

# Care Coordination Monthly Webinar

July 21<sup>st</sup>, 2021



# Agenda

1. Welcome
2. Pathway to Living & Supportive Living Communities (SLFs)- Yvette Lyles (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)



# *Pathway to Living*



*Supportive & Senior Apartments*

# *History of Pathway's Supportive Living Communities*



# Services & Assistance Provided

## **Combines Apartment style living with personal care and other services**

- Covered by the state's Medicaid program
- Residents can furnish and decorate according to their personal taste
- Supportive Living residents who qualify are offered a financial assistance program that allows them to have access to Assisted Living Services which are more affordable to those with moderate to modest means

## **Services includes:**

- Three meals a day
- Housekeeping
- Social educational and wellness programs
- Assistance with bathing and dressing
- Medication management
- Scheduled transportation.
- Access and convenience of various on-site amenities such as barber salons & community dining room.

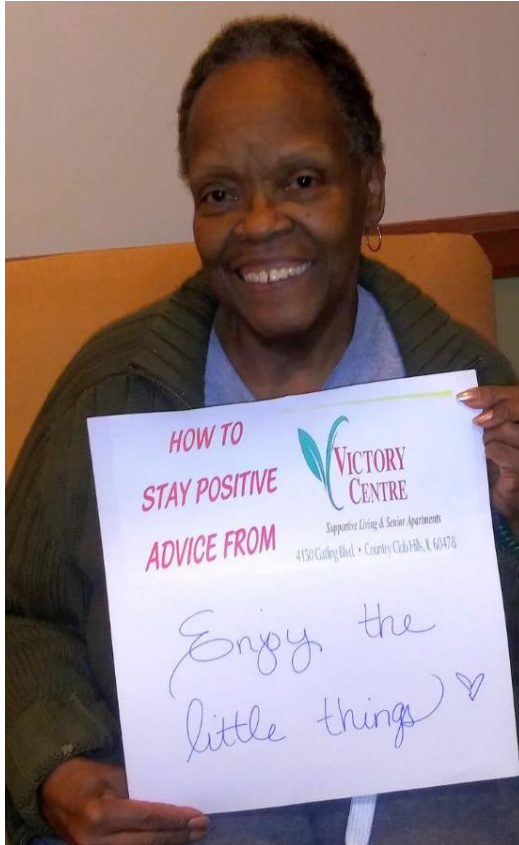
# Overview of Supportive Living Services

## Differences of Supportive Living VS Nursing Home Care

- SL does not provide skilled nursing care
- Environment promotes personal control & dignity
- Provides each person an apartment rather than semi-private room
- Offers a much more residential and independent lifestyle



# Overview of Supportive Living Services



## Differences of Supportive Living VS Assisted Living

- They offer similar services
- AL does not accept payment from Medicaid, when they can no longer pay privately they must leave
- Residents who qualify have the opportunity to access Medicaid benefits & continue living at the community without having to worry about payment

# *Who might benefit from living in Supportive Living?*

- May require help with meals, housekeeping or doing laundry
- May be living alone and would benefit from social interactions
- May need reminders to take their medications or appreciate help with activities of daily living like bathing, dressing, and grooming
- Should be able to participate in their care and do not have health needs that require skilled 24-hour nursing care





# VICTORY CENTRE LOCATIONS

## ***SOUTH CHICAGO LOCATIONS***

**Victory Centre of South Chicago**

[www.PathwaySL.com/VCSC](http://www.PathwaySL.com/VCSC)

**Victory Centre of Joliet**

[www.PathwaySL.com/VCJ](http://www.PathwaySL.com/VCJ)

**Victory Centre of River Oaks**

[www.PathwaySL.com/VCRO](http://www.PathwaySL.com/VCRO)

**Victory Centre of Park Forest**

[www.PathwaySL.com/VCPF](http://www.PathwaySL.com/VCPF)

**Victory Centre of Roseland**

[www.PathwaySL.com/VCR](http://www.PathwaySL.com/VCR)

**Victory Centre of Sierra Ridge**

[www.PathwaySL.com/VCSR](http://www.PathwaySL.com/VCSR)

# *VIVA! Programming*

## *Our Philosophy of Care: Celebration of Life*



### **Our VIVA! Lifestyle promotes:**

Emotional, intellectual, social, spiritual  
environmental, occupational and  
physical wellness

**Good Vibrations**  
**Viva! World Tour**  
**Viva! Legacy**  
**See Spot retire (Pet Friendly)**  
**SenseSations**  
**Camp Viva!**  
**LifeLong learning**  
**ArtPATH**  
**Sharing & Caring**

# *Value Based Care & Healthcare Delivery Model*

Offering coordinated care that brings together an impressive array of healthcare partners to:

- Help residents live healthier, happier lives
- Reduce side effects
- Prevents unnecessary hospitalizations
- Recover more quickly

Healthcare Partners: **Oak Street Health, More Care, Fox Health, Star Labs, MMP**

## Who can “QUALIFY” Admission Criteria

- ✓ 65 years of age
- ✓ Undergoes pre-admission screening
- ✓ Has had a tuberculosis test that indicates the absence of active tuberculosis
- ✓ Not participating in any other federal home and community-based services waiver program



# *Victory Center of South Chicago Tour*



# *Referral Process & Contact Information*

## ❖ **Contact Director of Community Relations: Yvette Lyles**

- Will assist with making the contact with a Supportive Living Community
- Will transition referral to Pathway's Community's Lifestyle Specialist for coordination of the referral process (review of services, discussion of individual needs; provide application forms and schedules tours to visit or provide virtual tour).

❖ **Contact Number: 844-739-0787**

❖ **Contact Email: Ylyles@pathwaytoliving.com**

❖ **Contact Director of Value Based Partnerships: Laurie Geschrey**

❖ **Contact Number: 630-254-2156**

## *Questions & Answers Time*

***Thanks for your time and attendance today.  
We look forward to working with you!***



# Thank You!





# CountyCare Announcements



# Non-Emergency Medical Transportation (First Transit)

As a CountyCare Member, First Transit can help you get a ride to and from your **medical appointments** at no cost to you. You can schedule rides for medical appointments such as dialysis, physical therapy, doctor visit or lab services if you have an appointment and the service is covered by CountyCare.

When you call to schedule your appointment, First Transit will arrange for a transportation company to drive you round trip to your appointment or provide bus or train tickets to get you there and back.



## ***WHAT NUMBER DO I CALL TO SCHEDULE TRANSPORTATION?***

Please call **630-403-3210** and:

- Press #1 for Spanish
- Press #2 for **real-time** assistance with a ride on the day of your appointment
- Press #3 to schedule, modify, or cancel a ride



# FirstTransit Booking Info

- Member RIN, name, and DOB
- Appointment date and time
- Appointment Type (PCP, Dialysis, Dental, etc)
- Pickup address
- Pickup time
- Pickup phone
- Drop off facility/Dr's name
- Drop off address
- Drop off phone
- Accommodations (Walker, wheelchair, Cane, etc)
- Will an attendant or family be transported with the member?



# How to book a trip

1. Have all member and appointment information available
2. Call First Transit at 630-403-3210 to book the trip with no less than 72-hour notice.
  - Discharges can be accommodated with less than 72-hour notice
3. You will be given a trip confirmation number from the First Transit call center rep
4. Communicate to member ALL appointment and trip information
5. If transportation is late, call 630-403-3210 and press 2 for real-time assistance of an already scheduled trip
6. For any urgent escalations, contact Katie Healy at [Katie.Healy2@cookcountyhhs.org](mailto:Katie.Healy2@cookcountyhhs.org) or 312-502-6413



# Additional Tips

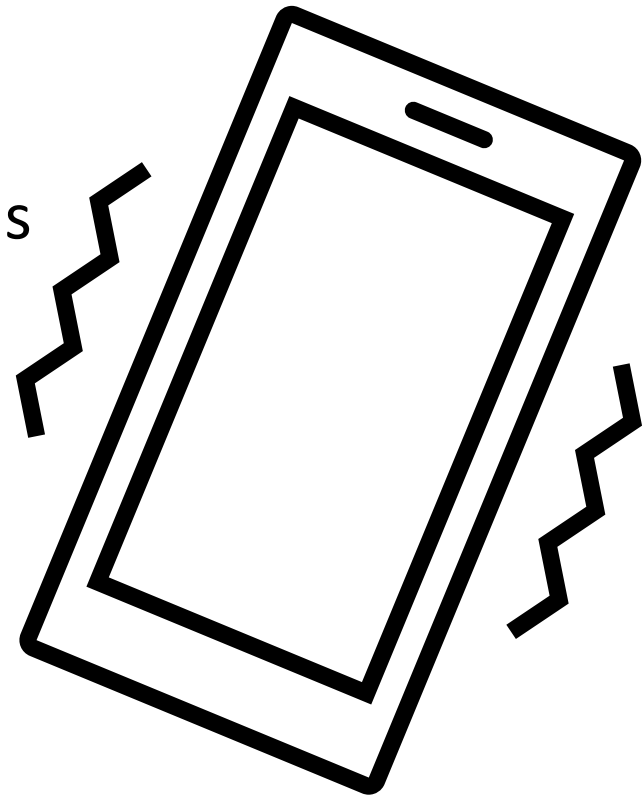
1. If the appointment is at a hospital and an **attendant cannot join** the member, share specific information such as Dr's name, department, appointment type so the member is able to find the location of the appointment
2. **If a member has limitations**, First Transit should be notified immediately so they can provide a vehicle that can accommodate the member



# Announcements

## New Text Campaigns

- July text campaign will be the Annual CM Survey
- Regular, monthly text campaigns include:
  - Brighter Beginnings
  - New member welcome
  - Open enrollment
  - Card activation reminders



# Annual CM Survey Updates

- **Timeline:** Annual Care Management Survey will be sent to members enrolled in care management in late July/early August
- **Format:** Text message survey with approximately 15 questions
- **Topics:** Overall experience, services received, relationship with Care Manager, QOL
- **Results:** Will be shared in CountyCare's Annual Report and at the CME level



# COVID-19 Updates





# COVID-19 Updates

COVID-19 Case Overview (7/20/21)		Vaccination Overview (7/16/21)**	
# Cases	26,630 (12.3% increase)	# at least one dose*	16,408 (5.60%)
# Deaths	242 (3.8% increase)	# fully vaccinated	93,379 (31.84%)

\*where 2 doses are needed

\*\*vaccine rates now includes 12-16 year olds

**CountyCare is the MCO with the most members vaccinated!**



# 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](http://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**

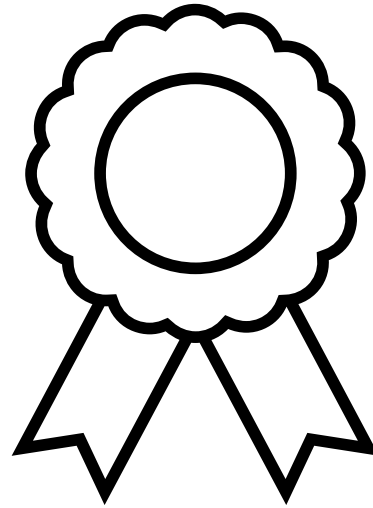
Call the vaccine sign up hotline at 833-308-1988 or sign up at <https://vaccine.cookcountyiil.gov/>

## **All Cook County**

Pharmacies and some health care providers are offering the vaccine



# Care Coordinator Spotlight



# Care Coordinator Spotlight

## Marcie Powers-Ross, Community Based Nurse Care Coordinator

**Marcie was acknowledged by a CountyCare member as exceptionally skilled at her job, caring, and patient.**

**ICARE Standard:** Accountability

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

A: As a Care Coordinator it is important to understand where your member is on their health journey (mentally, physically, and emotionally), when these things are understood, the care coordinator is able to set goals that are achievable and realistic for the member which helps to build trust and increase the member's confidence in their ability to improve their health status.

**Q: What's a fun fact about you?**

A: I love going to amusement parks, rollercoasters are my favorite rides.



# Care Coordinator Spotlight

Sharron Lynese McKee, Social Work Care Coordinator

Sharron was recognized by a colleague as someone who goes above and beyond to meet member needs and ensure they have a positive experience with CountyCare.

**ICARE Standard:** Excellence

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

A: Listen to your heart and your members. You'll do right every time.

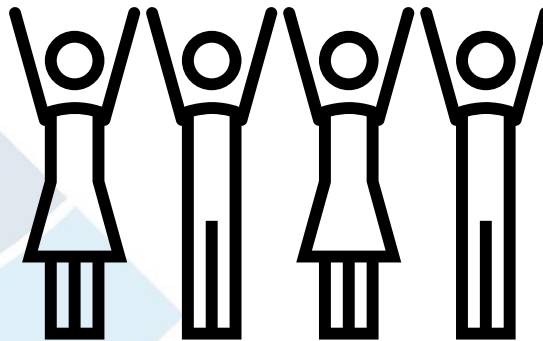
**Q: What's a fun fact about you?**

A: I hum Christmas carols year 'round

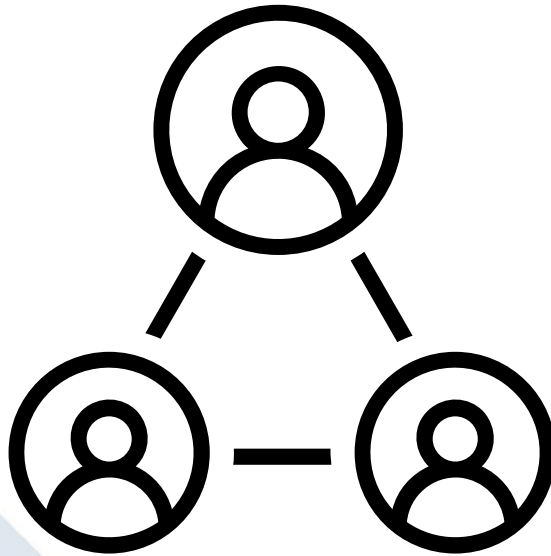


# Care Coordinator Spotlight Reminder

- <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



# Resources

## Chicago Public Library Summer Programming

- Kids & Teens Summer 2021 Drop-in Programs
  - Start with Art (for kids ages 0 to 13)
  - Make Space. Take Action. (for teens in high school)
- Adult summer reading challenge
- Events
  - Teen open mic
  - Macrame plant holder workshop
  - Zombie survival night: youth after hours party
  - Funny family story time





# Family Connects Chicago

- What is Family Connects?
  - Home visiting program run by CDPH offered to *all* mothers delivering at Norwegian, Rush, UChicago, or Mount Sinai
  - RN completes comprehensive home visit with 1-2 additional visits as needed + follow up call
  - Offer health care support, infant support, parental support, and safe home support
- Collaboration with CountyCare
  - CountyCare participates in Community Advisory Board
  - Family Connects participants may have CountyCare as their insurance
  - RNs have been trained on CountyCare's MCH resources (benefits, network, care management, etc.)
  - RNs may reach out to CME Care Management teams to refer to CM or follow up with CM



<https://www.healthychicagobabies.org/family-connects/>

# Child Tax Credit

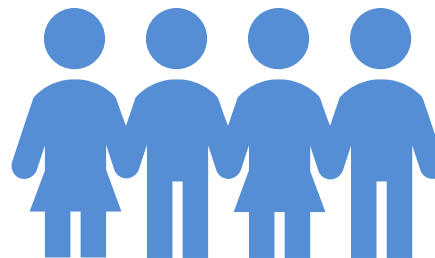
Starting July 15 and continuing through December 2021, the new **Child Tax Credit in the American Rescue Plan (ARP) Act** provides monthly benefits of **\$250 per child between ages 6-17** and **\$300 per child under age 6**.

## What you need to know

- Most families (nearly 90% of children in the United States) will automatically receive monthly payments without having to take any action.
- Families who did not file taxes last year still can access the benefit (see below).

## What you can do

- Help families who did not file taxes last year use the [IRS's Child Tax Credit Non-filer Sign-up Tool](#) to apply for the benefits.
- Direct families to [childtaxcredit.gov](https://childtaxcredit.gov) to learn more.
- Let families know about the [AdvCTC Free Tax Prep Days](#), which are child tax credit outreach events in 12 cities nationwide.



# Reminders

- The next webinar is scheduled for **Wednesday, August 18<sup>th</sup>**  
– **Topic: Nutrition during pregnancy**
- 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	^
• <a href="#">Webinar: Care Coordination Addressing COVID-19 Vaccine Hesitancy (1/2021 slides)</a>	
2020	v
2019	v
2018	v



# Thank You & See Ya Later!

Nikki's last day with CountyCare is 7/30/2021. It has been an honor to share this learning space with you all. 😊

Communications about the monthly Care Coordination webinar can be directed to Debra Brophy ([debra.brophy@cookcountyhhs.org](mailto:debra.brophy@cookcountyhhs.org)) for the time being.



# Open Forum

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





# Thank You!

