

# Care Management Webinar

May 17<sup>th</sup> 2023



# Agenda

- Intro – 2mins
- Rx Complete Partnership – 20 mins
  - Karolina Duszczak, Chief Plan Officer
- PHE Ending & Health Equity Considerations - 20 mins
  - Cindy San Miguel, Director of Health Equity
- Announcements – 2 mins
- Covid 19 Updates – 2 mins
- CC Spotlight – 2 mins
- Wrap-up – 2 mins

# R COMPLETE



CountyCare  
A MEDICAID HEALTH PLAN

# RxComplete Overview

## MBE/WBE Status

- Relationship offers an additional opportunity to expand Woman/Minority Business Enterprise(MBE/WBE) business.
- RxComplete is currently certified with the Cook County Office of Contract Compliance.

## Experience

- 8 years of pharmacy experience working with health plans and Medicaid members with multiple diseases states across the United States.

## Demographic Services

- RxComplete can support CountyCare's member demographic efforts through their "skip tracing" services.
- RxComplete will provide updated member demographic information to CountyCare on a regular basis.

# RxComplete Programs Overview



## Adherence

- Proactive refill reminders, regular check-ins, prior auth and paperwork support
- Synchronization of refills



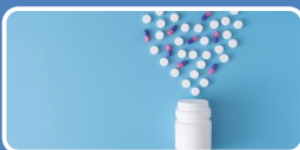
## Medication Reconciliation

- Heavy involvement with prescribers
- Two-step drug-to-drug interaction process



## High Touch Services

- 24-hour live phone answering, regular check-ins and refill reminders



## Vial and Pouch Dispensing Systems

- Pouches increase ease of use and accuracy (99.7%) compared to blister cards
- Care givers are allowed by law to provide a single pouch with all drugs to members



## Transportation Barriers

- No cost for delivery services
- Medication refill synchronization reduces trips to the pharmacy

# Program Criteria and Member Outreach

---

## Inclusions

Members must meet all the following:

- \*Filling at  $\geq 4$  pharmacies
- \*Medications prescribed by  $\geq 3$  prescribers
- \*Filling  $\geq 4$  medications

## Exclusions

Members using CCH or Affinity pharmacy are excluded

## Member Outreach

Members will be mailed materials that outline RxComplete's services

Members will also be contacted telephonically

RxComplete will receive a list of newly eligible members monthly to outreach

# Rx Complete Letter



**CountyCare has selected you to begin using RxComplete pharmacy.**

[ HOC Name ]  
[ HOC Address ]  
[City], [State] [ZIP]

Dear [HOC Name],

CountyCare, your HealthChoice Illinois health plan, has selected [ "you" OR "[Member Name]" ] to begin using RxComplete pharmacy for home delivery of your prescription medications.

You received this letter because CountyCare is working with RxComplete to enroll members in RxComplete's convenient pharmacy service.

RxComplete organizes medications in a convenient pouch package making it easier to take them on time. RxComplete keeps track of refills and makes sure you don't run out of anything. RxComplete also delivers your medications to you from its pharmacy in Illinois.

RxComplete will work with CountyCare and your physician to get you enrolled in their service. They will get your prescriptions and then begin delivering them to you in plain packages.

There is no additional cost to you for RxComplete's service.

Using RxComplete also helps you and CountyCare to support an Illinois-Certified Minority Owned Business.

Just call (888) XXX-XXX now to begin RxComplete service.

**CountyCare, your HealthChoice Illinois health plan, has selected you to begin using RxComplete home delivery pharmacy. Call (888) XXX-XXX now to begin service. A representative will call you if you do not respond to this letter.**

For your best health, continue taking your prescription medications the way your doctor has prescribed them.

Sincerely,

RxComplete

# Rx Complete Inbound Enrollment Call Script

## RxComplete Inbound Call Script Member Calls Number on Letter

### Basic Inbound Call Handling Responsibilities:

- Call Center handles calls from people who have not yet enrolled. Call Center has not sent enrollment information to RxComplete.
- RxComplete handles calls from people who have enrolled. When Call Center receives a call from someone who has enrolled (enrollment information sent), the call should be warm transferred to RxComplete.

### Inbound Call types and dispositions

Most callers will fall into one of two groups.

1. Calling back the number of an outbound call that they did not answer. ("You called me"). Follow this Inbound Enrollment Call Script.
2. Calling in response to a mailing. ("You sent me a letter"). Follow this Inbound Enrollment Call Script.

Smaller numbers of callers will be calling for other reasons.

- A) Calling back to provide additional information needed to complete an enrollment before the enrollment is sent to RxComplete. ("I have some information for you") These calls will be handled by Call Center at the appropriate point in the Data Collection Call Script.
- B) Calling to check the status of their enrollment processing ("Where's my stuff?") Call Rep will check enrollment status. If enrollment has been started but is not complete, Rep will record information as in A) above. If enrollment is complete and sent to RxComplete, warm transfer the call to RxComplete.
- C) Calling for RxComplete but accidentally using the enrollment number. Warm transfer the call to RxComplete.

### Minor Members

Some members will be minors as identified on the Minor Flag data field. The list will include names of responsible parties or Heads of Household for minors (HOC).

Regardless of who made the call to RxComplete, they can only speak with HOC unless HOC gives verbal permission to speak with another adult for the purpose of that call only.

## Begin Inbound Call

*Hello, this is the CountyCare and RxComplete enrollment line. How can I help you?*

Caller will identify the type of call as described above. Rep to ask questions if not certain of call type.

- *Are you calling back a call we made to you?*
- *Did you get one of our mailings?*
- *Have you called and given us information already?"*

Warm transfer calls to RxComplete as indicated.  
Complete previously started enrollments as needed.  
Continue below for Inbound Enrollment Calls.

### **If the caller is calling in response to a mailing:**

*CountyCare, your HealthChoice Illinois health plan has selected you to begin using RxComplete pharmacy for home delivery of your prescription medications.*

*CountyCare is working with RxComplete to enroll members in RxComplete's convenient home delivery pharmacy service.*

*RxComplete organizes the medications you take every day and makes it easier to take them on time. RxComplete keeps track of refills and makes sure you don't run out of anything. RxComplete also delivers your medications to you from its pharmacy in Illinois.*

*RxComplete will talk to your doctors and do all the work to get you enrolled in their service. They will get your prescriptions and then begin delivering them to you in plain packages.*

*I can enroll you now with RxComplete. What's your name and regular phone number so I can look up your information?*

Access caller's information on list.

*Are you prepared to do this now? I just need to quickly verify some information provided by CountyCare and then we'll get you going. It will take about 10 minutes now to complete your enrollment into the program.*



**If (Member/Responsible Party/Guardian) is ready to proceed with the enrollment:**

Go to DATA Verification Call Script

**If a member cannot talk at the moment:**

*CountyCare has selected you to use RxComplete and it's very important that I talk with you soon. What is a good time to call you back? Is this the best number to call?*

Record best time and number to schedule a call back.

**After looking up Member Name in the database:**

**If the caller is a member minor:**

*I need to talk to an adult. Is a parent or guardian available for me to talk to now?*

**When have guardian or foster parent on the call:**

*What is your name please? And is this the best number to reach you in the future?*

Record guardian or foster parent name and number.

**If a member/guardian/foster parent cannot talk at the moment:**

*CountyCare has selected (Member Name) to use RxComplete and it's very important that I talk with you soon. What is a good time to call you back? Is this the best number to call?*

Record best time and number to schedule a call back.

**If the caller is calling back the number of an outbound call that they did not answer:**

*We called you from CountyCare, your HealthChoice Illinois health plan and RxComplete Pharmacy. CountyCare has selected you to begin using*

*RxComplete pharmacy for home delivery of your prescription medications.*

*CountyCare is working with RxComplete to enroll members in RxComplete's convenient home delivery pharmacy service.*

*RxComplete organizes the medications you take every day and makes it easier to take them on time. RxComplete keeps track of refills and makes sure you don't run out of anything. RxComplete also delivers your medications to you from its pharmacy in Illinois.*

*RxComplete will talk to your doctors and do all the work to get you enrolled in their service. They will get your prescriptions and then begin delivering them to you in plain packages.*

*I can enroll you now with RxComplete. What's your name and regular phone number so I can look up your information?*

Access caller's information on list.

*Are you prepared to do this now? I just need to quickly verify some information provided by CountyCare and then we'll get you going.*

**If (Member/Responsible Party/Guardian) is ready to proceed with the enrollment:**

Go to DATA Verification Call Script

**If a member cannot talk at the moment:**

*CountyCare has selected you to use RxComplete and it's very important that I talk with you soon. What is a good time to call you back? Is this the best number to call?*

Record best time and number to schedule a call back.

# Rx Complete OUTBOUND Enrollment Call Script

## RxComplete Outbound Call Script in Response to an Enrollment Request Card Received

- Mailings will include Enrollment Request Cards and postage-paid envelopes to return them.
- Cards will be pre-printed with the member's name and address.
- Cards will be pre-printed with the database Index Number.
- RxComplete will forward Cards to the call center.
- Cards ask members to indicate the best time to receive a call from RxComplete.
- Call center rep should look up the member on the database before making the call.

*Italics is Call Rep dialogue*

**Rep:** *Hello, I'm (Rep Name) from CountyCare, and RxComplete Pharmacy. (Member Name) sent us an Enrollment Request Card and I need to speak with (Member Name). Are you (Member Name)?*

**Note:** Some members will be minors as identified on the Minor Flag data field. The list will include names of responsible parties (HOC) for minors. You can only speak to and/or leave messages for the HOC that we have on eligibility file

### **If the member is a minor:**

*Hello, I'm (Rep Name) from CountyCare, and RxComplete Pharmacy. I have an Enrollment Request Card from (Member Name) and I need to speak with (Responsible Party Name). Are you (Responsible Party Name)?*

### **Optional if (Member Name/Responsible Party) is not familiar with the program:**

*RxComplete organizes the medications you take every day and makes it easier to take them on time. RxComplete keeps track of refills and makes sure you don't run out of anything. RxComplete also delivers your medications to you from its pharmacy in Illinois.*

*RxComplete will talk to your doctors and do all the work to get you enrolled in their service. They will get your prescriptions and then begin delivering them to you in plain packages.*

*I'm calling today to get you going with RxComplete.*

1

*Are you prepared to do this now? I just need to quickly verify some information provided by CountyCare and then we'll get you going.*

### **If a member cannot talk at the moment:**

*CountyCare has selected you to use RxComplete and it's very important that I talk with you soon. What is a good time to call you back? Is this the best number to call?*

Record best time and number to schedule a call back.

If (Member/Responsible Party/Guardian) is ready to proceed with the enrollment:

*Great. We want to make sure that RxComplete can call you if necessary. Is this the best number to reach you?*

### **If a minor's responsible party cannot talk at the moment:**

*(Member Name) has requested to enroll in our service and it's very important that I talk with you soon. What is a good time to call you back? Is this the best number to call?*

Record best time and number to schedule a call back.

### **If not the best number:**

*What is the best number to reach you? Is there a second number in case we cannot reach you here?*

Record best and second numbers.

**Go to DATA VERIFICATION Call Script**

2

# *Questions*





# PHE Ending and Health Equity Considerations



COOK COUNTY  
**HEALTH**

# *PHE Ending Takeaways*

## *Vaccinations*

- The end of the public health emergency will not change guidance on COVID-19 treatment, testing, and vaccines
- What **WILL** change is the potential availability and accessibility of testing and vaccines

## **Vaccinations**

- Medicaid, Medicare, and private insurance providers will continue to pay for vaccines for adults and children

# *PHE Ending Takeaways*

## *Testing*

- **Medicaid will continue to cover cost for at-home tests.**
  - Lab-based PCR tests will continue to be available at select pharmacies, hospitals and health clinics.
  - **Medicare and Medicaid will continue to pay for lab-based tests,** but private insurance companies may decide to require co-pays for them.
- 
- Private insurance
    - At-home tests will continue to be available in pharmacies, but after May 11, private insurance companies will no longer be required to pay for at-home tests, and Medicare recipients will no longer receive free at-home tests.

# PHE Ending Takeaways

## Treatment

- Therapeutics to treat and limit the severity of COVID-19, including Paxlovid, Molnupiravir, and Remdesivir (Veklury), will continue to be available after May 11 from physicians, hospitals and pharmacies.
  - **Medicare and Medicaid will continue to cover these treatments through at least September 2024 (Medicaid) and December 2024 (Medicare).**
- 
- Under the HHS Bridge Access Program, the Center for Disease Control and Prevention will contract with pharmacies to offer oral antiviral treatments with no out-of-pocket cost to uninsured individuals.
  - For those with private health insurance, coverage and out of pocket costs will vary based on their insurance provider and plan. Individuals should contact their insurance provider for more details.

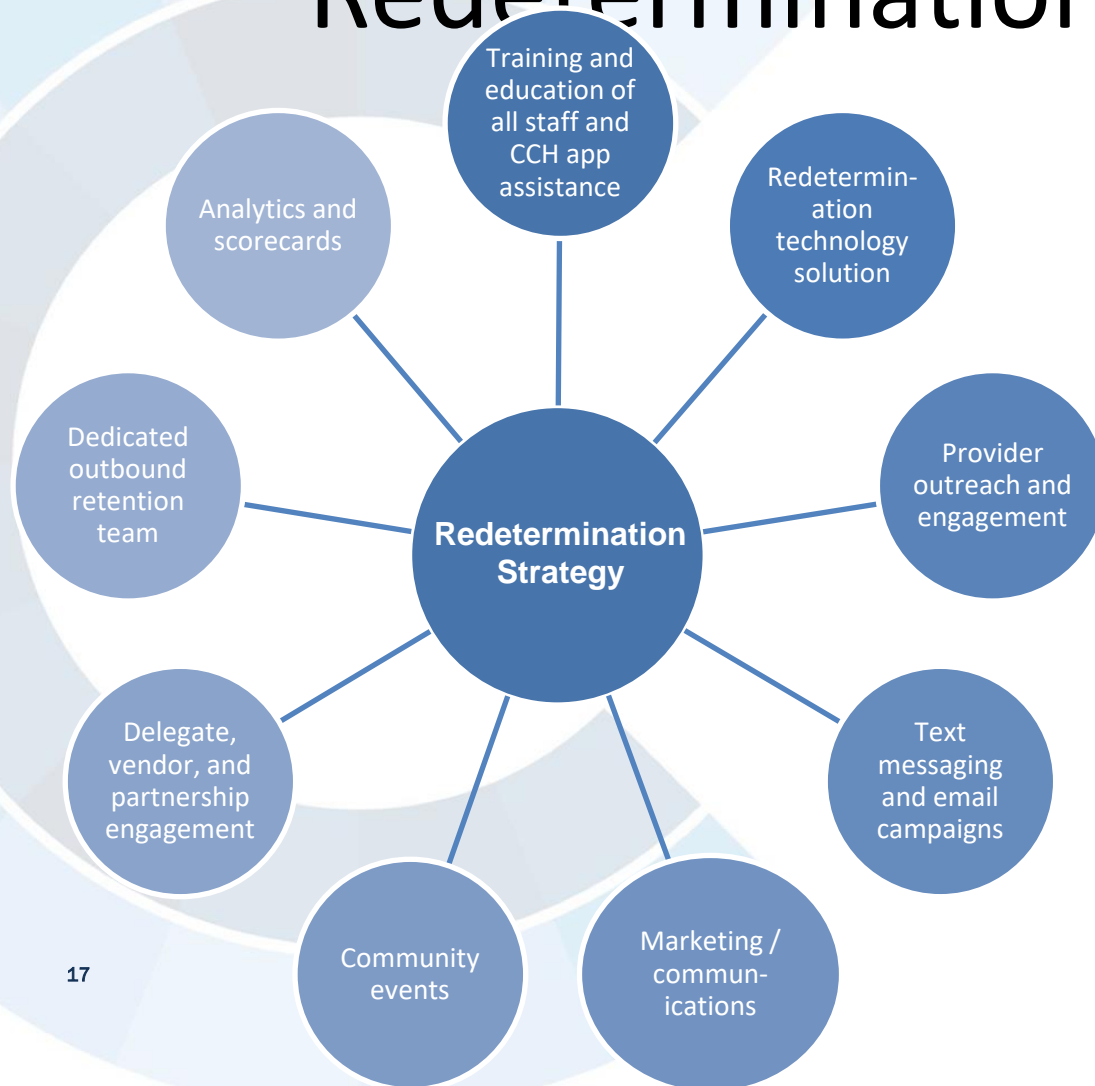
# PHE Ending takeaways

## Treatment

- ***Will treatment still be free?***
  - It depends on the type of insurance you have:
    - **Medicaid:** Will continue to covered all costs for treatment until at least September 30, 2024.
- 
- **Medicare:** Will continue to cover all costs for treatment through December 31, 2024.
  - **No insurance:** Select pharmacies will continue to provide COVID-19 treatments with no out-of-pocket costs to uninsured individuals
  - **Private insurance:** Coverage for treatments and out of pocket costs will vary. Contact your insurer to learn more.



# Redetermination strategy



- **Background**
- Medicaid continuous eligibility will end on April 1, 2023 and **will be de-coupled from the end of the Public Health Emergency (PHE)**
- Healthcare and Family Services expects to resume Medicaid redetermination notifications in April, with the first possible terminations occurring in July 2023
- **Next Steps**
- Utilizing a multi-prong strategy at every entry point
- Leveraging best practices and efforts where the health plan was successful
- Focusing on awareness, training, engagement, and action



# Data Overview

- Vaccination
- COVID-19 transmission
- Long-term Impact of COVID



## COVID Vaccinations

*Where does Cook County stand?*

At Least 1  
Vaccine

- 85.6% of residents
- 1,957,732 residents

Completed series

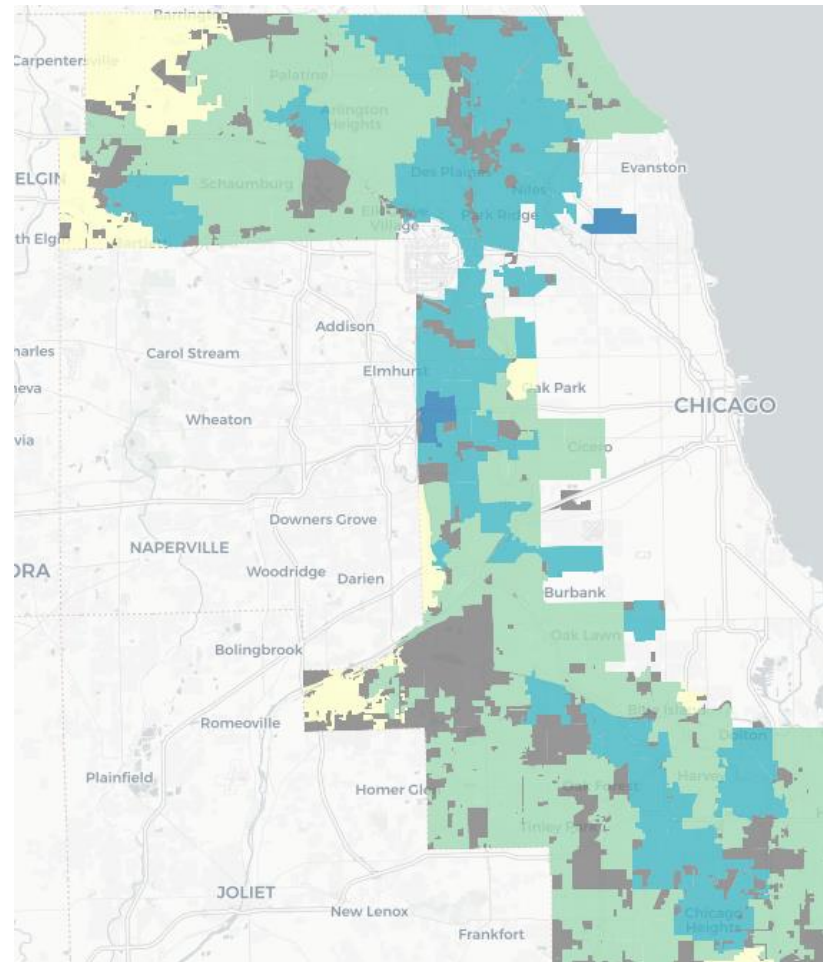
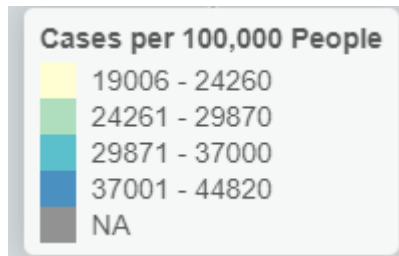
- 72.2% residents
- 1,651,784 residents

Up to Date  
(received up to  
bivalent booster)

- 19.1% residents
- 436,551 residents

# COVID-19 Cumulative Cases

## Cook County



# Cook County

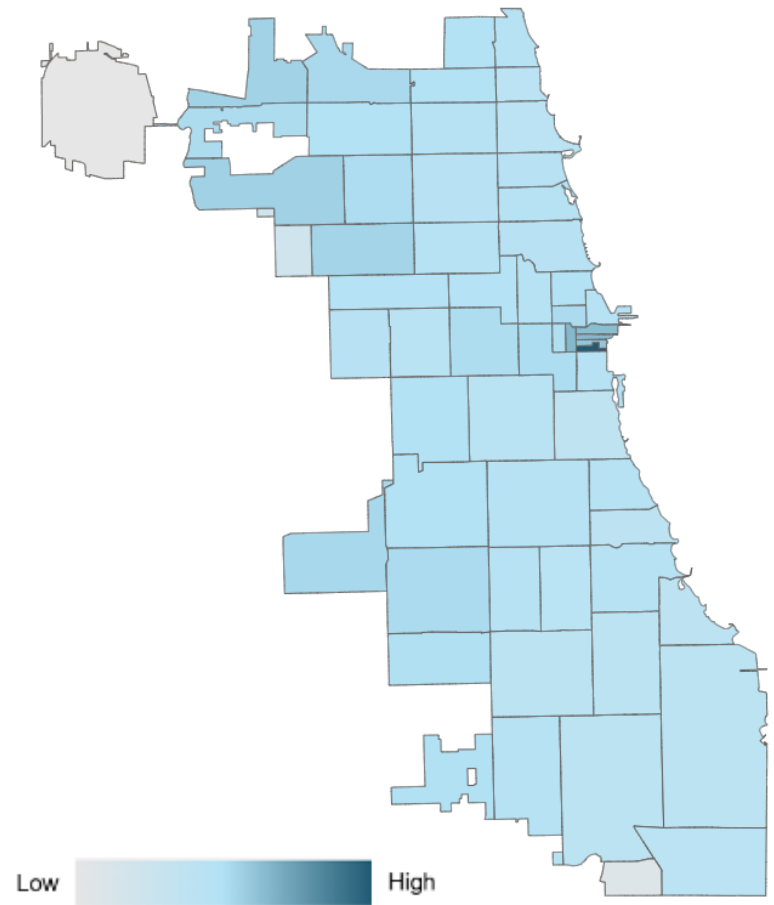
## Vaccination by City

Municipality	COVID-19 Cases	Rate per 100,000 People	Recent Percent Change in Cases	Percent of Population with at Least One COVID-19 Vaccine Dose	Percent of Population with Complete COVID-19 Vaccine Series
Burnham	1037	25630		49	36.3
Sauk Village	2499	25189	60	54.6	43.5
Ford Heights	499	27523		59.3	46.7
Riverdale	3074	28829	33	61.1	48.8
Justice	3368	26730		59.2	49.4
Lemont	3389	19234		59.2	50.4
Calumet City	9640	26753	0	63.7	51.6
East Hazel Crest	339	26137		63.3	52.7
Lansing	8205	28219	-8	64.1	53.1
Steger	999	24259		64.3	53.2

# COVID-19 Cases

## Chicago by Zip Code

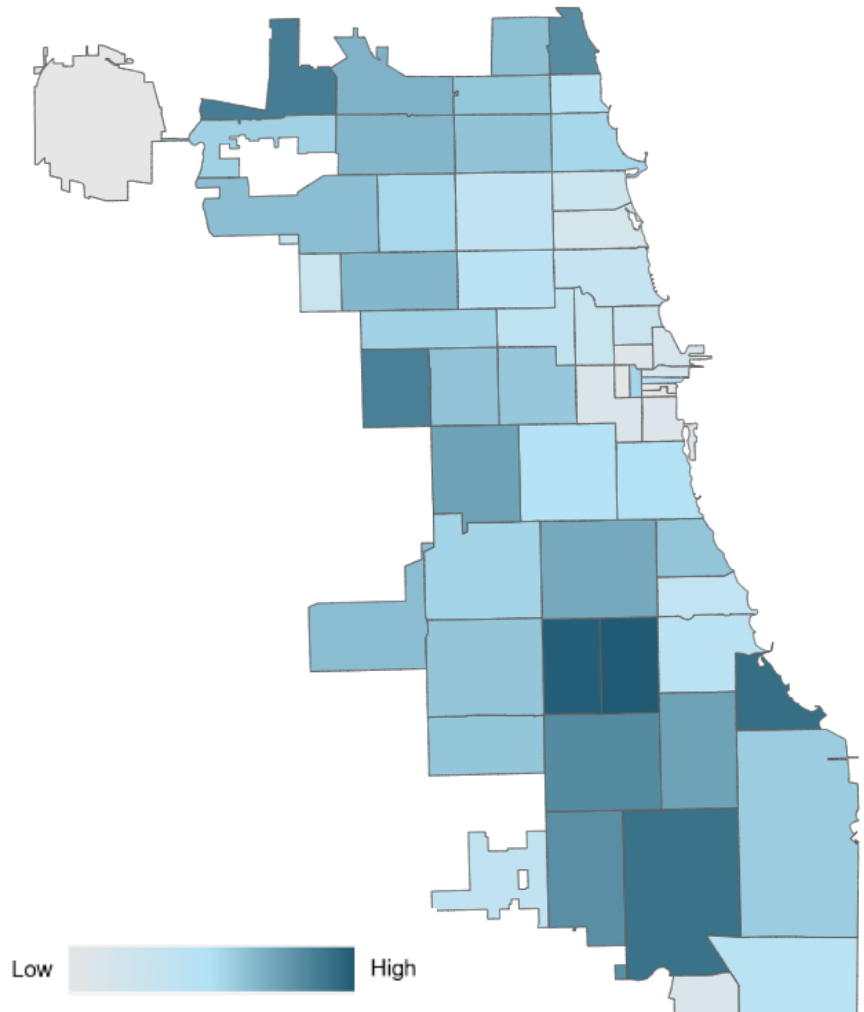
Generally, between 1 in 4 or 1 in 3 people were diagnosed with COVID-19 across zip codes in Chicago



# COVID-19 Deaths

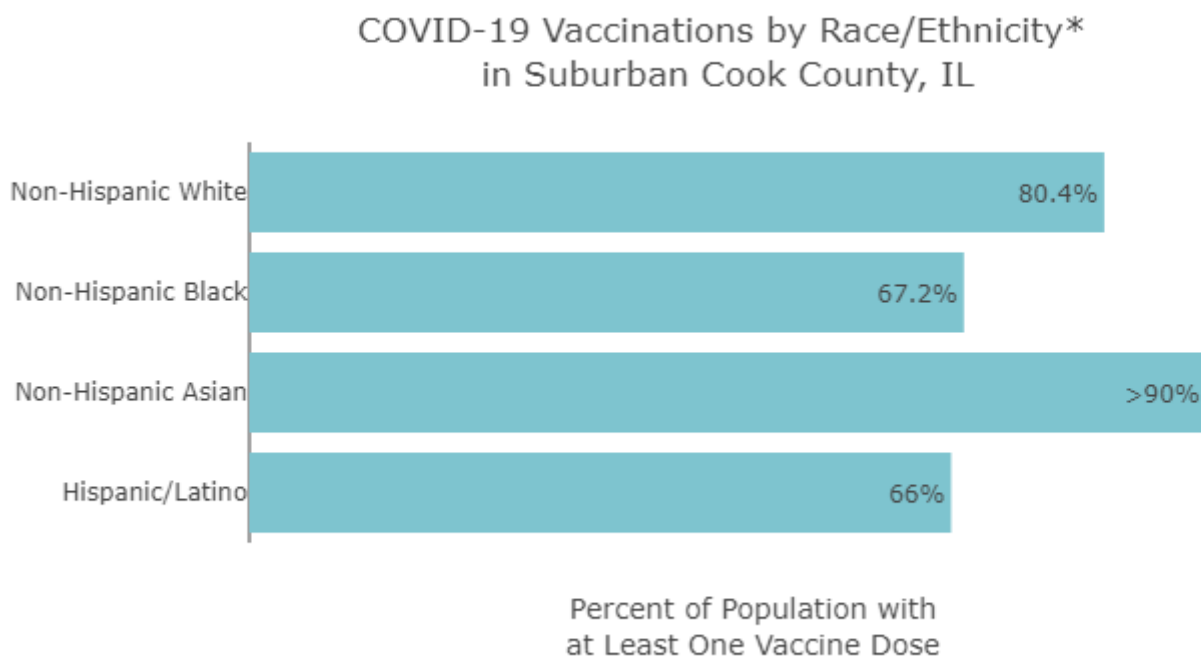
*Chicago – by zip codes*

However, when you look by deaths, you can see that there is a disproportionate number of deaths in South, West and Northwest side zip codes



# COVID-19 Vaccination Rates by Race/Ethnicity

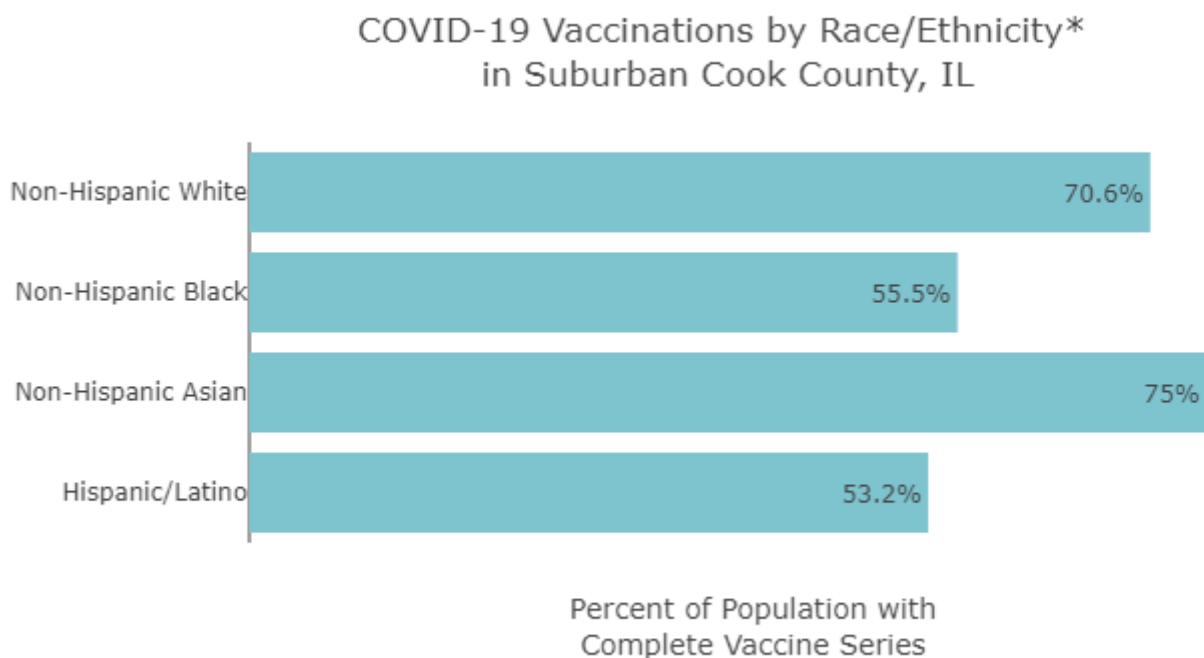
*Suburban Cook County - At least 1 dose*





# COVID-19 Vaccination Rates by Race/Ethnicity

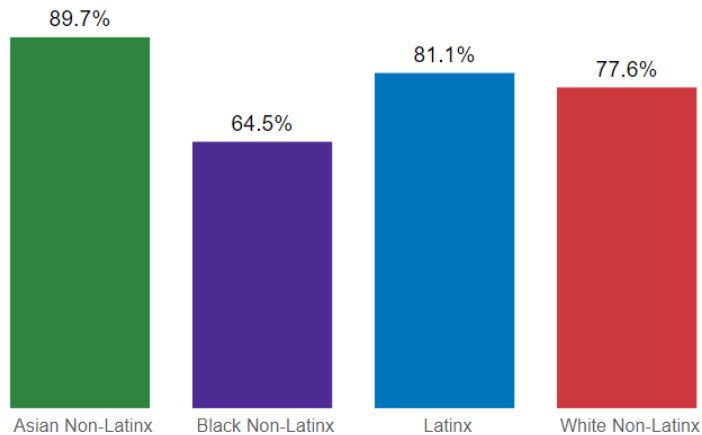
*Suburban Cook County - Completed Series*



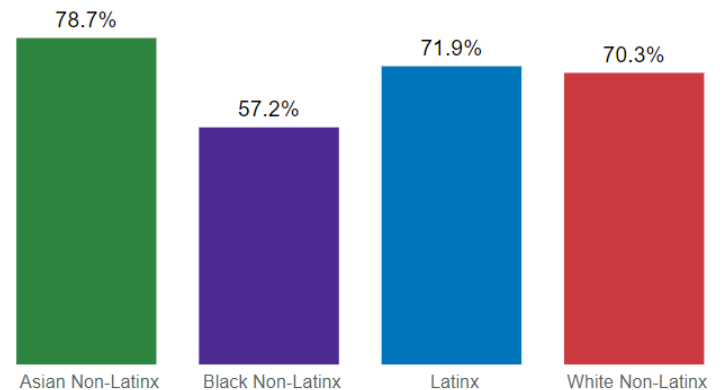
# COVID-19 Vaccination Rates

## Chicago – by Race/Ethnicity

**At least one dose (% vaccinated as of 5/2/2023)**



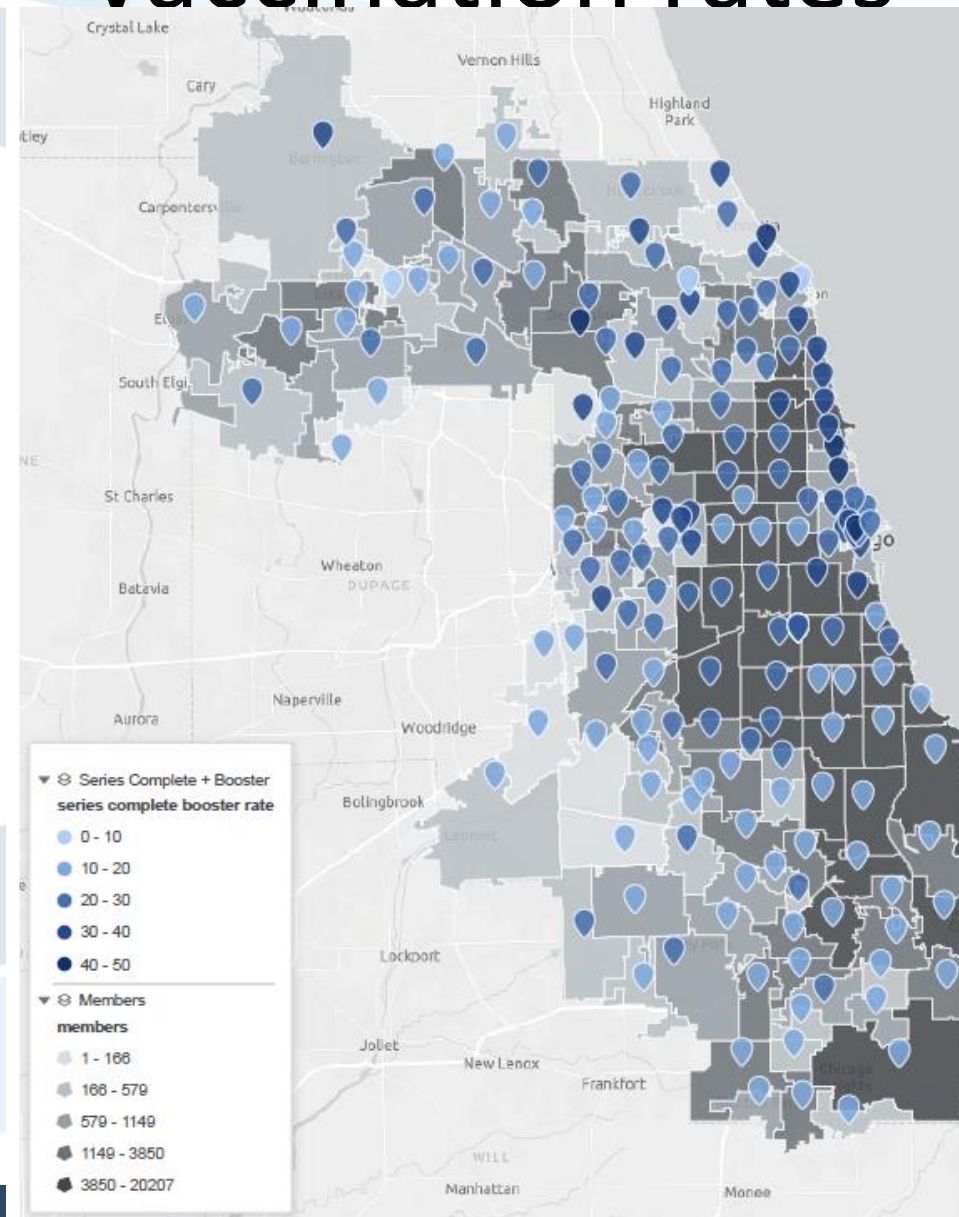
**Completed vaccine series (% vaccinated as of 5/2/2023)**



# Vaccination rates

Age Category	Total	At Least 1 Dose		Series Complete		Updated (Bivalent) Booster		All Booster/3rd Dose
	Eligible Members	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members
<2 yrs	18,476	6.76%	8.10%	4.37%	4.10%	0.63%	0.30%	1.27%
2-4 yrs	29,160	10.25%	10.50%	6.45%	5.70%	0.66%	0.40%	1.71%
5-11 yrs	71,035	38.29%	39.80%	32.90%	32.70%	4.15%	4.40%	8.22%
12-17 yrs	64,504	58.02%	72.00%	53.08%	61.70%	7.36%	7.40%	18.71%
18-24 yrs	55,321	59.44%	82.10%	52.84%	66.60%	5.54%	7.00%	20.63%
25-49 yrs	138,103	54.90%	85.30%	49.32%	72.10%	7.84%	11.60%	21.68%
50-64 yrs	58,555	72.91%	95.00%	68.89%	83.80%	21.50%	21.00%	46.52%
>=65 yrs	16,628	76.27%	95.00%	72.61%	94.30%	28.20%	41.80%	57.16%
Total	451,782	51.56%		46.49%		9.66%		21.41%

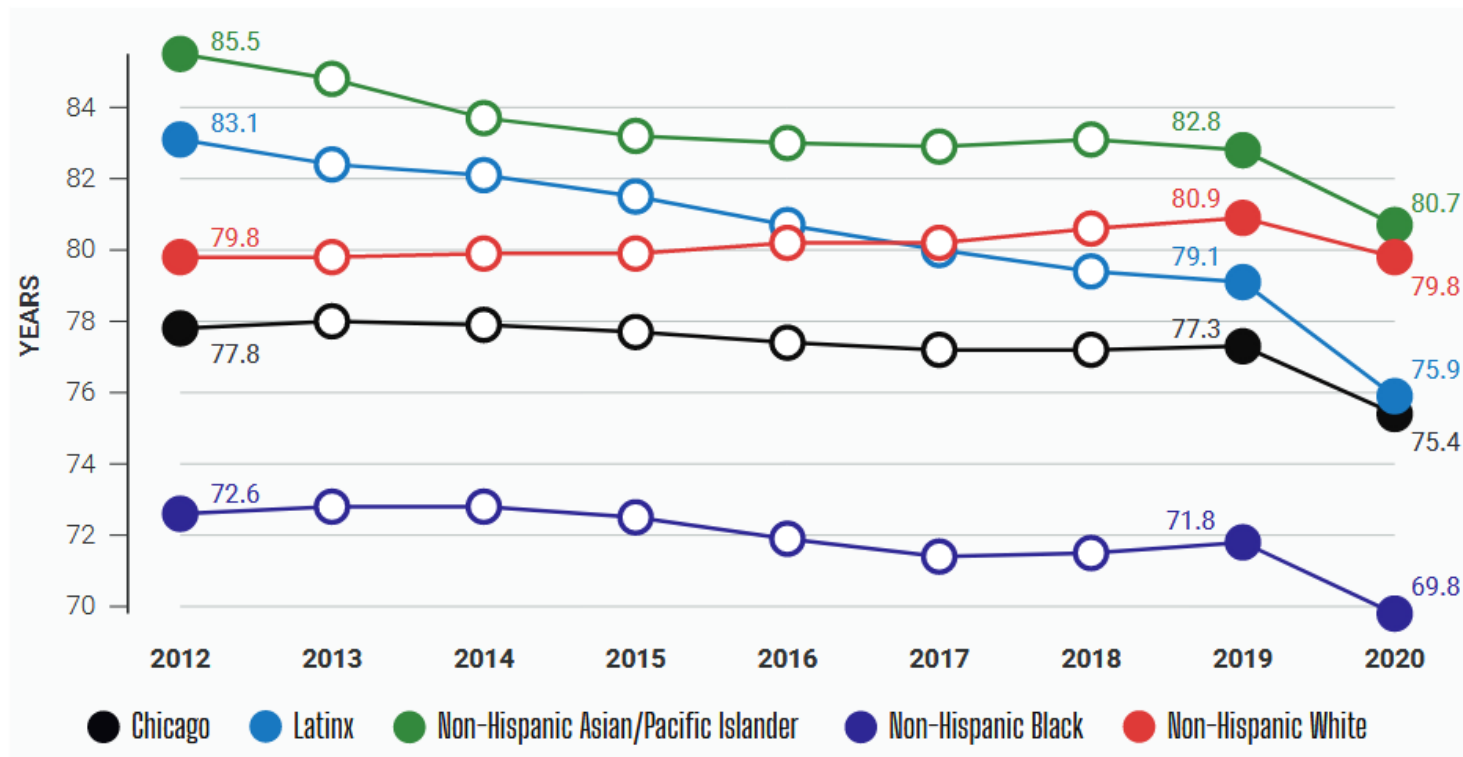
# Vaccination rates



# Life Expectancy for Chicagoans

By Race/Ethnicity (2019-2020)

Life Expectancy in Chicago Declined During Pandemic's First Year  
with Biggest Drops among Black, Latinx Chicagoans



## Other Impacts



Surveying by the Chicago Department of Public Health found:

- 27% of Latinx residents and 26% of Black residents reported **missing urgent medical appointments**.
- 55% of Latinx Chicagoans and 51% of Black Chicagoans experienced a **reduction of income**.
- 59% of Black Chicagoans and 50% of Latinx Chicagoans held jobs **requiring them to work in person during the height of the pandemic**, at a time when vaccines were still unavailable.
- 37% of Black residents and 34% of Latinx residents **put off paying for food**.

## Summary



- CountyCare members should still have access to vaccines, tests and treatment.
- However, for members who live with uninsured residents or live in communities with high transmission or low vaccination, they may still have a higher risk of exposure.
- The pandemic exacerbated existing inequities in health and we will be dealing with the long-term impacts of the pandemic for a long time.

# *Questions*





# CountyCare Transportation Updates

**First**  **Transit**



 **transdev**  
the mobility company

- First Transit is now Transdev!
- Effective **June 1, 2023** when members call in to schedule rides, they will be greeted “Thank you for calling Transdev.”
- Together, Transdev and First Transit will be better positioned to provide safe, cost-effective and environmentally-friendly public transportation services across a variety of transit modes including Fixed Route Bus, Paratransit, Shuttle, Rail, Light Rail and Fleet Maintenance.

# FAQs

- Will the phone numbers change for First Transit?
  - *No. All hours of operations and phone numbers will remain the same. Contact Transdev at 630-403-3210 – 72 hours prior to appointment.*
- Is the process different to book trips or obtain bus cards?
  - *No. Members will still be able to book trips as they have in the past. Members can call Member Services to have bus cards mailed to their home.*
- Does this change affect CCH Fleet?
  - *The Transdev acquisition does not affect CCH Fleet. Member should still book rides exclusively provided to both Stroger and Provident hospitals, and all Cook County Health Centers through CCH Fleet.*
- Has this been communicated to members?
  - *Member communication will go out in the June Member Newsletter.*
- How can we book non-emergent ambulances?
  - *Non-emergent ambulances will be booked through Transdev FFS. 877-725-0569 Monday through Friday, 8am to 5:00pm CST. This still requires a medical necessity screening and remains carved-out as an HFS covered benefit.*

If have any additional questions, please reach out to  
Delegation & Vendor Oversight Manager, Ariona  
Reliford at: [Ariona.Reliford@cookcountyhhs.org](mailto:Ariona.Reliford@cookcountyhhs.org)

# Announcements: Covid 19



Dear Cook County Health Team,

Today, May 11, 2023, marks the end of the COVID-19 Public Health Emergencies at the state and federal level. While we know COVID-19 is still with us, and is now endemic across the globe, this is a momentous occasion as we move into a post-pandemic era.

I want to thank you for the tremendous work you have done over the last three years. I want to thank you for the countless lives you have saved. While I joined the CCH team after the first surge of COVID-19, when things seemed darkest, I know how tirelessly you fought for our patients, their families and the communities we serve throughout the entire pandemic.

From our hospitals, outpatient clinics, correctional health and mass vaccination sites, to the health plan and the public health department, you put forth an unprecedented effort to tackle this historic public health crisis. You rose to the occasion, putting the needs of those we serve above your own concerns for your health and the health of your loved ones. It is truly humbling to be a part of this incredible team.

As health care professionals and as individuals, our lives have all changed since early 2020. We will carry the memories, lessons, and triumphs of the pandemic with us always. As you go about your day, I hope you take a moment to remember how far we have come and how much progress was made against COVID-19. It is thanks to your contributions and unyielding commitment to serve that we celebrate today.

As a reminder, beginning on Monday, May 15, CCH will be implementing new policies on masking and updating our visitor policy. Please see the attached memo for complete information, or visit the Intranet.

On behalf of our patients and the communities we have cared for throughout the pandemic, I am sharing our most heartfelt thanks.

Sincerely,

Israel Rocha  
CEO, Cook County Health



# Announcements: Food Smart Flyer

## Meet your personal nutrition expert!



### Save money and feel your best with Foodsmart.

After you meet with a nutrition coach for the first time, you'll get \$25 to spend on groceries.



### How it works:



Talk to your personal nutrition coach about your health history and goals through video or phone calls



Personalize your plan by picking from 1000s of delicious recipes, like ones that are low in salt or good for your heart



Get help every day on the Foodsmart platform, save money on groceries, and save time by having food delivered to you



Regular visits with your coach can help you see results, adapt your plan, and celebrate your progress

### The Registered Dietitian Difference



Your personal coach, a Registered Dietitian, is trained to help with your health and nutrition needs. They will create a plan based on your medical history, needs, and preferences to help you reach your goals. Your coach can help you understand confusing nutrition information and is available to you through phone or video visits.

### Success Stories



I've seen significant improvements in my health since I've started using the Foodsmart app. I lost about 30 pounds in a year. My A1C without medication has been consistently in the fives.



— Callie R



We're saving \$200-\$300 a month because of the fact we're not eating out or taking out. We're eating at home more. Financially it's been a life saver!



— Linda W

## Do you want to spend less money on groceries and be healthy?



Join the Foodsmart program for free. After you talk to a nutrition coach for the first time, **you'll get \$25 to spend on groceries.**

Thanks to your health plan, CountyCare, you can see a Foodsmart nutrition coach (who is a Registered Dietitian) as many times as you want for free.

- **Save money on groceries** (around 34% per order) and by comparing prices instantly at stores like Walmart, Jewel-Osco, and others
- **Lose weight** and improve chronic health problems like diabetes and high blood pressure
- **Make meal plans and discover new recipes** that fit your likes, budget, and the food you already have at home
- **Get help finding available community resources** including apply for SNAP

People who work with a Foodsmart registered dietitian:

- Lose 20% more weight\*
- Save 34% on their groceries

\*among those with obesity

See what other members are saying:

“Visiting with my nutritionist was very easy. She listened well to me and my needs. She showed me how to use the app and how to get better results. She was very knowledgeable about my conditions.”

“I enjoyed the nutrition visits. Lisa is warm, empathetic, and gives wonderful guidance and information to help me get healthier!”



CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711。

Go to [foodsmart.com/members/countycare](https://foodsmart.com/members/countycare) to get started!



# Announcements: DFSS Rental Assistance



## RENTAL ASSISTANCE PROGRAM

The Rental Assistance Program is a homeless prevention program that provides financial assistance to eligible Chicago residents who are at risk of eviction. The program targets households who have had a documented loss of income. Because the program assists only those currently in housing, it is not designed to relocate homeless families from shelter to housing.

### ASSISTANCE MAY INCLUDE THE FOLLOWING:

- Payment of rent arrears to prevent eviction
- Payment of rent
- This rent assistance program does NOT provide security deposits unless the household has experienced recent fire, flood, foreclosure, domestic violence, or court-ordered eviction.

### REQUIREMENTS OF THE PROGRAM:

Interested parties must complete an Emergency Rental Assistance Application, have a documented crisis or emergency, proof of household income for 90 days and the property owner/manager must agree to participate in the program.

### Documented crisis or emergency means an imminent eviction due to crisis which can include:

- Domestic Violence
- Eviction Notice
- Fire or Flood
- Temporary Loss of Income

**TO BEGIN THE APPLICATION PROCESS, PLEASE VISIT: [chicago.gov/fss/RAP](https://chicago.gov/fss/RAP)**

**The period to apply is Tuesday, December 7, 2021 to Monday, December 27, 2021–Midnight**

For non-English speaking residents, interpretation services are available at each of the 6 DFSS Community Service Centers listed below.

**For more information visit [www.cityofchicago.org/fss](https://www.cityofchicago.org/fss), contact the homeless prevention call center 311 (ask for "short term help") or visit one of the 6 Community Service Centers to apply.**

Englewood Center, 1140 W. 79th Street, Chicago, IL 60620, 312-747-0200

Garfield Center, 10 S. Kedzie Avenue, Chicago, IL 60612, 312-746-5400

King Center, 4314 S. Cottage Grove Avenue, Chicago, IL 60653, 312-747-2300

North Area, 845 W. Wilson Avenue, Chicago, IL 60640, 312-744-2580

South Chicago, 8650 S. Commercial Avenue, Chicago, IL 60617, 312-747-0331

Trina Davila, 4312 W. North Avenue, Chicago, IL 60639, 312-744-2014





# Announcements: Rental Assistance Frequently Asked Questions



## Rental Assistance Frequently Asked Questions

The Rental Assistance Program provides financial assistance to Chicago residents to prevent homelessness due to eviction. The program is designed to stabilize individuals and families in their existing rental units.

You can read more about our program in the questions below.

*If you do not speak English, interpretation services via a dedicated language line is available at any of the six community service centers. Please visit or call a CSC staff member for additional information.*

*Si no habla inglés, servicios de interpretación está disponible en los seis centros de servicios comunitarios, visitar o llamar a cualquier centro para obtener información adicional.*

### Getting Started

#### ***I need help paying my rent. Am I eligible for these funds?***

Rental assistance is available to low-income Chicagoans for assistance with rental arrears. Please visit the Chicago Assistance Housing portal at <https://www.chicago.gov/city/en/sites/affordable-housing-programs/home.html> to find out what assistance you may qualify for.

#### ***What does my income need to be to qualify for help?***

To find out if you qualify for rental assistance, fill out the triage questions on the DFSS rental assistance page. You can find the link at <https://www.chicago.gov/city/en/sites/affordable-housing-programs/home.html>.

#### ***Can I apply for support with a security deposit or application fees?***

Yes, in certain circumstances we can provide support for a security deposit, application fee, etc. These instances include:

- Disaster (fire/flood)
  - Moved because of financial reasons 2 or more times during the 90 days prior to applying
  - Are living in the home of another because of financial hardship
  - Have received eviction notice during 21 days after applying for assistance
  - Living in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individual
  - Living in an SRO or efficiency apartment unit in which there reside more than 2 persons
  - Exiting a publicly funded institution or system of care
  - Experiencing domestic violence, sexual assault, stalking, or dating violence
- Please contact a Community Service Center for guidance on your situation.

#### ***Can I apply for rental assistance for help paying my mortgage?***

Rental assistance does not provide support for people who need help paying mortgages. Please visit the Chicago Assistance Housing portal to find out what assistance you may qualify for.



#### ***I don't have an eviction notice yet. Can I still apply?***

In certain circumstances you do not need to provide an eviction notice. You may be eligible for rental assistance even without an eviction notice if one of these situations applies to you:

- You have experienced a disaster such as a fire or flood
- You moved because of financial reasons two or more times during the 90 days prior to applying
- You are living in the home of another because of financial hardship
- You received eviction notice during the 21 days after applying for rental assistance
- You are living in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individual
- You are living in an SRO or efficiency apartment unit in which there reside more than 2 persons
- You are exiting a publicly funded institution or system of care such as a hospital, long-term care facility, or jail
- You are experiencing domestic violence, sexual assault, stalking, or dating violence

#### ***How much money can I receive from the Rental Assistance Program?***

Rental assistance can pay for up to 9 months of rent, but only in qualifying situations. Final determination is made by a case manager, who can help explain what you qualify for.

#### ***I live in subsidized housing. Can you I receive rental assistance?***

Yes, but we can only support payment of rental arrears. We cannot support payment of future rent.

#### ***I need rental assistance and I am living with HIV.***

If you are a person living with HIV, specific resources are available for you by calling the HIV Resource Coordination Hub at 1-844-HUB-4040.

### Documents Required

#### ***What documents will I need to provide in the application?***

We ask for documentation to verify your identity, social security number, income amount, and proof of housing.

#### ***What kind of documentation can I submit for identification?***

**Each family member** over 18 needs to include a valid (current and not expired) Driver's License or State ID. If you do not have a valid Driver's License or State ID, you can submit one of the following:

- Letter from a Domestic Violence Advocate that supports where you currently live (you cannot be living in a shelter, but if you are receiving help with housing this can qualify)
- City Key Card
- Military ID
- Proof of Passport

#### ***What can I submit for proof of social security number?***

Each family member must include documentation to validate their Social Security Number. This can be one of the following:

- Printout from SSA website with full name and SSN shown
- Copy of Social Security card
- Copy of 2020 tax returns with full name and SSN visible
- Paystub from the last 90 days full name and SSN visible

# Announcements Cont.



## **What can I submit to document proof of my income?**

The income you declare in the application must be supported through documentation. Please attach any of the following documents that are applicable to your income:

- Public Aid Income Letter with dollar amount (SNAP, TANF, etc.)
- Social Security Income/SSI/SSDI Income current award letter
- Pension/Annuity Income
- Paycheck stubs covering the past 90 days, or employer's letter on letterhead giving gross monthly income
- Unemployment benefit documents
- Child support documents
- VA Benefits
- Other wages (self-employed or 1099 contractors)

## **What can I submit to show proof of housing?**

In order to be eligible for Rental Assistance, you must document your housing and imminent risk of homelessness. You will be asked to upload both of the following:

- Notarized 5-day eviction notice from property owner/manager
- Current lease that shows you can still live in your current residence for another 6-12 months or more

If you don't have a lease or eviction but qualify through a special circumstance, we would ask for one of the following

- Letter from landlord stating intention to renew lease for another 6-12 months
- Domestic violence affidavit form
- Letter documenting recent discharge from hospital, institution system of care, or corrections
- Documentation of displacement due to fire or flood
- Notarized letter from leaseholder documenting end date of housing (if doubled up)
- Receipt for stay in a hotel or motel when the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individual
- Lease showing you are living in an SRO or efficiency apartment unit in which there reside more than two persons
- Documentation showing that you moved because of financial reasons two or more times during the 90 days prior to applying for Rental Assistance

## **I don't have income, so I don't have any proof of income. Can I still apply?**

If you do not have any proof of income, you can complete a No-Income Affidavit. **You would still need to provide documentation on how you will sustain rent moving forward.**

## **What documentation does my landlord need to provide?**

Landlords need to fill out the following forms and upload them to the application for you to be considered for Rental Assistance:

- Property Owner/Manager Agreement Form
- Taxpayer Identification Number and Certification
- Signed Property Owner Affidavit on property management company letterhead & attach a business card, or signed proof of management company's agreement with property owner
- Client Payment Agreement (only if you owe 6 months or more of rent)



## Getting Help With the Application

### **Who can I contact for help filling out the application?**

A case manager is assigned to your case once you submit your application and can support you with updating any documents submitted that do not meet the program requirements. If you need help with the initial application, you can contact your nearest Community Service Monday-Friday, 9 a.m. to 5 p.m.

- **Englewood Community Service Center**  
1140 West 79th Street, Chicago, IL 60620, 312-747-0200
- **Garfield Community Service Center**  
10 South Kedzie Avenue, Chicago, IL 60612, 312-746-5400
- **Dr. Martin Luther King Jr. Community Service Center**  
4314 South Cottage Grove, Chicago, IL 60653, 312-747-2300
- **North Area Community Service Center**  
845 West Wilson Avenue, Chicago, IL 60640, 312-744-2580
- **South Chicago Community Service Center**  
8650 South Commercial Avenue, Chicago, IL 60617, 312-747-0331
- **Trina Davila Community Service Center**  
4312 West North Avenue, Chicago, IL 60639, 312-744-2014

# Announcements Cont.



## The Rental Assistance Application Process

### ***I have submitted my application. Now what?***

We accept applications during the open periods listed on our site. Once the application period closes, our staff review applications on a priority basis. You will be notified when your application is being processed.

### ***How do I check on the status of my application?***

Once you apply, you can check the status of your application by logging in and seeing 'Application Status' at the top of the page.

### ***How long should I expect to wait after applying before I find out if I have been approved?***

The time between applying and approval depends on your situation and how quickly you and your landlord provide accurate documentation to support your application.

### ***I was denied rental assistance. What can I do?***

If you are denied rental assistance but believe you are eligible, you may appeal your denial. You will receive a denial letter that outlines the appeals process. After you receive the denial letter, you have 5 days to appeal. Follow the instructions on your denial letter to appeal.

### ***My income has changed since I first applied. How do I report this?***

If your income changes after you submit your application, you should update your application by logging in here: <https://chicago.cap-portal.com> and changing it on the 'Head of Family' or 'Family Member' tab depending on who experienced the change. You will then want to delete the old documentation and upload your new documentation on the 'Upload' tab. After doing this, please re-sign on the signature page and submit. This will not change your initial submission date but is required for our records.

### ***I was notified that I am eligible for assistance, but now I'm being contacted to participate in a housing inspection. Why do I need a housing inspection?***

We perform housing inspections to ensure compliance with the US Department of Housing and Urban Development's standards for rental assistance. Your unit must pass inspection for you to receive financial assistance. Housing inspections are completed by our partner agency All Chicago.

### ***Where does rental assistance funding come from?***

The DFSS Rental Assistance Program obtains its funds from the Emergency Solutions Grant (ESG). The program is subsidized by the U.S. Department of Housing and Urban Development (HUD).

Due to COVID-19 the DFSS Rental Assistance Program has received additional funding from the Community Services Block Grant through the Illinois Department of Commerce and Economic Opportunity. Please note all requirements are subject to change and this page will be updated as regulations and requirements are revised.





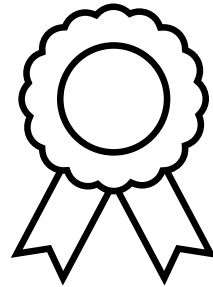
# COVID-19 Updates

COVID-19 Case Overview (Year to Date)		Vaccination Overview As of April 2023	
# Cases	56236	# only 1 dose*	22,367 (5.10%)
# Deaths	295	# fully vaccinated	197,902 (45.15%)
		#3 <sup>rd</sup> doses/Booster	78,228 (17.85%)

CountyCare CM Webinar | For CountyCare Care Coordination Staff – Not for Distribution

# Care Coordinator Spotlight

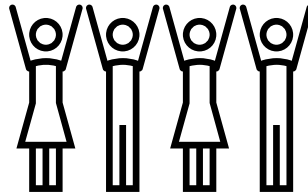
I.C.A.R.E stands for our five qualities of an amazing employee: Integrity, Collaboration, Accountability, Respect, and Excellence.



CountyCare CM Webinar | For CountyCare Care Coordination Staff – Not for Distribution

# Care Coordinator Spotlight Reminder

- Please email nominations to:  
[raphael.daniels@cookcountyhealth.org](mailto:raphael.daniels@cookcountyhealth.org)
- If you have been nominated, I will reach out to you prior to the webinar



CountyCare CM Webinar | For CountyCare Care Coordination Staff – Not for Distribution

# Reminders

- The next webinar is scheduled for **June 21<sup>st</sup> 2023!**
- Webinar feedback: <https://redcap.link/23k1fzzb>
- Slides will be posted to the CountyCare Care Coordination Webpage:  
<http://www.countycare.com/carecoordination>

## Webinars for Care Coordinators

2022	^
<ul style="list-style-type: none"><li>• <a href="#">Webinar: Annual Care Management Survey (1/2022 slides)</a></li><li>• <a href="#">Webinar: Annual Care Management Survey (2/2022 slides)</a></li></ul>	
2021	v
2020	v
2019	v
CountyCare CM Webinar   For CountyCare Care Coordination Staff – Not for Distribution	

# Open Forum

Please share any needs or questions  
you have by typing in the chat box

CountyCare CM Webinar | For CountyCare Care Coordination Staff – Not for Distribution

