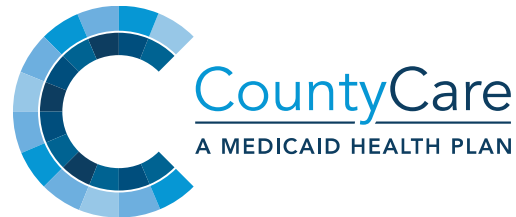


December CM Webinar

Wednesday, December 17, 2025

Stephanie R. Nickles

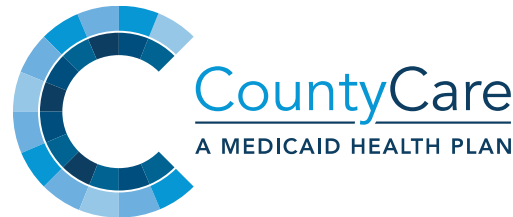
Clinical Training Manger



Meeting Schedule

December 17th, 2025

- 1. Dymphna Ghasarah- Serenity Home Health-(30 mins)**
- 2. Member Portal Care Plan Announcement- Ericka Hall- (5 mins)**
- 3. 2025 HSAG Compliance Audit- Kasey- Parker-Reid (5 mins)**
- 4. Death Notification Online Submission- Kasey Parker Reid (5 mins)**
- 5. Rewards Update – Debra Brophy (5 – 10 mins)**





Serenity Home Healthcare

- Understand the specific needs of your clients and explore how Serenity can better support them.
- Gain insight on the expectations from vendors.
- Get acquainted and familiarized with each other to foster communication.
- Get some feedback on our services.

Purpose of the Meeting

Our agency is dedicated to providing high-quality home healthcare services with a focus on compassionate and personalized care. We aim to support patients' health and independence while collaborating closely with case managers in Cook County to ensure seamless care coordination and positive outcomes.

We value professionalism, reliability, and clear communication to meet and exceed expectations.

Introduction

01

Introduction to Our Home Healthcare Agency



Our mission is to deliver comprehensive and compassionate home healthcare with a patient-centered approach. We strive to enhance quality of life through emphasizing dignity and respect for every individual we serve.

Our vision is to be the trusted partner for case managers and healthcare professionals, driving excellent outcomes in Cook County communities.

Mission and Vision

LOCATION

S



NILE
S



AUROR
A



WAUKEGA
N



SOUTH HOLLAND



CHATHA
M



ROCKFORD



WEST
ENGLEWOOD



BRIDGEVIEW
W



EAST
CHICAGO



ROCKFORD



NORTH
CHICAGO



BRONZEVILLE
E



NORTH
RIVERVIEW

We provide extensive homecare services throughout Cook County, ensuring timely access and localized care. Our team is well-versed in the area's needs and resources, allowing us to address diverse patient populations with cultural sensitivity and expertise.

Service Areas

Commitment to Quality and Compassionate Care

We are dedicated to delivering **exceptional care**. Our team consistently adheres to the highest standards to ensure safety, comfort, and positive health outcomes.

The Wellness and Satisfaction Team at Serenity:

- Performs Spot checks and reports any concerns to the Branch manager.
- Start of care visit.
- Satisfaction survey.
- Educates both new and existing clients on the documentation required for Medicaid reassessment eligibility.



02

Services Offered and Support for Case Managers



- Our programs are designed to help clients maintain their daily routines and reduce the risk of hospital readmissions due to falls or changes in health.
- Caregivers diligently report any health changes to our office and monitor for signs that may require intervention.
- Our team includes:
 - Trained caregivers experienced in dementia and Alzheimer's care
 - Certified Nursing Assistants (CNAs) for bedbound clients requiring assistance with diaper changes and Hoyer lifts
- We offer 24/7 call availability and are on-call for urgent needs.
- We accept most private insurance plans, Medicaid, and private contracts.
- Our marketing team assists with home care referrals and ensures CCP participants receive the services they need.
- Provide respite care.

Home Care Services

Our skilled nursing team provides expert medical care including wound management, medication administration, and chronic disease monitoring.

We also offer comprehensive physical, occupational, and speech therapy designed to enhance recovery and promote independence, vital for patient progress and satisfaction.

Skilled Nursing and Therapy Services

We prioritize open, timely communication with case managers and healthcare providers, ensuring seamless information sharing.

Our care coordination efforts help align treatment plans, schedule regular updates, and reduce hospital readmissions, facilitating better overall patient care management.

Care Coordination and Communication

Partnering with our home healthcare agency means access to **reliable, high-quality services** built around collaboration with case managers.

Our commitment to communication, comprehensive care, and patient-centered service supports improved recovery and quality of life for clients across Cook County. We look forward to working together to deliver outstanding care.

Conclusions

Do you have any questions?

faxes@serenityhhc.com

www.serenityhhc.com

Thank you



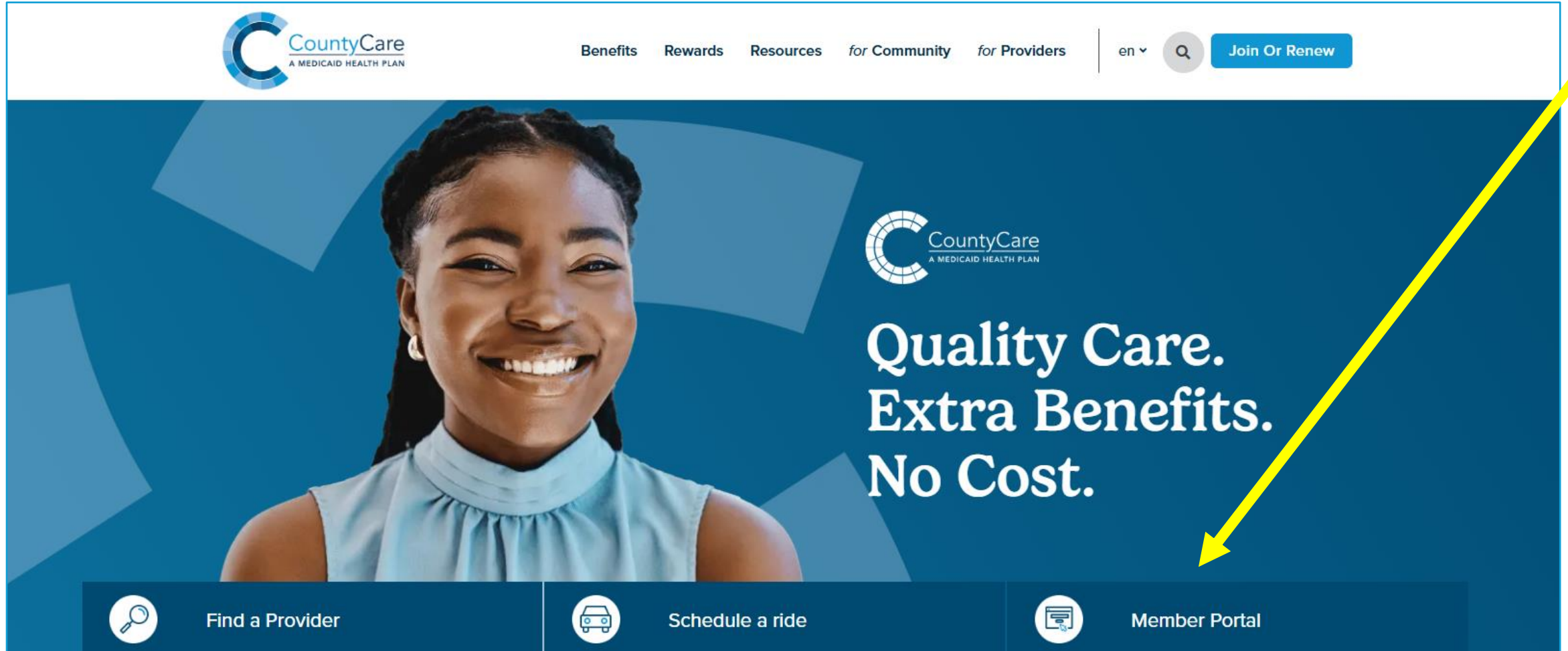
New Member Portal Announcement

Care Plans Update




CountyCare
A MEDICAID HEALTH PLAN

Access and Communications






CountyCare
A MEDICAID HEALTH PLAN

Benefits Rewards Resources for Community for Providers en  [Join Or Renew](#)

CountyCare
A MEDICAID HEALTH PLAN

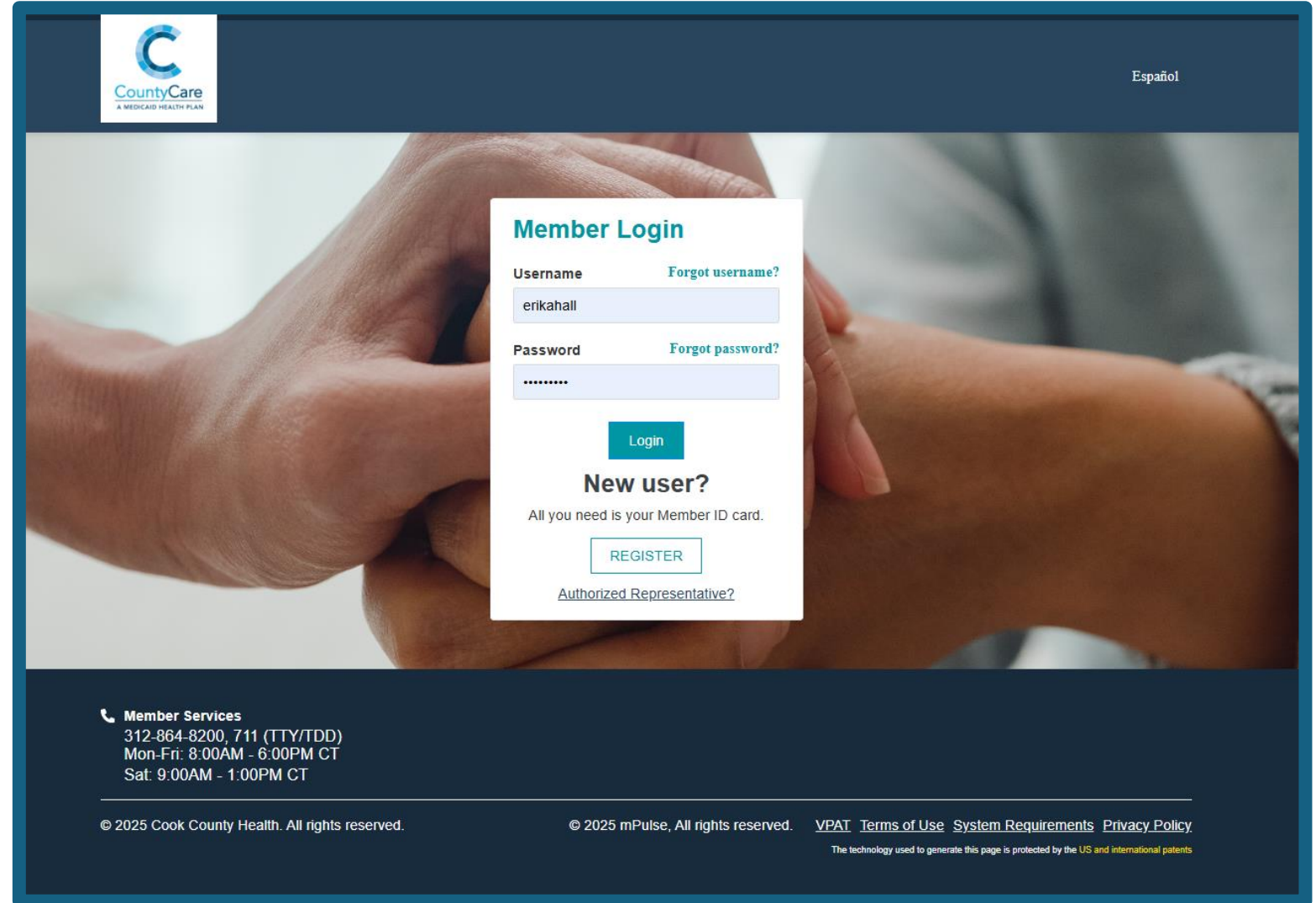
**Quality Care.
Extra Benefits.
No Cost.**

 Find a Provider  Schedule a ride  Member Portal

Registration and Login


When registering for the portal members will...

- ✓ Need their Member ID and birthdate
- ✓ Select security questions
- ✓ Create a password
- ✓ Accept Terms & Conditions



The screenshot displays the CountyCare Member Login and Registration interface. At the top left is the CountyCare logo, and at the top right is a link for 'Español'. The main content area features a 'Member Login' form with fields for 'Username' (containing 'erikahall') and 'Password' (masked with dots). Links for 'Forgot username?' and 'Forgot password?' are provided. A 'Login' button is below the password field. Below the login form is a 'New user?' section with the text 'All you need is your Member ID card.' and a 'REGISTER' button. A link for 'Authorized Representative?' is at the bottom of the form. The background of the page shows a close-up of hands being held. At the bottom, there is a 'Member Services' contact section with a phone icon, the number '312-864-8200, 711 (TTY/TDD)', and operating hours: 'Mon-Fri: 8:00AM - 6:00PM CT' and 'Sat: 9:00AM - 1:00PM CT'. The footer contains copyright information: '© 2025 Cook County Health. All rights reserved.' and '© 2025 mPulse, All rights reserved.', along with links for 'VPAT', 'Terms of Use', 'System Requirements', and 'Privacy Policy'. A small note at the bottom right states: 'The technology used to generate this page is protected by the US and international patents'.

Homepage



[Español](#) [Contact Support](#) [Messages](#) [Welcome Erika](#)

[My Health Plan](#) [My Resources](#) [My Preferences](#)

Welcome to the CountyCare member portal. You can use the portal to:

- Update your address or phone number
- Pick a new doctor
- Learn about your benefits
- If you want to view your Benefit Documents, please visit Benefits & Eligibility page listed under My Health Plan tab above.
- Have a question? You can send us an online message using the Messages in the top right corner.

Quick Access

[Complete my Health Risk Screening](#)

[Find a Dental or Vision Provider](#)

[Find a Pharmacy](#)

[Find a Provider](#)

[Health and Wellness](#)

[Request a Care Coordinator Referral](#)

[Schedule a Ride](#)

[Start a Virtual Immediate Care Visit](#)

[Update My Information](#)

[View My Benefits and Eligibility](#)

Find a Provider

Search for a doctor or provider near you

[Find a Provider](#)

View Earned Rewards

Visit the Benefits Center to view your rewards.

[VIEW REWARDS](#)

View My Benefits

See your plan benefits

[VIEW BENEFITS](#)

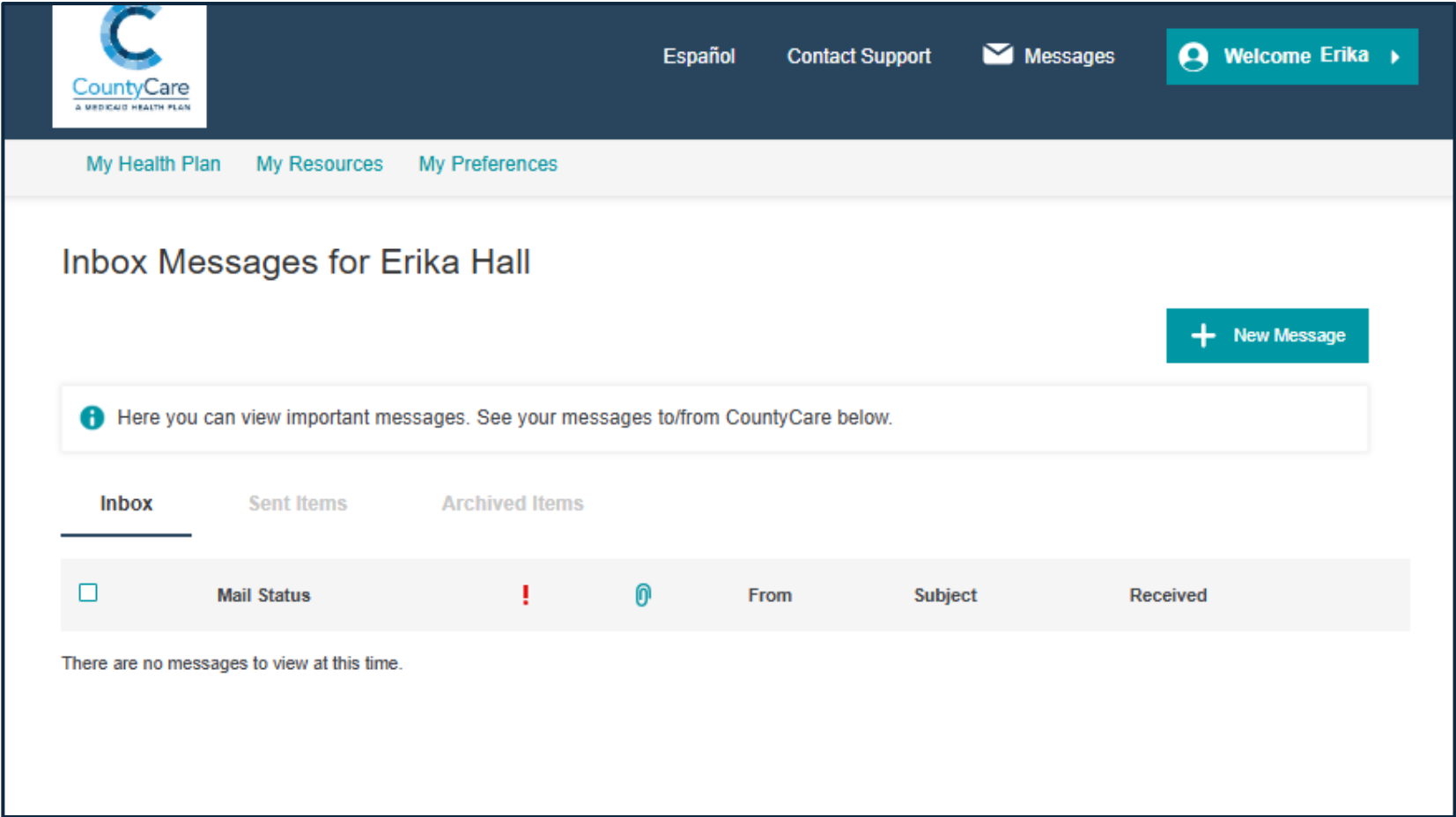
View My ID Card

Your ID card has important information that confirms your coverage. View, print, or request your ID card.

[VIEW ID CARD](#)

Care Plan Access

- Currently members will not get an automated notification that their care plan is in the portal.
- Members can access their care plans by selecting Messages.
- Care plans will be available in the portal to view and download within 7 days.



Contact Information:

For any questions, comments, and concerns contact us!

- Peter Gustafson, Senior Manager, Enrollment and Outreach
 - peter.gustafson2@cookcountyhhs.org
- Heather Holberg, Director, Enrollment and Outreach
 - hholberg@cookcountyhhs.org

Thank you!

Death Notification Submission

Kasey Parker-Reid

HealthChoice Illinois (HCI) Medicaid
2025 Administrative Compliance File Review
STANDARD VI – COORDINATION & CONTINUITY OF CARE
(including TOC)

FILE REVIEW

- Total of 10 cases reviewed
- HP Waiver-LTC: 3 cases
- HP Non-Waiver: 5 cases
- MHN: 2 cases

HSAG File Review Elements

RISK STRATIFICATION

HEALTH RISK SCREENING & HEALTH RISK
ASSESSMENT

CARE PLAN

BENEFICIARY CONTACT

HEALTH, SAFETY, AND WELFARE

AUDIT FEEDBACK

STRENGTHS

- Alignment of Health Risk Assessment and IPOC in addressing member's needs.
- Detailed and comprehensive Desk Review on Standard VI and Children's Behavioral Health.

OPPORTUNITIES FOR IMPROVEMENT

- ICT: Member supports, i.e., CC, family, PCP, other providers, and include nursing home if applicable.
- IPOC: Evidence to agreement and sharing of care plan w/member and ICT
- Crisis Safety Plans for members w/BH and SUD diagnosis.
- Wellness Plan to include physical activity, diet plan, etc.
- Contacts: Successful 90-day contact.

Preliminary Scores

- File Review: 88%
- Desk Review: 100%
- Children's Behavioral Health: 100%

Next Steps:

- HSAG will draft report findings from desk and file reviews to HP and HFS. **December 2025**
- HP Remediation (30 days after receipt of draft report) **Upon HFS approval**
- HSAG will send final reports to HP and HFS. **February 2026**
- Kasey Reid-Parker will share final reports w/CMEs. **February 2026**

Rewards Update

Debra Brophy

County Care 2026 Rewards/Benefits Changes

Effective 1.1.2026

	Notes	Current	New
PCP Reward	Reduction in dollar amount	\$50	\$25
HRS	Reduction in dollar amount	\$20	\$15
COVID (50 and up)	Reducing the reward to members 50 and over	\$25	\$25
Flu (2 and up)	Reduction in dollar amount	\$25	\$10
Book Club gift cards	Removal of \$10 Target gift card	\$10	\$0
Members 13+ who complete two follow-ups within 34 days after beginning new treatment for a substance use disorder.	Removal of reward	\$50	\$0
Members 16 and older starting treatment for SUD who fill their prescriptions used to treat SUD 180 days in a row.	Removal of reward	\$50	\$0

County Care 2026 Rewards/Benefits Changes

The following changes to the FoodCare program will be effective 3/1/2026:



Supplemental Benefit	Current	New
Foodcare – dietician visits for individuals WITHOUT qualifying chronic conditions	2 visits per year	No visits
Foodcare – dietician visits for individual WITH the following qualifying chronic conditions: <ul style="list-style-type: none">• type 2 diabetes• hypertension• pregnancy and 6 months postpartum	Unlimited visits	6 visits per year. Visits cannot last longer than 1 hour

Announcements

- Our first webinar of the year is Wednesday January 21th, 2026 at 2:00pm.

30

- Slides posted on CountyCare Care Coordination Webpage:

- <http://www.countycare.com/carecoordination>

- Have feedback? Ideas for future topics? Please share!

- <https://redcap.link/23k1fzzb>

- Please email questions/concerns: stephanie.nickles@cookcountyhealth.org