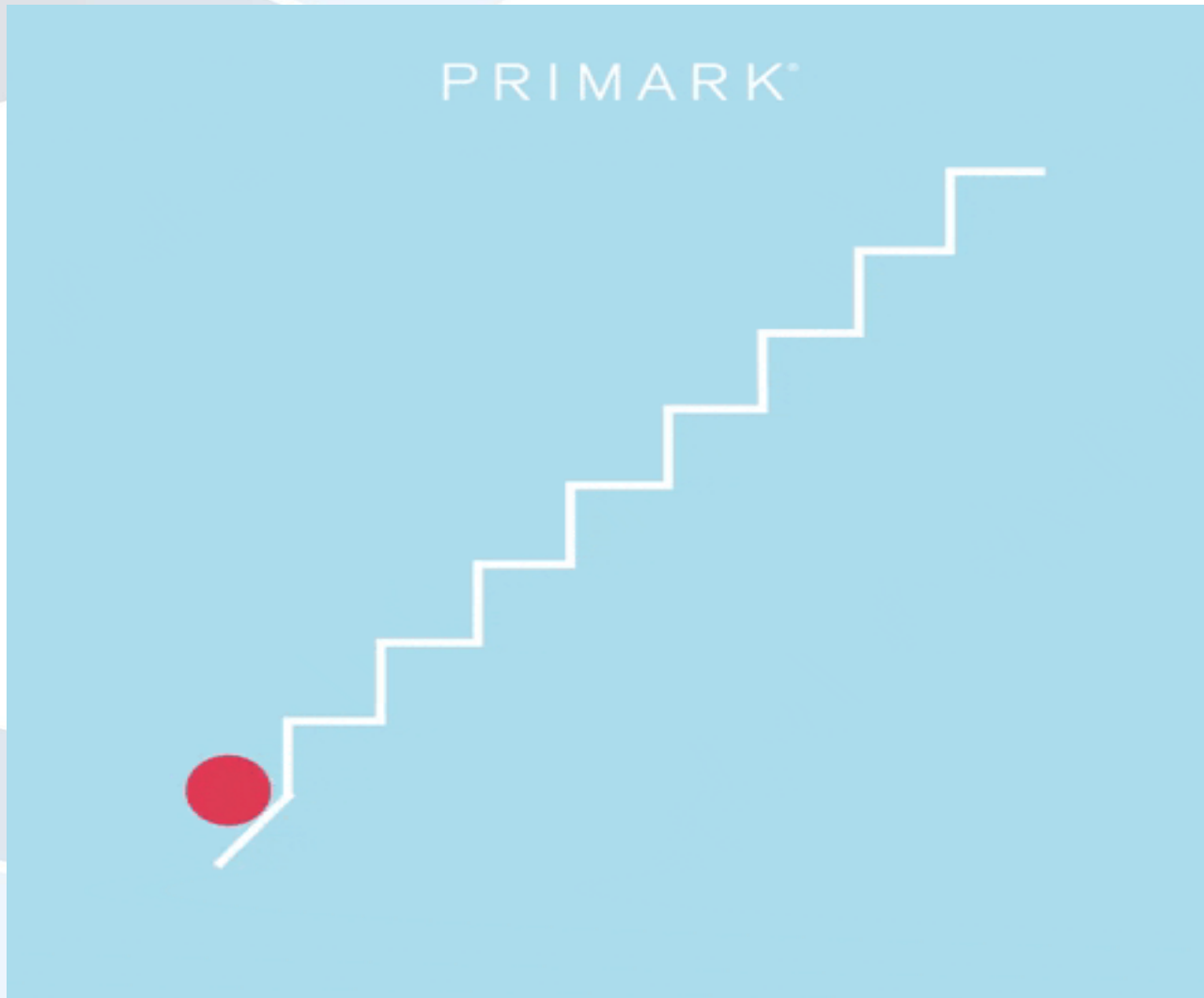


# 1 Mindful Minute

before we begin



# Care Coordination Monthly Webinar

March 17<sup>th</sup>, 2021



# Agenda

1. Welcome
2. Chicago Housing Landscape 101 & Housing Resources- Stephanie Sideman (2:00-2:30)
3. CAHPS Member Satisfaction Survey- Laurel Chadde (2:30-2:40)
4. CountyCare Updates & Announcements (2:40-2:55)
5. Resources & Reminders (2:55-3:00)



# Housing Options in Chicago

*Stephanie Sideman,  
CSH Senior Program Manager*

The Source for  
Housing Solutions



# Accessing Housing In Chicago

## Agenda

- I. Chicago's Coordinated Entry System
- II. Affordable and Subsidized Housing
- III. Homelessness Prevention

# Coordinated Entry System

- Chicago receives funding for a variety of homeless dedicated housing programs. The Coordinated Entry System includes:
  - Standardized housing assessment,
  - Prioritization plan, and
  - Process for connecting prioritized households to various housing programs
- More information about the prioritization is available on our website:  
[www.csh.org/chicagoces](http://www.csh.org/chicagoces)

# Coordinated Entry: Eligibility

## Eligibility for Coordinated Entry = Experiencing Homelessness

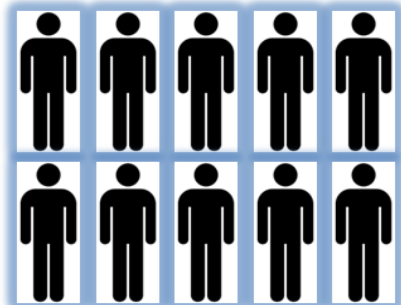
- Staying in a shelter, outside, the bus, or a place not meant for human habitation
- Fleeing or attempting to flee an unsafe setting due to violence or the threat of violence

People who are experiencing literal homelessness as defined above can complete a housing assessment and may be prioritized for housing as openings become available.



# Chicago's Map

**Persons Experiencing Homelessness**



**Coordinated Entry Assessment to Determine Housing Strategy**

Transitional Housing



Rapid Re-Housing



Permanent Supportive Housing



Permanent Housing w/ Short Term Support



Diversion



Community Supports





# Coordinated Entry Access

- **Call the CE Call Center to be assessed for housing**
- **CE Call Center**
  - Mondays through Fridays from 8:30am – 4:00pm
  - **Call 312-361-1707**
- Please note that there are typically 10,000 households assessed each year for approximately 2000 openings.

# Affordable Housing

## Illinois Housing Search

<http://www.ilhousingsearch.org/>

This website provided by the Illinois Housing Development Authority and partners offers a listing of affordable and subsidized housing options that is updated regularly.

Households can visit the website or call:

Toll-Free: 1.877.428.8844 (toll free)

Monday-Friday 8am-7pm

# Affordable Housing

## Go Section 8

[www.gosection8.com](http://www.gosection8.com)

This site is designed to help people with a housing choice voucher to connect with landlords that accept vouchers.

Since this site offers up to date market rate and affordable housing by City or zip code, it can also be useful for households seeking housing without a voucher.

# Housing for People Impacted By HIV or AIDS

## AIDS Foundation of Chicago

<https://www.aidschicago.org/>

People impacted by HIV or AIDS are eligible for housing dedicated for this population. On this website, go to “I Need Housing” to be guided to next steps.

## ▪ CHA - How to Apply:

- Visit CHA website and complete an application [www.thecha.org](http://www.thecha.org) and click on CHA Housing Waitlists or go directly to [www.applyonline.thecha.org](http://www.applyonline.thecha.org)
- Can apply to one public housing option and one project based voucher option at a time
- First, check the waitlist by clicking on View Properties and Estimated Wait Times as some properties have a one year wait and others have a 25 year wait

## For Households Experiencing Homelessness

Applicants must check **one box stating they are experiencing homelessness AND one box confirming they agree to share.**

This allows for the homeless preference to be offered after a monthly data match between All Chicago and CHA.

People experiencing homelessness can apply for homeless dedicated housing under Project Based Voucher in the Supportive Housing section.

# City of Chicago Affordable Housing

- The City of Chicago offers a listing of affordable and subsidized housing options:
- [City of Chicago : Affordable Rental Housing Resource List](#)
- You can download this resource list or navigate through options online

# HUD Affordable and Subsidized Housing

- The Department of Housing and Urban Development (HUD) offers multi-family and senior housing that is affordable or subsidized, depending on the building.
- Visit on <https://resources.hud.gov/> and then click on an option below:





# Assisted Living

- Provides a higher-level of care compared to supportive housing
- Tends to be more focused for medically frail elderly individuals
- Best to reach out to individual facilities to see if they have openings/ would be a good fit
- Assisted Living Resources:
  - [Caring.com](#)
  - [A Place for Mom](#)
- **Potential places:**
  - Senior Suites (locations throughout the city)
  - Friendly Towers (Uptown, 55 and up)
  - Eden Supportive Living (Buena Park)

# Homelessness Prevention Resources

If someone is at risk of homelessness, make sure to connect to resources:

- In Chicago, call 311 and ask for Short Term Help.
- The household can be linked to prevention resources like temporary rental assistance or a deposit fee on an apartment, past due utilities

---

# THANK YOU!

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stay connected



[csh.org](https://www.csh.org)

# Unanswered FAQ

If you asked a question during the live webinar that was not answered, please reach out to Nikki directly ([Nichole.Waltrich@cookcountyhealth.org](mailto:Nichole.Waltrich@cookcountyhealth.org)) with your specific question.



# CAHPS

## Member Satisfaction Survey

Laurel Chadde

Manager of Population Health and Performance Improvement



# CountyCare CAHPS Member Satisfaction Survey

- Every year, the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey gathers feedback about patients' experience with their health plan and health care providers
- The survey is anonymous, voluntary, and evaluates the care and service CountyCare members receive
  - Appointment Availability
  - PCPs and Specialists
  - Customer Service



# 2021 CAHPS survey has started!

Project ID	Title	First Survey Mailed	First Reminder Card	Second Survey Mailed	Second Reminder Card	Begin Telephone Phase	End Telephone Phase
CHILD 37803	CountyCare Health Plan - CM CAHPS 5.1H 2021 (MY2020)	<b>2/24/2021</b>	3/3/2021	3/31/2021	4/7/2021	4/21/2021	<b>5/5/2021</b>
ADULT 37797	CountyCare Health Plan - Total Medicaid - AM CAHPS 5.1H 2021 (MY2020)	<b>2/26/2021</b>	3/5/2021	4/2/2021	4/9/2021	4/23/2021	<b>5/7/2021</b>

- Surveys are mailed to members, then members are called if they don't complete the mailed survey



# Why is the CAHPS survey important?

- Member satisfaction with CountyCare – we want our members to remain CountyCare members
- CountyCare must score well to earn points for National Committee for Quality Assurance (NCQA) accreditation
- Address gaps and implement performance improvements





# CAHPS: Getting Care Quickly

- Getting Care Quickly
  - Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- CountyCare scored <25th percentile in 2020



# Process for Members Needing Care Immediately

- CountyCare's process and expectation:
  - For members needing care immediately, refrain from using the term “Urgent Care”
  - Process is to refer members to their PCP, not to an Urgent Care Center
    - CountyCare doesn't have Urgent Care Centers within the network
  - Members must obtain urgent visit with PCP within 1 business day or PCP can refer the member to another PCP
- After hours coverage: required 24 hours a day, 7 days a week



# Medicaid Appointment Wait Time Standards

PROVIDER TYPE	CATEGORY	MEDICAID PROGRAM REQUIREMENTS
Primary Care	Regular, routine care (preventive) Routine care (infant <6 months old) Non-urgent problem or complaint <b>Urgent visit</b> Afterhours	Within 5 weeks Within 2 weeks Within 3 weeks <b>Within 1 business day or referred</b> 24/7 coverage (voicemail only not accepted)
Behavioral Health	Care for non-life-threatening emergency Urgent care within 48 hours Initial visit for routine care Follow-up routine care	Within 6 hours (or are directed to ER) Within 48 hours Within 10 business days Within 30 days
OB/GYN	Prenatal - 1st trimester Prenatal - 2nd trimester Prenatal - 3rd trimester	Within 2 weeks Within 1 weeks Within 3 days
Specialty Care	Initial visit for routine care Follow-up routine care	Within 4 weeks Within 4 weeks

Help set member expectations for when they can expect an appointment with a provider



# Share Your Feedback & Experience

- In the chat box:
  - What do you tell members who need care immediately?
    - Any member feedback on getting care immediately?
  - Any member feedback on getting care/ appointments with Specialists?
    - What specialty?





# Thank You!



# FAQ

**How is this survey provided to members? Is the survey by mail or is the member able to complete the survey on their portal?**

Survey is mailed to members. If they don't complete the mailed survey, they will receive a telephone call and can complete the survey telephonically. The survey is not on the CountyCare member portal as an outside vendor must conduct the survey.

**Sometimes the issue is that no one answers at the PCP office. What should a family do then?**

PCPs are required to have 24/7 coverage and CountyCare conducts an annual afterhours coverage audit. If unable to reach a PCP, please share the information with CountyCare.

**Is there a reason why CountyCare doesn't have urgent cares in network? Is this something CountyCare is working on?**

CountyCare emphasizes the member-provider relationship with the goal being to maintain continuity of care.



# FAQ

**What happens when the member and CC calls the clinic repeatedly and no one answers? It's a few providers that haven't answered.**

If unable to reach a PCP, please share the information with CountyCare.

**Even if we contact PCP offices, and request urgent appointments, most times appointments are still scheduled further out than next day. I would like to know what the expectation is then if that happens- do we need to get provider relations involved?**

The HFS contract says members must obtain an urgent visit with PCP within 1 business day or the PCP can refer the member for appropriate care at another facility if they cannot see them within 1 business day.



# CountyCare Announcements



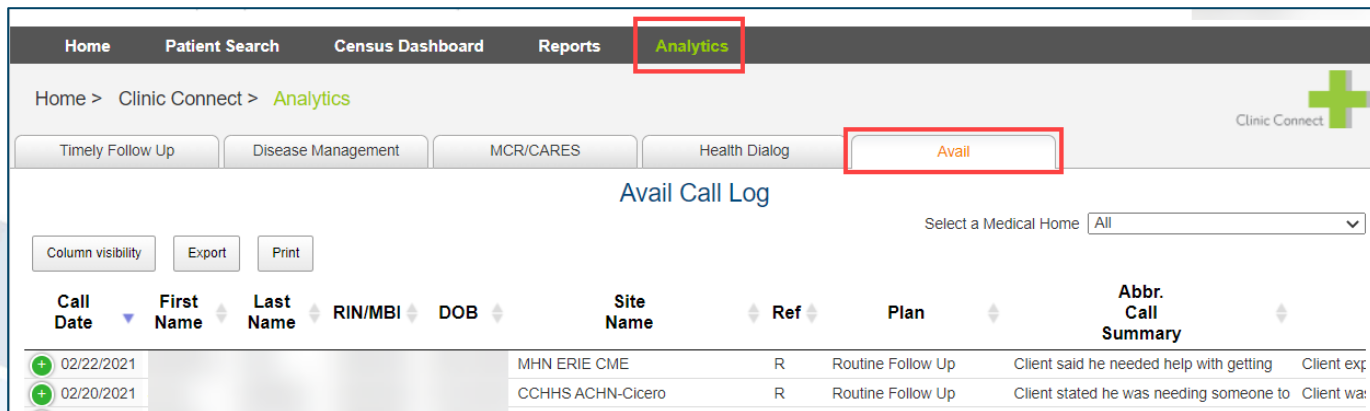


# Announcements

**MHNConnect Update** → Avail Logs (adult BH crisis calls) available as of 2/26/21

## Expected CM Follow-Up Activities

- **Follow up** with member within 5 businesses days of referral receipt
- **Document** follow up with member in clinical documentation system
- **Review and update** Care Plan and HRA with input from member, as applicable
- **Ensure** member needs are addressed, as appropriate



The screenshot shows the MHNConnect Analytics interface. The 'Analytics' tab is selected in the top navigation bar. Below it, the 'Avail' button is highlighted in the sub-navigation. The main content area displays the 'Avail Call Log' table. The table has columns for Call Date, First Name, Last Name, RIN/MBI, DOB, Site Name, Ref, Plan, and Abbr. Call Summary. Two rows of data are visible, both dated 02/22/2021. The first row is for MHN ERIE CME, and the second row is for CCHHS ACHN-Cicero. Both rows show a 'Routine Follow Up' plan. The 'Abbr. Call Summary' column contains text about client needs.

Call Date	First Name	Last Name	RIN/MBI	DOB	Site Name	Ref	Plan	Abbr. Call Summary
02/22/2021					MHN ERIE CME	R	Routine Follow Up	Client said he needed help with getting Client exp
02/20/2021					CCHHS ACHN-Cicero	R	Routine Follow Up	Client stated he was needing someone to Client wa:

# FAQ

## Is there a contact person for problems with MHN Connect?

You can submit a ticket through MHNConnect directly. Select “support” in the top right corner of the MHNConnect homepage. Then select “New Support Ticket” to submit a new ticket.

### Support Center

 [New Support Ticket](#)

#### Support Requests

0 record(s) found

*You have not submitted any support tickets yet*



# March 2021 New Text Message

- **Population:** All households
- **Languages:** English, Spanish, Polish
- **Purpose:** What to do if care is needed immediately? CAHPS survey question mailed to households beginning March 2020.

***Hi from CountyCare! Do you know what to do and where to go if you need medical help right away? If you need care immediately for things like minor cuts, fevers, or earaches, you should call the primary care provider (PCP) listed on your Member ID card. Your PCP will see you within one business day or will tell you where to go to receive care. Questions? Call your PCP or the 24-hour Nurse Advice Line at 312-864-8200, 711 (TTY/TDD)***



# CM Manual Updates

Care Management Manual updates coming to website  
early March

Number	Topic/Section	Summary
1	DCFS Requirements	Care Management assignments and requirements for each category of DCFS youth.
2	ICT	Best practices, care coordinator responsibilities, expectations for documentation
3	Negotiated Risk Agreements	Definition, documentation requirements (IPoC and form)
4	Care Management System Requirements	Minimum requirements for care management systems in alignment with NCQA PHM 5
5	Glossary	Updated definitions for care coordination, care management, risk pool
6	Care Management Contact Requirements	Contact requirements every 90 days for Level 2 and 3 members
7	SLF and LTSS changes	Service Plan requirements and responsibilities
8	PA Updates and Waiver Service Validation	Service Satisfaction requirements
9	LTSS Disenrollment	ETI Form and MCO Participant Transfer Form Requirements
10	FHP	Care Management expectations for members enrolled in the Flexible Housing Pool

2102

# Navigating New Website

- CountyCare Website **Scavenger Hunt** activity updated & will be sent out post-webinar.
- CountyCare Covered Items: **CPT Code Look Up 2021**
  - All CountyCare covered Items are listed on the CPT code list
  - Each covered item has a CPT or HCPCS code number
  - Each item listing includes whether or not a prior auth is needed and any additional parameters
  - The CPT code list is downloaded from the CountyCare Website

CountyCare website home page: <https://countycare.com/>



Website navigation: “For Providers” drop down menu, “Prior Authorization” (see next slide)



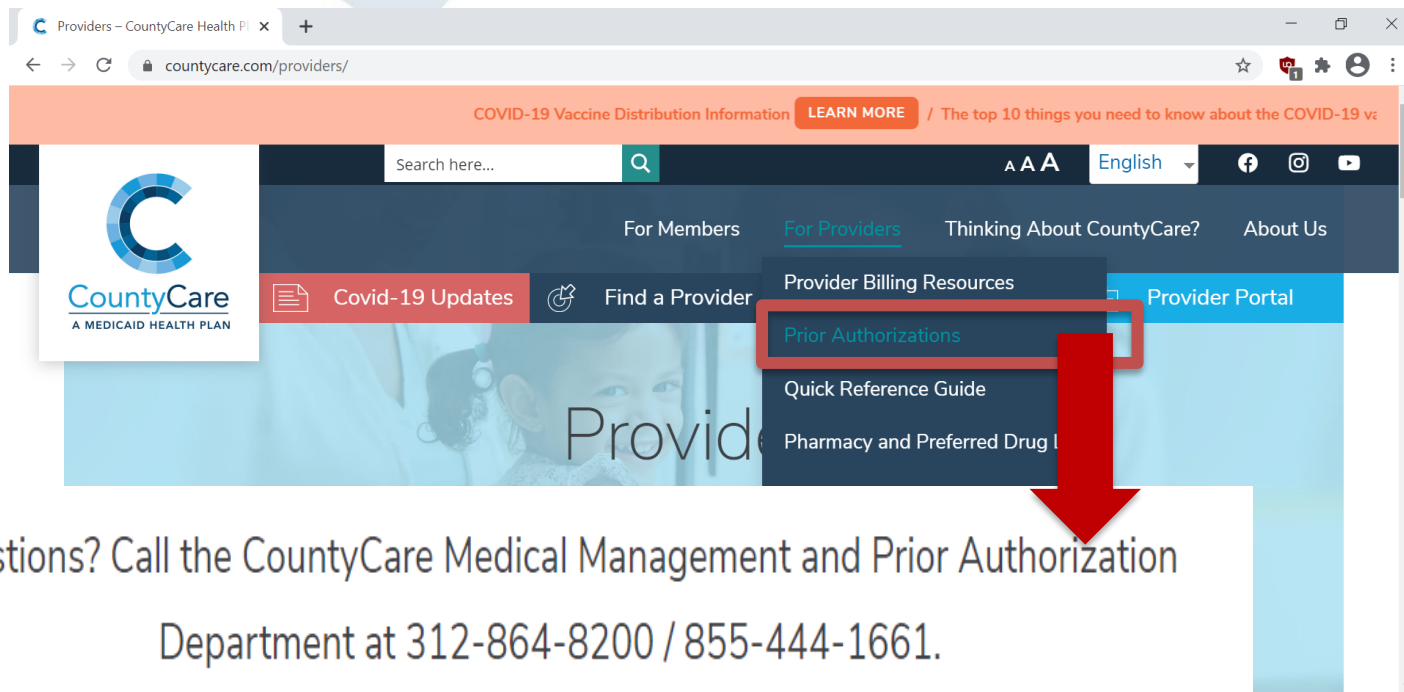
# CPT Code Look Up 2021

The screenshot displays the CountyCare Providers website. The browser address bar shows "countycare.com/providers/". The website features a dark blue header with a search bar, language selector (English), and social media icons. A navigation menu includes "For Members", "For Providers" (highlighted), "Thinking About CountyCare?", and "About Us". A dropdown menu under "For Providers" lists: "Provider Billing Resources", "Prior Authorizations", "Quick Reference Guide", "Pharmacy and Preferred Drug List", "Clinical Care & Guidelines", "Critical Incidents & Reporting", "Provider Notices", and "Provider Resources". The main content area has a large image of a child with the text "Provider" and "Welcome to the CountyCare Network". A sidebar on the left contains the CountyCare logo and "A MEDICAID HEALTH PLAN". A red banner at the top right says "COVID-19 Vaccine Distribution Information" with a "LEARN MORE" button. The Windows taskbar at the bottom shows various application icons and the system clock at 12:23 PM on 3/12/2021.



# CPT Code Look Up 2021

1. Click Prior Authorization CPT Look-up
2. CPT Code excel document downloads



Questions? Call the CountyCare Medical Management and Prior Authorization Department at 312-864-8200 / 855-444-1661.

**PRIOR AUTHORIZATION CPT LOOK-UP**



# How to Read CPT Code List- Example

Each item has a CPT or HCPCS code number, description, prior auth requirement and addition parameters

- Search list by CPT or HCPCS code or by item name
- Use “Control F” function in excel
- Search for “Hospital Bed”
- Result: Hospital bed, HCPCS code E0250, description, prior auth required for rental, prior auth not required for purchase (see next slide)

## KEY LOOKUP INFORMATION:

\*\*\* Any services related to any type of inpatient confinement require authorization

\*\*\* Any services rendered by a non-contracted provider require authorization *unless* related to emergency services

\*\*\* All DME Rentals (regardless of purchase price) require authorization

\*\*\* All elective cardiology or oncology service authorizations should be requested and performed by specialists within New Century Health scope. Call 888-999-7713 if more details are needed.

TO SEARCH FOR A CODE: Hit CTRL+F keys on your keyboard then type in the code or keyword.

Effective Dates

Auth  
Required

Notes; Frequency/Quantity Limitations; Age Limitations

Updated 12/17/20

Code Type	Code	Description	Effective Date	Term date	Is Preauth required	Additional Parameters	Max Qty	Max Days	Min Age	Max Age
12	HCPCS E0247	TRANSFER BENCH FOR TUB OR TOILET WITH OR WITHOUT C	1/1/2004	12/31/9999	NO		1	1,095		
13	HCPCS E0248	TRANSFER BENCH, HEAVY DUTY, FOR TUB OR TOILET WITH	1/1/2004	12/31/9999	NO		1	1,095		
14	HCPCS E0249	PAD FOR WATER CIRCULATING HEAT UNIT	1/1/2004	12/31/9999	NO		1	365		
15	HCPCS E0250	HOSPITAL BED, FIXED HEIGHT, WITH ANY TYPE SIDE RAI	1/1/2004	12/31/9999	YES*	DME RENTAL ALWAYS REQUIRES PA PURCHASE DOES NOT REQUIRE PA				



# FAQ

**Can members with chronic back aches receive a breast reduction? we have plastic surgeon for those having chronic back ache and requires breast reduction to cure back pain?**

Cosmetic breast reductions are not covered, but medically necessary breast reductions may be covered. Prior authorization is required (CPT Code 19318-reduction mammoplasty).



# Illinois Vaccine Rollout Status

Phase	Population
Phase 1a	<ul style="list-style-type: none"><li>• Healthcare Personnel</li><li>• Long-term care facility staff and all residents</li><li>• Other identified congregate care staff and all residents</li></ul>
Phase 1b (current state, "Phase 1b plus")	<ul style="list-style-type: none"><li>• Persons aged 65+</li><li>• Frontline essential workers (first responders, educators, public transit workers, grocery store workers, etc.)</li><li>• Inmates</li></ul>
Phase 1c ★	<ul style="list-style-type: none"><li>• Possible groups could include:</li><li>• Persons aged 16-64 years old with high-risk medical conditions</li><li>• Other essential workers</li></ul>

<https://www.dph.illinois.gov/covid19/vaccination-plan>

★ Rollout plans to be announced via press conference today (3/17)



# Vaccination Locations

Who	Entity	Website	Phone Number	Description
Chicago residents	Chicago Dept Public Health	<a href="#">Zoc-Doc Appt Finder</a>  <a href="#">Chicago Vaccine Locator</a>	N/A	<p>Recommends first contacting Health Care Provider. Over 350 health care providers have signed up with CDPH to distribute vaccine, then recommends through pharmacy or employer.</p> <p>ZocDoc Appointment finder can be used to locate appointments at participating providers (Rush, Amita, Erie, Innovative Express Care)</p>
Cook County Residents (Suburban Cook & Chicago)*  <small>*excludes Oak Park and Evanston residents</small>	Cook County Health	<a href="https://vaccine.cookcountyil.gov/">https://vaccine.cookcountyil.gov/</a>	1-833-308-1988	<p>Sign up to receive: (1) Updates on the Vaccine and the Community Vaccination Program</p> <p>(2) Notification for when vaccine administration is open to your phase</p> <p>(3) Information on scheduling a vaccine appointment through Cook County Health</p> <p>(4) Information on vaccine distribution locations throughout Cook County</p>
Illinois Residents	Pharmacies (Walgreens, Mariano's, Walmart, Jewel)	<a href="#">Walgreens</a> <a href="#">Mariano's</a> <a href="#">Walmart</a> <a href="#">Jewel</a>	N/A	Limited doses available at pharmacies throughout the state. Use each link to search appointments at each pharmacy.
Illinois Residents	Healthcare Providers	<a href="#">Chicago Vaccine Locator</a>  <a href="#">State of Illinois Vaccine Locator</a>	Members should call their PCP	Over 350 health care providers have signed up with CDPH to distribute vaccine (ie Oak Street Health, ACHN Clinics, Loretto Hospital, PCC, etc.). Sites may be reaching out to eligible patients.
Evanston Residents	Evanston Dept Public Health	<a href="https://www.surveymonkey.com/r/27LBXZK">https://www.surveymonkey.com/r/27LBXZK</a>	N/A	Residents who fill out the registration form will be contacted when they are eligible to receive from the City-wide site(s)
Oak Park Residents	Oak Park Dept Public Health	<a href="https://webservice.oak-park.us/VaccinePre-registrationForm/">https://webservice.oak-park.us/VaccinePre-registrationForm/</a>	708-358-5499	Residents who fill out the registration form will be contacted when they are eligible to receive from the City-wide site(s)

# Mobile Vaccination Program for Homebound Chicagoans

CDPH and Chicago Fire Department pilot program that aims to vaccinate seniors and people with disabilities who are homebound.

## Eligibility

- Be a senior OR person with a disability who requires in-home assistance OR
- Have to use adaptive equipment (ventilator, crutches, walker, wheelchair, etc.) and/or accessible transportation to leave home AND
- Leaving home is not an option because doing so requires considerable and taxing effort
- City of Chicago resident

**Complete the City of Chicago In-Home COVID-19 Vaccination Contact Form:**

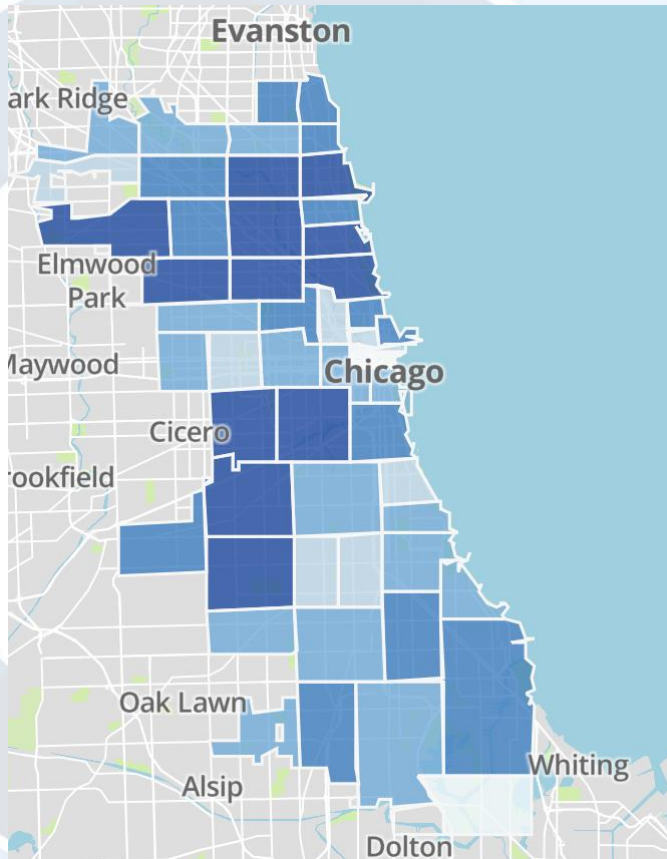
<https://redcap.dph.illinois.gov/surveys/?s=NC9XC3889P>



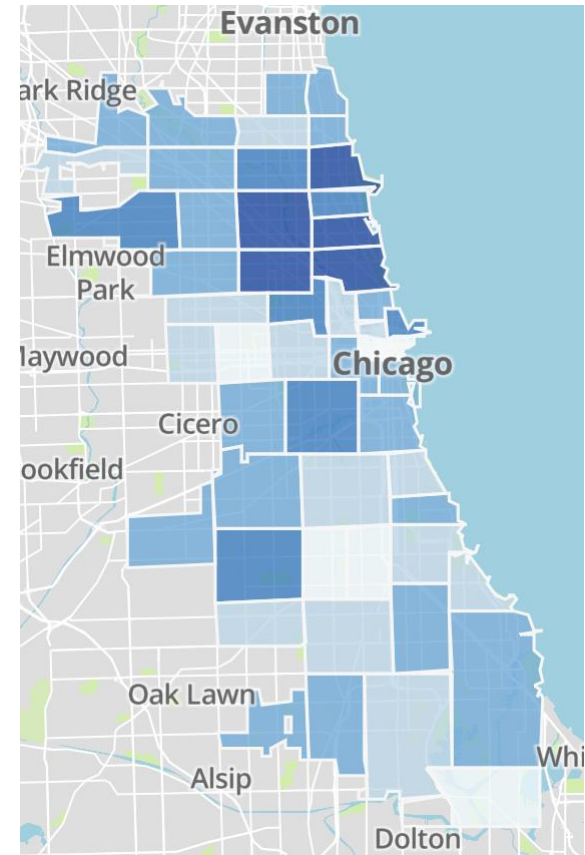
# Vaccine Distribution Updates- Phase 1B

*Updated: 3/16/2021*

**COVID-19 Vaccine Doses by Zip- 1<sup>st</sup> Dose**



**COVID-19 Vaccine Doses by Zip- Series Completed**



**Continue Tracking:**

<https://www.chicago.gov/city/en/sites/covid19-vaccine/home/vaccine-data.html>

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



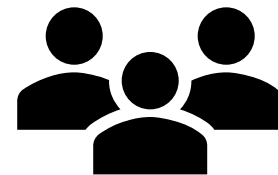
# Vaccine – CountyCare Guidance

- Text Message Campaign
  - Directs members to the Cook County vaccine registration page: <https://vaccine.cookcountyil.gov/> or call 833-308-1988
- CountyCare Website
  - Link to Cook County vaccine information: [“Top 10 Things You Need to Know”](#)
  - Link to [PDF with vaccine distribution information](#)



# Crisis Resources

- CountyCare Emergency Resource List:  
[https://countycare.com/wp-content/uploads/Emergency\\_Resource\\_List\\_CountyCare\\_05042020.pdf](https://countycare.com/wp-content/uploads/Emergency_Resource_List_CountyCare_05042020.pdf) ← Link updated
- **Purpose:** Assist CountyCare Care Coordinators members with resources that are available in Cook County, including food assistance, financial assistance, clothing, and others. This list is not meant to be fully comprehensive of all available community resources.



\*This slide to be retired



# FAQ

## **Can we have more information on the Johnson & Johnson (Janssen) vaccine?**

Information provided by the FDA: [Janssen COVID-19 Vaccine EUA Fact Sheet for Recipients and Caregivers \(fda.gov\)](https://www.fda.gov/oc/ohrt/janssen-covid-19-vaccine-eua-fact-sheet-for-recipients-and-caregivers)

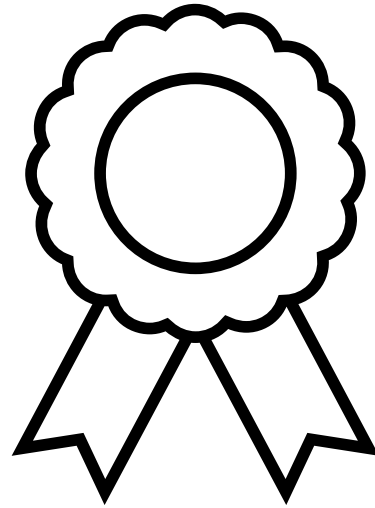
## **Where can you register for the Janssen vaccine?**

At this time, consumers are unable to choose which vaccine (Pfizer, Moderna, Janssen) they receive. Vaccines are administered based on availability.





# Care Coordinator Spotlight



# Care Coordinator Spotlight

Emma Eaton, Care Coordinator- Health Plan CME



Emma is known by her teammates as incredibly compassionate.

**Q: What is your number 1 tip for success as a Care Coordinator?**

A: just **unconditionally commit** myself to possibly working with each member facing a task of decreasing some of their concerns and issues.

**Q: What's a fun fact about you?**

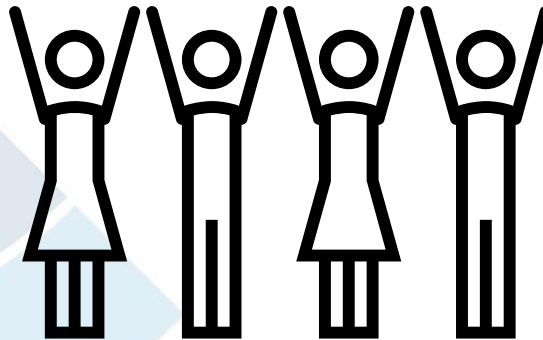
A: Looking forward to taking a trip without a mask on my face! Also, I really consider cooking as fun.

**ICARE Standard: Respect**

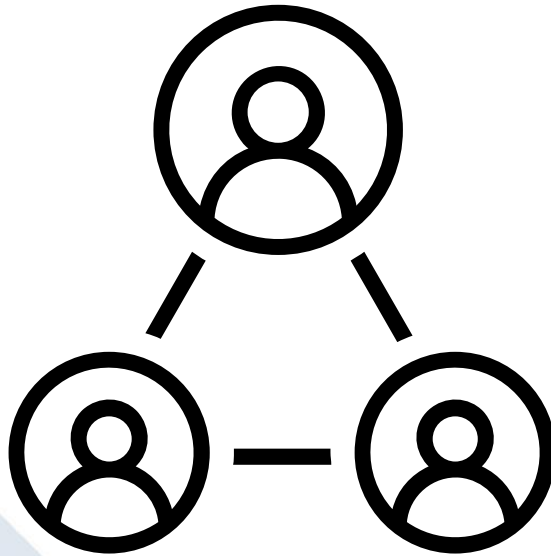


# CM Spotlight Reminder

- <https://redcap3.cookcountyhhs.org/surveys/?s=77EX8JYL9W>
  - ICARE criteria used to make nominations
  - Nominators can remain anonymous
  - **Separate survey** from CM webinar Feedback form



# Resources & Reminders



# Emergency Rental Assistance Program

Applications now open for the Cook County Emergency Rental Assistance Program, for up to **12 months of missed rent and utility payments** and up to **3 months of future rent payments**.

**Application deadline:  
April 2, 2021**

## Eligibility

- Residents of suburban Cook County who rent their home
  - Landlords can apply on behalf of eligible tenants
- Must have proof of financial hardship due to COVID-19 Pandemic
- Meet annual income requirements

## Households are not eligible if:

- They are living in public housing
- They are receiving rental assistance from other programs for the same time period

**Application Link:** <https://www.cookcountyil.gov/service/covid-19-recovery-emergency-rental-assistance-program>



# Toddler & Children Book Club Reward

- A reward for Families with Children ages 3 to 16
- One free book every three months mailed to member's home
- A \$10 Target Card for children ages 5 to 16
- Reward Summary:  
[https://countycare.com/wp-content/uploads/CCR\\_RewardsProgramTable\\_English\\_052920.pdf](https://countycare.com/wp-content/uploads/CCR_RewardsProgramTable_English_052920.pdf)



## Toddler and Children's Book Clubs

**WHO QUALIFIES:** Members ages 3-16

**REQUIRED ACTIVITY:** Contact Member Services once a year to enroll.

**REWARD:** One free book will be mailed to your home every 3 months, plus a \$10 Target gift card for those ages 5-16.



# Reminders

- The next webinar is scheduled for **Wednesday, April 21<sup>st</sup>**
  - **Topic: Mental Health**
- 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

2021	^
• <a href="#">Webinar: Care Coordination Addressing COVID-19 Vaccine Hesitancy (1/2021 slides)</a>	
2020	v
2019	v
2018	v





# Open Forum

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







# Thank You!

