

# March CM Webinar

**Wednesday, March 18th, 2026**

**Stephanie R. Nickles**

**Clinical Training Manager**



# Meeting Schedule

**Wednesday, March 18th, 2026 2pm**

1. Ariona Reliford- Modivcare Transportation Update (5 minutes)
2. Andrew Gillen- Big Heart Health Implementation: Launch in April. (15 minutes)
3. Ankur Singhal- Blue Kite Wellness:: Expanding Access and Services to County Care Members (20 mins)
4. Eric Morrow -Sheild Health Medical Supplies (20 minutes)



# Modivcare Overview

## CountyCare Transportation Benefits

March 18<sup>th</sup>, 2026



# CountyCare Transportation Options

- Public Transportation
  - (Ventra 1-Day, 7-Day, 30-Day)
- Services through ModivCare:
  - MediCar (Wheelchair Accessible Vehicle)
  - Service car
  - Ride share (Lyft and Uber)
  - Non-emergency stretcher (No Oxygen)
  - Mileage reimbursement
- All transportation services must be medically necessary, or a service covered by CountyCare

# MediCar and Service Car

## MediCar & Service Car (ModivCare's Transportation Providers)

- Members can schedule and manage rides via the Modivcare app on the [App Store](#) and [Google Play](#). Health Plan representatives can also utilize the self-service web portal [TripCare](#) to schedule a ride. Please schedule the transportation ride **72 hours in advance** of the member's appointment. Rides can be scheduled up to 90 days in advance.
- A Certificate of Transportation Services (CTS) form is required for all Service Car and MediCar non-emergent transportation trips and must be faxed to 877-272-3629. CTS forms are valid for 6 months.
  - Current CTS form: [hfs2271.pdf](#)
- *\*MediCars are wheelchair accessible vehicles, Service Cars are standard vehicles that do not provide accommodations.*

# Urgent Transportation

- These appointments can be scheduled without 72-hour advance notice:
  - Hospital discharges
  - Dialysis
  - Wound care
  - Chemo/Radiation treatments
  - Urgent care

# Ride Share

## **Lyft Healthcare and Uber Health**

- ModivCare may arrange transportation trips through Lyft Healthcare or Uber Health. The member must have a cellphone that can receive text message to utilize the ride share option.
- If the member does not have a cellphone, the member will have rides scheduled through ModivCare's transportation providers (MediCar and Service Car).

# Non-emergency Stretcher

- Used when a member needs to be transported while on a stretcher.
- ModivCare will schedule non-emergent stretchers for members that are **not** oxygen dependent.
- If a member requires oxygen to be transported, they must utilize the Non-Emergency Medical Transportation Ambulance services by contacting Transdev Fee-For-Service at 877-725-0569.
- A Physician of Certification Statement (PCS) form is required for all non-emergent stretcher and ambulance trips and must be faxed to 877-272-3629. PCS forms are valid for 6 months.
  - Current PCS form: [HFS 2270](#)

# Mileage Reimbursement

- Members can have a family member, or a friend drive them to their doctor's visit. CountyCare can reimburse them for bringing the member to their medical appointment.

## **Member instructions:**

- Call Reservations & Ride Assistance (Where's my Ride): 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY) and schedule the trip.
- Write the date of the scheduled trip and trip ID # on the [form](#). Completely fill out the entire form.
- Have the physician/clinician sign the form.
- Please note that there can only be one driver on a form and the driver cannot be the member.
- Once the form is complete, follow the instructions on the form to submit to ModivCare.

# Will Call / Where's My Ride?

If a member is scheduling an appointment and they do not know what time the appointment will end, members may schedule a Will Call ride for pick up. Members may wait up to 90 minutes for a Will Call ride.

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If a member has a Will Call ride back or is experiencing a late pick up that exceeds 10 minutes, please have the member call Modivcare's **Where's My Ride at 888-652-8500.**

Any Questions?

# Big Heart Health Implementation Update

March 18<sup>th</sup>, 2026



CountyCare  
A MEDICAID HEALTH PLAN

# Project Background

In April of 2025, HFS entered into a contract with BigHeart Health, creating a partnership where BigHeart Health will align with the State of Illinois's MCOs to develop patient-centered, prevention-focused care plans with the goal of achieving preventive care gap closures among MCO members.



# Project Goal

The goal of BigHeart Health's partnership with the State of Illinois is to provide services that improve overall health outcomes at the individual and population levels by increasing ownership of members of their health and well-being through increasing members' healthcare knowledge; increasing member access and utilization of Preventive Care Services; and increasing member engagement with their PCPs, other healthcare providers, and SDOH providers.



## What is My Health. My Power.?

My Health. My Power. is a free benefit for Illinois Medicaid members. It helps you take care of your health and life with just one call.

### Do you need help with:

- ✓ Seeing a doctor?
- ✓ Paying rent or buying food?
- ✓ Finding a job?
- ✓ Getting checkups for your kids?
- ✓ Feeling better every day?

### Do You Qualify?

**YES**—if you have Illinois Medicaid.

(312) 210-7820 [myhealthmypower.com](http://myhealthmypower.com)

My Health. My Power. is brought to you by:



# Introduction to BigHeart Health

# BigHeart Health's Mission

**BigHeart Health** is a virtual healthcare company offering access to medical and mental health care, and health education. We partner with providers, insurers, government agencies, nonprofits, and faith and community organizations to make it easier for our members to see a doctor, manage chronic conditions, follow care plans, and find local resources, all with community support.



One Call for a  
**Healthier, Happier Life**

**We're Here to Help You:**

**See a Doctor - online or in person**

**Get Help with Ongoing Health Issues**

**Connect to help with rent, food, and rides**

**Receive Mental Health Care and More**

**One Call. Real Help.**

You'll get your own Personal Health Consultant—free and included with your plan.

# Summary of Scope of Work

Starting April 6<sup>th</sup>, BigHeart Health will begin reaching out to CountyCare members that meet program inclusion criteria – living in zip codes as identified by HFS, have reported care gaps, and have not seen their primary care doctor in over a year.

CountyCare has given BigHeart Health a list of about 20,000 members for them to contact at the first phase of the project.



# Summary of Scope of Work cont.

BigHeart Health will work with members to **schedule and attend their PCP appointments**, have the member, and enroll **members into care communities** utilizing their proprietary app.

BigHeart Health will also **follow up** with members after their scheduled appointment time to ensure the member attended the visit with their doctor.



What does this mean for  
Care Managers?

# Impact on Care Managers



We are expecting there to be minimal impact on Care Managers.



BigHeart Health will be another partner reaching out to our members, helping them get back in contact with their care team.



Members may ask you about calls they have received from BigHeart Health, all care managers need to do in this instance is inform the member is legitimate and calling on behalf of CountyCare.

# Next Steps



Calls to begin on the week of April 6<sup>th</sup>.



CMEs to receive 1 pager on BHH and their partnership with CountyCare as a takeaway from this meeting.



If members report any issues with BHH, please email Dr. Yvonne Collins. ([yvonne.collins@cookcountyhhs.org](mailto:yvonne.collins@cookcountyhhs.org))

Questions from the team?



# **COUNTY CARE**

March 18, 2025

# Who We Are?

## Goals:

- Accessibility
  - Underserved
- Holistic Integrative Care
  - Evidence based
  - Team Based Approach
- Certified Behavioral Health Center
- Foster a positive and optimal healing environment.
- Rooted in community



# What We Do?



**In-Person and Virtual Outpatient Therapy**

**Pathways To Success Services (Ages 0-21)**

*Intensive Home Based, Therapeutic Mentor, Family Peer Support, Respite*

**Psychiatry Evaluation/Medications Management**

**Holistic Therapy**

# Pathways to Success

Value Children and Family



Importance of team based, care coordinated, wrap around model



Significant gap for Pathways services



# New Chicago Location



2024 W 79<sup>th</sup> Street, Chicago IL 60620

Serve County Care Members

Pathways Skill Building Center

Opening June 1<sup>st</sup>

# THANK YOU

**FOR MORE DETAILS**

<https://bluekitewellness.com/>

Ankur Singhal, Managing Partner  
[asinghal@bluekitewellness.com](mailto:asinghal@bluekitewellness.com)  
(614) 607-1496

# Shield HealthCare

**March 18<sup>th</sup>, 2026**

Eric Morrow



# About Shield HealthCare



- Established in 1957 as a specialty pharmacy
- One of the largest disposable medical product suppliers in the United States
- Stays current with the changing home care market
- Expanded to 400 employees across 10 sales locations and 4 distribution hubs
- On-staff Registered Dietitians to support tube-fed patients and healthcare professional referral process
- Over 60 years of insurance billing expertise with accurate claims processing and documentation



# Quality Products For Care At Home

## Incontinence

Disposable Briefs/Pull Ups  
Disposable Underpads  
Liners/Pads  
IAD Treatment & Prevention  
Skin Care Products



## Ostomy

One & Two Piece Systems  
Drainable & Closed End Pouches  
Adhesives & Removers  
Stoma Site Skin Care Products



## Urological

Foley Catheters  
Intermittent Catheters  
Male External Catheters  
Leg Bags & Accessories  
Skin Preservation Products



## Enteral Nutrition

Enteral Pumps  
Feeding Bags  
NG/G Tubes & Accessories  
Adult & Pediatric Formulas  
Stoma Site Skin Care Products



## Wound Care

Surgical Tape  
Gauze Sponges, Pads & Rolls  
Stretch Bandages  
Foam/Hydrocolloid Dressings  
Advanced Skin/Wound Care



## Diabetes

Continuous Glucose Monitoring (CGM)

- Readers
- Sensors



# Behind the scenes at the Shield HealthCare Distribution Center



State of the Art  
Distribution Center

Efficient Order  
Processing

Over 2,600 Stocked  
Products

99% Satisfied with  
Shipment Time

# Connecting With Members



## TeleCare Program

- Friendly, understanding employees
- 5 Day Callback
- Monthly customer contact & follow-up
- Multilingual service agents
- On-staff product experts

## Online Ordering

- Convenience for busy caregivers
- User-friendly functions
- Text Order Reminders



# Enteral Nutrition Support Program

## The Shield HealthCare ENSP Advantage:

- On-staff Registered Dietitians in every area we serve
- Feeding pump set-up within 4 hours of discharge, in most cases
- Direct dietitian-physician communication
- Wellness checks & quarterly nutrition screenings
- Clinical & nutrition in-services for health professionals
- Fewer hospital visits



# Key Value

- We can ship on a verbal
- We take care of acquiring RX and Auth-
- We can next day deliver 3,000 products
- We handle our mistakes-

# Utilization Controls

- We provide appropriate needs and do not max out quantities
- Example-Average utilization in Texas
  - Competitors average 215 products per member
  - Shield HealthCare average- 171

# Better Outcomes

- Inferior (pulp/paper) products increase risk of skin breakdown and maceration
- Double Padding with a brief will increase likelihood of;
  - UTI's by 175%
  - Skin Breakdown by as much as 400%
- Shield HealthCare provides the highest quality Polymer product and greatly reduces rate of double padding

# Member Satisfaction

- Press Ganey Survey
- Completely independent cross-section survey of our customers
  - 99% customers satisfied with helpfulness of phone personnel
  - 98% customers satisfied with Shipping time
  - 98% would recommend Shield HealthCare

# Easy Referral Process

- Referring Options (whatever is easiest)
  - Phone 800-675-8847 Option1
  - Fax Demographics 630-617-5218
  - Email [illinoisreferrals@shieldhealthcare.com](mailto:illinoisreferrals@shieldhealthcare.com)
  - Make referral yourself or have member call us direct and we will take it from there.
  - Eric Morrow, Director
    - [emorrow@shieldhealthcare.com](mailto:emorrow@shieldhealthcare.com)
    - 630-532-4253 (cell)
  - Whitney Luedtke, Area Manager
    - [wloedtke@shieldhealthcare.com](mailto:wloedtke@shieldhealthcare.com)
    - 773-558-9656 (Cell)

# Sample Order Form

- Member Name:
- Member Phone #:
- Member Address:
- Member DOB:
- Member ID #:
- Member PCP Name/Phone #:
- Member Diagnosis:
- Care Coordinator Name/Phone #/Email:
- Supplies Needed:

# Announcements

- Our next webinar is Wednesday April 15th at 2:00pm.
- 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](mailto:stephanie.nickles@cookcountyhealth.org)