

Care Coordination Monthly Webinar

October 21, 2020

Welcome!



Agenda

1. Welcome (2:00-2:05)
2. Flu vs Cold vs COVID- Dr. Collins (2:05-2:20)
3. HEDIS Spotlight: Adult & Child Immunizations- Laurel Chadde (2:20-2:30)
4. Flu campaign- Heather Holberg (2:30-2:35)
5. Open Enrollment- Heather Holberg (2:35-2:40)
6. LASIK Benefit- Sabrina Schuppe (2:40-2:50)
7. CM Spotlight, Resources, & Announcements (2:50-3:00)



Summary of CountyCare COVID-19 Cases

CountyCare COVID-19 Cases and Fatalities as of 10/20/2020

8,114 Cases*
161 Fatalities



- 6 Months into pandemic
- COVID-19 as population health
- Weekly calls to review highest risk cases
 - Refining data

*Partially based on claims data and may represent possible cases



COLD VERSUS FLU

Signs and Symptoms	Cold	Influenza (Flu)
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual; lasts 3-4 days
Aches	Slight	Usual; often severe
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Chest discomfort, cough	Mild to moderate; hacking cough	Common; can be severe
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Headache	Rare	Common

Source: Centers for Disease Control and Prevention. Centers for Disease Control and Prevention.
www.cdc.gov/www.cdc.gov.

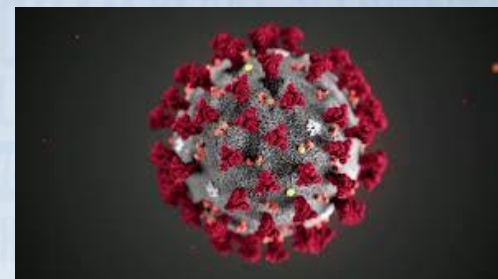


FLU VERSUS COVID -19

Flu & Covid-19 Symptoms

Influenza	Covid-19
<p>Can cause mild to severe illness. Flu is different from a cold. Flu usually comes on suddenly.</p> <p>Flu symptoms:</p> <ul style="list-style-type: none">• Fever* or chills• Cough• Sore throat• Congestion or runny nose• Muscle or body aches• Headaches• Fatigue• Nausea, vomiting or diarrhea* <p>*It's important to note that not everyone with flu will have a fever, nausea, vomiting or diarrhea.</p>	<p>Can cause mild to severe illness. Symptoms may appear 2-14 days after exposure to the virus.</p> <p>COVID-19 symptoms:</p> <ul style="list-style-type: none">• Fever or chills• Cough• Sore throat• Congestion or runny nose• Muscle or body aches• Headache• Fatigue• Nausea, vomiting or diarrhea• Shortness of breath or difficulty breathing• New loss of taste or smell <p>This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.</p>

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from flu or Covid-19 illnesses.

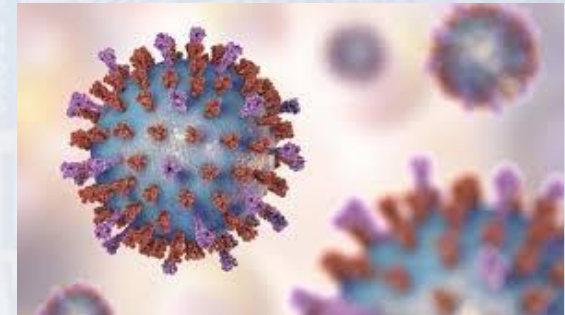


Source: Centers for Disease Control and Prevention.
www.cdc.gov/www.cdc.gov



RSV – Respiratory Syncytial Virus

- Commonly affects the lungs
- Who is at risk?
 - Premature infants, especially if born at 35 weeks or less
 - Very young infants, especially those 6 months and younger
 - Children younger than 2 years old with chronic lung (bronchopulmonary dysplasia) or congenital heart disease
 - Children with suppressed immune systems
 - Children who have neuromuscular disorders, including those who have difficulty swallowing or clearing mucus secretions
- Symptoms
 - Cough, difficulty breathing, fever, bluish mouth/nails
- Prevention
 - Palivizumab dosing monthly

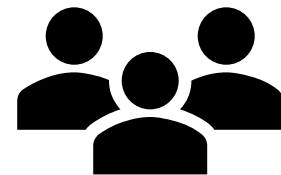


Source: Centers for Disease Control and Prevention. Centers for Disease Control and Prevention.
www.cdc.gov/www.cdc.gov.



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.



Wellness Kits



- CountyCare assembled and disseminated wellness kits to help support our members to stay safe and healthy.
- The wellness kits include hand sanitizer, digital thermometers, disposable masks, facial tissue, the newsletter, and the CountyCare Quick Start Guide.
- To date, **~1,144 wellness kits** were distributed at community events:
 - Resource Block Party at the Harvest Bible Chapel Backpack Drive in Rolling Meadows
 - Commissioner Arroyo- 4 Events
 - Commissioner Aguilar- 1 Event
 - Café con Conchas Drive-Thru Event



FAQ

Are thermometers available as a covered benefit?

Oral and rectal thermometers are covered without any prior authorization requirement.

Can patients call CountyCare to obtain wellness kits? How do members get the kits?

We aren't currently mailing kits to members. We can give to care coordinators if they are doing any face-to-face visits.

Upcoming events?

We post all events on our website: <http://www.countycare.com/about/events-2>

Note: As of 10/27/20, there are no upcoming events

HEDIS Spotlight

Flu Vaccination for Adults (FVA)

Childhood Immunization Status – Influenza (CIS)

Laurel Chadde

Manager of Population Health and Performance Improvement



Spotlight HEDIS Measure: FVA

Flu Vaccination for Adults

- The percentage of members 18–64 years of age who receive an influenza vaccination between July 1, 2020 and the date when the CAHPS survey is completed (Spring 2021)
 - Member reported data

Question	Response Choice
Have you had either a flu shot or flu spray in the nose since July 1, 2020?	Yes No Don't know

Spotlight HEDIS Measure: CIS-Influenza

Childhood Immunization Status – Influenza

- The percentage of children 2 years of age who had two influenza (flu) vaccines by their second birthday
 - At least two influenza vaccinations with different dates of service
 - Do not count a vaccination administered prior to 6 months (180 days) of age
 - One of the two vaccinations can be an LAIV vaccination (nasal spray flu vaccine) administered on the child's second birthday
 - Claims data
- The CDC recommends all children, especially <5 years, get vaccinated
 - More likely to develop serious flu complications that can lead to hospitalization and death
 - Reduce doctor's visits and missed school days

Measure Performance: FVA and CIS-Influenza

Measure	MY2020 Rate	MY2019 Rate	MY2018 Rate	Percentile			
				25 th	50 th	75 th	90 th
Flu Vaccinations for Adults (FVA)	42.8%	43.2%	54.2%	36.94	42.16	45.41	51.64
Childhood Immunization Status (CIS) – Influenza	46.6% (YTD)	44.8%	49.9%	38.2	47.92	55.47	61.56

GOAL: 90th percentile

How can care coordinators help?

FVA and CIS-Flu

- Encourage members to get vaccinated at every member contact and ideally by the end of October
- Address any hesitations members may have:
 - The seasonal flu vaccine protects against the influenza viruses that research indicates will be most common during the upcoming season
 - Flu vaccines are safe and do not cause flu
 - Risks to personal health and others if not vaccinated
- Discuss preventive measures with members to stop from getting or spreading the flu
- Inform members about all locations offering a flu shot and remind members they are free by presenting their CountyCare ID card
- Keep up to date with the CDC's flu recommendations and educational resources <http://www.cdc.gov/flu>

FAQ

Can members get flu spray from their pharmacy?

Yes!

Are the flu spray and flu shot equally effective?

Yes!

Is the nasal spray recommended for children?

(Per CDC): healthy children aged ≥ 2 years may receive LAIV4, 0.2 mL intranasally (0.1 mL in each nostril) (up to age 49)

Can people with asthma get the nasal spray?

The nasal spray vaccine (or LAIV) is an option for use in people 2 through 49 years old who are not pregnant, but [people with certain chronic medical conditions \(such as asthma\) should generally not receive LAIV.](#)

FAQ

Which vaccines contain porcine gelatine?

1. *Fluenz Tetra (Flu midst) the nasal spray vaccine that protects children against flu*
2. *MMR VaxPro a vaccine that protects against measles, mumps and rubella*
3. *Zostavax, the vaccine that protects against shingles*

What strains of flu does the shot protect against?

For the 2020–21 season, U.S. egg-based influenza vaccines (i.e., vaccines other than cclIV4 and RIV4) will contain HA derived from

- *an influenza A/Guangdong-Maonan/SWL1536/2019 (H1N1)pdm09-like virus;*
- *an influenza A/Hong Kong/2671/2019 (H3N2)-like virus;*
- *an influenza B/Washington/02/2019 (Victoria lineage)-like virus; and*
- *for quadrivalent vaccines only, an influenza B/Phuket/3073/2013 (Yamagata lineage)-like virus.*

Flu Campaign & Open Enrollment

Heather Holberg
Senior Manager of Enrollment



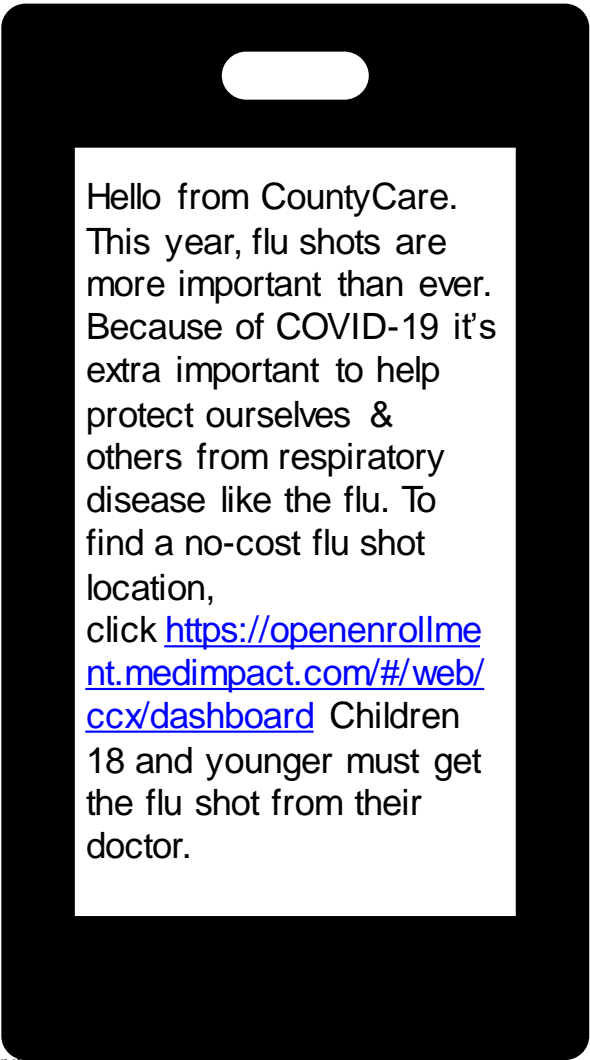
Flu Text Campaign

Fall 2020

- **Objective:** Increase the percentage of members who receive a yearly flu shot
- **Approach – messages sent October – November 2020**
- **Message 1:** Push the member to receive a flu shot; provide a text-in service for the member to find their closest flu shot location.
- **Message 2:** Ask member if they have received their yearly flu shot; uncover the flu shot locations that are most utilized; uncover barriers to receiving flu shots.
- **Message 3:** Final reminder to receive flu shot; provide a text-in service for the member to find their closest flu shot location.

Flu Text Campaign

Fall 2020



Hello from CountyCare.
This year, flu shots are more important than ever. Because of COVID-19 it's extra important to help protect ourselves & others from respiratory disease like the flu. To find a no-cost flu shot location, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard> Children 18 and younger must get the flu shot from their doctor.

Example text that all members receive during flu season (September-May)

Flu Shot Barriers

Fall 2020

Sent 2-4 weeks after Flu Clinic Text-In

Hi, from CountyCare. Last year, the seasonal flu shot prevented an estimated 5.3 million illnesses! That's why doctors recommend flu shots for everyone over 6 months.

Have you received your flu shot this year? Reply YES or NO.

YES

Wonderful! Thanks for taking a small step to help keep yourself and others healthy.

NO

Please tell us if any of these reasons have stopped you from getting your flu shot:

- 1 - I forgot
- 2 - Don't know where to go
- 3 - I'm busy
- 4 - Don't think it's safe
- 5 - I won't get the flu
- 6 - Cost

1 or 2

Getting a flu shot is the best way to help prevent the flu. It is extra important this year to help keep ourselves & others healthy. For no-cost flu shot locations, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

3

Good news - getting a flu shot doesn't take much time! We can help you find your nearest no-cost flu shot location, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

4

Doctors recommend flu shots for everyone older than 6 months. Flu shots are safe & can help prevent you & your loved ones from getting sick. To find a no-cost flu shot location, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

5

The flu virus changes every year, so everyone needs a flu shot every year. Social distancing and wearing masks can prevent the spread. To find a no-cost flu shot location, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

6

A yearly flu shot is provided at no cost to you at your provider's office or an in-network pharmacy.

For no-cost flu shot locations, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

Other reply

Doctors recommend flu shots this year for everyone older than 6 months. Flu shots are safe & can help prevent you & your loved ones from getting sick.

For no-cost flu shot locations, click <https://openenrollment.medimpact.com/#/web/ccx/dashboard>

Automatic Replies-Flu

Fall 2020

Example MOs	Automatic Reply
What does it cost? Does my insurance cover/pay for it?	A yearly flu shot is provided at no cost to you at your doctor's office or network pharmacy. Children 18 & younger must get the flu shot from their doctor.
Where can I get a flu shot? Where can I go? Where do I have to go?	You can get a flu shot at your doctor's office or a network pharmacy. To find locations near to you, click https://openenrollment.medimpact.com/#/web/ccx/dashboard
When is the clinic open? When can I come? What are your hours?	For hours and locations, click https://openenrollment.medimpact.com/#/web/ccx/dashboard .
I already got a flu shot this year. I got mine. Got it already.	Great! Thank you for taking a small step to protect yourself & others.
I got a flu shot last year. I don't need one this year.	It's important to get a flu shot every year because the flu virus changes each year. Social distancing and wearing masks can prevent the spread. To find a no-cost flu shot location, click https://openenrollment.medimpact.com/#/web/ccx/dashboard
The flu shot is bad/poison. I'll never get the flu shot.	Thanks for your reply. If you would like more info about why doctors recommend flu shots, click here: https://www.cdc.gov/flu/resource-center/freeresources/graphics/flu-vaccine-protects-family.htm
Is the flu shot safe/dangerous? Can my baby/child get a flu shot? Can I get a flu shot if I'm pregnant?	Flu shots are recommended for everyone over 6 months. Children 18 & younger must get the flu shot from their doctor.
I don't have time. I'm too busy.	Good news - getting a flu shot doesn't take much time! We can help you find your nearest no-cost flu shot location, click https://openenrollment.medimpact.com/#/web/ccx/dashboard
I never get the flu. I won't get the flu.	The flu virus changes every year, so everyone needs a flu shot every year. Social distancing & masks help prevent the spread but are not enough to keep everyone safe 100% of the time.
Covid, coronavirus, lockdown, quarantine	Pharmacies & doctors offices are following strict control guidelines. Please wear a mask when you visit. Do not get a flu shot if you feel sick. If you have questions or concerns, call your doctor's office before your visit.

FAQ

How does CountyCare know whether texts to members should be in English or Spanish? Is that information recorded somewhere?

Upon members receiving their first text from CountyCare, they are given the option to make a language choice. The information is saved with our text vendor so that all subsequent texts are sent in the member's preferred language.



Open Enrollment

Heather Holberg
Senior Manager of
Enrollment

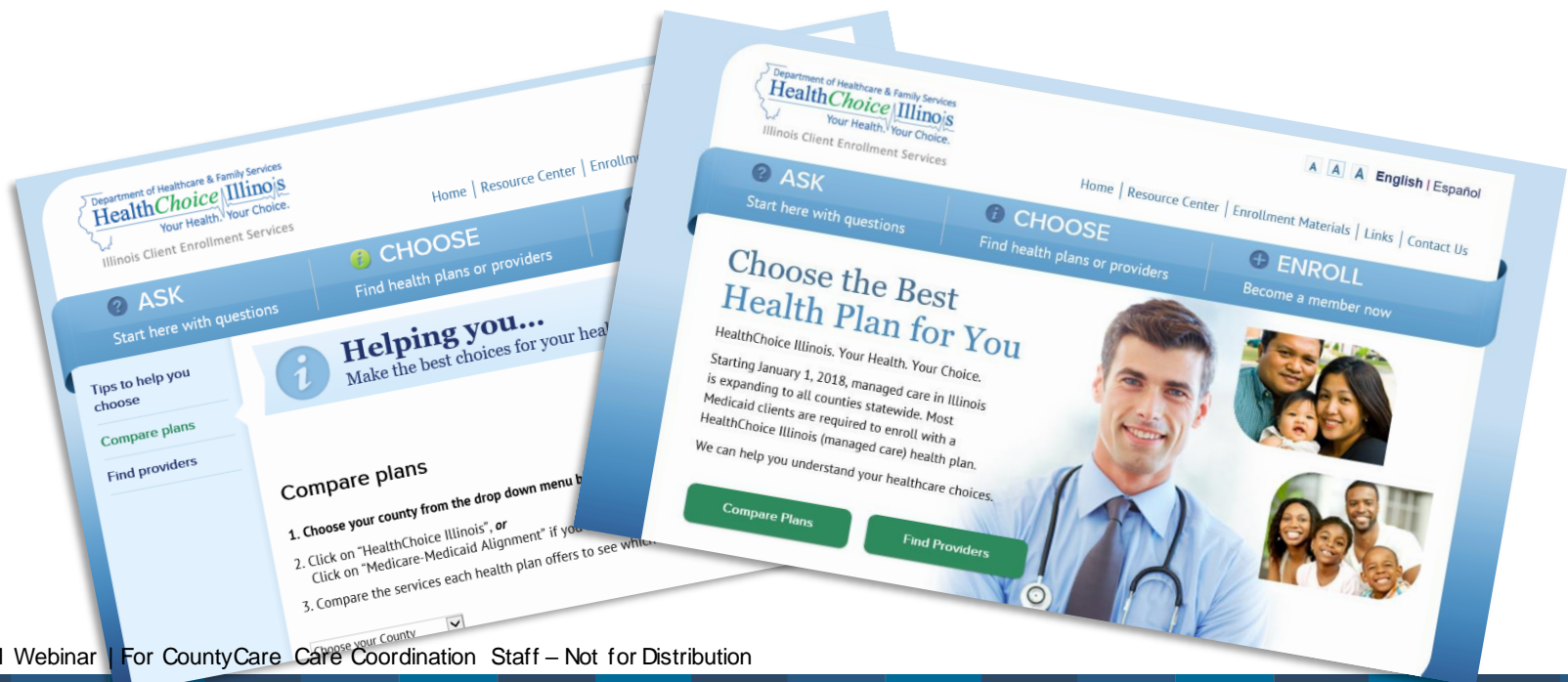


Medicaid Managed Care

Open Enrollment

Medicaid recipients select their Managed Care Health Plan once a year

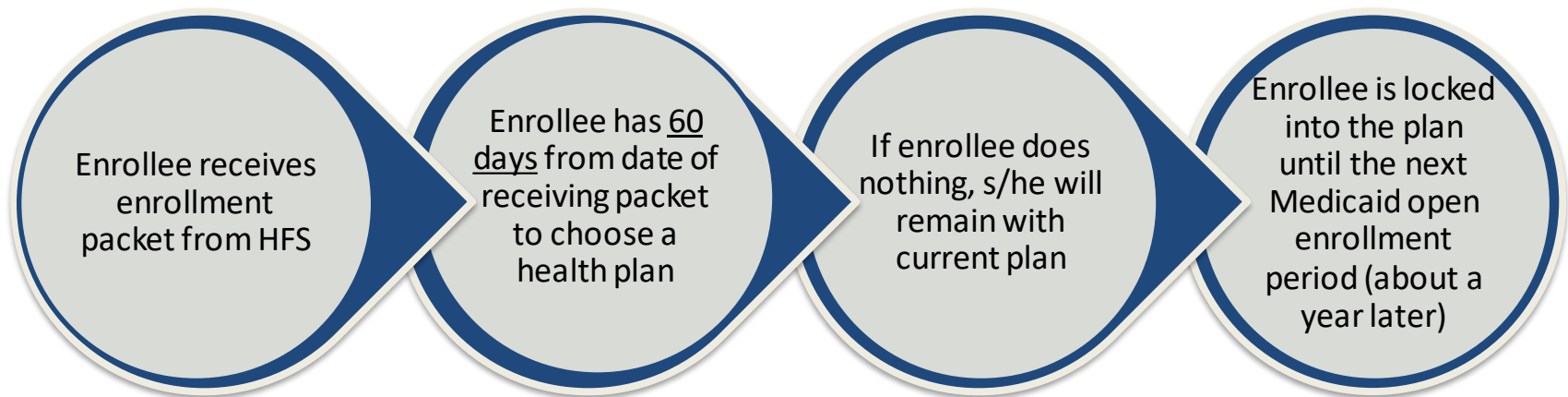
- Estimated 37% of CountyCare enrollees will be able to choose a health plan between October 1-December 31 for January 1 start date



Medicaid Managed Care

Open Enrollment

Enrollees currently enrolled in an MCO:



Medicaid Managed Care

Open Enrollment

HFS (Healthcare and Family Services) will notify Medicaid recipients of their open enrollment period

HFS Mail Date	Recipient's Anniversary Date
October	01/01/2021
November	02/01/2021
December	03/01/2021
January	04/01/2021
February	05/01/2021

If members receive their letter from the state and they do nothing, they will stay with current MCO

Medicaid Managed Care

Health Plan Choice

Plan selection is made with Client Enrollment Services (CES)

- **Two ways to make a choice:**
 - Call ICES hotline: 1-877-912-8880
 - Visit www.enrollhfs.illinois.gov

The screenshot shows the top section of the HealthChoice Illinois website. On the left is the logo for the Department of Healthcare & Family Services, featuring a map of Illinois and the text "HealthChoice Illinois Your Health. Your Choice." To the right of the logo is a language selector: "English | Español". Below the logo is a navigation bar with links: "Home", "Resource Center", "Enrollment Materials", "Links", and "Contact Us". At the bottom of the screenshot is a blue navigation bar with three main sections: "ASK" (with a question mark icon) and "Start here with questions"; "CHOOSE" (with an information icon) and "Find health plans or providers"; and "ENROLL" (with a plus icon) and "Become a member now".

Medicaid Managed Care

Health Plan Choice & Redetermination

What is CountyCare doing?

- Mailing members an informational letter prior to their anniversary date
- Partnering with providers to mail members a letter & placing flyers in provider offices
- Sending informational text messages and emails
- Member Services Training
- Updating CountyCare.com

Medicaid Managed Care

Health Plan Choice & Redetermination

What can you do?

- Verify all Medicaid recipients rede dates
- Individuals with a Rede date between now and Spring 2021:
 - Remind individual to keep mailing address and phone number current with DHS and their health plan
 - Explain that the state will send separate mailings about redetermination (once rede is reinstated) and open enrollment
 - Stress that the redetermination forms must be submitted to keep their coverage including SNAP redeterminations
 - For Open Enrollment, individuals that want to remain with their current plan do not need to contact HealthChoice Illinois

Medicaid Managed Care

Resource – Questions about applying, redetermination and Open Enrollment

Cook County Application Assistance Call Center:

312-864-8200 option #1

Hours: Monday thru Friday 8am to 7pm

Saturdays from 8am to 4pm

OR

Application for Benefits Eligibility (ABE) -apply for Medicaid, SNAP,
and TANF

<https://abe.illinois.gov/>

FAQ

Could you clarify the difference between redetermination and open enrollment?

Redetermination verifies that the member still meets Medicaid's eligibility criteria (household size, income and residency) and is completed on the anniversary of gaining Medicaid eligibility. Redetermination occurs either once a year or every 6 months for members that also receive SNAP benefits. Open Enrollment occurs yearly on the member's anniversary date with their health plan. Members have the opportunity to choose a new plan or remain with their current plan.

For 65+ year old immigrants that will be able to qualify for Medicaid, will they be in an MCO and if so, will CountyCare be an option?

The goal of the program will be to have the individuals in a MCO but this likely won't happen until summer 2021. New enrollees will be in FFS until this time.

FAQ

Is the open enrollment period the same for special needs children who started in MCOs last February?

It should be, but if they had any changes to their Medicaid case or lost coverage for any period of time it may change. To verify their OE date, you can have them log into <https://enrollhfs.illinois.gov/> or call CES 877-912-8880.

Previously, patients who completed redetermination would also receive the Health Choice letter to choose a health plan that is not during the open enrollment date. Has that changed?

Yes, the two do not usually align. Rede is based on the member's anniversary date of being eligible for Medicaid. Open enrollment is based on member's anniversary date with their health plan.

LASIK

CountyCare members may now be eligible for free LASIK eye surgery at no cost



Background

In August of 2018 CountyCare became the **first and only Medicaid health plan in Illinois to offer LASIK** eye surgery to the eligible members at no cost.

All surgeries are performed at Cook County Health facilities by trained specialists.

There are several defined steps that need to be taken in order to see if a member is a good candidate for surgery.

We will walk through those in these slides.



Definition:

- LASIK is a surgical procedure that is used to correct vision problems by re-shaping the corneas. It can be effective in fixing the member's vision for distance and astigmatism.
- It may not be as effective for correcting the member's vision seeing things near or close.
- After surgery, the member may no longer need contacts or glasses.



Who may eligible for LASIK?

- Must be a CountyCare member;
- 21-50* years old;
- In good general health;
- Have no health issues affecting eyes;
- Have no active eye conditions which may affect healing;
- Have a stable vision prescription for at least 1 year;
- Do not have severe dry eye or advanced glaucoma;
- Are not pregnant or nursing;
- Do not have uncontrolled diabetes

*Members over 50 years old with no indication of cataracts, and who meet the health criteria, may be eligible for LASIK surgery and should schedule a general eye exam with an in-network doctor to complete the LASIK Evaluation Form



Process/Procedure:

Members who would like to be considered for LASIK surgery should follow the steps listed below.

- Schedule an eye exam with an in-network eye doctor.
- Bring the LASIK evaluation form to the appointment with the front side completed to their appointment.
- The doctor should fill out the back side of the form and fax it back to the Cook County Health Department of Ophthalmology at the number on the evaluation form.
- CCH doctors will review the information, if there are no issues, CCH will contact the member to schedule a refractive eye exam to determine if they are a good candidate for surgery.
- If eligible, LASIK eye surgery will be scheduled within 30 days of their refractive eye exam.

Members may call Member Services to request the LASIK evaluation form or print the form at the CountyCare website here: <http://www.countycare.com/resource/lasik-evaluation-form>





Thank you!

For more information on LASIK and all the other CountyCare Extra Benefits and Rewards Program go to:

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



FAQ

Are all Ophthalmologists listed under adult specialty?

All Ophthalmologists and Optometrists in the CountyCare network can be found by searching our Vision Find a Provider. This is separate from our Medical Find a Provider.

Link: <https://www.avesis.com/tps/Enhanced/ProviderSearch.aspx>

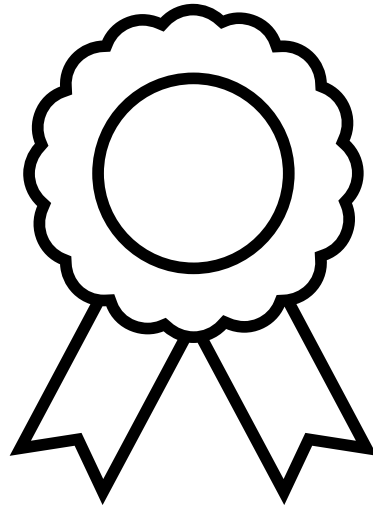
Are there only a few providers who will perform LASIK?

Once approved, all LASIK surgeries will be performed by CCH Board Certified Ophthalmologists who are Corneal Refractor Trained.

Where does the LASIK form get sent?

The LASIK Evaluation Form should be faxed to either the Stroger Department of Ophthalmology at 312-864-9782 or to the Provident Department of Ophthalmology at 312-572-1426.

Care Coordinator Spotlight



Care Coordinator Spotlight

Marjorie Davis, Social Work Care Coordinator with LTSS



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

A: My number 1 tip of success as a Care Coordinator is remaining empathic, being able to listen well and having good time management skills. Our members are dealing with so many obstacles. Try not to take things personally if your member is having a bad day. Sometimes it's hard juggling so many tasks/members. Just remember how you would want to be treated and use that same attitude towards your members.

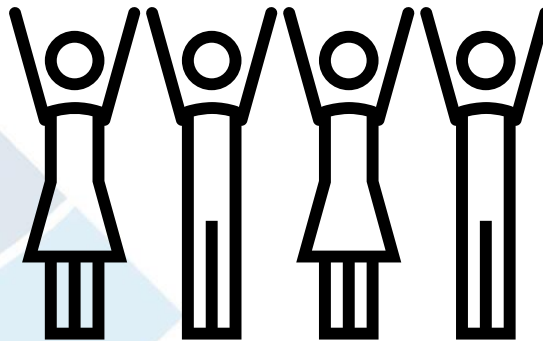
Q: What's a fun fact about you?

A: I'm the oldest of 13 siblings

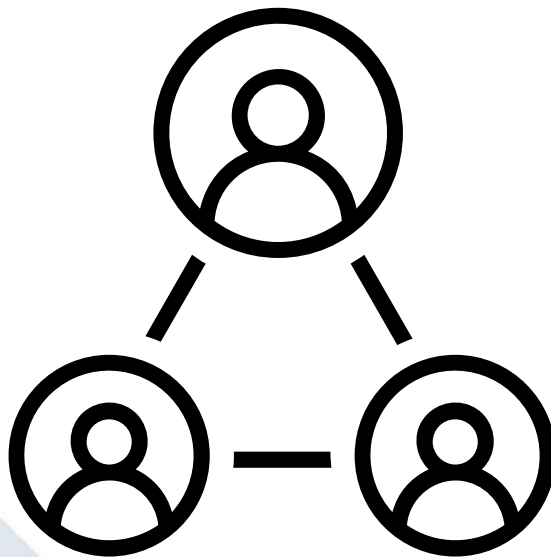


CM Spotlight Reminder

- You can anonymously nominate yourself & others for the CM Spotlight at: <https://redcap.link/23k1fzzb>
 - Survey also invites you to provide feedback for the webinar and make suggestions for future webinar topics



Resources & Announcements



Presentation: Partners Council for Community Health- Food Access in Chicago

- The Greater Chicago Food Depository has seen a **120% increase among Cook County residents seeking help with accessing food since March**
- **Meeting goal:** influence policy change & engage stakeholders so that everyone in Chicagoland & surrounding suburbs has access to the food needed for a healthy life
- Attendees will dialogue on social & structural determinants of food insecurity

November 5th, 2020

10:00a-12:00p



Angela Odoms-Young, PhD

[Click here for Zoom link](#)

Meeting ID: 862 1462 8663

Passcode: X1xUj680

Mobile: +13126266799,,86214628
663#,,0#,,47416177# US (Chicago)

PLEASE NOTE-
this event does not offer CEUs



Virtual Counseling

- Available through Lutheran Social Services of IL
- Service school-aged children & adolescents struggling to adjust and are experiencing mental health symptoms
- Eligibility:
 - School-aged children (5-18 yrs.) experiencing mental health symptoms
 - Can attend any school in Chicago
 - Medicaid, BCBS PPO, Aetna, United Health Care

**To schedule intake or learn more,
contact Central Intake at 883-610-5774**



Reminder: Key Voting Deadlines

Key Dates for the November 3, 2020 Presidential Election

Date	Event
10/6/2020	Voter registration closes for deputy registrars and local election officials
10/7/2020	First day of grace period registration and voting
10/18/2020	Last day to register to vote by online application
10/19/2020	First day of early voting
10/29/2020	Last day to request a mail ballot , including military and overseas voters
11/2/2020	Last day of early voting
11/2/2020	Last day of grace period registration and voting
11/3/2020	Last day mail ballots can be postmarked
11/3/2020	Election Day

<https://www.cookcountyclerk.com/agency/2020-elections>



COVID Safety & Voting



- Option 1) Vote by mail
- Option 2) Vote in person
 - [Click for COVID-19 Guidance for Election Polling Places](#)



Do you have resources that could help your colleagues
and/or members?

Submit to Nikki Waltrich ahead of each month's webinar:
nichole.waltrich@cookcountyhealth.org



Announcement- Provider Changes

Situation: When providers are no longer in-network

Background: When a provider leaves the network they notify members and assist them as needed to transition to other providers. As of 11/1/20, select* DME, home health and lab providers will no longer be in-network.

*providers with no recent claims or low-volume of services to CountyCare members

Assessment: Minimal impact in standard situations

Recommendation/Plan

- At any time, if a care coordinator learns of member who needs to a new provider:
 - Use Find-a-Provider <http://www.countycare.com/find-a-provider> or
 - contact CountyCare Call Center 312-864-8200 to help identify other providers
 - Use escalation path via CM managers to work with UM for unique member needs
- CountyCare will share with CM Management a list of members with recent claims from providers leaving network.



FAQ

Can you identify the providers that will no longer be in network?

Eliminated providers pending. CME will be notified when the list is final.

Will the website be updated on the current providers that are in network with CountyCare?

Yes, the website is updated as providers change.

When can we expect to see the change updated?

Effective date will be included with the final provider term list.

Announcements

- CountyCare customer service transitioned telecom vendors from ShoreTel to Nice InContact on 10/15/20
 - Enhancements
 - If wait time longer than 5 min, members hear below message in 5 min increments up to 20 min or greater:
 - “your estimated wait time is less than 10 minutes”
 - Real time visibility in # of Spanish callers in queue
 - Changes
 - One vendor record voiceover for voice consistency
 - **Changes to options in Main Phone Tree**
 - Features that will remain
 - No changes/impact to reporting call metrics
 - No loss in existing functionality as provided by previous vendor
 - No other option or script changes
 - No impact to MoreCare Call Center

	ShoreTel (ending 10/14/2020)	Nice InContact (beginning 10/15/2020)
Spanish	Option 2 Para Español, OPRIMA DOS (2).	Option 8 (although the option number has changed, it will still be given at the beginning of the IVR) Para Español, OPRIMA OCHO
Application / REDE	Option 1 If you are interested in applying for medical assistance, have questions about your application, or redetermination questions, please PRESS 1	Option 1 If you are interested in applying for medical assistance, have questions about your application, or redetermination questions, please press 1
Behavioral Health	Option 3 If you are currently experiencing a behavioral health crisis, PRESS 3	Option 2 If you are currently experiencing a behavioral health crisis, press 2
Current Members	Option 4 Current members, PRESS 4	Option 3 Current members, press 3
Authorizations	Option 5 For Authorizations, PRESS 5	Option 4 For Authorizations, press 4
Providers	Option 6 If you are a Healthcare Provider, PRESS 6	Option 5 If you are a Healthcare Provider, press 5
All Other Callers	Option 7 For all other callers, PRESS 7	Option 6 For all other callers, press 6

Announcements

- The next webinar will be held
Wednesday, **November 18th** from
2:00-3:00pm
- Webinar feedback survey & spotlight
nominations
 - <https://redcap.link/23k1fzzb>



Announcements

- Slides will be posted to the CountyCare Care Coordination Webpage: <http://www.countycare.com/carecoordination>

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 by
typing in the chat box





Thank You!

