

Care Coordination Monthly Webinar

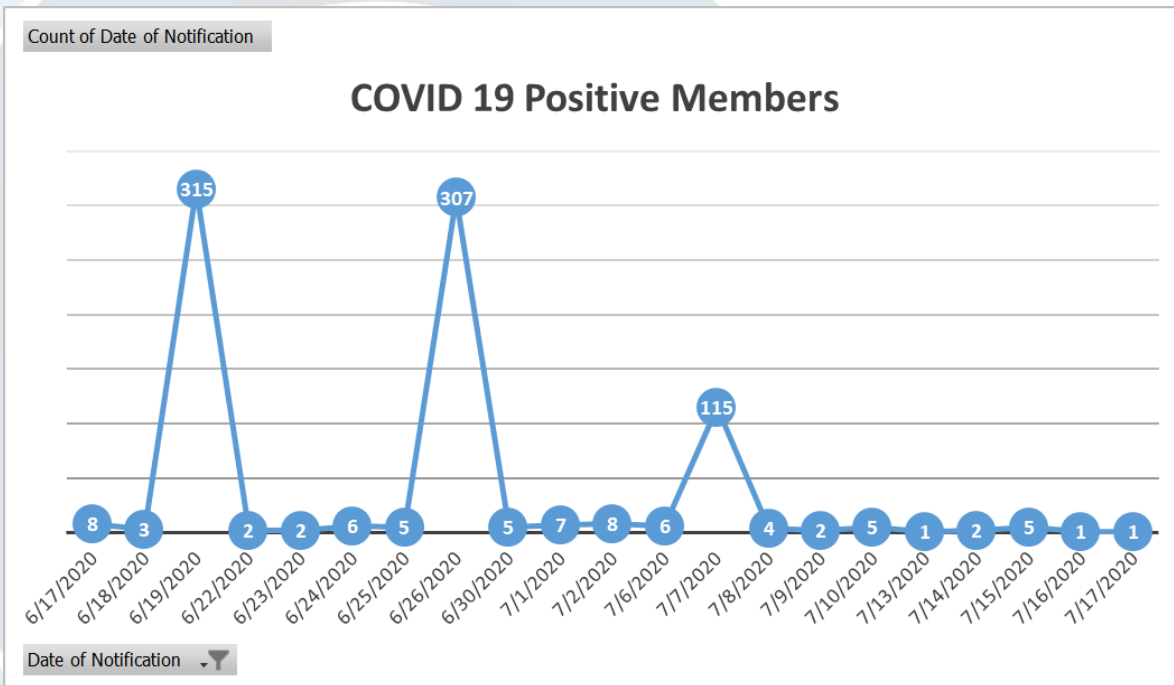
July 22, 2020



Agenda

1. CountyCare COVID-19 Case Summary
2. Member Outreach
3. Resource Updates
4. Errand Services
5. Centauri – Human ARC
6. Brighter Beginnings - BP
7. Member Rewards
8. HEDIS
9. Announcements & Open Forum

Summary of CountyCare COVID-19 Cases



4223 Cases*
125 Fatalities
as of 7/17/2020

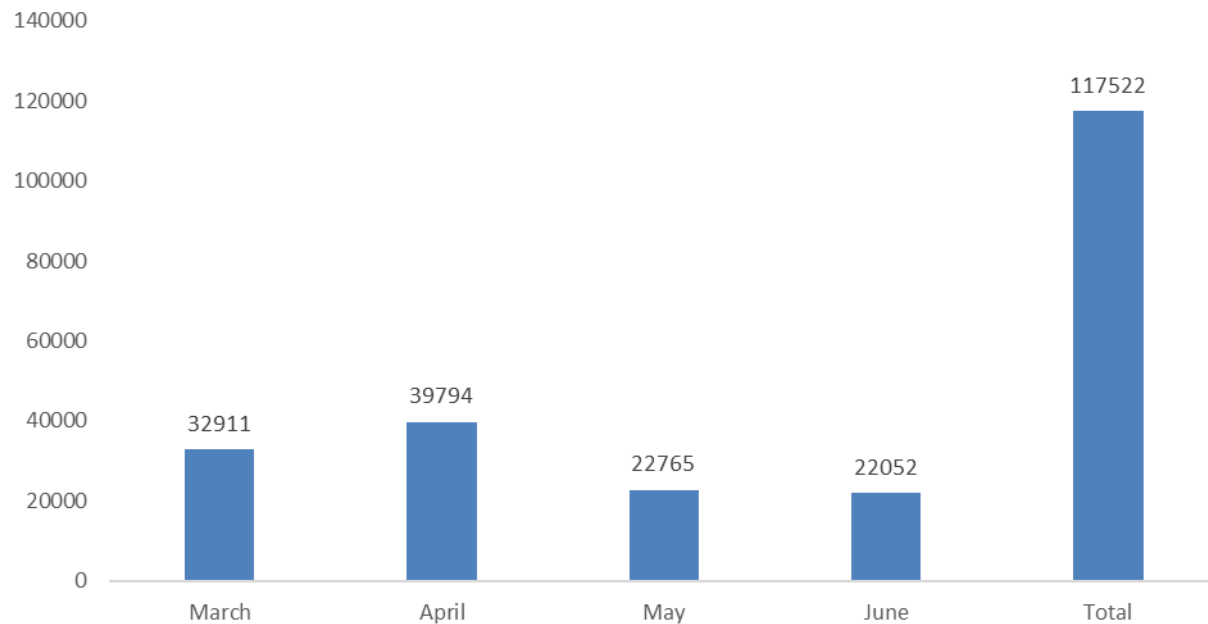
Thank you for participating in weekly COVID19 member review calls!

*Partially based on claims data and may represent possible cases



CME COVID Outreach

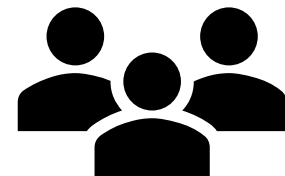
CountyCare COVID-19 Contacts
March-June 2020



117,522
successful
COVID-19
contacts between
March and June!

Crisis Resources

- [CountyCare Emergency Resource List](#)
- **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.



Enhanced Homemaker Services

- ADDUS HomeCare - Homemaker provider for CountyCare **COVID+ waiver members**
- Standard protocols for service planning with these additional steps:
 1. Place current homemaker provider on hold; stop the PA services
 2. Initiate a new homemaker service plan with ADDUS
 - 30 day authorization
 - Service plan to reflect “COVID+ Enhanced Homemaker”
 - Send to MCOFaxLine@addus.com
 3. Restart homemaker/PA with previous provider following the 30-day period (remove “COVID+ Enhanced Homemaker”)

Emergency Out-of-Home Services

“Errand Services”

- **Description**

CountyCare has partnered with ADDUS to assist CountyCare Members who need temporary help accessing critical services/resources outside the home.

- **Covered Emergency Services**

- ❖ Food
- ❖ Prescription
- ❖ Laundry

- **Eligible Members**

CountyCare Members in need of emergency assistance in accessing these critical services, as determined by the Care Coordinator

- **Service Limits** *(thru September 2020)*

- ❖ 2-week period max
- ❖ 4hrs/week max



Emergency Out-of-Home Services

EMERGENCY "OUT-OF-HOME" (Errand) SERVICES SERVICE AUTHORIZATION

For members who need temporary help with accessing critical services or resources out of the home.

Date:	To (Entity Name): ADDUS Homecare
From (Care Coordinator Name):	CME Name:
Care Coordinator Phone:	CME Email:

Member Name:	RIN:
	DOB:
Address:	City, State, Zip Code:
Phone Number:	Other Building/Unit Access Info:

Referral Type: <input type="checkbox"/> COVID-19 Positive: Members who need temporary help accessing/obtaining critical necessities while in isolation/quarantine, who may also be discharging home from the hospital <input type="checkbox"/> Non COVID-19 Positive: Members who are experiencing significant difficulty accessing/obtaining critical necessities as a result of business closures
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Emergency Service Needed: Food <input type="checkbox"/> Grocery Shopping <input type="checkbox"/> Food Pick-Up/Delivery (grocery or pantry) Prescription <input type="checkbox"/> Prescription Drop-off <input type="checkbox"/> Prescription Pick-up Laundry <input type="checkbox"/> Pick-Up/Drop-off <input type="checkbox"/> Wash/Dry/Fold
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Authorization Time Period: (can be no greater than 4 hours/week for a maximum of 2 weeks) Start Date (48hr notice needed): End Date: Weekday Preferred: <input type="checkbox"/> Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat

Sender Name:

e-Signature:



ADDUS Response: (Addus will also contact the member to confirm arrangements for the errand service requested.)
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The service can be obtained through completion of the Emergency Out-of-Home Service Authorization Form.

Indicate Referral Type:
COVID+ or nonCOVID+

Select Emergent Service Needed

Indicate Time Period/Days

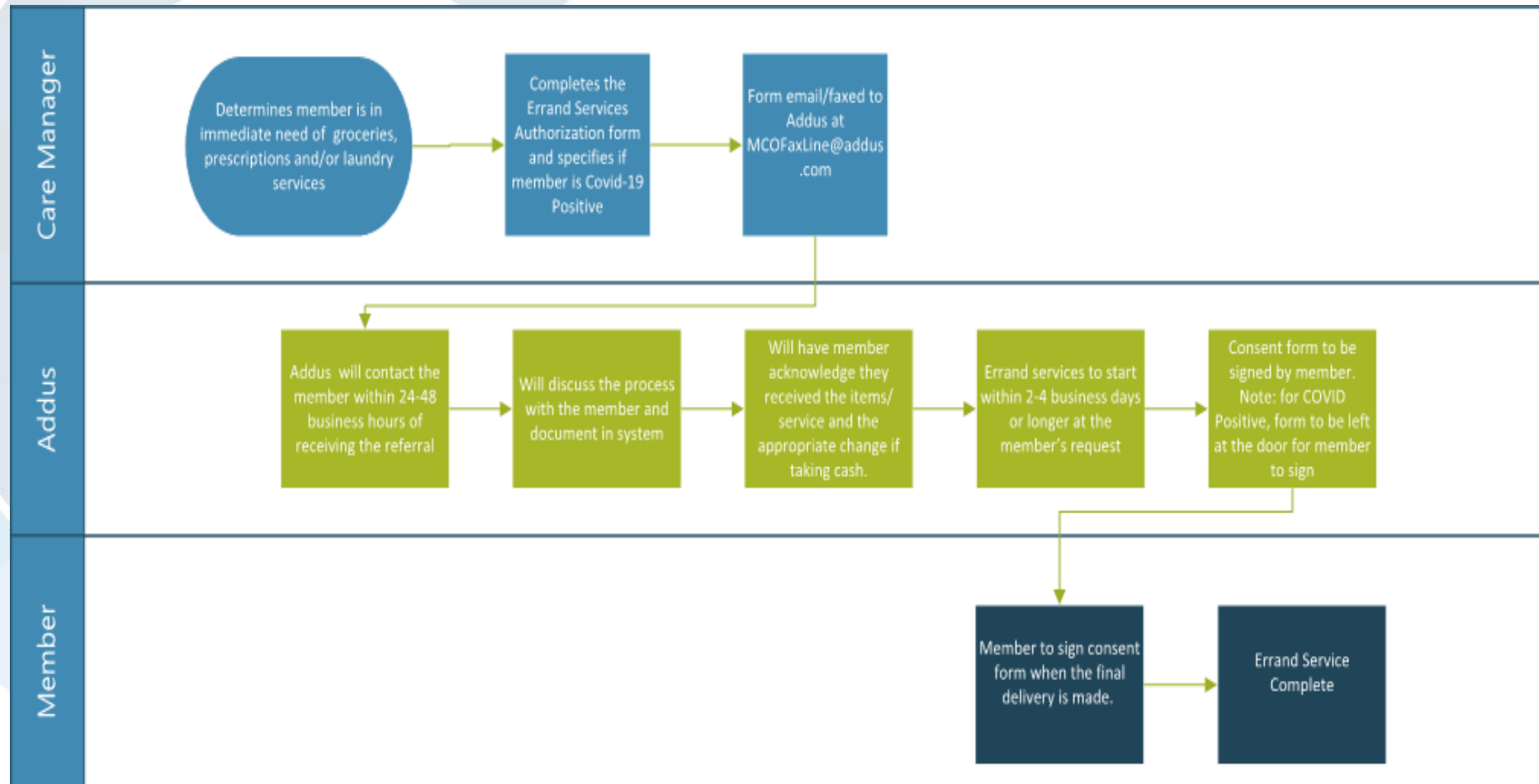
The completed form is emailed to ADDUS at MCOFaxLine@Addus.com

Complete and send to ADDUS Homecare at: MCOFaxLine@addus.com



Emergency Out-of-Home Services

“Errand Services”



CountyCare – Centauri Introduction

- CountyCare has partnered with Centauri/Human Arc
 - Clarify the Name: Human Arc is a group within parent company Centauri.
 - Why does this matter? Members receive a letter with the CountyCare logo letter head with the name “Human Arc” list below with an Ohio return address. You May need to explain to a member who the letter is from.
- Centauri/Human Arc assists members to apply for disability income and Medicare
- Centauri/Human Arc Representative: Josh Ebel





In-Service Training for County Care

July 2020

Value to Your Members



Tangible Benefits

- Monthly cash benefit
 - 2020, an SSI recipient will receive a max. \$783/month (\$1,175/month for a couple)
 - SSD monthly cash benefits are based on work history and contributions.
- Assistance with difficult application process
- Early Medicare eligibility (SSD)
- Support in hearing/appeal process (as needed)

Intangible Benefits

- Reinforces “my plan cares about me”
- Receives value-added services
- Member retention supports consistency in care management

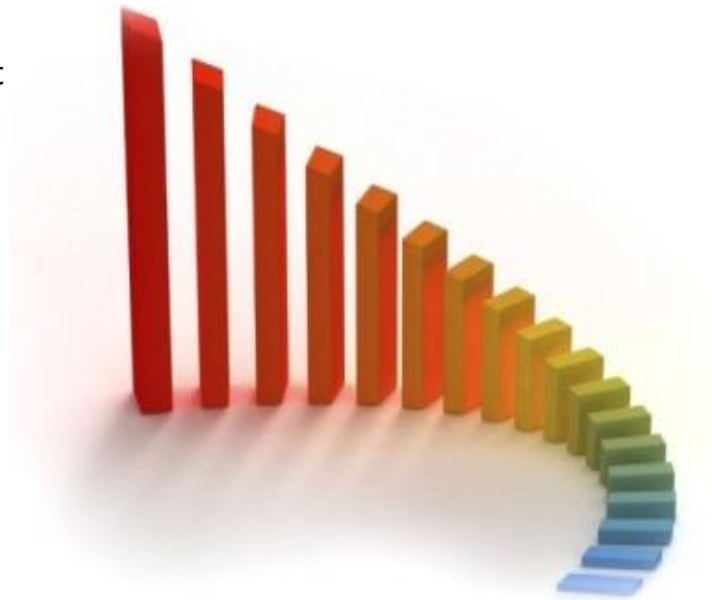
Value to County Care

Tangible Benefits

- Increased capitation for SSI members and/or Cost of Care Savings (COC) for SSD members when Medicare becomes primary (est. savings \$1,100/mth)
- Reduction in medical claims expenditure
- Potential to reduce “Churn”
- Reduces re-enrollment costs

Intangible Benefits

- Improved member satisfaction
- Improved member retention
- Positioning the Plan for future growth



Supplemental Security Income (SSI)

- SSI is a United States government “means-tested” program providing cash assistance to people with lower income and limited resources who are either 65 or older, blind or disabled.
- SSI Eligibility Criteria for 2020
 - Income
 - Individual \$783/month
 - Couple \$1,175/month
 - Resource
 - Individual \$2,000
 - Couple \$3,000
- In 2020, an SSI recipient will receive \$783/month (\$1,175/month for a couple).
- In most states, a recipient’s Medicaid redetermination is linked to his or her SSI redetermination. The timing of this required determination varies from 3 – 7 years; however, children are typically only reevaluated around their 18th birthday.

Social Security Disability Insurance (SSD)

- SSD is a payroll tax-funded, federal program administered by the SSA. SSD provides income supplements to people who are unable to work due to a physical and/or mental disability.
- SSD Qualifications
 - No income and resource limits
 - Worked a job covered by Social Security
 - Earned a minimum of 40 work credits (1 work credit = 3 months)
- SSD monthly cash benefits are based on work history and contributions.
- If an individual has limited income and resources and their SSD benefit is less than the federal benefit rate (\$783 in 2020), he/she can be eligible for concurrent SSI and SSD benefits up to \$783/month.
- SSD recipients are eligible for Medicare Part A and Part B 24-months after being determined disabled.

Targeting the Right Members



- Brings “science” to the art of disability modeling
 - Statistical Analytics Software
 - 5th generation of development
- Children’s model added in 2009
- Based on the Body Systems used by the SSA to establish disability
- Medical and pharmacy claims data support disability identification
- Historical data identifies disability probability/stratification provides confidence levels

Centaury's Process

Identification of Members

- Standard monthly enrollment files generally include TANF, CHP and EXP if applicable
- Specific categories of aid are excluded based on current capitation rates
- Predictive model
 - Demographic data
 - Medical claims
 - Rx claims
- Health plan referrals

Outreach & Screening

- Outreach
 - Letters
 - Outbound calls
- Member education
- Disability screen
 - Clinical/Medical
 - Financial

Representation

- Secure authorization
- Application submission
- Appointment management
- Documentation collection
- Application follow-up
- Hearing representation

Supporting our Outreach

- Help turn around members who are not interested in applying by confirming Human Arc is conducting outreach on behalf of County Care.
- Encourage members to find out if they are potentially eligible for disability while educating them about our partnership.
- Refer members you feel may qualify for disability to Human Arc.
- Turnover can cause knowledge gaps about our partnership, so be sure to spread the word.

Referrals

- Refer members you feel may qualify for disability to Centaury
 - 1-866-879-0988
 - Web Portal Referral

- Web Portal Referrals
 - You are required to notify a member of the web referral
 - Centaury will contact any member referred within 3 – 5 business days

- Please do not refer the following:
 - Working members
 - Member 63+ years old
 - Members in the following aid categories - ABD, SSI/SSD, Long-Term Care
 - Members receiving SSI/SSD monthly payments
 - Members working with an attorney or other representation
 - Members who were denied for benefits in the previous 6 months

How Care Coordinators can Identify

Rule out Exclusions

- Working members
- Member 63+ years old
- Members in the following aid categories - ABD, SSI/SSD, Long-Term Care
- Members receiving SSI/SSD monthly payments
- Members working with an attorney or other representation
- Members who were denied for benefits in the previous 6 month

Identify Conditions

- Under 63
- Disability
- End Stage Renal Disease

Complete Health Risk Screen and Assessment

- Functional impairment
- Serious mental illness

*May take one month for newly eligible members to appear on list

Brighter Beginnings - Blood Pressure

Issue

- Maternal child health disparities compounded by increase in telehealth services
- Monitoring BP during pregnancy is vital to detect and act on hypertensive conditions at the earliest opportunity

Response

- CountyCare is partnering with HFS to distribute blood pressure monitors to pregnant members

How this will work

- Provider will order BP monitor and deliver to member home with educational materials

How can care coordinators help?

- Ensure members are initiating prenatal care
- Let members know to ask their provider about a blood pressure cuff
- Offer care coordination to all pregnant members

**Brighter
Beginnings**
by CountyCare



Member Rewards Changes

<http://www.countycare.com/rewardsprogram>

Rewards Discontinued

\$25 reward for Blood Pressure Control

\$25 reward for Diabetic Eye Exam

\$25 reward for completing a care plan

Book Program made easier

Action Steps

Letter mailed to members who have received these benefits

Member lists provided to each CME

Proactive Care Manager communication with members regarding changes

Operational Changes

Members will have 6 months to use their rewards from the date they are added to the OTC cards

Cards will be put on hold for 60 days (instead of 90) for members who left CountyCare and returned to the plan.

Members who did not activate their cards between 2017 and 12/2019 are being closed.

HEDIS Spotlight

Year in Review

Laurel Chadde



MY2019 HEDIS Rates: Adult Measures

Abbrev	Measure Description	Sub-Measure	MY2019		Comparison	
			Admin Rate	Hybrid Rate	MY2018 Rate	MY2019-MY2018 Rate Difference
AAP	Adult Access to Preventative/Ambulatory Services		79.2%		77.1%	2.1%
ABA*	Adult BMI Assessment		55.4%	87.8%	87.8%	0.0%
BCS	Breast Cancer Screening		65.1%		64.3%	0.8%
CDC	Comprehensive Diabetes Care	Eye Exam	51.9%	56.0%	53.3%	2.7%
		HbA1c Screen	86.6%	88.8%	90.3%	-1.5%
		Med Attn for Nephro	90.1%	92.5%	90.3%	2.2%

Percentile Color Coding				
25 th	50 th	60 th	75 th	80 th



MY2019 HEDIS Rates: Medication Management Measures

Abbrev	Measure Description	Sub-Measure	MY2019		Comparison	
			Admin Rate	Hybrid Rate	MY2018 Rate	MY2019- MY2018 Rate Difference
AMM	Antidepressant Medication Management	Acute	52.27%		48.5%	3.8%
		Continuation	34.1%		31.8%	2.2%
MMA	Medication Management for People With Asthma	50% Compliant	56.0%		53.4%	2.6%
		75% Compliant	31.3%		26.8%	4.4%

Percentile Color Coding				
25 th	50 th	60 th	75 th	80 th



MY2019 HEDIS Rates: Behavioral Health Measures

Abbrev	Measure Description	Sub-Measure	MY2019		Comparison	
			Admin Rate	Hybrid Rate	MY2018 Rate	MY2019- MY2018 Rate Difference
FUH	Follow Up After Hospitalization For Mental Illness	30 Days	40.8%		41.5%	-0.7%
		7 Days	24.0%		25.4%	-1.4%
IET	Initiation & Engagement of Alcohol & Other Drug Dependence Treatment	Engagement	12.6%		12.7%	-0.2%
		Initiation	44.6%		44.0%	0.5%

Percentile Color Coding				
25 th	50 th	60 th	75 th	80 th



MY2019 HEDIS Rates: Maternal Health Measures

Abbrev	Measure Description	Sub-Measure	MY2019		Comparison	
			Admin Rate	Hybrid Rate	MY2018 Rate	MY2019- MY2018 Rate Difference
PPC	Prenatal and Postpartum Care	Postpartum	74.1%	78.8%	63.3%	15.5%
		Timeliness	90.9%	93.9%	86.8%	7.1%

Percentile Color Coding				
25 th	50 th	60 th	75 th	80 th



MY2019 HEDIS Rates: Child Measures

Abbrev	Measure Description	Sub-Measure	MY2019		Comparison	
			Admin Rate	Hybrid Rate	MY2018 Rate	MY2019- MY2018 Rate Difference
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics		39.7%		33.0%	6.8%
CIS*	Childhood Immunization Status	Combination 3	65.2%	73.2%	73.2%	0.0%
W15*	Well-Child Visits in the first 15 Months of Life	6 or more visits	61.1%	65.5%	65.5%	0.0%
W34*	Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life		76.5%	80.3%	80.3%	0.0%
WCC*	Weight Assessment and Counseling	Total BMI Percentile	48.7%	84.7%	84.7%	0.0%

Percentile Color Coding				
25 th	50 th	60 th	75 th	80 th



MY2019 HEDIS Rates: Top Performing Measures

80th Percentile

- Comprehensive Diabetes Care – Med Attn for Nephro (CDC)*
- Prenatal and Postpartum Care – Timeliness (PPC)*
- Prenatal and Postpartum Care – Postpartum (PPC)*
- Well-Child Visit in the 3, 4, 5, 6 Year of Life (W34)*

75th Percentile

- Breast Cancer Screening (BCS)

60th Percentile

- Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)
- Childhood Immunization Status – Combo 3 (CIS)*
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment – Initiation Total (IET)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents – BMI (WCC)*

MY2019 HEDIS Rates: Opportunities for Improvement

50th Percentile

- Comprehensive Diabetes Care – HbA1c Screen (CDC)*

25th Percentile

- Adult Access to Preventative/Ambulatory Services (AAP)
- Adult BMI Assessment (ABA)*
- Antidepressant Medication Management – Acute and Continuation (AMM)
- Comprehensive Diabetes Care – Retinal Exam (CDC)*
- Follow-Up After Mental Health Hospitalization – 7 and 30 Days (FUH)
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment – Engagement Total (IET)
- Medication Management for People With Asthma – 75% Compliant (MMA)
- Well-Child Visit within the First 15 Months of Life – 6 visits (W15)*

*Hybrid measure

MY2020 HEDIS Moving Forward

CountyCare

- Continue meeting quarterly with CMEs and provider groups
- Moved to new HEDIS vendor to provide more **timely** and actionable HEDIS measure reporting and gaps in care member lists
- Including additional data sources
- Sharing monthly HEDIS performance reports

Care Coordination

- Continue to outreach members to see PCP for annual visit (AAP, Well-Child Visits)
- Focus on screening and prevention measures (BCS, CDC, CIS)
- Highlight safety precautions in place for in-person visits

Announcements

- Slides will be posted to the CountyCare Care Coordination Webpage: <http://www.countycare.com/carecoordination>
- The next webinar will be held Wednesday, **August 26th** from **2:00-3:00pm**.

Webinars for Care Coordinators

- Webinar: Care Coordination Monthly Webinar (2/2020 slides)
- Webinar: Care Coordination Monthly Webinar (1/2020 slides)
- Webinar: Care Coordination Monthly Webinar (11/2019 slides)
- Webinar: Care Coordination Monthly Webinar (10/2019 slides)
- Webinar: Care Coordination Monthly Webinar (9/2019 slides)
- Webinar: Care Coordination Monthly Webinar - Maternal Child Health (8/2019 slides)
- Webinar: Black Oaks Center/Fresh Food Market (6/27/2019 slides)
- Webinar: Transitions of Care presented by NTOCC (5/22/2019 slides)
- Assisted Outpatient Treatment (AOT) Presentation (4/25/2019 slides)
- Webinar: Canary Telehealth Presentation (3/27/2019 slides)
- Webinar: HIV Presentation (2/27/2019 slides)
- Webinar: Asthma Presentation (1/23/2019 slides)



Open Forum

- Please share any needs or questions you have for each other
- Type in the chat box



Thank You!