



Provider Notice

April 29, 2024

Living Well Program

County Care health offers to assist our members to plan for their future based on their values, beliefs, preferences, and specific medical issues. This is a benefit at no additional cost. Members can work with their care coordinator to initiate the referral process.

It involves multi-session, clinician-guided care planning specializing in advanced-illness telehealth solution that overcomes the behavioral, emotional, and healthcare system barriers that prevent alignment of care received during the last years of life with a member's wishes.

When a member is referred, they will be outreached by a Specialist within 24 hours. The service is delivered by specialists trained in healthcare decision-making, advance care planning, and health behavior change. Specialists collaborate with members and serve as a guide during the brief intervention, provided through telephonic or video-based sessions, depending on the member's needs. They do not provide medical advice or replace the need for any other care management services.

Benefits to Comprehensive Advance Care Planning

- Individuals want to be in control of their lives and appreciate having difficult conversations to overcome the barriers that can inhibit planning for the care they desire at the end of life.
- Patients with complex medical situations and approaching end-of-life benefit from developing an advance care plan.
- Advance care plans ensure caregivers and providers are aware of patients' preferences so they can facilitate appropriate level of care in the event the individuals can no longer speak for themselves.
- Reduces stress for families, caregivers, medical teams, and provides peace of mind.
- Planning now for your future health care can help ensure you get the medical care you want and that someone you trust will be there to make decisions for you.

If you have any questions or would like additional information, contact your assigned Provider Relations Representative, or contact CountyCareProviderServices@cookcountyhhs.org.

Contact Us:

CountyCare Provider Services are here to help, you can contact us at 312-864-8200, option 6. You can also use our Interactive Voice Response (IVR) system to verify eligibility. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned PR Representative. Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned Provider Relations Representative or if you do not know your assigned Representative, please contact: CountyCareProviderServices@cookcountyhhs.org.