

Care Coordination Monthly Webinar

November 17th, 2021



Agenda

1. Welcome
2. Behavioral Health Access Line (2:05-2:35)
3. CountyCare Updates (2:35-2:45)
 1. COVID Updates
 2. Flu Vaccine
 3. Transportation
 4. Policy Updates
 5. Brighter Beginnings Webpage
4. Care Coordinator Spotlight (2:45-2:50)
5. Resources and Reminders (2:50-3:00)



Behavioral Health Access Line (BHAL)

Erika White, LCSW

November 17, 2021



COOK COUNTY
HEALTH

Agenda

Behavioral Health Access Line (BHAL)

1. Introduction
2. Explanation of BHAL and Behavioral Health Consortium of Illinois
3. Who utilizes BHAL services?
4. Suggested use of BHAL services.
5. Additional Resources

What is BHAL?



(844) 433-8793



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The Behavioral Health Access Line (BHAL)

What is BHAL?

- A single telephone number offering a brief mental health assessment for a referral to mental health/substance use treatment, and/or other behavioral health services.
- Connection to the Behavioral Health Consortium of Illinois, a network of agencies across Chicago and Cook County.
- BHAL is not a crisis hotline.

BHAL works with the Behavioral Health Consortium of Illinois

The 12 Consortium members are:

- Bobby E. Wright Comprehensive Behavioral Health Center, Inc.
- Community Counseling Centers of Chicago (C4)
- Family Guidance Centers, Inc.
- Habilitative Systems, Inc.
- Haymarket Center
- Heartland Health Outreach



BEHAVIORAL HEALTH
CONSORTIUM OF ILLINOIS, LLC

BHAL works with the Behavioral Health Consortium of Illinois

The 12 Consortium members are:

- Human Resource Development Institute (HRDI)
- Lutheran Social Services of Illinois (LSSI)
- Metropolitan Family Services
- Pillars
- Sinai Health System
- The South Suburban Council on Alcoholism and Substance Abuse



BEHAVIORAL HEALTH
CONSORTIUM OF ILLINOIS, LLC

BHAL works with the Behavioral Health Consortium of Illinois

Services provided include:

- Mental health and substance use assessments
- Individual, family, and group counseling for Adults, Children, and Adolescents
- Psychiatric evaluation, medication monitoring/management
- Medication Assisted Treatment (MAT)
- Medical and non-medical detoxification services
- Inpatient and residential rehabilitation treatment
- Bilingual services
- Crisis stabilization



The Behavioral Health Access Line (BHAL)

What questions are on the BHAL assessment?

- Basic demographic questions, behavioral health concern, language preferences, and access to transportation for appointments.
- Screening of alcohol and substance use and/or dependence, and experience with withdrawal symptoms.
- Columbia Suicide Severity Rating Scale (C-SSRS) questionnaire is used to assess suicide risk, and current protective factors.
- Brief assessment of medical concerns, and ability to access to PCP for follow-up care.

How do you access BHAL?



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How do you access BHAL?

Call BHAL at (844) 433-8793

- LCSWs are available 8:30 AM - 5:00 PM, Monday – Friday, No Weekends or Holidays.
- County Care Care Coordinators can call with a Member on the phone, or Members can access BHAL directly.
- Callers can leave a message during/after business hours for a call back, rather than waiting on hold.

How do you access BHAL?

Contact BHAL by Email

- For BHC referral troubleshooting or Member concerns.
- General case consultation, or information about the BHAL referral.
- Tim Higgins, LCSW Timothy.Higgins@cookcountyhhs.org
- Erika White, LCSW Erika.White@cookcountyhhs.org

Who utilizes BHAL?



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Who utilizes BHAL?

- Cook County Health Patients
- CountyCare Medicaid Members, including Adolescents*
- Parents and Legal Guardians
- Staff from MHN for case consultation and general information
- Concerned family and friends
- Everyone!

When should members call BHAL?



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When should members call BHAL?

- If Members are having trouble finding, and scheduling with an in-network provider.
- Seeking referral to Medication Assisted Treatment (MAT) treatment.
- Information about behavioral health services covered by County Care.
- General questions regarding agencies in the Behavioral Health Consortium of Illinois.

When should members not call BHAL?

- Adults having a medical or mental health crisis.
- Children or Adolescents at risk to themselves or others or having a mental health crisis.
- Members seeking an immediate refill for psychiatric medications.
- Family members or other persons seeking to schedule behavioral health appointment on behalf of an individual and are not their legal personal representative, or guardian.

Questions? 



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Contact BHAL for Additional Questions or Concerns

Email:

Erika White, LCSW

Erika.White@cookcountyhhs.org

Tim Higgins, LCSW

Timothy.Higgins@cookcountyhhs.org

Additional Resources

Crisis assistance available 24/7 at:

- National Suicide Prevention Lifeline - (800) 273-8255
- Illinois CARES (Children/Adolescents) Crisis Line - (800) 345-9049
- RAINN National Sexual Assault Hotline - (800) 656-4673
- National Domestic Violence Hotline - (800) 799-7233
- National Runaway (Homeless/At-Risk Adolescents) Safeline - (800) 786-2929

Thank You



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HEALTH

State Quality Pillars for Medicaid

Pillar I

Adult
Behavioral
Health

Pillar II

Child
Behavioral
Health

Pillar III

Maternal/Child
Health

Pillar IV

Equity

Pillar V

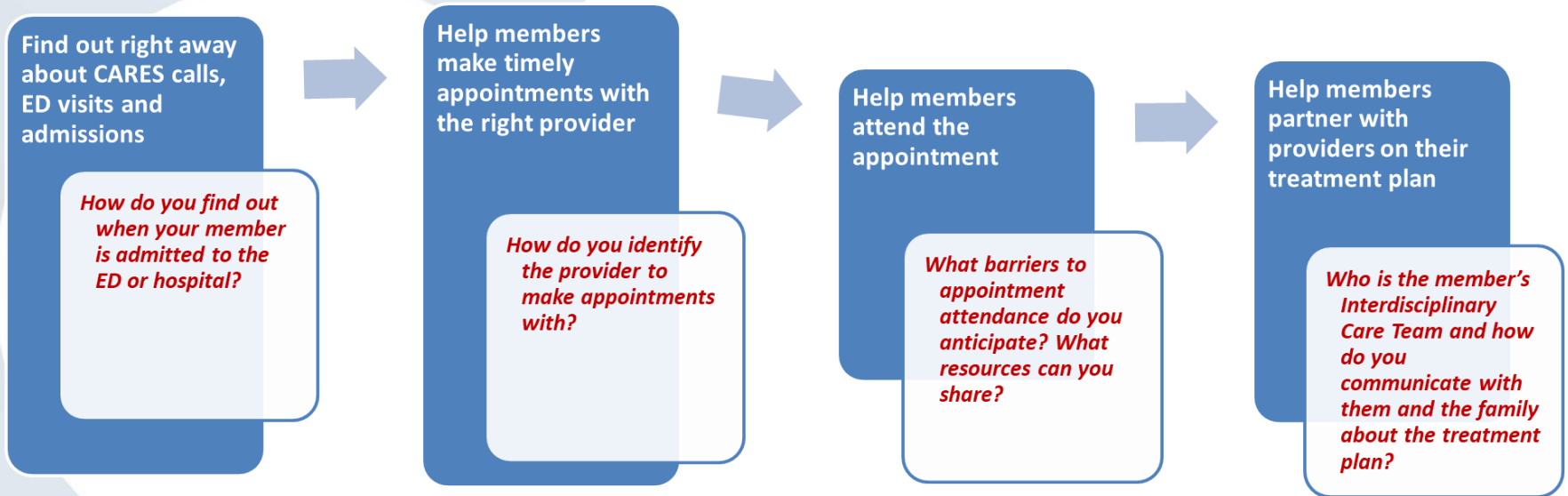
Improving
Community
Services and
Support



Pillars 1 & 2 – Adult & Child Behavioral Health

Measure Abbreviation	HEDIS Measures	Plain words ↓
Aim: Better Care		
Pillar 1: Adult Behavioral Health		
FUH	1. Follow-Up After Hospitalization for Mental Illness: 7-Day 2. Follow-Up After Hospitalization for Mental Illness: 30-Day	FUH – Adults who see a mental health provider within 7 or 30 days of discharge from a mental health admission
FUA	3. Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence: 7 day 4. Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence: 30 day	
Pillar 2: Child Behavioral Health		
FUH	1. Follow-Up After Hospitalization for Mental Illness: 7-Day (6-17 years of age) 2. Follow-Up After Hospitalization for Mental Illness: 30-Day (6-17 years of age)	FUH – Children/adolescents who see a mental health provider within 7 or 30 days of discharge from a mental health admission
FUM	3. Follow-Up After Emergency Department Visit for Mental Illness: 7-day (6-17 years of age) 4. Follow-Up After Emergency Department Visit for Mental Illness: 30-day (6-17 years of age)	FUM – Children/adolescents who see any provider within 7 or 30 days of an emergency department visit for mental health

4 steps to meeting the measure and preventing the next crisis *and reflection questions*



Takeaways:

- Steps may be simple but each case may be complex → care coordinators are specialists, always learning and individualizing
- Each Care Coordination team has specific team members, roles, routines and procedures → engage your team/supervisors

Pillar I and II: Adult and Child Behavioral Health 2021 YTD

Measures Hitting Target by Pillar

0 of 4

		Percentile Obtained by Pillar				Target
		<25th	25th	50th	75th	
Pillar 1 ADULT BEHAVIORAL HEALTH	FUH	2	2			
	FUA					
Pillar 2 CHILD BEHAVIORAL HEALTH	FUH		2	2		
	FUM					

0 of 4

Take aways:

- CountyCare is close to reaching the target for child behavioral health!
- What can we learn from our work with children/adolescents that can help adults?
- Step by step requirements: [Care Coordination Manual at countycare.com/care coordination](https://www.countycare.com/care-coordination) pgs. 19-22

COVID-19 Updates



COVID-19 Updates

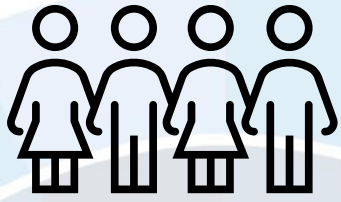
COVID-19 Case Overview (11/4/21)		Vaccination Overview (11/4/21)**	
# Cases	30,837 (9.3% increase)	# only 1 dose*	17,967 (5.98%)
# Deaths	257 (4.0% increase)	# fully vaccinated	130,683 (43.47%)

*where 2 doses are needed

**vaccine rates now includes 12–16-year-olds (5+ will be included moving forward)

Over 15,000 members became fully vaccinated since 9/13/21!
CountyCare is the MCO with the most members vaccinated!





COVID Vaccines for Children

- CDC recommends **everyone ages 5 and older** get a **COVID-19 vaccine**
- **Pfizer** authorized for children ages **5-11** and **12-17**
- **Where** can children be vaccinated? Pediatricians' offices, hospitals, pharmacies, community events, and dedicated CPS, CDPH clinics, and CCH sites
- At most vaccination locations, **parents must accompany the child**. Exceptions include CPS school-located vaccination clinics, school-based health centers, and some healthcare providers with signed consent forms from a parent or guardian.
- **2,200 providers** in Illinois have registered to administer the vaccines to children
- **Chicago Residents:** All 5-to-11-year-olds will be eligible for a **\$100 incentive** when receiving their primary vaccine doses at a CDPH- or CPS-hosted event
- For more information for Chicago: <https://www.chicago.gov/city/en/sites/covid19-vaccine/home/for-youth.html>
- **Cook County Residents:** Cook County Health will begin offering the Pfizer COVID-19 vaccine to current patients ages 5-11 on Friday, November 5. Patients can walk-in to any CCH site to get vaccinated or make an appointment by calling 833-308-1988 (Monday through Friday 8:00 am – 8:00 pm) or visiting vaccine.cookcountyil.gov
- For more information for Cook County: MyShotCookCounty.com



Vaccination Locations Updates

IL has entered Phase 2. All Illinois residents **age 5 and older** are eligible for the vaccine. Some members may be eligible for a [booster dose](#).

Chicago

- Make an appointment by phone (in home or at a site): **312.746.4835**
- Make an appointment online: www.zocdoc.com/vaccine
- Find a Vaccine: <https://www.chicago.gov/city/en/sites/covid19-vaccine/home/vaccine-finder.html>

Suburban Cook County

- Make an appointment by phone: **833-308-1988**
- [Make a vaccination appointment](#)
- [Find a vaccination location](#)
- [Request in-home vaccination](#)
- [Request a vaccine team for an event or workplace](#)



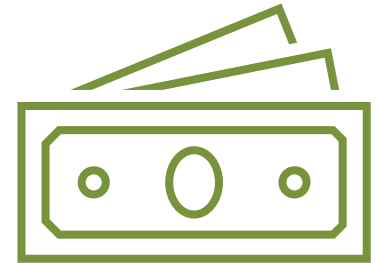
In Home Vaccines

- Have Care Managers identified an increased need for in home vaccinations?
- Are the City of Chicago and Suburban Cook in home vaccination options adequate?
- Geographic areas/zip codes in need?



City of Chicago Vaccine Incentives

- City of Chicago is offering **\$100** to residents who receive the vaccine at a vaccination event or in home (all residents are eligible for in home vaccinations) > \$50 per shot for two dose Pfizer or two \$50 cards for Johnson and Johnson
- Find a Vaccine Event:
<https://www.chicago.gov/city/en/sites/covid19-vaccine/home/calendar-of-events.html>
- For In Home Vaccine: Call 312-746-4835 or go to
<https://www.chicago.gov/city/en/sites/covid19-vaccine/home/in-home-vaccination-program.html>



CountyCare COVID Vaccine Reward

- What is the reward?
 - Members who receive their **first of two doses or single dose after 8/1/2021** will receive **\$25 on their OTC Reward Card**
- How and when do they get their reward?
 - If the member has an active OTC card, the funds will automatically load to their OTC Reward within **30-45 days**
 - If the member does not have an OTC card, an OTC card will be mailed to them with 30-45 days
 - Ensure we have member's preferred mailing address on file
- How do members check their OTC Reward Card balance?
 - Members can check their OTC reward card by calling 312-864-8200 or going online to www.MyOTCCard.com



COVID19 Vaccine for Pregnant Members

COVID-19 vaccination is recommended for all people aged 12 years and older, including people who are pregnant, breastfeeding, trying to get pregnant now, or might become pregnant in the future. Pregnant and recently pregnant people are more likely to get severely ill with COVID-19 compared with non-pregnant people. Getting a COVID-19 vaccine can protect you from severe illness from COVID-19.



- ❖ CDC recommending COVID19 vaccination for pregnant and breastfeeding people (*including booster*)
- ❖ Care Coordinators: Encourage pregnant members to get vaccinated

Flu Shots

- CountyCare will launch flu text campaign November 2021 through March 2022

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 diseases 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.

Hello 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 old. Have you received your flu shot this year?
Reply YES or No

- Reminder: Flu and COVID Boosters can be given at the same time



Policy Update

New State ID Program for Those Being Released from Prison

A new program will provide individuals with a state ID card upon release from prison for no charge

The program is expected to serve 27 IDOC facilities by April 2022

To obtain a state ID card, the applicant works with IDOC to gather and maintain vital documents. IDOC photographs the applicant using specific equipment and methods required by the Secretary of State's office.

IDOC then electronically transmits the applicant's documentation, photo and signature to the Secretary of State's office using a secure file transfer system mailbox

If all documentation and eligibility requirements are met, the Secretary of State's office processes the request and sends the state ID to IDOC headquarters for distribution to the corresponding facility. IDOC then gives the state ID card to the individual upon release.



Brighter Beginnings Website Update

- CountyCare has an updated webpage for Brighter Beginnings
- Brighter Beginnings is CountyCare's program for expectant parents, families, babies, and children.

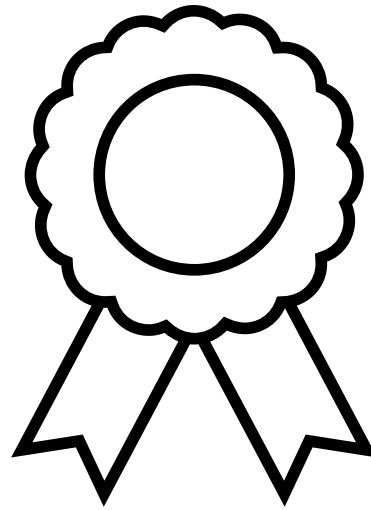
<https://countycare.com/members/brighter-beginnings/>



**Brighter
Beginnings**
by CountyCare



Care Coordinator Spotlight



Care Coordinator Spotlight

David Martinez, Care Manager at DSCC

David is a gifted social worker. He uses his clinical skills to enrich the lives of his participants and their families. David is a **creative thinker** who comes up with innovative ways to **partner with his families** to connect them to services and resources.

David has a strong clinical background in behavioral health. He applies his specialized knowledge to benefit those with **social/emotional concerns**. David deftly **problem solves** to meet their complex needs.

David is bilingual (English Spanish). He provides **culturally and linguistically appropriate services** to participants and their families. By **communicating in their native language**, David provides a meaningful extra layer of care.

David is **sympathetic**. He is **compassionate** to those families in need. David demonstrates concern toward his coworkers. He regularly **celebrates their successes**, and he routinely offers them encouragement. In addition, David Martinez always maintains his **sense of humor**!

CONGRATULATIONS David!

ICARE Standard: Integrity

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

A:. Being a good listener. Families benefit a lot when their point of view are validated.

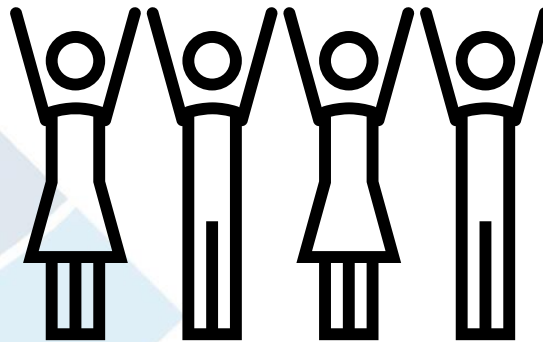
Q: What is a fun fact about you?

A: I do not take my dog for a walk, she walks me.

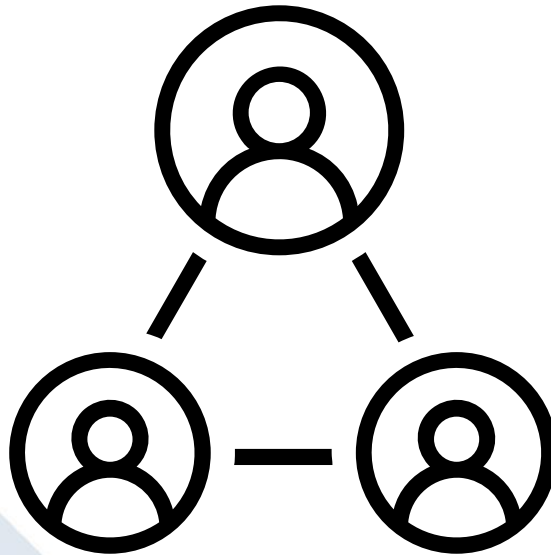


Care Coordinator Spotlight Reminder

- Please email nominations to maeve.dixon@cookcountyhhs.org
- If you have been nominated, I will reach out to you prior to the webinar



Resources & Reminders



Community Resource Spotlight

Winter Weather Home Assistance

- **CEDA** (Community and Economic Development Agency of Cook County): Non-Profit Community Action Agency working to “to empower individuals and families to achieve self-sufficiency and improve their quality of life.”
- CEDA has many community partnerships and collaborations
- Go to -> [Get Support in Cook County – Find Services – CEDA \(cedaorg.net\)](https://cedaorg.net)

Home Weatherization Program

To make buildings more energy efficient, lowering energy bills in the long run.

[Free Home Weatherization Program – CEDA \(cedaorg.net\)](https://cedaorg.net)

Furnace Repair and Replacement Program

If heating system isn't working or unsafe, may be able to repair or replace.

[Get Furnace Assistance in Chicago – CEDA \(cedaorg.net\)](https://cedaorg.net)

Community Resource Spotlight for Justice Involved Members

Outreach Career Center/ Chicagoland Prison Outreach

- Free Welding classes for ex-offenders
- 708-331-3301
- 14 weeks of training/
Orientations Thursday
10am
- 407 W 104th Street
Chicago, 60628

Chicago Furniture Bank

- Free furnishings for the home
- [Chicago Furniture Bank](#)
- Year round
- 4801 S WHIPPLE ST,
Chicago, 60632

Wayside Cross Ministries

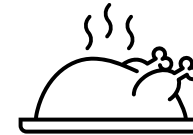
- Shelter Housing/Job
readiness
- www.waysidecross.org
- Year round
- 215 E. New York Street,
Aurora, 60505

Transforming Reentry Services

- Job readiness/Education/
Health
- transformingreentry.org
- Year round
- 10 West 35th Street, 9th
Fl, Chicago, 60616

Reminders

- The next webinar is scheduled for **Wednesday, January 19th, 2022!**
 - No Webinar in December – HAPPY HOLIDAYS!**



- 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

