the training and information to assist in the following:

- Educate members on the importance of completing their redetermination.
- Minimize the number of eligible members who lose coverage.
- Provide resources to members who need help completing their redetermination by their due date.



Redetermination Overview

Redetermination Overview

Redetermination (REDE) or Medicaid Renewal

- Members must complete annually to verify they still meet the eligibility guidelines
- All members will receive forms in the mail from the Illinois Department of Human Services (DHS)
- Members that do not complete/submit and provide requested verification documents will lose health care coverage

New Members - CountyCare Access (HBIA and HBIS)

- CountyCare Access members will also need to complete annually
- Members REDE due date is the anniversary member first became eligible to receive Medicaid (not the effective date with CountyCare)
- Redetermination for CountyCare Access members will mirror the process above



* Every six months if they also receive SNAP benefits

State of Illinois REDE Timeline

Month of Redetermination	Date HFS Mails REDE Forms	REDE Due Date Printed on Forms	Extended 45 Day Grace Period Ends	First Day/Month of Coverage Loss	End of 90 day Reinstatement Period
March	2/1/2024	3/1/2024	4/12/2024	5/1/2024	7/31/2024
April	3/1/2024	4/1/2024	5/17/2024	6/1/2024	8/31/2024
May	4/1/2024	5/1/2024	6/14/2024	7/1/2024	9/30/2024
June	5/1/2024	6/1/2024	7/12/2024	8/1/2024	10/31/2024
July	6/1/2024	7/1/2024	8/16/2024	9/1/2024	11/30/2024
August	7/1/2024	8/1/2024	9/13/2024	10/1/2024	12/31/2024

Medicaid Renewal Forms – Form A vs Form B

The Head of Case will get one of the following forms:

- **Form A – No Response Required**

This is also referred to as an Ex-Parte renewal.

Form A notifies the member that their coverage has been renewed using electronic verification. No action is required and members will keep their Medicaid coverage.

HFS estimates that approximately 50% of the population are now renewed through ex-parte.

- **Form B – Response is Required**

Form B is a pre-populated form that notifies the member they are up for renewal and that they must complete their redetermination in order to be assessed for renewed coverage. If the member does not respond to Form B, their Medicaid coverage will be cancelled.



Redetermination Overview

Form A Letter Example – 3 Pages

How to File an Appeal

Medical groups providing full health coverage meet the requirements for insurance under federal law, so you do not have to pay any tax penalty.

If you may need to reappeal, you must call 418-4 HFS or Washington State. To appeal, check the following:

- ✓ Adults
- ✓ Doctor
- ✓ Inpatient
- ✓ Outpatient
- ✓ Emergency
- ✓ Prescription

Find the information below:

State of Illinois
Department of Human Services
Department of Healthcare and Family Services

SAMPLE FORM A

Date of Notice: May 1, 2023
Case Number: 082664334

Medical Benefits Redetermination Notice

Dear John Smith,

Based on the information we have today, the person(s) listed in the table below are approved to keep getting medical benefits after June 30, 2023. However, if we get new information about a change in your circumstance your eligibility for medical benefits may change. If that happens, we will send you a new notice.

Name	Birth Date	Medical ID (RIN)	Medical Group	Start of Ongoing Coverage
John Smith	Jan 15, 1980	123456789	ACA Adult	July 1, 2023

We will send you a new medical card before July 2023.

Important Information about Your Medical Group(s)

Medical benefits covered are different depending on your Medical Group. Some Medical Groups provide full medically necessary health coverage.

List of Common Services Provided for Medical Groups

- Doctor and clinic visits
- Inpatient and outpatient hospital
- Emergency room
- Prescription medicine
- Surgery
- Podiatric (feet) services
- Hospice care
- Emergency medical transportation
- Lab tests
- Medical equipment
- Family care
- Medical transportation
- Home care
- Chiropractic
- Physical therapy
- Dental
- And more, check with your health care provider for details

Turn this page over to read more information on the back.

HFS 2381A (R 9-15) Page 1 of 3 <Scanning Barcode>

HFS 2381A (R 9-15) (Medical Benefits Redetermination Notice)

Redetermination Overview

Form B Letter Example – 4 Pages

8. Is the address at the top of this page your correct mailing address? ☐ Yes ☐ No If No, tell us the correct mailing address:

State of Illinois
Department of Human Services
Department of Healthcare and Family Services

Date of Notice: May 1, 2023
Case Number: 987854321
Office Name: South Loop
Office Address: 1112 S Wabash

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10. You June

Re Attach To f You

5. Du Un bel N

6. Are 1. To learn how to renew your Medical benefits, read the first page Form which is included in this envelope.

If yes, 2. Call us at the phone number listed at the top of this form if you cannot have questions. We may be able to help you get the proofs you need

7. Do

If yes, Who is Name Who is

HFS 643 (Medical

HFS 6 (Med

SAMPLE FORM B

State of Illinois
Department of Human Services
Department of Healthcare and Family Services

<MAILING BARCODE>
Maria Lopez
401 S CLINTON ST.
CHICAGO IL, 60607

Medical Benefits: Time to Renew

Dear Maria Lopez,

It is time to renew your Medical benefits!

You must complete your redetermination to continue your Medi

Electronic Review of Eligibility for Medical Benefits

We checked our records for information about your household and put it on your Medical Benefits Renewal Form that is included with this notice. We need more information to decide if you are still eligible.

Please review the information on the Medical Benefits Renewal Form carefully. Correct any information that is wrong and add any information that is missing.

Medical Benefits: Time to Renew Notice

Dear Maria Lopez,

It is time to renew your Medical benefits!

You must complete your redetermination to continue your Medical benefits after June 30, 2023

To learn how to renew your Medical benefits, read the first page of the Medical Benefits Renewal Form which is included in this envelope.

Call us at the phone number listed at the top of this form if you cannot send everything on time or if you have questions. We may be able to help you get the proofs you need.

Electronic Review of Eligibility for Medical Benefits

We checked our records for information about your household and put it on your Medical Benefits Renewal Form that is included with this notice. We need more information to decide if you are still eligible.

Please review the information on the Medical Benefits Renewal Form carefully. Correct any information that is wrong and add any information that is missing.

Reminder: Open Enrollment vs Redetermination

- Two important dates for members. For most members, the due dates will not be at the same time during the year.

REDETERMINATION: Determines ongoing eligibility for Medicaid healthcare benefits

OPEN ENROLLMENT: Choosing the Health Plan (MCO) that will administer their Medicaid healthcare benefits

- All Medicaid members can change health plans once a year. This is called their “open enrollment” or “choice” period.

A member will not lose coverage if they don't act on their open enrollment. They will remain enrolled in current MCO.

However, if a member does not act on their redetermination (Form B), they will lose their Medicaid coverage.

HFS Updates

CountyCare Access - HBIA & HBIS Membership

- Most HBIA and HBIS members have a May 1st, 2024, REDE due date
 - HFS mailed members forms April 1st
- Encourage members to check their REDE due date and attend a CountyCare REDE event
 - RSVP: Email bjefferson@cookcountyhhs.org member's name, ID and event member plans to attend
- HBIA and HBIS Members that now meet the 5 years legal permanent residency (LPR) requirement will transition to traditional eligibility category; ACA, FHP, ICP
 - Members that are a LPR under 5 years will be disenrolled as of May 1st, 2024.
 - Notices mailed to members March 18, 2024



HFS Updates

- Effective May 1, 2024

Automated Processes:

- HFS will cancel ineligible cases for any member who is over income or who otherwise no longer meets the program eligibility requirements
 - May not align with member's redetermination due date

HFS is committed to:

- Ensuring our members that remain eligible for coverage stay covered through the redetermination process
- Ensuring members that are no longer eligible for Medicaid benefits receive information on their options for coverage such as the Federal ACA Marketplace



CountyCare Ongoing Outreach Strategy & Renewal Efforts



CountyCare Ongoing Outreach Strategy and Renewal Efforts

- **Partnership** with Healthcare and Family Services (HFS) on messaging and data sharing.
 - CountyCare has a **broad outreach campaign** to verify member addresses and make updates in real-time with HFS.
 - **Pharmacy Point-of-Sale** messaging to members due for redetermination
 - **Redetermination trainings:** providers, care managers, community partners, CCH financial counselors and social workers, the CountyCare call centers, and members.
 - **Grassroots Efforts:** Faith-based and community outreach. Faith leaders as well as boots on the ground in beauty salons, barbershops, laundromats and other neighborhood spots.
- **Redetermination Community events:**
 - Held throughout Cook County
 - Five per week to assist members in person with filling out their redetermination paperwork.
 - **Tailored texts, phone calls, postcards and emails** to members with their upcoming redetermination date and with a call to action.
 - **Member rewards:** \$40 to Form B members that complete on-time and remain in plan.
 - **Continued partnership** with Stroger DHS office to receive member redetermination paperwork
 - **HFS Supplemental Lists:** Shared with providers, call center outreach, care coordination
 - **Food Pantries:** Partnered with 34 pantries within Cook County to distribute REDE education information and resources in all food bag distributions
 - **Social media campaigns:** TikTok, Facebook, Instagram and YouTube.



CountyCare Redetermination Events

Held throughout Cook County

- Locations chosen based on volume of members with a REDE due date
- Events are not restricted to only CountyCare members

At the event members or other attendees can:

- Complete their REDE or apply for Medicaid
- Learn about CountyCare benefits and rewards
- Meet with a care coordinator and complete their HRS
- Learn about Foodsmart
 - First 25 attendees receive a free box of fresh produce

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Event Schedule:

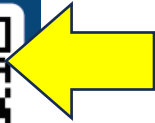


CountyCare REDE Event Schedule



Keep your medical coverage

Watch for your redetermination forms in the mail from the State of Illinois. Scan here to complete them online at abe.illinois.gov. Or, attend one of our redetermination events. We will get copies of your renewal forms and help you submit them.



DATE	CLINIC LOCATION	ADDRESS
May 1, 2024 10AM-2PM	Belmont Cragin Health Center	5501 W. Fullerton Ave., Chicago, IL 60639
May 2, 2024 10AM-2PM	Friend Health Clinic - Pulaski	5635 S. Pulaski Rd., Chicago, IL 60629
May 6, 2024 10AM-2PM	North Riverside Health Center	1800 S. Harlem Ave., North Riverside, IL 60546
May 8, 2024 10AM-2PM	Provident Hospital/Sengstacke H.C.	500 E. 51st St., Chicago, IL 60615
May 9, 2024 1PM-5PM	Casa Maravilla - Alivio	2021 S. Morgan St., Chicago, IL 60608
May 10, 2024 10AM-2PM	Englewood Health Center	1135 W. 69th St., Chicago, IL 60621
May 13, 2024 10AM-2PM	Austin Health Center	4800 W. Chicago Ave., Chicago, IL 60651
May 14, 2024 10AM-2PM	Robbins Health Center	13450 S. Kedzie Ave., Robbins, IL 60472

Schedule: <https://countycare.com/redetermination/>



REDE Outreach Event Outcome: May 2023 – December 2023

REDE Events Held	136
CountyCare Member Attendance	3,216
Total Attendance	4,041
Services Provided	Members
REDETERMINATION	
REDE Completed via ABE	697
Submitted REDE or Documents	475
Re-applied/ New Application	161
Provided REDE information	3,266
Provided other Medicaid Information	300
Contacted DHS for Coverage Clarification	18
Denied Coverage (Reason Provided)	32
MEMBER INCENTIVES	
Gave Rewards Program information	1,458
CARE COORDINATION	
Met with Care Coordinator	1,247
Completed HRS	1,203



CountyCare 2024 OKR (Objectives & Key Results):

Redetermination Achieve >85% Monthly Retention Rates

CountyCare February 2024 REDE Cohort

COUNTYCARE PROVIDER	MEMBERS RETAINED	MEMBERS TERMED (Due to REDE)	GRAND TOTAL	TARGET 85%	CURRENT MONTH SUCCESS
ACCESS	3,003	609	3,858	85.0%	84.2%
CCC-ACHN	2,242	492	3,050	85.0%	83.9%
CCC-HP	12,095	2,452	15,937	85.0%	84.6%
MHN	12,585	2,434	16,137	85.0%	84.9%
MLTSS	674	57	751	85.0%	92.4%
DSCC	22	1	24	85.0%	95.8%



Care Coordination Call to Action

Care Coordination Action Plan

What can you do to help?



Encourage members to confirm and update their address with HFS



Remind members of their REDE date during normal check-ins



Share CountyCare REDE Events calendar with members



If a member has a question or needs additional assistance and you are not sure, refer them to the CCH REDE hotline 312-864-REDE (7333)

Address Updates

Make sure their address is up to date with the the State of Illinois.

Encourage members to make sure their information (mailing address, phone number, and email) is up-to-date with HFS.

Two (2) Ways Members Can Update Their Addresses:



Calling the HFS hotline at
(877)-805-5312, TTY (877)204-1012
From 7:45 a.m. – 4:30 p.m.



Completing an online form
www2.illinois.gov/hfs/address

Tell Members to Complete Their Paperwork and locate REDE Dates

Online through
ABE.Illinois.gov
Click on “Manage
My Case”



By Phone

Call the DHS Call Center
1-800-843-6154
Or
CountyCare REDE Hotline
312-864-7333

Return the Renewal Form
by mail or fax:
P.O. Box 19138
Springfield, IL 62763
Fax: 1-844-736-3563

Return the form **in**
person to Department
of Human Services (DHS)
office
dhs.state.il.us/page.aspx?module=12

Attend a Rede Event.
Scan the code below



Encourage members to submit REDE paperwork on time so they don't lose their healthcare coverage. Ways to complete submit their forms:

Resources/Help

Redetermination help is available if:

- You and/or a member are not clear about the REDE process and need additional help
- A member is unsure of when their REDE date is or if they are Form A or B
- A member wants to update their address/phone with CountyCare and the Medicaid office
- A member never received or lost their REDE paperwork from the State.
- A member needs assistance with applying through the ABE portal
- A member needs assistance setting up Manage My Case

CountyCare REDE Events

Calendar:



CountyCare Redetermination Hotline

312-864-7333

Monday thru Friday 8am to 6pm
Saturdays from 8am to 4pm

Application for Benefits Eligibility (ABE) - apply for Medicaid, SNAP, and TANF

<https://Abe.illinois.gov> or

800-843-6154

Monday thru Friday 8am to 5pm

Open Discussion

- Where do care coordinators locate member's REDE Date?
- Where do care coordinators verify if member is Form A or B?
- HFS Supplemental Lists – how are they distributed and utilized?
- How are care coordinators able to assist the member with the REDE process?





Thank you!

CountyCare
A MEDICAID HEALTH PLAN



Care Management Success Story

By: Valerie Gantert

Care Management Success Story

Member Background and demographics

- NICU baby
- Female

Summary of member needs

- Member/ baby was being discharged home

Action Taken by Transport Coordinator

- Coordinator Lilia was able to get this member transport to discharge despite the 72hr window.
- Baby was discharged to home with guardian.



County Care Kudos

Linda Clay

Care Coordinator- Disability- Walter, Ellen

Kudos to Linda Clay for her outstanding dedication and compassion as a care coordinator! Your proactive support and diligent efforts in helping a member access essential healthcare services have truly changed their life for the better. Your commitment to going above and beyond, from arranging therapy sessions to ensuring they received necessary equipment, is commendable. Thank you for being a valuable asset to our County Care disability team and for making such a positive impact on the lives of our members. Keep up the fantastic work!

Announcements

- Next webinar is May 15th, 2024!
- Slides posted on CountyCare Care Coordination Webpage:
 - <http://www.countycare.com/carecoordination>
- Have feedback? Please share.
 - <https://redcap.link/23k1fzzb>



- Please email questions/concerns: raphael.daniels@cookcountyhealth.org

**FROM APRIL 15TH -MAY 3RD, MEMBERS WILL BE INVITED TO SHARE
FEEDBACK ON THEIR CARE MANAGEMENT SERVICES VIA TEXT
MESSAGE**

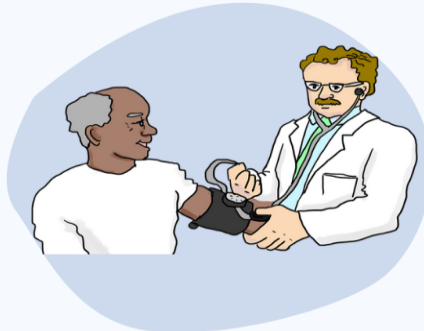


**WE WANT TO
HEAR FROM YOU**



CARE COORDINATION

- WERE YOU ABLE TO GET THE CARE YOU NEEDED?
- HOW WERE YOU HELPED?



**YOUR FEEDBACK
MATTERS**

QUALITY

- HOW WAS YOUR QUALITY OF CARE?
- DID YOU FEEL YOU HEARD?
- DID YOU RECEIVE HELPFUL FEEDBACK?



SELF-MANAGEMENT

- WERE YOU ABLE TO FOLLOW THE CARE PLAN?
- WERE YOU ABLE TO MEET YOUR HEALTH GOALS?

countycarereferrals@cookcountyhhs.org



