

Care Coordination Monthly Webinar

April 22, 2020

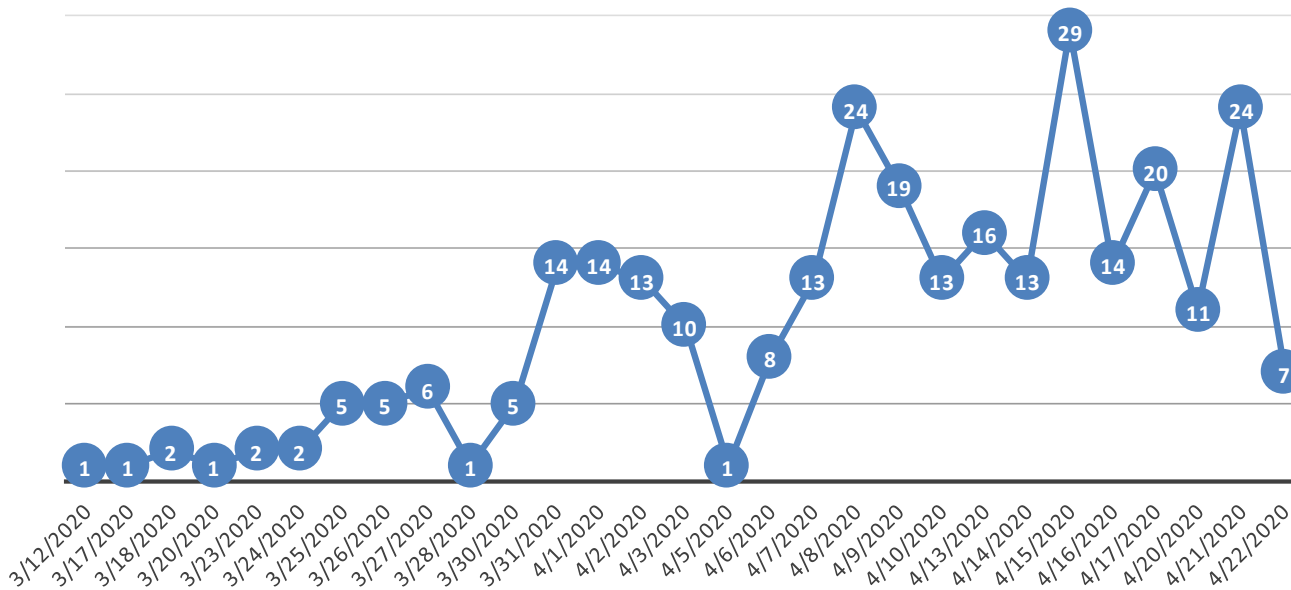


Agenda

1. CountyCare COVID-19 Case Summary (2:00-2:05)
2. Member Outreach (2:05-2:10)
3. MHNConnect COVID19 Tag (2:10-2:20)
4. LTC/Nursing Facilities (2:20-2:25)
5. Food: Emergency Meals (2:25-2:30)
6. WIC (2:30-2:35)
7. Housing (2:35-2:45)
8. Behavioral Health (2:45-2:50)
9. Pharmacy (2:50-2:55)
10. Open Forum (2:55-3:00)

Summary of CountyCare Cases

COVID 19 Positive Members



**295 Cases
20 Fatalities
as of 4/22/20**

Member Outreach

CountyCare COVID19 Texts

Hello from CountyCare. Please be aware of scammers reaching out by text, email or phone calls to take advantage of people due to the Coronavirus emergency. Never share personal or financial information by text, email or over the phone or respond to calls or texts from unknown numbers. To learn more, go to <https://www.fcc.gov/covid-scams>

As a County Care member you may also be eligible for SNAP benefits. SNAP benefits give you access to food you need for good health. To enroll, call 773-553-KIDS (5437) or go online <https://docs.google.com/forms/d/e/1FAIpQLScGVbouCC2KwIJwgMSF4-onokp-SDf42gsvyFsi6vS1YPHaQw/viewform?c=0&w=1>

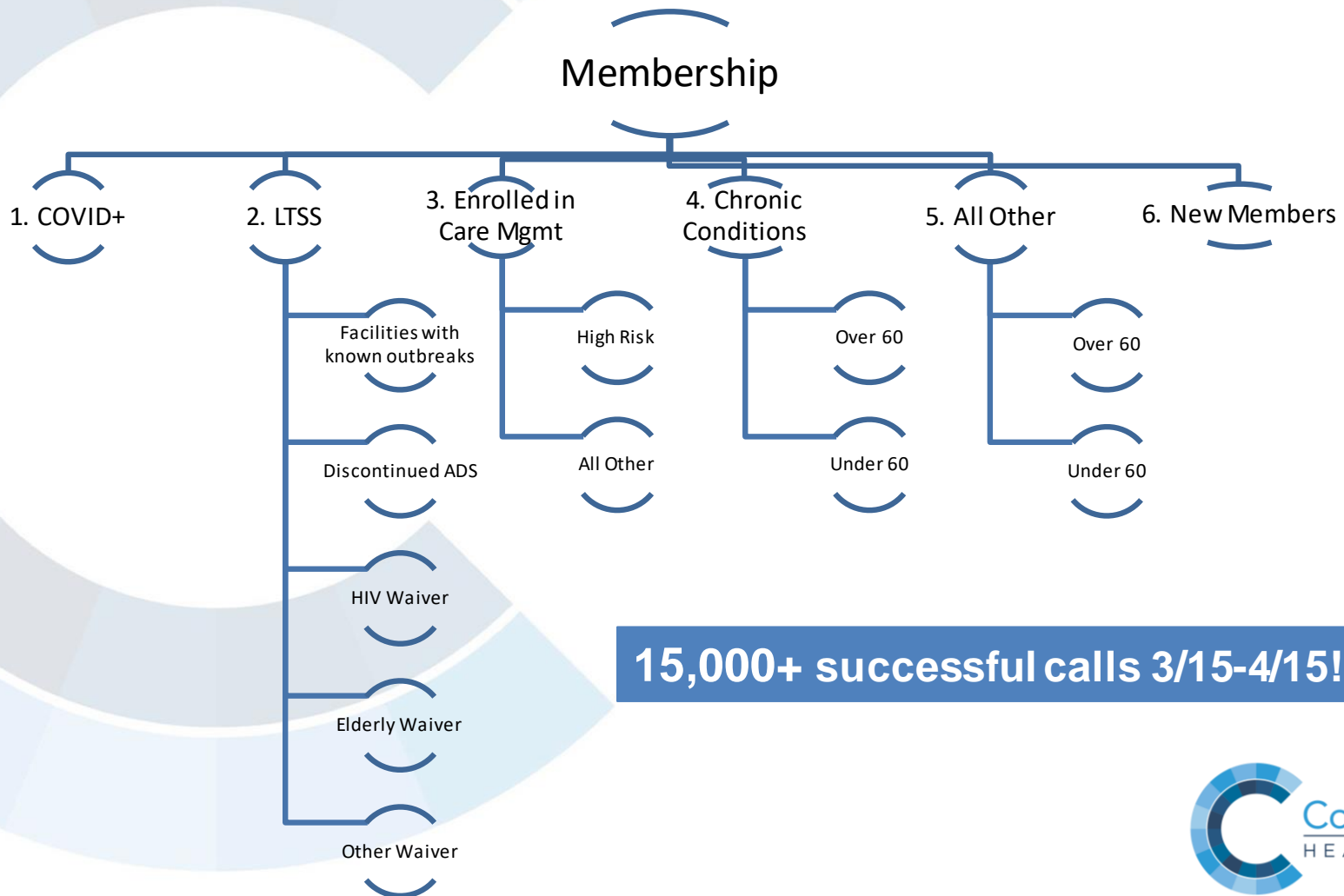
CountyCare wants to help our members prevent Coronavirus. Please stay home as much as possible. We can save you a trip to the drug store. To get medication you take regularly by mail, call our pharmacy help desk at 1-855-873-8739


CountyCare wants to help our members prevent Coronavirus. You may be at an increased risk for Coronavirus. Stay home if possible. Wash your hands. Keep safe space between you and others. Please call your provider immediately if you have fever, coughing or problems breathing

Hello from CountyCare! Please stay home as much as possible to prevent the spread of COVID-19. If you need to see a doctor, many can do your visit over the phone while you are at home. This includes Behavioral Health and Substance Use Disorder treatment. Contact your PCP for more information.



Member Outreach Prioritization





MHNConnect COVID19 Tag

COVID Alert Tag in MHNConnect

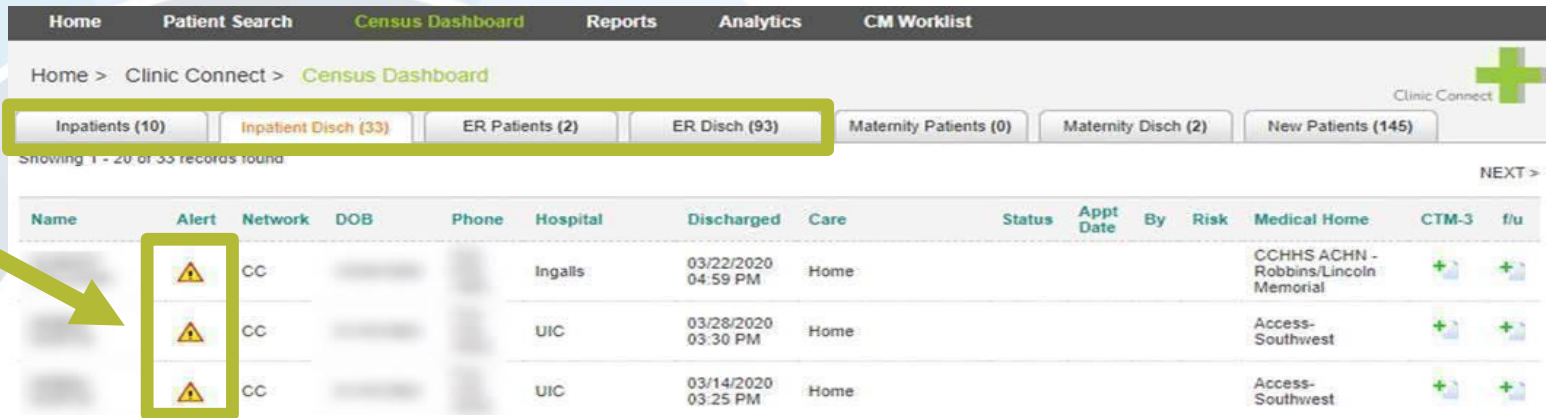
MHN released a COVID-19 tag notification within the portal. The tag will appear on the Census Dashboard and Patient Details page when a patient presents to one of the MHNConnect-affiliated facilities with a respiratory-related illness.

- This includes diagnoses per CDC guidelines on respiratory illness, such as pneumonia, bronchitis, cough, shortness of breath, etc.
- The tag is not necessarily a confirmation of a COVID-19 case, but rather an alert on why the patient presented to the hospital in order to support follow-up efforts and next steps for outreach.



COVID Alert Tag in MHNConnect

On the **Census Dashboard**, you will see an icon in the new “Alert” column when a patient presents with potential COVID-related symptoms:



Home Patient Search **Census Dashboard** Reports Analytics CM Worklist

Home > Clinic Connect > **Census Dashboard**

Inpatients (10) **Inpatient Disch (33)** ER Patients (2) ER Disch (93) Maternity Patients (0) Maternity Disch (2) New Patients (145)

Showing 1 - 20 of 33 records found

Name	Alert	Network	DOB	Phone	Hospital	Discharged	Care	Status	Appt Date	By	Risk	Medical Home	CTM-3	f/u
		CC			Ingalls	03/22/2020 04:59 PM	Home					CCHHS ACHN - Robbins/Lincoln Memorial		
		CC			UIC	03/28/2020 03:30 PM	Home					Access-Southwest		
		CC			UIC	03/14/2020 03:25 PM	Home					Access-Southwest		

On the **Patient Details** page, you will see the notification that the patient has potential COVID symptoms within the patient information banner:



MHNconnect
The MHNConnect System by Medical Home Network & Safety Net Connect

ADMINISTRATION Support Logout
Welcome >

Home Patient Search **Census Dashboard** Reports Analytics CM Worklist

Home > Clinic Connect > **Care Management**

Care Management

PATIENT INFORMATION

Name: [blurred] RIN/MBI: [blurred] Medical Home: [blurred] Main Line: [blurred]
Network: [blurred] Gender: [blurred] After Hrs Line: [blurred]
Address: [blurred] DOB: [blurred] Portal Coord Line: [blurred]
Phone: [blurred] Current Risk: AI Risk: CC PR: [blurred] Portal Coord: [blurred]
Rede Date: [blurred]

Patient has potential COVID symptoms

[View Baseball Card](#) [Printable Version](#)

[View Care Team Members](#)

COVID Alert Tag in MHNConnect

We will continue to iterate and enhance this alert tag and portal visibility as more data becomes available.

Possible Upcoming Enhancements:

- Pulling data from additional facilities
- Including tag based off of unstructured data
- Expanding reach and accessibility of COVID tag across modules
 - e.g. Hospital Connect & Community Connect
- MHN ACO: TOC COVID Tag – Provide COVID identification within the TOC worklist

Guidance from CountyCare

- *During the COVID-19 State of Emergency, CountyCare considers members with this flag as **highest priority** for post-ED or post-inpatient outreach.*
- *The health plan is tracking the overall outreach efforts of providers and partners.*
- *We request that PCP practices and care coordinators utilize MHNConnect to identify these members and **log follow-up outreach attempts and contacts**.*
- *If initial contact is not made, please **repeat the attempt in 2-3 days**, because individuals with COVID-19 require ongoing monitoring and support in managing symptoms and potential warning signs.*
- *Your documentation within MHNConnect will enable the most **coordinated approach across the interdisciplinary care team**, as well as **complete data** about our collective outreach efforts.*



Long Term Care

92 CountyCare facilities with reported + cases*

19 CountyCare facility members who have tested positive*

**as of 4/20/20*

- Process for working with facilities who have + COVID cases
- Hospital discharges back to the facility – process
- IDPH LTC guidelines for COVID19 control measures
- Member Outreach Challenges

Emergency Home Delivered Meals

CountyCare is providing Emergency Home Delivered Meals (EHDM) fulfilled through **Independent Living Systems (ILS)**. E-HDM is a COVID-19 benefit for members who meet specific criteria, as assessed by Care Coordinators.

Action: Care Coordinators can request emergency meals for members who are:

Criteria:

- **Discharging from the hospital** (up to 1 week of d/c date)
- **Members under 60 who are homebound or not able to take advantage of other emergency resources.**

This is an emergency resource for the COVID-19 response that is for a limited time only.

Home Delivered Meals

Access	Population	Who can do this
Access through Waiver	Target population are those qualifying for Department of rehab waivers	Adjust service plan by adding meals but you are able to access Emergency HDM to close the service start gap under waiver. This will be two different vendors.
Access through IDoA Title III Meals Program	Targets seniors 60 + and must qualify through a IDoA which will be conducted over the phone.	Assigned care coordinator can access this service through the identified process.
Community Resource list	Targets a variety of specific groups with local resources such as School meal program, food pantry, etc.	All care manager/ care coordinator can access and intervene using this list
Emergency HDM	Those discharged from the hospital (up to 1 week of d/c date) and/or those UNDER 60 and homebound	all care manager/care coordinators can refer eligible members to resource

Emergency Home Delivered Meals

- **Program Eligibility:**

- CountyCare members who:

- 1) Have been discharged from the hospital (up to one week from d/c date)
- 2) Are homebound due to COVID-19 precautions, age, or disability

- **Program Detail**

- *ILS referral form acts as authorization*

- **Home Delivered Meals Quantity Limits:**

- *Each referral **allows 14 total meals** (or up to 2 meals/day for 7 days for 1 week).*
- A SECOND referral must be sent to authorize an additional week of meals.
This is an emergency program and not a standard CountyCare benefit.



ILS Referral Form

- Complete ILS Referral Forms and submitted to:
 - ccsemergencymeals@ilshealth.com **AND TO**
 - emergencymeals@cookcountyhhs.org
- Before submitting, **Care Coordinators should confirm address and phone number of members receiving meals.**
- The ILS referral form for the emergency HDM resource **MUST BE submitted as an Excel file.**
- **The form is pre-populated for 14 meals for 1 week.**



Microsoft Excel
Worksheet

The following authorization request has been Certified In Total as a(n) In Network Approval.

Type of Emergency Meal:

Meals per Week: 14

Number of Weeks: 1

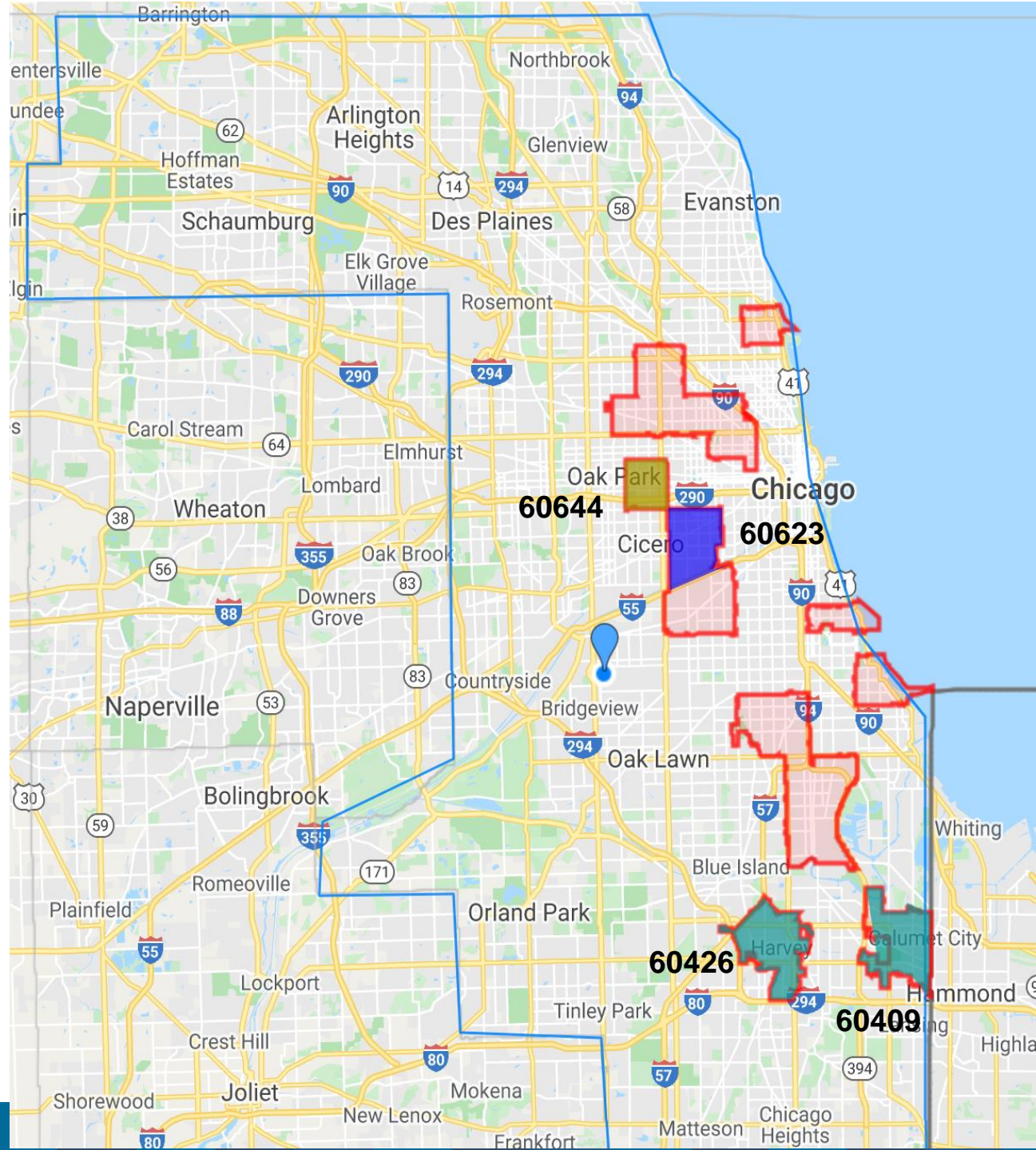
CPT Code: S5170

Care Coordinators must submit a SECOND referral to authorize an additional week of meals. *This is an emergency program (that will cease after crisis has passed) and not a standard CountyCare benefit.*

Emergency Home Delivered Meals since 4/10

Zip codes with meal referrals > 1

- 9 meal referrals
- 5 meal referrals
- 4 meal referrals
- 2-3 meal referrals



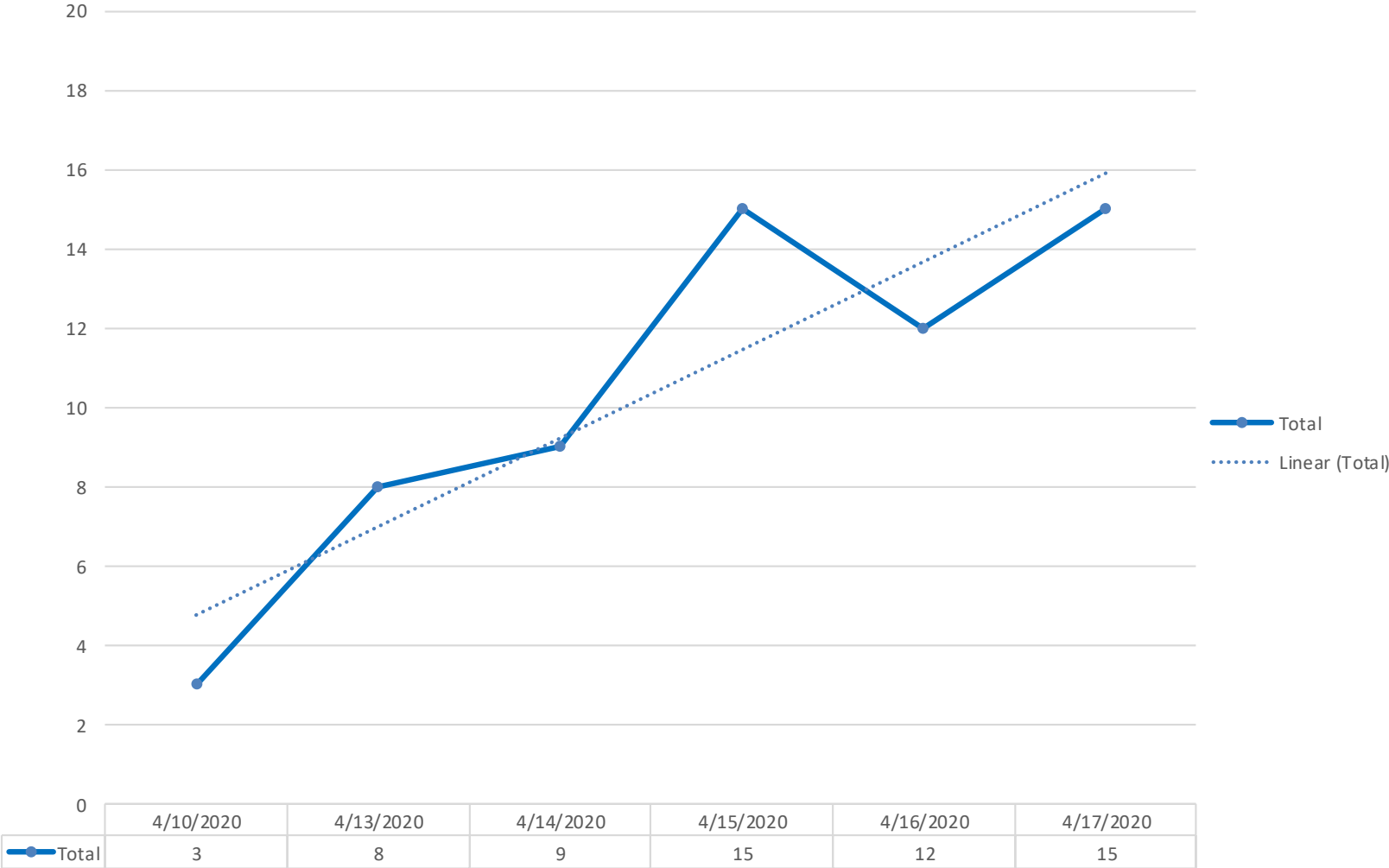
Emergency Home Delloivered Meals Since 4/10-4/17

Date	Type of Meal				Grand Total
	Diabetic	Fish Free	Pork Free	Regular	
4/10/2020		1		2	3
Acknowledged		1		2	3
4/13/2020		1	2	5	8
Acknowledged		1	2	5	8
4/14/2020	1	1		7	9
Acknowledged	1	1		7	9
4/15/2020		3	5	7	15
Acknowledged		2	1	1	4
Canceled			1		1
Sent to carrier		1	3	6	10
4/16/2020			6	6	12
Sent to carrier			6	6	12
4/17/2020		3	3	9	15
Sent to carrier		2	3	7	12
Waiting to be sent to carrier		1		2	3
Grand Total	1	9	16	36	62



E-Home Delivered Meals

Emergency Home Delivered Meals 4/10-4/17



WIC

WIC

IL DHS

- **The Illinois WIC program is still operating**, and people who are currently participating in the program should call their WIC Clinic for guidance on obtaining coupons by mail or by curbside pickup.
- **WIC Participants do not need to abide by grocery store limits** on the amount of food or formula that they are allotted on their coupons.
- **Individuals should call their local WIC Clinic** if they're experiencing problems with a WIC retailer.
- People who aren't participating in WIC but would like to, should call the DHS office nearest them for information about how to apply and where to pick up coupons.
- Residency (an Illinois address) is required to participate. **Immigration status is not considered**, and as of 4/21/2020, WIC participation is not considered in the Public Charge test.

Source: EverThrive Illinois

WIC

- Link to local WIC offices contact info:
https://www.chicago.gov/city/en/depts/cdph/supp_info/healthy-mothers-and-babies/wic_clinics.html
- WIC Clinic Locator and pre-screening tool:
<https://www.dhs.state.il.us/page.aspx?item=30513>
- Food distribution centers are fully stocked with food and formula

Housing Resources

Resources for those with challenges related to **COVID-19** and **Housing** are developing & evolving through varied organizations & funders.

CountyCare is:

- learning together with partners about resources
- sharing information as we learn about it

As far as we know there is no single or static workflow...yet.

Please share information us - we will keep working on a resource tool.

Resources below are primarily for individuals discharging from hospitals discharges, but we encourage continued outreach to these resources because things are changing daily.

- CDPH Emergency Operations Center (EOC) Liaison see attached press release 3/22/20
- Alternate care site: McCormick Place
- Alternate housing site: A Safe Haven
- [Cook County, press release, Alternative housing program](#) – call 312-864-COOK (2665)
- [FY 20 Emergency and Transitional Housing Providers](#)



McCormick Place
Care Site INFO



Safe Haven Info



Chicago
Department of Public Health



Mental Health of Healthcare Workers during this Pandemic

- Link to Article: <https://www.msn.com/en-us/health/medical/we-carry-that-burden-medical-workers-fighting-covid-19-are-facing-a-mental-health-crisis/ar-BB12s5QH>
- Objectives:
 - To name what we are all probably feeling
 - To start the conversation and thought process around this topic
 - Discuss some key takeaways from the article
 - To begin to generate our own "care plan" to support each other

Introduction

- Fighting this covid-19 virus has presented a unique experience to healthcare workers both first responders and those who support first responders.
- A study published in March 2020 in the medical journal, JAMA, found that among 1257 healthcare workers in China working with COVID patients
 - 50.4% reported symptoms of depression
 - 44.6% reported symptoms of anxiety
 - 34% reported various levels of insomnia
 - 71.5% reported experiencing distress
- The scope of the mental health crisis will not come into focus until the crisis has ebbed

BH Resource Guide

- See PDF

Pharmacy and COVID-19

- Emergency preparedness is in place due to COVID-19 pandemic
- Pharmacies can submit a Submission Clarification Code of 13, Payer-Recognized Emergency/Disaster Assistance Request, to override rejecting claims for refill-too-soon (RTS). Pharmacists should use clinical judgement to determine when it is appropriate to override the claim.
- Previously approved PA (prior authorization) end dates have been extended through 06-30-2020
 - Will be reassessed due to pandemic status
- 90-day fills are allowed for medications including Insulins

Pharmacy and COVID-19

- All albuterol HFA inhalers and levalbuterol inhalers as well as generic levalbuterol nebulizer solutions have been changed to preferred and covered under formulary.
- CountyCare has coverage for acetaminophen and cough suppressants containing guaifenesin, dextromethorphan or their combinations.
- Most pharmacies in our network offer free delivery, examples are Walgreens and CVS, Jewel-Osco and others
- Consult the CountyCare website for information related for medications at www.countycare.com/pdl
 - April 2020 Formulary viewable (by clicking on Download Medicaid Formulary)



Mail Order

- Mail order available for non-emergent prescriptions
- Up to a 90 supply of medication available
- Mail order refills are subject the amount of medications that the member has on hand.
- Prescribers may
 - e-Prescribe via Covermymeds®
 - MedImpact Mail Order Phone: 1-888-402-1982
 - MedImpact Mail Order Fax: 1-855-873-8739
- Members who are cared for by Cook County Health Prescribers may call Cook County Mail Order Pharmacy at: 312-864-5651



Mail Order

Members may call MedImpact Mail Order at 1-855-873-8739 Monday-Friday 7am-7pm CST and Saturday 8am-4pm CST to inquire how to arrange for medication(s) to be delivered overnight to them.

Physician Order

Member can ask his/her physician to send the script electronically to MedImpact Direct or to fax it at 1.888.783.1773 .

Then MedImpact will call the member to confirm approval/authorization.

Mail

Member can download and complete the order form at <http://www.medimpactdirect.com>

Mail the form with the paper script to MedImpact Direct Mail, PO Box 51580, Phoenix, AZ 85076-1580

Online

Member can sign in to the <http://www.medimpactdirect.com>

Request a new script or transfer one from a retail pharmacy by clicking on "Request or Submit a New Prescription" at the top of "My Medications."

MIDS Mail Order Pharmacy Shipping Details

- Standard turn around time for mail order is 10 days from the date the order request or prescription is received
- Expediting the order (providing it already was not sent overnight due to product requirements like cold packed insulins) can be requested, however this can result in an additional charge for the expedited processing and shipping)
- An accommodation can be made to ship to a temporary or alternative address if the patient is quarantined in a different location than their primary shipping address. Examples include out of state, home, pharmacy, hospital, group home, shelter.

CDC Recommendations for Masks

- [CDC recommends](#) wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.
- <https://www.chicago.gov/city/en/sites/covid-19/home/citywide-cloth-mask-drive.html>





Open Forum

- Please share any COVID related needs or questions you have for each other
- Type in the chat box

Question and Answer

- Are ER discharge patients included in home delivered meals?
 - *It is targeted for inpatient discharges but if you feel that the member will benefit you can submit a referral.*
- Gloves/masks for members (non COVID+)?
 - *We are working on collecting resources for masks and gloves. A new study by Northwestern shows that adding a nylon stocking to a homemade mask makes them almost as good as a medical grade mask. <https://wamu.org/story/20/04/22/adding-a-nylon-stocking-layer-could-boost-protection-from-cloth-masks-study-finds/>. The city is beginning to take donation for mask for community members. See link on slides for details.*
- Is the homeless liaison line only for patients with confirmed diagnosis or known exposure?
 - *You can still go through 311 for nonCOVID19 referrals for those experiencing homelessness*
- If a member moved, wasn't able to re-determine, can they call their local WIC center and get back on Medicaid faster than if they keep calling the re-determination numbers?
 - *WIC provides referrals to many programs that can be of assistance to WIC clients depending on where they live/what they need, this can include Medicaid application.*
- Members have reported running out of coupons for Formula before its time for more, are they providing extra assistance?
 - *WIC is a supplemental program and not intended to provide 100% of needs. However, the amounts of formula that are provided are very generous for a supplemental program. If a client needs further assistance, WOC works closely with other Food Banks and can connect clients to those resources.*
- How do we ensure safe discharge for positive COVID patients? example: wife and boyfriend both positive COVID known DV situation.
 - *There is a hotline for Domestic Violence 1-877-TO END DV or 1-877-863-6338 (Voice); 1-877-863-6339 (TTY). We are continually working to identify additional DV resources.*



Thank You!