

Care Coordination Monthly Webinar

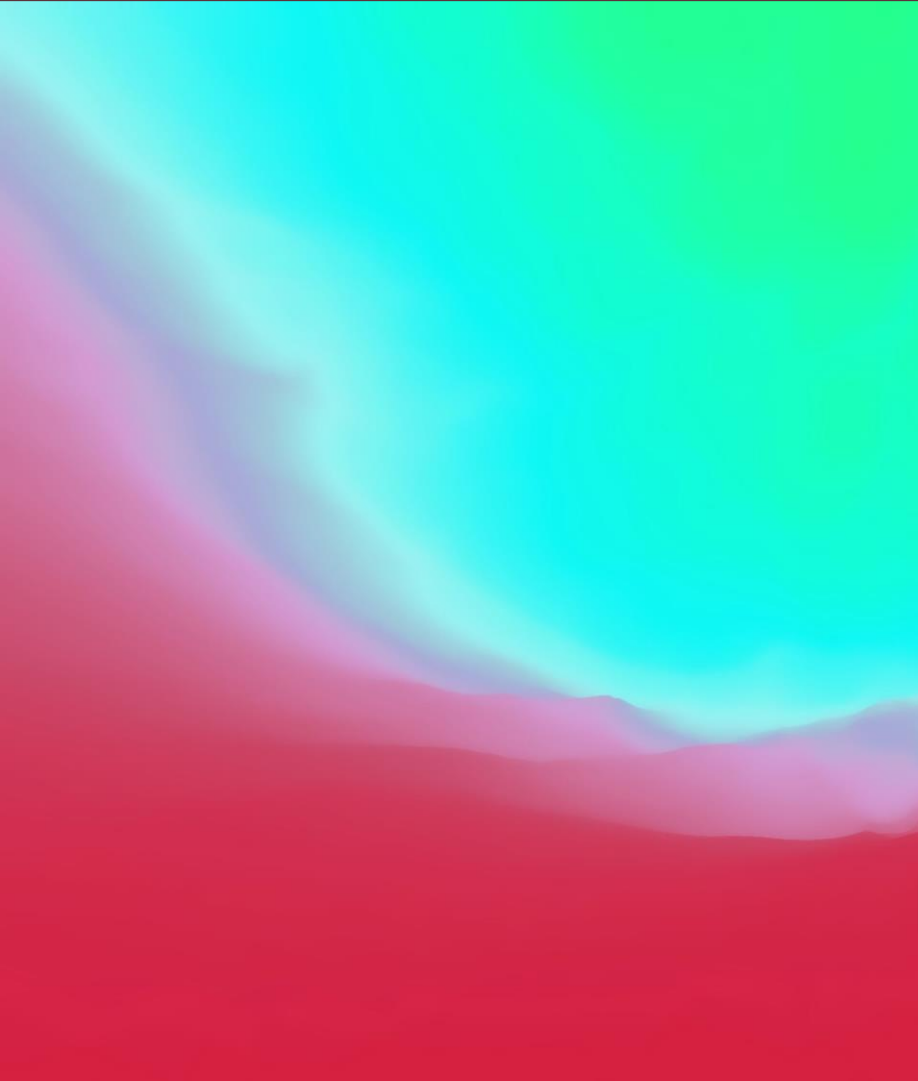
August 18th, 2021



Agenda

1. Welcome
2. Nutrition during Pregnancy- Amy Moore (2:00-2:40)
3. CountyCare Updates & Announcements (2:40-2:50)
4. Resources & Reminders (2:50-2:55)
5. Open Forum (2:55-3:00)





Identifying & Addressing Maternal Mortality:

Pregnancy Nutrition & Resources in the Community

Amy K Moore MS RDN LDN CLS

Pediatric Clinical Dietitian II

Amy.Moore@cookcountyhhs.org



The slide features a dark maroon background. On the left and right sides, there are three pink, pill-shaped decorative elements arranged vertically. The title 'Nutrition During Pregnancy' is centered in a white, serif font.

Nutrition During Pregnancy

General Nutrition Information



- Grains
 - Whole Grains
- Fruits & Veggies
 - Vary in Color
- Protein
 - Vary your Protein
 - Animal vs Plant based.
- Dairy
 - Reduced Fat Sources
 - 3 sources/day
- Fats
 - Unsaturated Fatty Acids
 - 10% or less of Fats should be Saturated
 - Avoid Trans Fats.

General Nutrition Information



<https://www.judsonsmartliving.org/blog/7-healthy-eating-tips-for-people-65/>

- Additional Emphasis on Key Nutrients
 - Calcium/Vit D
 - Dairy Sources
 - 18y and younger- 1300mg/day
 - 19y and older- 1000mg/day
 - Folate (Folic Acid)
 - Fruits & Veggies
 - Prevent Spinal Cord Defects
 - All Ages- 600mcg/day
 - Iron
 - Eat Iron fortified grains.
 - All ages- 27mg/day

General Nutrition Information



<https://www.calmconfidentdoulas.com/blog/2019/3/7/nutrition-for-a-healthy-pregnancy-and-beyond>

- Other Nutrient Considerations
 - Choline- Eggs, Dairy & Soy Products for Fetal Brain Development
 - Vitamin B12, Zinc, and Vit D in vulnerable populations.
- Foods & Habits to Avoid during Pregnancy.
 - Harmful Substances: Alcohol, Drugs, Tobacco
 - Herbal Supplements or Remedies
 - Excessive Caffeine
- Prenatal Vitamin
 - 400 mcg Folic Acid (Folate)
 - 27mg Iron

Pregnancy Complications affecting Diet

- Morning Sickness/Hyperemesis Gravidarum
 - Morning Sickness: Nausea/Vomiting that takes place in about 70-80% of pregnancies.
 - Hyperemesis Gravidarum: Severe and prolonged nausea/vomiting that takes place in ~2-5% of pregnancies.
- Gestational Diabetes
 - Require Nutrition Counseling on Carb Control
 - Carbohydrate: Based on the DRI, a minimum of 175 g carbohydrate (CHO) per day is encouraged to provide glucose for fetal brain development and to prevent ketosis.
 - Other associated risk factors:
 - Hypertension
 - Preeclampsia
 - Polyhydramnios
 - Operative deliveries.

Pregnancy Complications affecting Diet

- Preeclampsia/Eclampsia/Gestational Hypertension
 - Sodium: Previously sodium had been restricted to 500 mg to 1,000 mg per day (Williams, 1997).
 - Best Practice; a modest intake of 2 g to 3 g is the current recommendation for most adults.
- PICA
 - Desire to eat non-food items such as paper, chalk, laundry soap, cornstarch, paint, clay, or ice.
 - Lack of Iron or Calcium

Increased Nutrient Needs During Pregnancy



<https://www.crossfitamplify.com/wod/2014/07/01/foodasfuel>

- Estimated Energy Requirements are calculated based on pre-gravid body weight, taking age and physical activity into consideration.
 - 1st Trimester (Week 01- Week12): EER + 0kcal.
 - 2nd Trimester (Week 13- Week 28): EER + 340kcal
 - 3rd Trimester (Week 29- Week 40): EER + 452kcal
- Protein Needs: 1.1g/kg/day (Minimum of 71g/day)
- Fiber: 28g/day

Healthy Weight Gain During Pregnancy.

Single Gestation

Multiple Gestation

If before pregnancy you were...	...then you should gain.	If Before Pregnancy you were...	...then you should gain.
Underweight (BMI < 18.5)	28-40lbs	Underweight (BMI < 18.5)	50-62lbs
Normal Weight (BMI of 18.5-24.9)	25-35lbs	Normal Weight (BMI of 18.5-24.9)	37-54lbs
Overweight (BMI of 25-29.9)	15-25lbs	Overweight (BMI of 25-29.9)	31-50lbs
Obese (BMI of 30+)	11-20lbs	Obese (BMI of 30+)	25-42lbs



Nutrition Education & Teaching

General Diet Education

- Eating a Healthy, Balanced Diet.
 - Prenatal Vitamins
- Food Safety & Cooking Tips
 - Prevention of Food Born Illness
 - Mercury Content of Fish
- Healthy Weight Gain
 - Single vs Multi-gestation
 - Pre-pregnancy BMI
- Avoidance of Harmful Substances
 - Tobacco, Alcohol & Drugs
 - Herbal Teas & Supplements



<https://www.cancercenter.com/community/blog/2020/04/covid-food-safety>

Specialized Diet Education



<https://www.lamaze.org/healthy-pregnancy-tips>

- Morning Sickness/ Hyperemesis Gravidarum
 - Try to eat 6 small meals/snacks during the day.
 - Keep easy to digest foods, such as crackers and pretzels, around during the day and at your bedside.
 - Drink water or other beverages (caffeine-free) between meals.
 - Eating ginger may improve nausea.
 - Lower-fat foods are easier to digest. High-fat foods can make nausea worse
- Gestational Diabetes
 - Carbohydrate Counting Nutrition Therapy
 - 175g CHO/day- 3 meals/3 snacks
 - 30g CHO- Breakfast, 45-60g CHO- Lunch & Dinner, 15-30g CHO Snacks.
- Pre-eclampsia/Gestational Hypertension
 - Consume adequate Energy/Protein
 - Small, frequent meals
 - Ensure adequate protein: Add chopped meats, eggs, or plant-based proteins to soups, casseroles, sauces and veggies.
 - Drink fluids between meals.
- PICA
 - Take Prenatal Vitamins.
 - Counsel on High Iron Foods
 - Encourage mom to consume 3 servings of Calcium Rich Foods/day
 - Eat Calcium Rich/Iron Rich Foods Separately.

Breastfeeding

- Health Benefits
 - Mothers who breastfeed recover from childbirth more quickly and easily. Reduce postpartum bleeding.
 - Reduced Risk of Breast Cancer
 - Some studies have found that breastfeeding may reduce the risk of developing type 2 diabetes, rheumatoid arthritis, and cardiovascular disease, including high blood pressure and high cholesterol.
 - Exclusive breastfeeding delays the return of the mother's menstrual period, which can help extend the time between pregnancies. (*Note: Exclusive breastfeeding can provide a natural form of contraception if the mother's menses have not returned, the baby is breastfeeding day and night, and the baby is less than six months old.*)
- Initiate Education PRIOR to Delivery.
 - Consider initiating the discussion during moms first appointment.
 - Offer reliable resources for questions/concerns.
 - WIC Program
 - La Leche League
 - Kelly Mom
- Counseling Tips
 - Motivational Interviewing
 - Open-Ended Questions



<https://www.lli.org/>

The slide features a dark maroon background. On the left and right sides, there are decorative elements consisting of six pink, pill-shaped graphics arranged in a vertical column. The central text is in a white, serif font.

Nutrition Resources for Pregnant Moms

Illinois Department of Health Services



https://isuagcenter.com/topics/food_health/nutrition/fnp/indexold

- SNAP Program
 - The Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) helps low-income people and families buy the food they need for good health.
- TANF
 - The Temporary Assistance for Needy Families (TANF) program provides temporary financial assistance for pregnant women and families with one or more dependent children.
 - TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical.
- Medicaid
 - In general, to qualify for medical assistance a person must meet financial eligibility criteria, residency requirements and in most cases must be citizens (except for children)

Women, Infant and Children (WIC) Supplemental Nutrition Program.



<https://www.dhs.state.il.us/page.aspx?item=30513>

- The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) target population are low-income, nutritionally at risk:
 - Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends).
 - Breastfeeding women (up to infant's 1st birthday).
 - Non-breastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends).
 - Infants (up to 1st birthday). WIC serves 53 percent of all infants born in the United States.
 - Children up to their 5th birthday.
- The following benefits are provided to WIC participants:
 - Supplemental nutritious foods
 - Nutrition education and counseling at WIC clinics
 - Screening and referrals to other health, welfare and social services
 - Breastfeeding promotion and support

Illinois Hunger Coalition



<https://www.ilhunger.org/>

- The Illinois Hunger Coalition (IHC), founded in 1988, is the only statewide membership organization that works to end hunger and address the underlying causes by working for a deeper and more transformative approach to economic and racial justice.
- IHC's goal is to organize grassroots collaborative efforts across low-income communities to expand programs that reduce poverty, bring federal and state resources to low-income communities, and train less-advantaged individuals to become leaders.
- Hunger Hotline: 1-800-359-2163
 - Callers are assisted in applying for: the Supplemental Nutrition Service (SNAP), All Kids, Medicaid, Medicare, and Temporary Assistance for Needy Families (TANF).

Resources

1. About - ilhunger.org. Ilhunger.org. <https://ilhunger.org/resources.html>. Published 2021. Accessed April 13, 2021.
2. About WIC | USDA-FNS. Fns.usda.gov. <https://www.fns.usda.gov/wic/about-wic>. Published 2021. Accessed April 13, 2021.
3. Academy of Nutrition and Dietetics Evidence Analysis Library. Gestational Diabetes Mellitus (GDM) Evidence-Based Nutrition Practice Guideline. Published 2016.
4. American Diabetes Association. Standards of medical care in diabetes—2017 (position statement). *Diabetes Care* 2017;40(suppl 1):S26-S120.
5. IDHS: Food. Dhs.state.il.us. <https://www.dhs.state.il.us/page.aspx?item=29721>. Published 2021. Accessed April 13, 2021.
6. Institute of Medicine (IOM). *Dietary Reference Intakes(DRIs): The Essential Guide to Nutrient Requirements*. Bethesda, MD: National Academy of Sciences; 2011. Accessed December 22, 2015.
7. Ismail SK, Kenny L. Review on hyperemesis gravidarum. *Best Pract Res Clin Gastroenterol*. 2007;21(5):755-769.
8. Nutrition Care Manual. Nutritioncaremanual.org. https://www.nutritioncaremanual.org/topic.cfm?ncm_category_id=1&lv1=272980&lv2=17768&lv3=268312&ncm_toc_id=268312&ncm_heading=Nutrition%20Care. Published 2021. Accessed April 13, 2021.
9. Office of Dietary Supplements - Folate. Ods.od.nih.gov. <https://ods.od.nih.gov/factsheets/Folate-HealthProfessional/>. Published 2021. Accessed April 13, 2021.
10. Pregnancy | MyPlate. Myplate.gov. <https://www.myplate.gov/life-stages/pregnancy-and-breastfeeding>. Published 2021. Accessed April 13, 2021.

How can Care Coordinators Help?

- All pregnant members should be outreached, screened, and offered care management
- For pregnant members who do not enroll in care management, this contact is a great opportunity to provide general education, support, and connection to resources
- For pregnant members who do enroll in care management, provide ongoing education and support around nutrition (for example, a care plan goal)
- Educate members about [Brighter Beginnings rewards](#) and benefits to support a healthy pregnancy and newborn health

CountyCare Announcements



HFS Escalations

- HFS escalates member concerns to health plan operations team
 - **Member is locked into health plan until next open enrollment date or HFS provides disenrollment date in the email**
- HFS Expectations
 - Timely outreach to member/family
 - Assist with concern(s)
 - Summarize outreach efforts and resolution **by HFS deadline** listed in escalation email
- HFS (usually) attaches details of member's call to HFS, including phone number and summary of member concerns
- Escalation trends
 - Provider is not INN
 - Always verify provider status
 - Direct member to an INN provider or
 - Contract preferred provider for SCA
 - Continuity of Care
 - Unable to access covered benefit



CCH Budget Hearings

- **Cook County Health Budget Public Hearings**

- Monday 8/23 at 9:00 A.M
- Tuesday 8/24 at 6:00 P.M.
- Friday 8/27 at 9:00 AM

- Requesting member's written statements reflecting positive outcomes since joining CountyCare
- Members may submit statement to be read at the hearings (3 minute max) using link:

<https://cookcountyhealth.org/about/board-of-directors/>



HFS Diabetes Program Coverage

- The Illinois Department of Healthcare and Family Services (HFS) added coverage of two diabetes programs for Medicaid beneficiaries starting on August 1, 2021:

Diabetes Prevention Program (DPP)

Year-long, evidence-based lifestyle change program aimed at reducing the risk of adults with prediabetes progressing to Type 2 diabetes. Developed by the Centers for Disease Control and Prevention (CDC), the program's Diabetes Prevention Lifestyle Change curriculum focuses on healthy eating, increased physical activity, and managing stress.

Diabetes Self-Management Education and Support (DSMES)

Counseling and education services for adults with diabetes to prevent the progression of diabetes and promote a healthier lifestyle. Services include counseling related to long-term dietary change, increased physical activity, and behavior change strategies for weight control; counseling and skill building to facilitate the knowledge, skill, and ability necessary for diabetes self-care; and nutritional counseling services.

- More information about member eligibility, referral requirements, and in-network providers will be forthcoming

Public Notice:

<https://www2.illinois.gov/hfs/SiteCollectionDocuments/07132021SPA210009PublicNoticeDiabetesPreventionFinal.pdf>



COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (8/17/21)		Vaccination Overview (8/17/21)**	
# Cases	27,216 (2.6% increase)	# only 1 dose*	18,151 (6.17%)
# Deaths	244 (.82% increase)	# fully vaccinated	120,852 (34.90%)

*where 2 doses are needed

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

CountyCare is the MCO with the most members vaccinated!



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
- ❖ Care Coordinators: Encourage pregnant members to get vaccinated



Vaccination Locations Updates

IL has entered Phase 2. All Illinois residents **age 12 and older** are eligible for the vaccine.

Mass vaccination sites are closing in favor of local events (back to school events, sporting events, festivals, etc.).

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. 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>

Homebound sign up: Call 312-746-4835 (Anyone is eligible)

Suburban Cook County

Des Plaines, Forest Park, and Matteson mass vaccination sites are now closed.

To find a vaccine, call the vaccine sign up hotline at **833-308-1988** or use the below links:

- [Find a vaccination location](#)
- [Make a vaccination appointment](#)
- [Request a vaccine team for an event or workplace](#)
- [Request in-home vaccination](#)



Vaccinations for 12-17 Year Olds

12–17-year-olds may receive the Pfizer vaccine

Chicago: Chicagoans age 12-17 are now able to receive vaccination at all City of Chicago sites offering Pfizer vaccine. To book an appointment on [Zocdoc](#), Chicagoans under 18 must have a parent or guardian book vaccine appointments on their behalf. A parent or guardian must accompany any minor under age 18.

The City-run sites vaccinate emancipated minors, although they need to bring their court order confirming their status. Married minors can also get vaccinated and need to bring their marriage certificates.

Suburban Cook: Parents/guardians may schedule appointment for minors by calling the vaccine sign up hotline at 833-308-1988 or signing up at <https://vaccine.cookcountyil.gov/>

CountyCare COVID Vaccine Reward Training



Overview of Reward

- Members who have received their:
 - 1) First of two doses or
 - 2) Single dose vaccine**after** 8/1/2021 will receive \$25 on their OTC Reward Card
- This reward does not apply to members who received their vaccine prior to 8/1/2021

How CountyCare is Marketing the Reward

- Text Messages are being sent to those who are not vaccinated based on our current data:
 - Target date: week of 8/23/2021
 - Text:
 - “Hi from CountyCare! You can earn \$25 on your OTC Rewards Card for getting the COVID-19 vaccine. Click *here* or call 1-800-232-0233 to schedule your appointment today. Please consider doing your part to help fight the pandemic.”
 - *Link: www.vaccines.gov*
- Care coordination will discuss with their members if they need help scheduling their vaccine appointment and mention the reward if member has not received the vaccine
- Adding reward as agenda item to Provider Representative meetings with PCPs to educate members on vaccine reward
- Effective DOS 6/8/2021, In-home vaccine providers will receive an administration fee for any vaccinations given to homebound members which is being communicated via a CountyCare Provider Notice



Process to Receive the 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
 - Reward is based on claim submission to CountyCare or through HFS data sources if done at walk-in location
 - 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



How are these members identified?

- CountyCare receives:
 - A weekly iCare file from HFS indicating whether our members have received the vaccine and when
 - Claims from providers who have given vaccines to our members
- This data is sent to the team who loads the OTC Rewards on a weekly basis

What Can Care Coordinators Do?

- Care coordinators should ask members if they need help scheduling their vaccine appointment and educate member on the reward if member has not received the vaccine
- For members that have received the vaccine, let members know that it may take 30-45 days to see the reward on their OTC Card
- Ensure that members have the correct, preferred mailing address on file to receive their OTC card so it can be sent to them (if they do not already have one)
- Educate providers on the in-home vaccination add-on compensation

FAQ's

- What if the member says they received the vaccine, but it doesn't show in our data?
 - Ensure member has received their dose over 45 days ago and educate on expected timeframe to receive the reward
 - Assist member with emailing copy of vaccine card, name, and member ID to: CountyCare@cookcountyhhs.org
 - Title email: "Proof of Vaccination"
 - Please ensure mailing address is correct
 - CountyCare will reply to member's email confirming the OTC Reward will be loaded and give expected timeframe to load



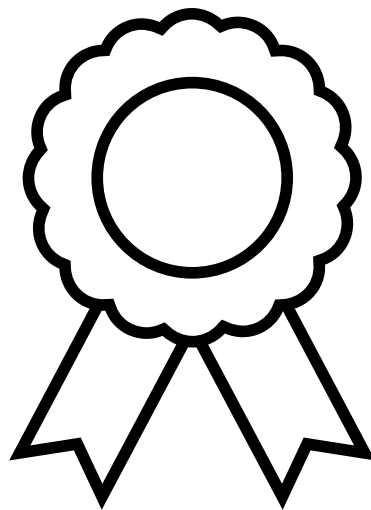
FAQ's

- What if the member got their vaccine **before** 8/1/2021 and wants the reward?
 - Assist member with emailing copy of vaccine card, name, and member ID to: CountyCare@cookcountyhhs.org
 - Title email: “Vaccination Reward”
 - Please ensure mailing address is correct
 - CountyCare will reply to member’s email confirming the OTC Reward will be loaded and give expected timeframe to load



Questions?

Care Coordinator Spotlight



Care Coordinator Spotlight

Latrice Harper, Elderly Care Coordinator



Latrice was acknowledged by a colleague as dedicated and hardworking. She has made an immense impact on implementing the Flexible Housing Pool Program and as a lead Navigator for HSAG audits.

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

A: It's hard to decide on just one tip for successful care coordinator. I feel there are many tips cumulated is ideal for great care coordination. I will say one tip that isn't discussed much is having a colleague or two to vent to. This job can become stressful and overwhelming, and when I don't feel my best or when I don't feel I'm doing my best, talking to my coworkers has gotten me through difficult periods.

ICARE Standard: Collaboration

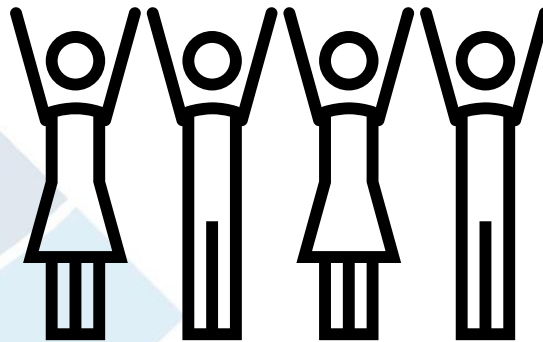
Q: What's a fun fact about you?

A: Everyone hates the yellow starbursts and yellow laffy taffy. Just hand them over to me! I'll eat them

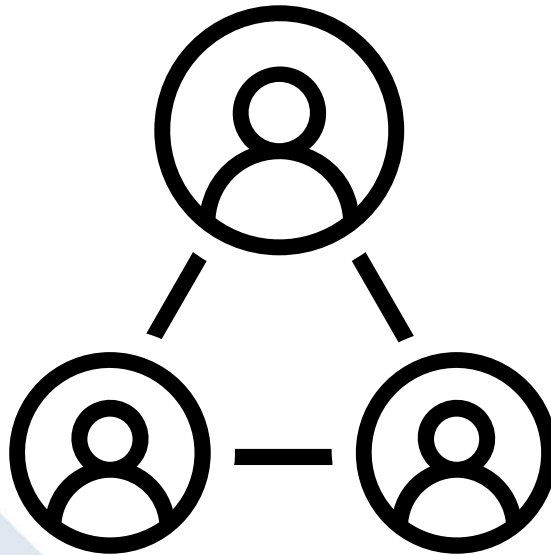


Care Coordinator Spotlight Reminder

- <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



CITY of CHICAGO Mental Health Clinics

Hour of Operation: Monday-Friday 8:30am-4:30pm

Englewood MHC

641 W. 63rd Street

Phone: 312.747.7496

-Psychosocial Rehabilitation (PSR) Groups

Greater Grand/MID-South MHC

4314 S. Cottage Grove

Phone: 312.747.0036

Greater Lawn MHC

4150 West 55th Street

Phone: 312.747.1020

-Spanish speaking support group

-Spanish speaking clinicians

Lawndale MHC

1105 S. Western

Phone: 312.746.5905

-Spanish speaking clinicians

North River MHC

5801 North Pulaski Road

Phone: 312.744.1906

-PSR groups

-Spanish speaking clinicians

UNSURE of where to call for what services? Call Greater Lawn Clinic and they will direct you: 312.747.1020

WHO IS ELIGIBLE: Adults, 18 years of age and older; **MUST** be a resident of the City of Chicago.

Children and adolescent services, psychological evaluations as well as weekday evening hours will be added in the near future.

SERVICES AVAILABLE: Individual and group therapy, psychiatric services, medication payment assistance, case management for those who qualify. Individuals must be seeing a CDPH therapist to be eligible for medication coverage. Specialized services above under each clinic.

COST of SERVICE: FREE to all who live within the City of Chicago



Rewards Reminder

- \$10 reward for HRS completion will take approximately two months to become available on member's OTC card
- Please let members know the timeline when completing an HRS

Reminders

- The next webinar is scheduled for **Wednesday, September 15th**
– **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	^
• 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

