

ATTENTION

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Care Coordination Monthly Webinar

June 16th, 2021



Agenda

1. Welcome
2. MoreCare 101- Tori Posa (2:00-2:45)
3. CountyCare Updates & Announcements (2:45-2:50)
4. Resources & Reminders (2:50-2:55)
5. Open Forum (2:55-3:00)





A Medical Home Network Affiliate

CountyCare Care Coordination Training

June 16, 2021

Agenda

- Introductions
- MoreCare/MHN Background
- Eligibility and Enrollment Periods
- STARS Basics
- Marketing Rules and Lead Generation

Introducing MoreCare – A Medical Home Network Affiliate



Shared Foundation

MHN was founded in 2009 by the **Comer Family Foundation** to transform healthcare delivery for the Medicaid population

CCH has a 180 year history of providing access and quality care to all Cook County residents

Unparalleled experience

Understanding the **whole-person needs** of Cook County's underserved residents

Redesigning health care delivery and care management for the safety-net

Building **patient relationships** beyond 4 walls of practice

Achieving better health **outcomes, costs** and **engagement** – outperforming other Medicaid programs

Who is MoreCare?

- MoreCare is a fully owned subsidiary of Medical Home Network
- MoreCare and CountyCare are not directly affiliated
- MoreCare's Benefits and Provider Network are different than CountyCare/Medicaid
- CountyCare members will not be passively enrolled into MoreCare

MoreCare *is* an opportunity to keep patients in the CountyCare Model of Care as they age into Medicare

MoreCare[®]
A Medical Home Network Affiliate

What happens when a CountyCare patient ages into Medicare?

- They could...
 - A. Sign up for Original Medicare
 - B. Sign up for a Medicare Advantage plan not contracted with MHN ACO orgs
 - C. Sign up for *any* contracted MA plan
 - D. Be auto-assigned into an MMAI plan
 - E. Sign up for MoreCare and keep the CountyCare Model of Care

MoreCare is an opportunity to keep patients in the CountyCare Model of Care as they age into Medicare

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Parts A - D

Part A – Hospital Coverage/ Original Medicare

Helps cover:

- Inpatient care in hospitals
- Skilled nursing care
- Hospice care
- At-home healthcare

Part B – Medical Care/ Original Medicare

Helps cover:

- Services from doctors and other healthcare providers
- Outpatient care
- Some outpatient prescription drugs
- Durable medical equipment (wheelchairs, walkers, hospital beds, other equipment and supplies)
- Many preventive services (screenings, shots, and yearly wellness visits)

TAKE NOTE

- Most people with Part B coverage pay a monthly premium
- If you do not enroll in Part B when you are first eligible for Medicare, you may pay a penalty later

Part D – Prescription Drug Coverage

- Original Medicare does not cover most prescription drugs – so Part D covers the cost of prescription drugs.
- Medicare drug coverage is optional and is offered to everyone with Medicare.
- To get Medicare drug coverage, you must join a Medicare-approved plan that offers drug coverage.
- In most cases, this means you can add drug coverage to Original Medicare OR select a Medicare Advantage Plan that offers drug coverage.

TAKE NOTE

- If you do not enroll in Part D when you are first eligible for Medicare, you may pay a penalty later

More on Part D

Extra Help

- Prescription drug coverage is available with a Prescription Drug Plan (PDP) or a Medicare Advantage plan with Part D prescription drug coverage (MAPD)

Extra Help is

- A government program
- Helps pay for a portion or most of the out-of-pocket costs of Medicare prescription drug coverage
- Also known as the Part D Low-Income Subsidy (LIS)

To qualify for Extra Help

- You must be receiving Medicare
- Have limited resources and income
- Reside in one of the 50 states or District of

*Medicare beneficiaries with Medicaid, MSP participants and those who receive SSI (Medicare) are automatically subsidy-eligible and do not have to apply for Extra Help

Columbia

Part C – Medicare Advantage

Offered by private companies
contracted with Medicare

Features and benefits:

- Alternative to Original Medicare
- Offers both Part A and B benefits, and may include Part D
- May include extra benefits not available with Original Medicare, such as dental, vision, hearing and gym membership
- Has predictable costs, with set co-pays, coinsurance and out-of-pocket limits



Cost

Original Medicare	Medicare Advantage
For Part B-covered services, you usually pay 20% of the Medicare-approved amount after you meet your deductible.	Out-of-pocket costs vary —plans may have lower out-of-pocket costs for certain services.
You pay a premium (monthly payment) for Part B . If you choose to buy prescription drug coverage (Part D), you'll pay that premium separately.	You may pay a premium for the plan in addition to a monthly premium for Part B . (Most include prescription drug coverage.) Plans may have a \$0 premium or may help pay all or part of your Part B premiums.
There's no yearly limit on what you pay out-of-pocket, unless you have supplemental coverage (like a Medigap policy).	Plans have a yearly limit on what you pay out-of-pocket for Medicare Part A- and B-covered services. Once you reach your plan's limit, you'll pay nothing for Part A- and Part B-covered services for the rest of the year.
You can get supplemental coverage (like a Medigap policy) to help pay your remaining out-of-pocket costs (like your 20% coinsurance). Or, you can use coverage from a former employer or union, or Medicaid.	You can't buy or use separate supplemental coverage.

Putting the Parts Together – Original Medicare vs Medicare Advantage

Original Medicare

✓ Part A



✓ Part B



You can add:

○ Part D



You can also add:

○ **Supplemental Coverage**



Supplemental coverage includes Medicare Supplement Insurance (Medigap). Or you can use coverage from a former employer or union, or Medicaid.

Medicare Advantage

(Also known as Part C)

✓ Part A



✓ Part B



Most plans include:

○ Part D

○ **Extra Benefits**



Some plans also include:

○ **Lower out-of-pocket costs**

MoreCare: How is Medicare Advantage Different from Other Gov't Programs?

Beneficiaries have more agency than other Managed Care LOBs

MA Plans develop products and benefits (approved by CMS) and puts them on the market

- Medicare eligible beneficiaries **choose** the plan they want and select it directly from the health plan
- All sales are done via a sales process by certified agents
 - that includes a sales team, call center, and in-person or telephonic sales
 - Agents can be employed by plans or work as a broker
 - SHIP Counselors are certified to sell MA plans help individuals enroll via [medicare.gov](https://www.medicare.gov)
- No autoenrollment / passive enrollment
- Market options for plans are 4x fold that for Medicaid



- Gives your patients access to a **Personalized Care Coordinator**, who will be their very own healthcare resource; making things easier to understand; working with them to understand their needs and help them achieve their goals
- Gives patients ways to save by providing more predictable health care costs
- Allows your patients to stay with their **CCH/CountyCare doctor and care team they know and trust**
- **Care Management remains with the current CountyCare delegated CM or the MoreCare-CCH CM Team situated at CORE**

Enrollment from CountyCare into MoreCare enables us to

- Provide continuity of care to members aging into Medicare
- Expand our model to new patients in Cook County's safety net
- Retain patients being engaged by new competitors in the senior care market

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Why does MoreCare Matter?

MoreCare Helps Address Social & Behavioral Health

COMPARE	ORIGINAL MEDICARE “FFS”	MORECARE
Doctor visits	✓	✓
Hospital stays	✓	✓
No monthly plan premium		✓
No deductible		✓
Predictable out of pocket costs		✓
Part D – drugs coverage		✓
Dental		✓
Vision		✓
Hearing		✓
Transportation		✓
Over The Counter (OTC) card		✓
Gym membership**		✓
Caregiver support		✓

Food *Included for all plans except MoreCare For You (MAPD) and MoreCare Home (I-SNP)

Gym**Included for all plans except MoreCare Home (I-SNP).

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COMER
EDUCATION
CAMPUS

MoreCare®
A Medical Home Network Affiliate

MoreCare's Approach to Whole-person Health

- Personalized Care Plans focused on Whole-Person Health
 - Medical
 - Behavioral
 - Social
- Building **patient relationships** beyond the four walls of the medical practice
- Achieving better health **outcomes**, **costs** and **engagement** – outperforming other Medicare programs


When you choose MoreCare, you will have direct access to your very own health care resource with your **Personal Care Coordinator**, who will:

- Assist you with getting the info you need from your doctor
- Make things easier to understand
- Offer more coordinated, individualized care, where and when you need it
- Work with you to understand your specific challenges, needs and the best way to serve you

Medicare Enrollment Periods

If you are currently eligible for Medicare, nearing the age of Medicare eligibility or wish to change your existing Medicare coverage, it's vital you understand Medicare enrollment dates. Missing your enrollment window may lead to costly late enrollment penalties.

Enrollment period	Dates	Actions you can take during this period
Annual Enrollment Period (AEP)	<ul style="list-style-type: none"> Starts October 15 Ends December 7 	<ul style="list-style-type: none"> Sign up for a plan Switch plans Leave a plan
Open Enrollment Period (OEP)	<ul style="list-style-type: none"> Starts January 1 Ends March 31 	<ul style="list-style-type: none"> One time switch between MAPD plans or back to Original Medicare
Initial Coverage Election Period (ICEP)	<ul style="list-style-type: none"> Starts 3 months before the month you turn 65 Ends 3 months after the month you turn 65 	<ul style="list-style-type: none"> Sign up for a plan
Special Enrollment Period (SEP)	All Year for patients with special circumstances like moving, having Medicaid or certain chronic conditions	<ul style="list-style-type: none"> Switch plans Leave a plan Enroll in Part D

More information about  Special Enrollment Periods

ICEP = “Age-In” 3-1-3 window for patients first qualifying for Medicare

AEP = Fall enrollment period for eligibility beginning 1/1/2021

ICEP: 3-1-3 Age In Period

- Mary turns 65 on June 15. She enrolls in both Parts A and B, with coverage taking effect **June 1**.
- Her Medicare Advantage ICEP begins March 1 and ends September
 - If Mary selects an MA plan, her coverage cannot take effect before June 1 (i.e., the effective dates of both Parts A and B).
 - If Mary completes an enrollment form on March 20th, the effective date must be June 1 or later

Enrollment Workflows

What's my role?

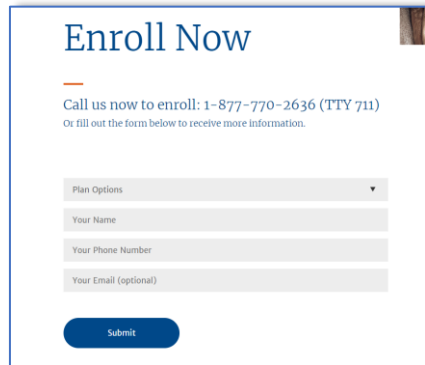
How do people enroll in MoreCare?



- ✓ **Face-to-face**
 - ✓ Patients can **enroll onsite** with a **MoreCare benefits consultant** at specific clinics or events hosted at partner provider sites
 - ✓ Patients can **set up a future appointment** at a time and place that is convenient for them
- ✓ **Telephonic Enrollment**
 - ✓ Once PTC form received, benefits consultant will reach out to patient by phone
- ✓ **CMS' Online Enrollment Center**
 - ✓ Patients can sign up at [medicare.gov](https://www.medicare.gov) anytime
 - ✓ SHIP Counselors can assist with this method

MoreCare can only CALL prospective members once they have given us permission. This is done by completing a **Permission-to-Contact Form**

PTC Completion Methods



Enroll Now

Call us now to enroll: 1-877-770-2636 (TTY 711)
Or fill out the form below to receive more information.

Plan Options:

Your Name:

Your Phone Number:

Your Email (optional):

Submit

✓ Patient can request more information at **MyMoreCare.com**

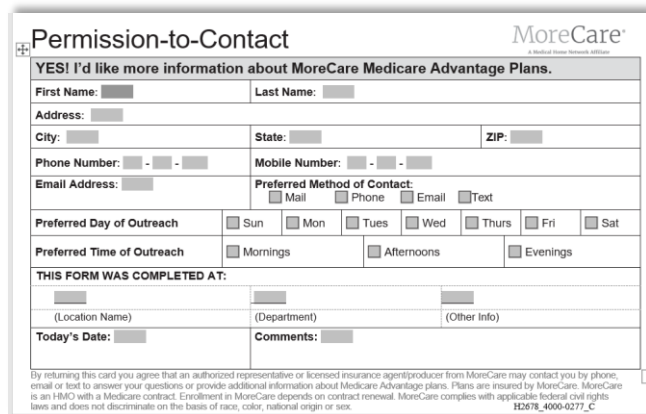
✓ Complete a **Permission-to-Contact** form

✓ Via phone or in person (at provider office)

✓ Form enables MoreCare team to proactively reach out with more information

✓ PDF or Scanned forms should be submitted to MoreCareSales@MoreCareIL.com

✓ Via Private **weblink** provided to key provider partners



Permission-to-Contact MoreCare®
A Medical Group Network Affiliate

YES! I'd like more information about MoreCare Medicare Advantage Plans.

First Name: Last Name:

Address:

City: State: ZIP:

Phone Number: - - Mobile Number: - -

Email Address: Preferred Method of Contact: ☐ Mail ☐ Phone ☐ Email ☐ Text

Preferred Day of Outreach: ☐ Sun ☐ Mon ☐ Tues ☐ Wed ☐ Thurs ☐ Fri ☐ Sat

Preferred Time of Outreach: ☐ Mornings ☐ Afternoons ☐ Evenings

THIS FORM WAS COMPLETED AT:

(Location Name) (Department) (Other Info)

Today's Date: Comments:

By returning this card you agree that an authorized representative or licensed insurance agent/producer from MoreCare may contact you by phone, email or text to answer your questions or provide additional information about Medicare Advantage plans. Plans are insured by MoreCare. MoreCare is an HMO with a Medicare contract. Enrollment in MoreCare depends on contract renewal. MoreCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin or sex. ID2018_4000-0277_C

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How do patients enroll in MoreCare? – *Private PTC Weblink*

Organization
Near North

Completed by
Sam Smith Financial Counselor

☒ I attest that I am assisting in the completion of this PTC form on behalf of and with direct input from,
Patient Name on 07-14-2020

Continue

Patient Name
Address 1
Address 2
City
State Zip
Phone
Mobile
Email

PTC form progress 0%

Please Answer the following questions.
Prospective member information:

Preferred Method of Contact
☐ Email
☐ Phone
☐ Mail
☐ Text

Preferred day of outreach
☐ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday

Preferred time of outreach
☐ Mornings
☐ Afternoons
☐ Evenings

Preferred language
☐ English
☐ Spanish
☐ Other

Specific time range noted
Specific date noted
Other language (please specify)
Heard about us through
Additional comments

- ✓ Allows provider teams to submit detailed information, uploaded directly into MoreCare's Customer Relationship Management (CRM) system
- ✓ Leads are automatically sent to Benefit Consultants based on any criteria noted – eg. Spanish Speaking

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THANK YOU!

MoreCare[®]

A Medical Home Network Affiliate

Learn more at mymorecare.com

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Cook County Health, Health Plan Services

Hholberg@cookcountyhhs.org

Appendix

MoreCare Benefit Updates - 2021

Benefit	MAPD 2021*
Monthly Premium	\$0
Part D Deductible	\$0
Max Out of Pocket	\$3,450
PCP Visit	\$0
Specialist Visit	20%
ED Visit	\$120 <i>*Co-pay waived if admitted within 3 days</i>
Urgent Care Visit	\$25
Home Health Services	\$0
Outpatient Hospital	20%
Ambulance	20%
OT/PT/ST	20%
Hospital Inpatient	No deductible
	<ul style="list-style-type: none"> Days 1-6: \$295 Days 6-90: \$0

Diabetic Foot Care (Podiatry Services)	\$0
Preventative Foot Care (Podiatry Services)	Medicare-covered podiatry 2 routine foot care visits/year (not covered by original medicare)
Diabetic Supplies	Preferred: 0% Non-Preferred: 35%
	<u>\$0</u> copay for each pair of Medicare-covered therapeutic shoes and Medicare-covered classes
Chiropractic Care*	20%
DME*	20%

MoreCare's Value-Added Benefits

Benefit	MAPD 2021
Transportation	18 one-way trips/yr Plan approved locations
OTC	\$95 every three months
Fitness Benefit	Gym membership available
Dental	Max \$1,800/yr
Eye Exam	1/yr
Eye Wear	\$300/yr
Hearing Exam	1/yr
Hearing Aides	\$2,000/yr
Caregiver Support Services	Covered



MoreCare's Caregiver Support Benefit

- Carallel is a **caregiver support solution** that helps ease stress of caregiving responsibilities and enables caregivers to more fully engage in the care of their loved ones
- All MoreCare Members have access to Caregiver Support Services through our Digital Platform or Care Advocate Support Line – **at no cost to the member**

Desired Outcome:

Carallel reduces stress of caregiving and improves effectiveness of caring for loved ones through:

1. **Digital tools** that address topics such as senior living, in-home care, wealth and lifestyle, and caregiving tasks.
2. Personalized, expert **caregiver guidance** on the full range of caregiving issues

Everything you need. All in one place.

At MoreCare we care about you and your loved one. We appreciate how challenging caring for another can be—and how challenging it can be to depend on others for care. We're here to support you and your caregivers with resources and tools to make your lives easier.

That's why we've given you access to **MyCareDesk** and the **Care Advocate Support Line**. You'll find the information, tools and resources that support and guide you through your caregiver journey - to care for your loved one...and yourself!

- 1 **Organize:** Keep track of important documents, appointments, tasks, photos and videos.
- 2 **Consult:** Speak with our trusted and experienced Care Advocates.
- 3 **Collaborate:** Create your own care team and then share information, tasks and decision making.
- 4 **Learn:** Access tools and resources on topics like health, finances, lifestyle, senior living and in-home care.

MoreCare's Caregiver Support Benefit – 2 Main Features

Care Advocate Support Line

Expert caregiver guidance through phone or chat

Using MoreCare's Care Advocate Support Line

What is a Care Advocate? How can they help?

Care Advocates are trusted, senior care experts. They listen, advise, guide and help create a path forward that you can feel confident about, for a wide range of caregiving topics, from advanced life planning to just providing a listening ear.

How do can I connect with a Care Advocate?

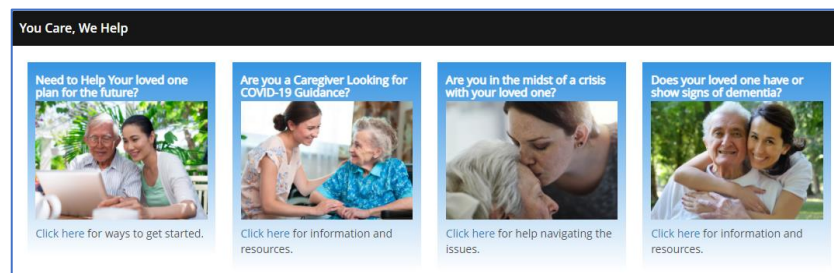
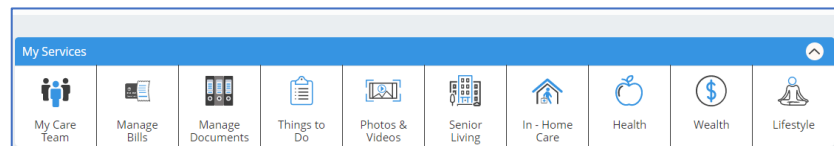
Care Advocates can be reached by phone at (833) 676-0660. They're available Monday – Friday, 7 a.m. to 6 p.m. CST.

Remember: You'll need to have your MoreCare Member ID handy.

Tip! You can also connect with a Care Advocate through email or live chat at morecare.mycaredesk.com.



Digital platform that includes informational resources & tools



Features: MyCareConcierge Highlights



Use Case – Anne

- Caring for a memory-challenged elderly mother for a long time and felt burnt out
- Anne's sisters lived across the country so she was shouldering the caregiving burden alone.

How her Care Advocate helped...

- ✓ Found a dementia-focused local support group
- ✓ Provided tips on ways her siblings could pitch in from afar and how to reach out to them to ask for help
- ✓ Care Team Corner helped her communicate with them, and we continue to help

Care advocates assist caregivers with an array of topics from advanced life planning issues to power of attorney questions

Part D Coverage

MoreCare's Prescription Drug Coverage

- ✓ **Plan 001 featuring Tier 6 at \$0 copay**
- ✓ **No Part D Deductible**
- ✓ **Pharmacy Benefit Manager is MedImpact**

2021 Formulary Tiers

- **Tier 1** – Preferred Generic Drugs
- **Tier 2** – Non-Preferred Generic Drugs
- **Tier 3** – Preferred Brand Drugs
- **Tier 4** – Non-Preferred Brand Drugs
- **Tier 5** – Specialty Drugs (highest cost tier)
- **Tier 6** – Select Care Drugs (lowest cost tier)

MoreCare For You - 2021 Formulary

Your share of the cost when you get a *one-month** supply of a covered Part D prescription drug:

	Standard retail cost sharing	Mail-order cost sharing	Long-term care (LTC) cost sharing
Tier 1 <i>(Preferred Generic)</i>	\$5 copay	\$5 copay	\$5 copay
Tier 2 <i>(Non-Preferred Generic)</i>	\$20 copay	\$20 copay	\$20 copay
Tier 3 <i>(Preferred Brand)</i>	\$47 copay	\$47 copay	\$47 copay
Tier 4 <i>(Non-Preferred Brand)</i>	50% coinsurance	50% coinsurance	50% coinsurance
Tier 5 <i>(Specialty Drugs)</i>	33% coinsurance	33% coinsurance	33% coinsurance
Tier 6 <i>(Select Care Drugs)</i>	\$0 copay	\$0 copay	\$0 copay

**Up to a 30-day supply, except LTC which is up to 31 days.*

MoreCare For You 2021 Formulary

Long-term supply of covered Part D drugs (Up to **100-day** supply*)

	Standard retail cost sharing (in-network)	Mail-order cost sharing
Cost-Sharing Tier 1 <i>(Preferred Generic)</i>	\$15 copay	\$15 copay
Cost-Sharing Tier 2 <i>(Non-Preferred Generic)</i>	\$60 copay	\$60 copay
Cost-Sharing Tier 3 <i>(Preferred Brand)</i>	\$141 copay	\$141 copay
Cost-Sharing Tier 4* <i>(Non-Preferred Brand)</i>	50% coinsurance	50% coinsurance
Cost-Sharing Tier 5 <i>(Specialty Drugs)</i>	A long-term supply is not available for drugs in Tier 5.	A long-term supply is not available for drugs in Tier 5.
Cost-Sharing Tier 6 <i>(Select Care Drugs)</i>	\$0 copay	\$0 copay

**Tier 4 is limited to a 90-day supply*

MoreCare's Part D Coverage Improvements

Benefit	MAPD 2020	MAPD 2021
\$0 Select Care Drugs (Common Cholesterol, HTN, Diabetes, etc. drugs)	Not Available	✓
100-Day Supply for Chronic Medications at no additional cost (T1, T2, T3, T6)	Not Available	✓
Discount on all Medicare not covered medications at no additional cost (100% pass through discount)	Not Available	✓
Additional Coverage: Sildenafil (T1: 6 tabs/month) Medicare not covered	Not Available	✓

MoreCare In-Network Hospitals

Acute Care Hospitals*

Advocate Christ Hospital & Medical Center	Holy Cross Hospital
Advocate Condell Medical Center	J.H. Stroger Hospital of Cook County
Advocate Good Shepard	Methodist Hospital of Chicago
Advocate Illinois Masonic Medical Center	Mt Sinai
Advocate Lutheran General Hospital	Northwest Community Hospital
Advocate Sherman	Provident Medical Center
Advocate South Suburban Hospital	Swedish Covenant Hospital
Advocate Trinity Hospital	

Long Term Acute Care Hospitals*

RML Specialty Hospital - Hinsdale/Chicago
Schwab Rehabilitation Hospital

- **MoreCare has full coverage in Cook County, with Sinai Health System and all Advocate Hospitals**
- **OON care can be covered, with approval (single case agreements)**

*As of 9/29/2020

2021 MoreCare Operational Readiness – Quick Reference

Provider/Member Services	
MoreCare Website Documents and Forms, Important Health Plan Information, Provider and Member Resources	MyMoreCare.com
Provider Portal Important Documents and Forms, Authorization Submission and Status, Claims Status, EOPs	MoreCare.Valence.Care
Member Services 8 am – 8 pm CT Oct 1–Mar 31: 7 days a week Apr 1–Sept 30: Mon–Fri	(844) 480-8528 TTY: 711 Fax: (312) 277-9246
Provider Services 8 am – 5 pm CT Monday–Friday	(844) 865-8033 Fax: (312) 277-9246
Roster Submissions	providerrosterrequests@morecareil.com
Provider Relations	providerrelations@morecareil.com

Provider Relations Contact Information

Ben Csukor
bcsukor@morecareil.com

Sami House
shouse@morecareil.com

MoreCare Landing Page for Age-In Campaigns

[2021 Age-In Landing Page \(Marketing\)](#)

Sample of a Co-Branded Educational Landing Page for Patients Aging into Medicare

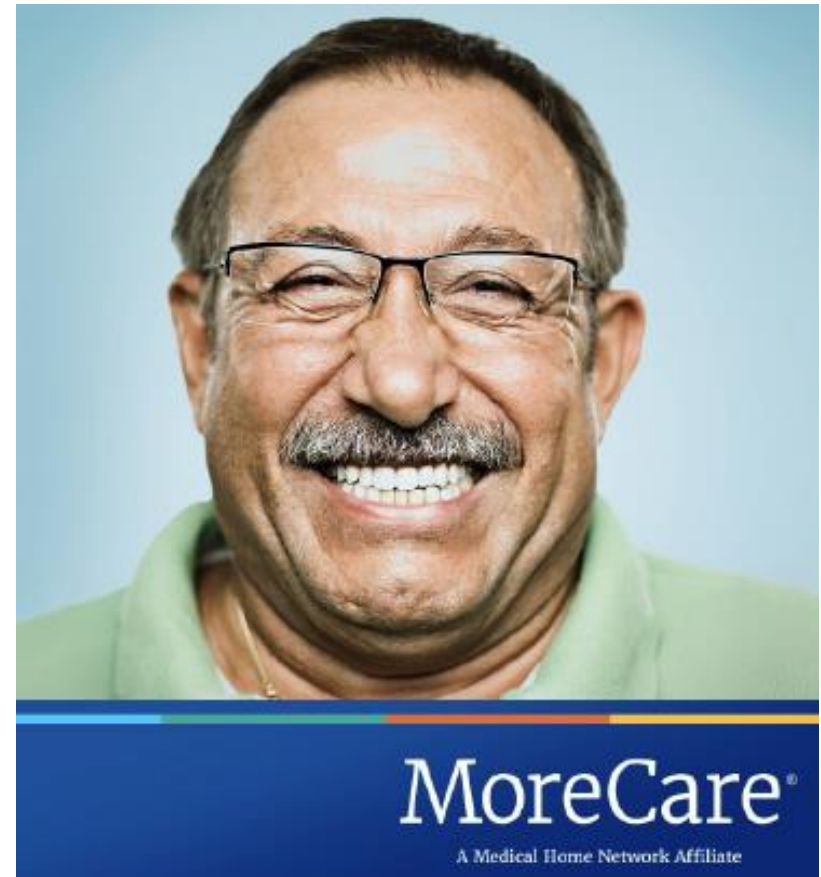
[Understanding Medicare - PrimeCare Health](#)

[Permission-to-Contact Forms Quick Reference Guide](#)

MoreCare For You (HMO)

[Summary of Benefits](#)

[Evidence of Coverage](#)





Thank You!



CountyCare Announcements



Open Enrollment Campaign

Medicaid Open Enrollment Background

- Current members (anniversary date/open enrollment)
 - Client Enrollment Services (CES) mails choice packet at least 60 days prior to anniversary date
 - Member selects new plan OR does nothing
 - If member does nothing, they stay with their current plan and they are **locked in for 12 months from anniversary date**
 - COVID surge began in July 2020 and continued through December 2020
- HealthChoice IL is sending out anniversary letters informing members of their anniversary date
- These letters are being sent 64 days prior to member's anniversary date



Open Enrollment Campaign

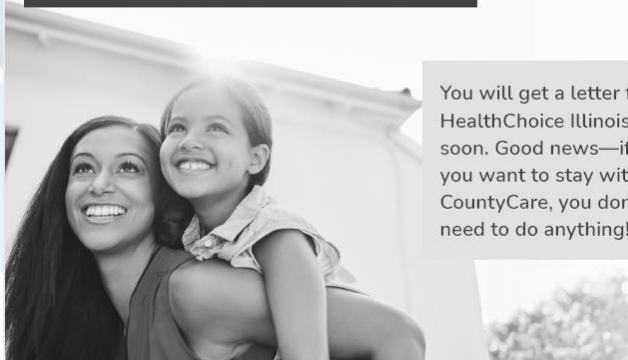
CountyCare Retention Efforts

- CountyCare sending Open Enrollment postcards to members informing them that they can stay with plan & no action is needed
- Letters sent 64 days prior to anniversary date
- Providers also mailing members letters stating that CountyCare is preferred MCO



CountyCare Health Plan
P.O. Box 21153
Eagan, MN 55121

Open Enrollment is Here



You will get a letter from HealthChoice Illinois soon. Good news—if you want to stay with CountyCare, you don't need to do anything!

The Benefits of Staying with CountyCare

4,500 primary care providers | 70 hospitals | 20,000 specialists

Remember:

- ✓ You don't have to pay for medical, dental or vision services.
- ✓ You don't have any co-pays or pay for approved prescriptions.

We offer even more extra benefits for our members:

- ✓ Free LASIK eye surgery, if eligible.
- ✓ Free car seats for eligible children and new parents.
- ✓ Rewards Card with cash credit to use at stores where you shop.



Questions?

For information about your Medicaid health plan or Open Enrollment: visit countycare.com or call Member Services at **312-864-8200, 711** (TDD/TTY).



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。



Open Enrollment Campaign

CountyCare Retention Efforts: The Ask

- Be on lookout for letters from:
 - HealthChoice IL
 - CountyCare Open Enrollment postcard
 - Provider letter
- Assist with any questions
- Encourage members to stay with CountyCare

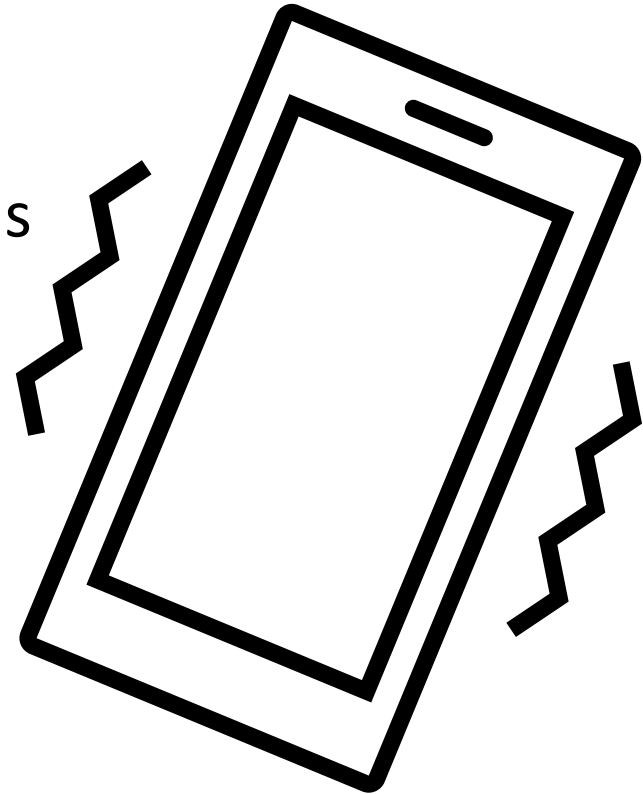
For questions on the Open Enrollment Campaign, email Heather Holberg (hholberg@cookcountyhhs.org).



Announcements

New Text Campaigns

- No *new* text campaigns for the month of June
- Regular, monthly text campaigns include:
 - Brighter Beginnings
 - New member welcome
 - Open enrollment
 - Card activation reminders



Deceased Member – State Closure

- Care Management action – Change as of April 2021:
 - Obtain appropriate documentation of the member death. See website:
<https://countycare.com/wp-content/uploads/MCO-005-Reporting-Death-of-a-Member.pdf>
 - Death Certificate
 - Obituary
 - Notification received directly from a LTC or SLF provider
 - Complete HFS Death of a Member form.
 - Form is emailed to HFS and Health Plan: Michael Trimmer (Michael.Trimmer@illinois.gov) & Heather Holberg (hholberg@cookcountyhhs.org)
 - If appropriate documentation of the member death is not available, direct family members to notify the Department of Human Services local office or caseworker to report the death of a Medicaid client.
 - Recommend CMEs track deceased member cases until the Medicaid case is terminated.

***Care coordinators can report any member demographic change including death to the CCH Application Assistance call center. The information may be submitted on the corresponding spreadsheet and emailed to callcenterquestions@cookcountyhhs.org. The call center reports this information to DHS on a weekly basis.**



COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (6/10/21)		Vaccination Overview (6/10/21)**	
# Cases	23,700 (4.5% increase)	# at least one dose*	25,615 (8.82%)
# Deaths	233 (8.6% decrease)	# fully vaccinated	64,884 (22.35%)

*where 2 doses are needed

**now includes 12-16 year olds



Vaccination Locations Updates

IL has entered Phase 2. All Illinois residents **age 12 and older** are eligible for the vaccine.

Chicago

Appointments for city run sites can be booked through the City's call center at **312.746.4835** or through www.zocdoc.com/vaccine. All vaccine sites will accept walk-ins. A parent or guardian must accompany any minor under age 18.

City of Chicago Vaccine Finder: <https://www.chicago.gov/city/en/sites/covid19-vaccine/home/vaccine-finder.html>

Local Chicago Initiatives: <https://www.chicago.gov/city/en/sites/covid19-vaccine/home/blog.html>

Suburban Cook County

Call the vaccine sign up hotline at 833-308-1988 or sign up at <https://vaccine.cookcountyiil.gov/>

All Cook County

Pharmacies and some health care providers are offering the vaccine



Vaccinations for 12-17 Year Olds

12–17-year-olds may now receive the Pfizer vaccine

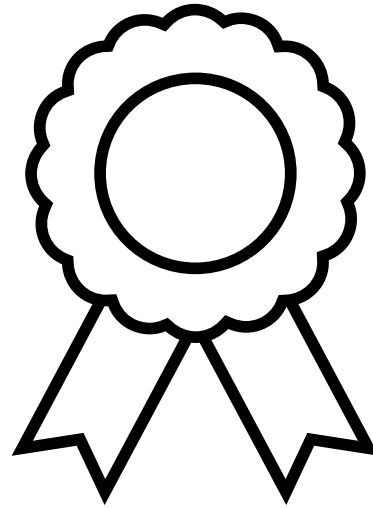
Chicago: Chicagoans age 12-17 are now able to receive vaccination at all City of Chicago sites offering Pfizer vaccine. To book an appointment on [Zocdoc](#), Chicagoans under 18 must have a parent or guardian book vaccine appointments on their behalf. A parent or guardian must accompany any minor under age 18.

The City-run sites vaccinate emancipated minors, although they need to bring their court order confirming their status. Married minors can also get vaccinated and need to bring their marriage certificates.

Suburban Cook: Parents/guardians may schedule appointment for minors by calling the vaccine sign up hotline at 833-308-1988 or signing up at <https://vaccine.cookcountyil.gov/>



Care Coordinator Spotlight



Care Coordinator Spotlight

Akilah Muhammad, Clinical Case Manager- LTC HP



ICARE Standard: Excellence

Akilah was acknowledged by a family member of a CountyCare member as dedicated, professional, and compassionate.

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

A: My number one tip as a care coordinator is to work as a team. It's always great to ask questions and share resources to help others.

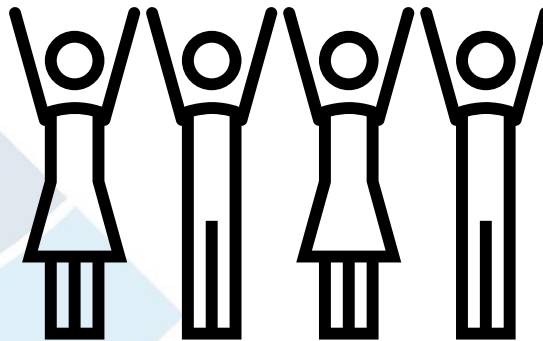
Q: What's a fun fact about you?

A: I was a pharmacy technician for 17 years before becoming a nurse. I became a nurse because I wanted to assist with the care of patients more directly.

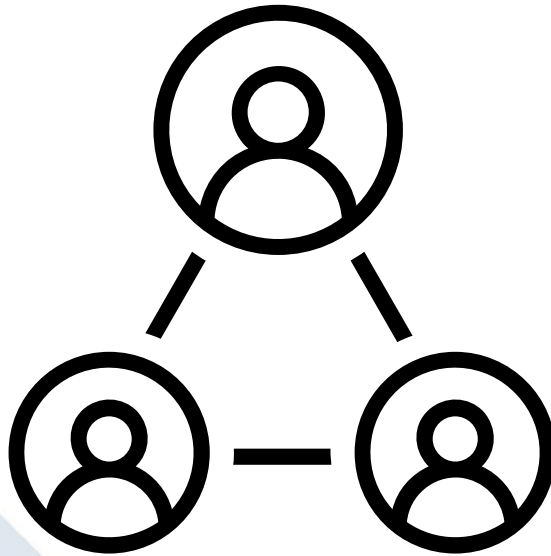


Care Coordinator Spotlight Reminder

- <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



Housing Resource Guide

- **Purpose:** serve as a practical guide and general introduction and overview of housing systems and housing resources available through CCH, CountyCare, and public systems.
- Published to <https://countycare.com/providers/care-coordination/>
- Will be updated as needed



Reminders

- The next webinar is scheduled for **Wednesday, July 21st**
 - **Topic: Pathway's/Victory Center for Supportive Living Communities**
- 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	^
• Webinar: Care Coordination Addressing COVID-19 Vaccine Hesitancy (1/2021 slides)	
2020	v
2019	v
2018	v





Open Forum

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





Thank You!

