

# Care Coordination Monthly Webinar

February 17<sup>th</sup>, 2021



# Agenda

1. Welcome & 1 Mindful Minute
2. Family Case Management & Better Birth Outcomes Programs- Lee V. Smith, Sinai Community Institute (2:00-2:30)
3. HEDIS Spotlight- Laurel Chadde (2:30-2:40)
4. CountyCare Updates & Announcements (2:40-2:55)
5. Resources & Reminders (2:55-3:00)



# 1 Mindful Minute



# The Reduction of Infant Mortality in Illinois

## Family Case Management & Better Birth Outcomes Programs

**Presented By:**

Lee V. Smith

Director of Case Management

Sinai Community Institute



# Overview

## Goal

Encourage communication and linkage to resources/care between service providers who serve CountyCare Enrollees

## Objectives

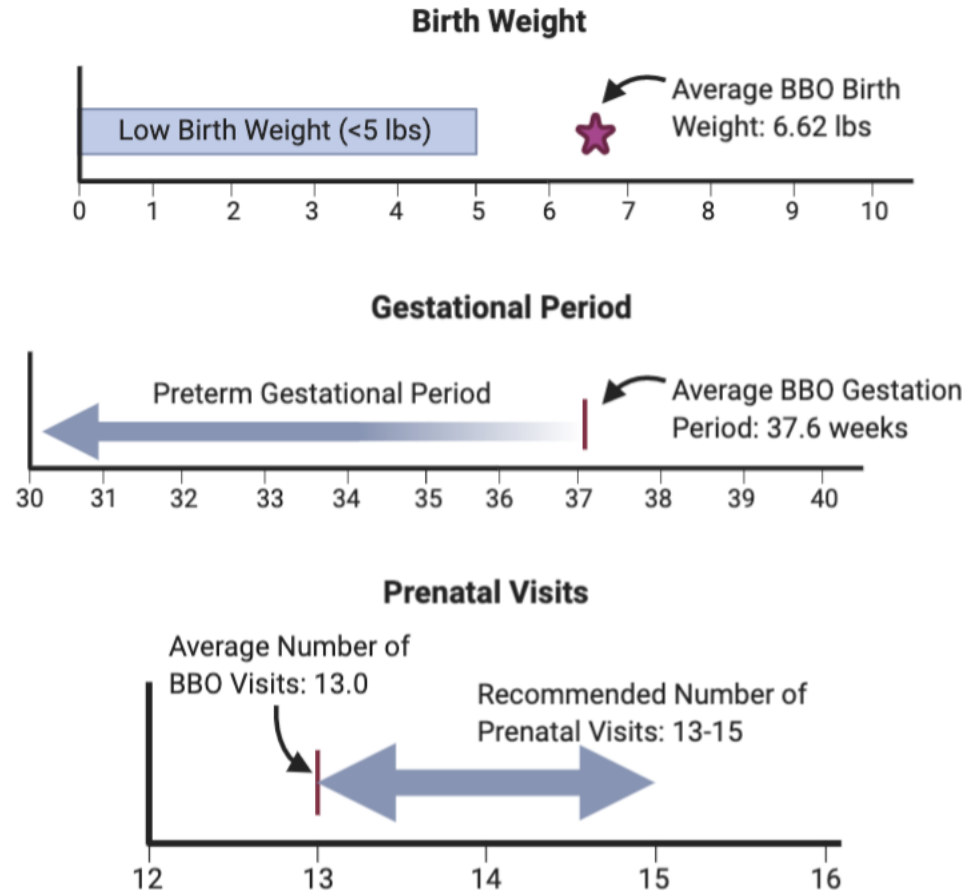
- Increase awareness of Family Case Management (FCM) and Better Birth Outcomes (BBO) Programs
- Increase referrals to FCM and BBO Program
- Foster a community of learning and information sharing



	Family Case Management (FCM)	Better Birth Outcomes (BBO)	CountyCare Care Management (CM)
Program Goals	<ul style="list-style-type: none"> <li>• Increase access to primary and preventive services</li> <li>• Identify and resolve service barriers</li> <li>• Provide education on prenatal care, well child visits, immunizations, environmental safety, family spacing, reproductive life planning &amp; healthy lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• Standardized prenatal health education</li> <li>• Linkage and coordination of care</li> <li>• Referrals to childbirth education, parenting classes, contraceptive services</li> <li>• Provide education on family spacing, reproductive life planning &amp; healthy lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• Navigate healthcare system during an episode of care</li> <li>• Promote use of covered benefits</li> <li>• Close care gaps</li> <li>• Help find/utilize resources</li> </ul>
Target Population	<ul style="list-style-type: none"> <li>• Pregnant Women and Infants</li> <li>• Low-income families</li> </ul>	<ul style="list-style-type: none"> <li>• Pregnant Women</li> <li>• Low-income families</li> <li>• “At-risk” individuals, identified through a standardized risk assessment tool</li> </ul>	<ul style="list-style-type: none"> <li>• Medicaid Population</li> <li>• High risk members</li> <li>• Pregnant women</li> <li>• MLTSS, LTSS, SNC</li> <li>• At-request</li> </ul>
Target Areas	<ul style="list-style-type: none"> <li>• City of Chicago</li> <li>• Cook County Suburban Townships</li> </ul>		
Program Outreach	<ul style="list-style-type: none"> <li>• Community health centers</li> <li>• Shelters</li> <li>• Community health fairs</li> <li>• Schools</li> <li>• Churches</li> </ul>	<ul style="list-style-type: none"> <li>• Laundry mats</li> <li>• Local grocery stores</li> <li>• MCOs</li> <li>• Other community locations</li> </ul>	<ul style="list-style-type: none"> <li>• MCOs</li> <li>• Partner with health care team</li> <li>• Phone/text</li> <li>• Field outreach</li> </ul>

# Better Birth Outcomes Impact

100 Clients From January – December 2020



# Referrals

**Imelda Villa, Outreach Worker**

[Imelda.villa@sinai.org](mailto:Imelda.villa@sinai.org)

24-Hour Referral Line: (773) 257-6216\*

Fax: (773) 257-6145

## **Information to include in referral:**

- Patient name, DOB, Age
- Infant name, DOB (if applicable)
  - Patient address, phone #
- Patient language(s) spoken
  - Reason for referral
- Contact person name, email, phone # (you)

**Family Case Management/Better Birth Outcomes Programs Office Locator:**

<https://www.dhs.state.il.us/page.aspx?module=12&officetype=12&county=Cook>

*\*24-hour referral line is preferred & quickest method of referral*







## For More Information

**Lee V. Smith, Director of Case Management**

**(773) 884-8380**

**[lee.smith@sinai.org](mailto:lee.smith@sinai.org)**





# Unanswered Q&A

**What resources exist for families/mothers with children over the age of one?**

Email Nikki ([Nichole.Waltrich@cookcountyhealth.org](mailto:Nichole.Waltrich@cookcountyhealth.org)) for a list created by Lee of programs that serve children ages 0-3.





# Thank You!



# HEDIS Spotlight

## P4P Measures

Laurel Chadde

Manager of Population Health and Performance Improvement



# HealthChoice IL Quality Strategy

- To support health equity and HFS' mission, and to drive progress in the five pillars of improvement, HFS restructured its P4P program for MY2021
  - *Right Care, Right Time, Right Place*
- P4P Measures – Still waiting to receive performance goals, baseline rates based off MY2019 Statewide performance
- Reporting Measures – Measures that will be incorporated as P4P measures in subsequent years after health plan baseline rates are established
- Measures may be HEDIS based or encounter data based



# Pay-for-Performance and Reporting Measures Aims and Pillars

Better Care

Healthy  
People/Healthy  
Communities

Adult  
Behavioral  
Health

Child  
Behavioral  
Health

Maternal  
and Child  
Health

Equity

Improving  
Community  
Placement



# Aim: Better Care



## Pillar: Adult Behavioral Health

### **1. Follow-Up After Hospitalization for Mental Illness (FUH)**

- 7-Day
- 30-Day

### **2. Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)**

- 7-Day
- 30-Day



# Aim: Better Care



## Pillar: Child Behavioral Health

### **1. Follow-Up After Hospitalization for Mental Illness (FUH) – 6-17 years of age stratification**

- 7-Day
- 30-Day

### **2. Follow-Up After Emergency Department Visit for Mental Illness (FUM) – 6-17 years of age stratification**

- 7-Day
- 30-Day





# Aim: Better Care

## Pillar: Maternal and Child Health

### **1. Prenatal and Postpartum Care (PPC)**

- Timeliness of Prenatal Care
- Postpartum Care

### **2. Childhood Immunization Status (CIS)—Combo 3**



# Aim: Healthy People/Healthy Communities



## Pillar: Equity

- 1. Breast Cancer Screening (BCS)**
- 2. Cervical Cancer Screening (CCS)**
- 3. Controlling High Blood Pressure (CBP)**
- 4. Adults' Access to Preventive/Ambulatory Health Services (AAP)**

## Pillar: Improving Community Placement

- 1. None at this time**



# Aim: Better Care

## Pillar: Adult Behavioral Health

1. Follow-Up After High-Intensity Care for Substance Use Disorder (FUI)
  - 7-Day
  - 30-Day
2. Pharmacotherapy for Opioid Use Disorder (POD)

# Aim: Better Care

## Pillar: Child Behavioral Health

1. Mobile Crisis Response Services That Result in Hospitalization
2. Visits to the Emergency Department Visit for Behavioral Health Services That Result in Hospitalization
3. Overall Number and Length of Behavioral Health Hospitalizations
4. Number of Repeat Behavioral Health Hospitalizations

# Aim: Better Care

## Pillar: Maternal and Child Health

1. C-Section Rate for Low-Risk Women With No Prior Births
2. Well-Child Visits in the First 30 Months of Life (W30)
3. Child and Adolescent Well-Care Visits (WCV)
4. Annual Dental Visit (ADV)
  - Age Groups: 2–3 years, 4–6 years, 7–10 years, 11–14 years, 15–18 years, and 19–20 years
5. Childhood Immunization Status (CIS)—Combo 10

# Aim: Healthy People/Healthy Communities

Reporting

## Pillar: Equity

1. HIV Viral Load Suppression
2. Gap in HIV Medical Visits
3. Prescription of HIV Antiretroviral Therapy

## Pillar: Improving Community Placement

1. LTSS Comprehensive Care Plan and Update
2. Successful Transition after Long-Term Care Stay

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# Key Themes

- Strong emphasis on **behavioral health**, behavioral health hospitalizations for both child and adult
- Addressing the **opioid** epidemic
- **HIV** Getting to Zero campaign
- Special populations like **LTSS** and **LTC**
- Mix of HEDIS measures and to-be-defined HFS measure definitions using encounter data
- Need additional technology initiatives to streamline and enhance data collection and integration



# Performance Measure Next Steps

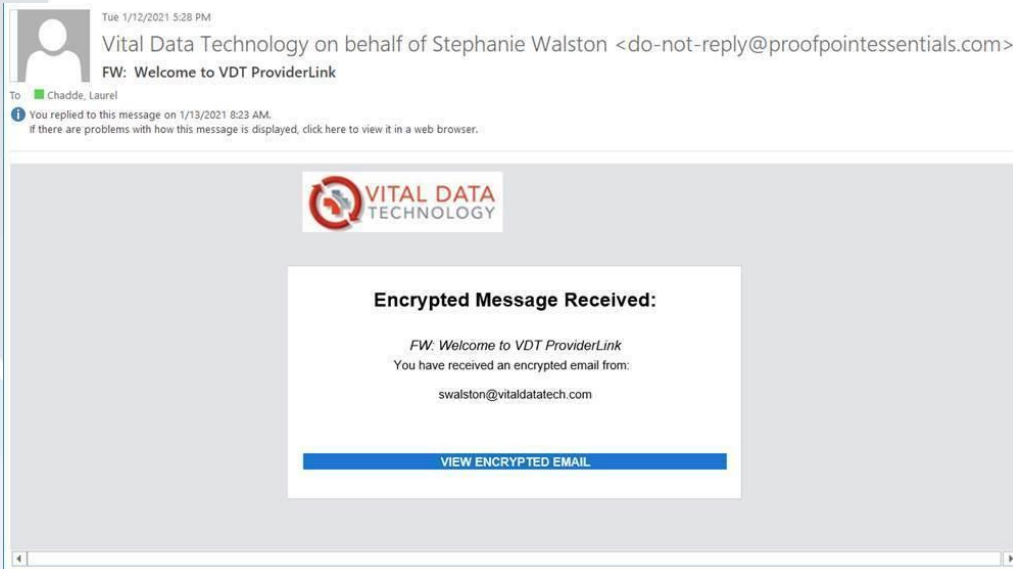
- Identify priority measures of focus
- Set goals
- Utilize tools and resources to implement early interventions and track measure performance
  - ProviderLink has MY2021 rates and member lists for use





# ProviderLink Access

- Received encrypted email on Tuesday January 12, 2021 around 5pm from “Vital Data Technology on behalf of Stephanie Walston do-not-reply@proofpointessentials.com”



**From:** Stephanie Walston  
**Sent:** Tuesday, January 12, 2021 5:21 PM  
**Subject:** [Encrypt] Welcome to VDT ProviderLink

Good afternoon!

Welcome to CountyCare's ProviderLink tool from Vital Data Technology. The URL for the tool is <https://cch.vitalaffinite.com>. You should bookmark this URL in your browser's Favorites. When prompted to the main login screen, users will be presented with two login portals – PlanLink and ProviderLink. You should choose the ProviderLink login section and enter your username and password, which is listed below. Training on the tool will be provided by the CountyCare training staff. They will also present you with training materials to help you learn the system.

Your **username** is your email address  
Your **password** is:

Should you have any questions, please feel free to reach out. We look forward to working with you!

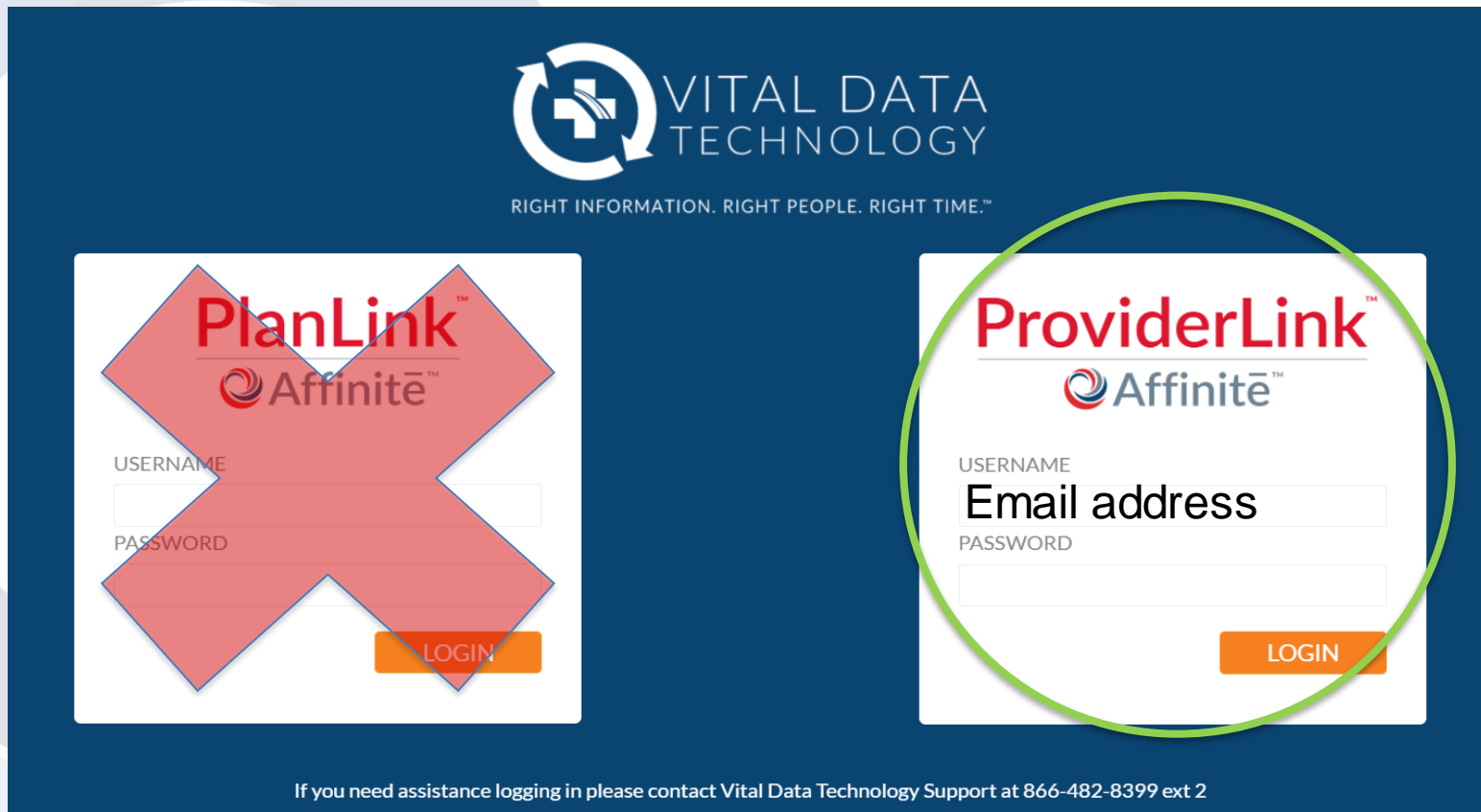
Sincerely,  
Stephanie Walston

Stephanie Walston  
Director of Learning and Development  
3303 Lee Parkway, Suite 205  
Dallas, Texas 75219  
[www.VitalDataTech.com](http://www.VitalDataTech.com) | O 866.482.8399 x709 | C 972.989.9453



# ProviderLink Access

- Login URL <https://cch.vitalaffinite.com/>



The screenshot shows the Vital Data Technology login page. At the top, the logo for Vital Data Technology is displayed with the tagline "RIGHT INFORMATION. RIGHT PEOPLE. RIGHT TIME.™". Below the logo, there are two login forms. The left form is for "PlanLink" and is crossed out with a large red 'X'. The right form is for "ProviderLink" and is circled in green. Both forms have fields for "USERNAME" and "PASSWORD", and a "LOGIN" button. The "ProviderLink" form has "Email address" as the username field.

**VITAL DATA TECHNOLOGY**  
RIGHT INFORMATION. RIGHT PEOPLE. RIGHT TIME.™

**PlanLink**  
Affinitē™

USERNAME

PASSWORD

LOGIN

**ProviderLink**  
Affinitē™

USERNAME  
Email address

PASSWORD

LOGIN

If you need assistance logging in please contact Vital Data Technology Support at 866-482-8399 ext 2



# ProviderLink Access

- Vital Data Technology ProviderLink Quick Reference Guide available on <https://countycare.com/providers/care-coordination/>
- Training to be scheduled
- If you did *NOT* receive access, please check with your manager to ensure you were included on the access list
  - Then have your manager reach out to me ([laurel.chadde@cookcountyhhs.org](mailto:laurel.chadde@cookcountyhhs.org))





# Thank You!



# CountyCare Announcements



# Summary of CountyCare COVID-19 Cases

**CountyCare COVID-19 Cases and Fatalities as of  
2/17/2021**

**17,383 Cases\*  
201 Fatalities**

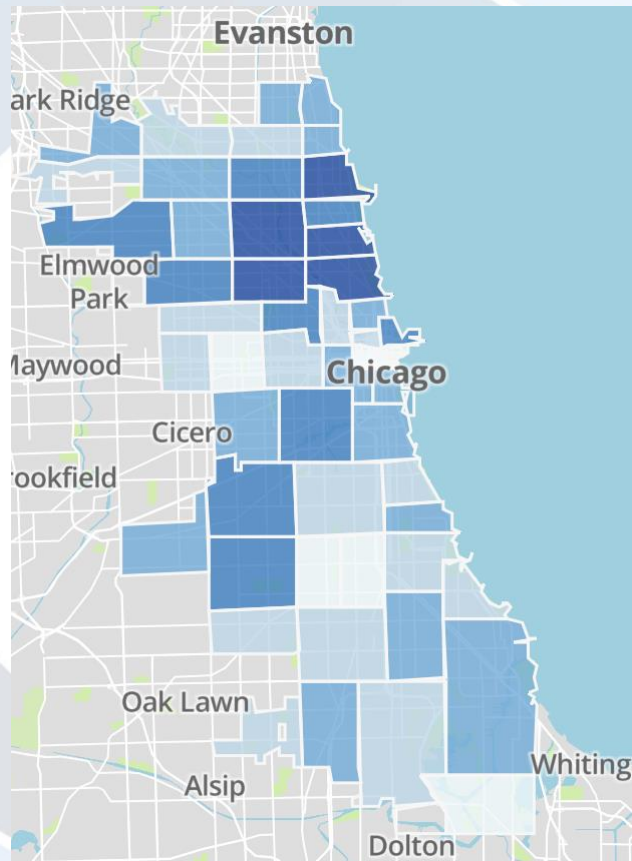
\*Partially based on claims data and may represent possible cases



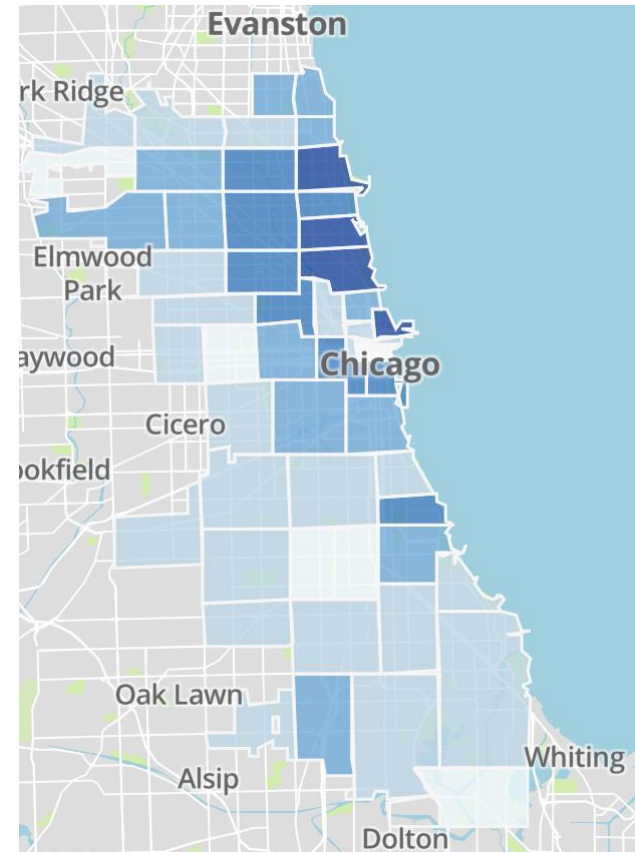
# Vaccine Distribution Updates- Phase 1B

*Updated: 2/16/2021*

**COVID-19 Vaccine Doses by Zip- 1<sup>st</sup> Dose**



**COVID-19 Vaccine Doses by Zip- Series Completed**

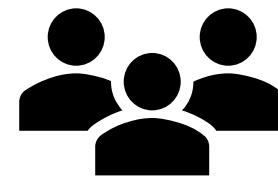


**Continue Tracking:**

<https://www.chicago.gov/city/en/sites/covid19-vaccine/home/vaccine-data.html>

# Crisis Resources

- CountyCare Emergency Resource List:  
[https://countycare.com/wp-content/uploads/Emergency\\_Resource\\_List\\_CountyCare\\_05042020.pdf](https://countycare.com/wp-content/uploads/Emergency_Resource_List_CountyCare_05042020.pdf) ← Link updated
- **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.





# CountyCare COVID Resource Updates

*As of 1/1/21*

## Continuing

Emergency  
Home Delivered  
Meals

Errand Services



## Inactive

Remote Patient  
Monitoring



# Unanswered Q&A

**How often can members receive the ILS meal packages? My members are often asking for additional meals.**

Each referral allows 14 total meals (or up to 2 meals/day for 7 days for 1 week). A second referral must be sent to authorize an additional week of meals. This is an emergency program and not a standard CountyCare benefit. Please use the ILS referral form and send to both [ccemergencymeals@ilshealth.com](mailto:ccemergencymeals@ilshealth.com) and [emergencymeals@cookcountyhhs.org](mailto:emergencymeals@cookcountyhhs.org).

The service can be used for CountyCare members who:

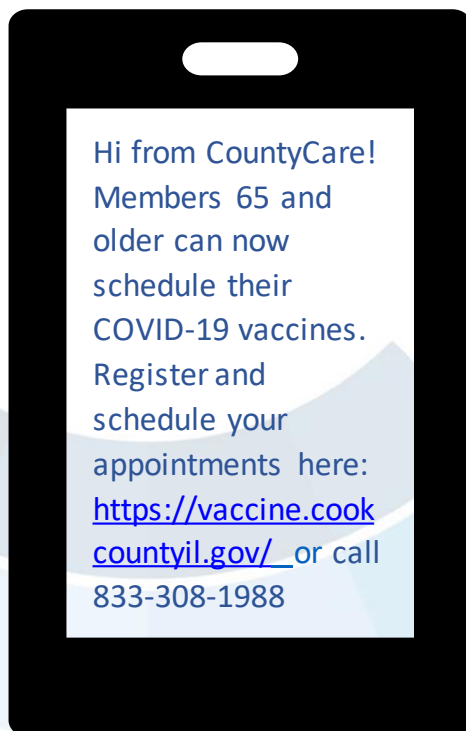
- 1) Have been discharged from the hospital (up to one week from d/c date) OR
- 2) Are homebound due to COVID-19 precautions, age, or disability



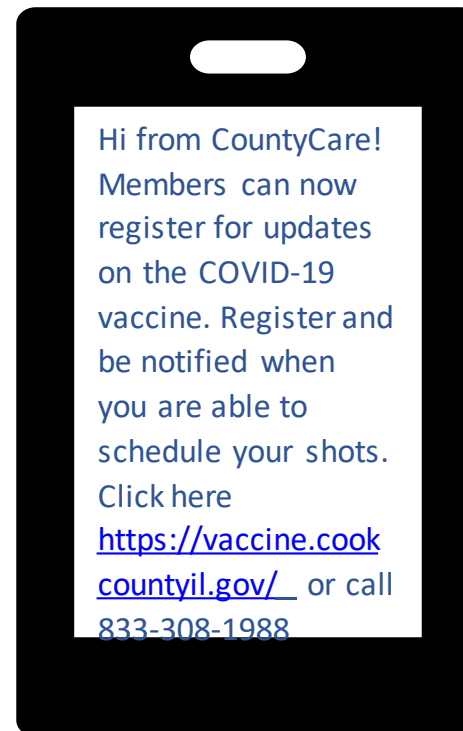
# CountyCare Announcements

- COVID-19 Vaccine Text Campaign began the week of 2/1/21
  - No out-of-pocket costs for members, even if received out-of-network
  - CountyCare will cover COVID-19 vaccines approved by FDA (Pfizer-BioNTech, Moderna)

Text to members 65+ (Phase 1b)



Text to members included in Phase 1b



# Unanswered Q&A

**Are they doing any other outreach besides text messages? A lot of members especially older members don't use text messages.**

- COVID-19 vaccine information now available on CountyCare's website:  
[https://countycare.com/wp-content/uploads/COVID-19-Vaccine-Available\\_EN.pdf](https://countycare.com/wp-content/uploads/COVID-19-Vaccine-Available_EN.pdf)
- COVID-19 vaccine information to be featured in winter newsletter being mailed out early March



# Behavioral Health Access Line (BHAL)

1.844.433.8793

- **BHAL Hours:** 8:30am-6pm, Monday-Friday
- **Staffed by LCSWs** who can make appointment for caller within 1-week
  - You can call member or member can call. No referrals without patient or responsible party also on phone
  - Voicemails answered same day or next business day
- **Initial screening takes 15-20 minutes**
  - Demographic information, brief mental health and substance use history, risk assessment, information about presenting problem
  - Staff identify geographic preference and patient preference to determine appt location
- **Providers located throughout City and suburban Cook. Services include:**
  - Assertive Community Treatment, Community Support-Treatment, Psycho-social rehab services, MAT, SUD services, counseling and psychiatry
- **Stand-alone psychiatry appointments** are not offered. Members must also be involved in another service, such as counseling or therapy

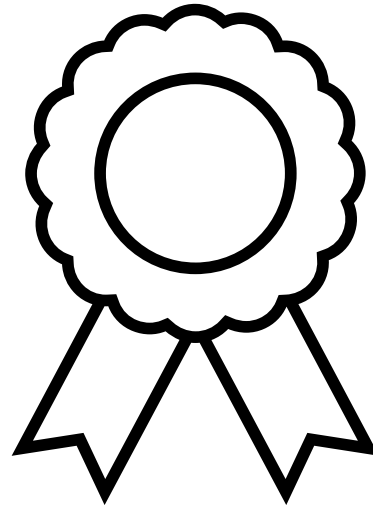


# Behavioral Health Resources

- **CountyCare Outpatient BH-PC Services Directory:** [https://countycare.com/wp-content/uploads/CCR\\_AccesstoOutpatientBH-PCServicesDirectory\\_English\\_0920.pdf](https://countycare.com/wp-content/uploads/CCR_AccesstoOutpatientBH-PCServicesDirectory_English_0920.pdf)
- **SPIDER searchable resource/service database in IL:** <https://spider.dcfs.illinois.gov/Search/SearchAgency>



# Care Coordinator Spotlight



# Care Coordinator Spotlight

Helen Speights, Care Coordinator-MHN-La Rabida



Helen went above and beyond for members in need of immediate food, winter clothing, and lasting resources.

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

**A:** The love of God that dwells within me draws the compassion from me to help others.

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

**A:** I enjoy playing games with my family especially playing Uno

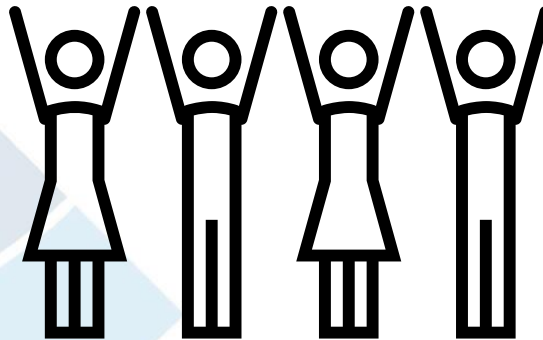
**ICARE Standard:** Excellence



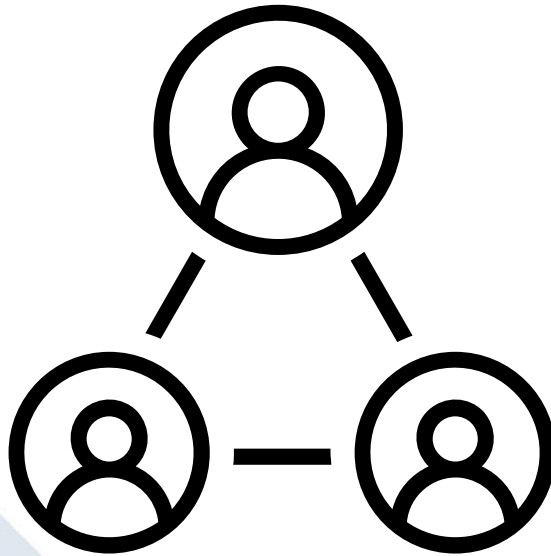


# CM Spotlight Reminder

- **New link** → <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



# Free Tax Assistance

- The City of Chicago & nonprofit partner, Ladder Up, offer free tax help throughout tax season and at various points in the off-season
- Operating **Drop-off Tax Services** only and will require everyone to have an appointment before entering a location (River North or Springfield only)
- **Who is eligible for free tax help?**
  - Families earning up to \$57,000 annually
  - Individuals earning up to \$30,000 annually
  - Taxpayers who need to file amendments (Form 1040X or Form IL-1040X) must make an appointment for summer sessions
- Reference the website for additional information: <http://www.taxprepchicago.org/>

**IRS Tax Deadline is  
April 15, 2021**

**Make an appointment online:**

<https://ladderupfreetaxappointments.as.me/schedule.php>

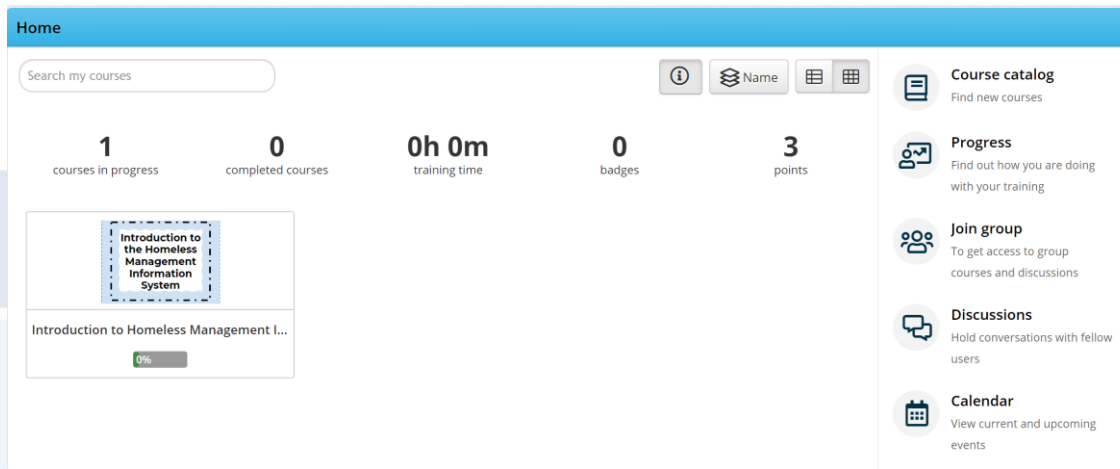
OR

**Call (312) 588-6900**



# Housing Resources

- **Center for Housing and Health Resource List:** [shorturl.at/rwPX6](https://shorturl.at/rwPX6)
- **Warming Centers**
  - [CountyCare\\_Warming\\_Centers-012919.pdf](#)
  - [shorturl.at/dgDU3](https://shorturl.at/dgDU3)
- **All Chicago Trainings:** <https://allchicago.org/how-we-are-ending-homelessness/training-research/online-training-portal-registration-instructions/>
  - Must create an account to access free courses
  - Required “Intro to HMIS course” prerequisite to access other trainings
  - CEUs optional (\$15 for each CEU hour)



# Unanswered Q&A

## **Is the moratorium on evictions the Governor mandated going to extend past March 2021?**

As of 2/5/21, an extension was placed on the eviction moratorium until 3/6/21 (reference: <https://www2.illinois.gov/government/executive-orders>). It is unclear at this point if it will be extended again. Maintain an eye on the news and the Illinois.gov website, under executive orders (link above).



# Wellness Resources

- Free, virtual yoga classes
  - Trauma-informed
  - Accessible
- Weekly Schedule:  
<https://www.yogacareus.org/classes>
  - Wednesdays, 10:30 AM-Noon  
(Howard Brown Health)
  - Saturdays, 10:15 AM-11:30 AM  
(Chicago Family Health Center)
  - Saturdays, 10:00 AM- 11:15 AM (PCC  
Austin Family Health Center)

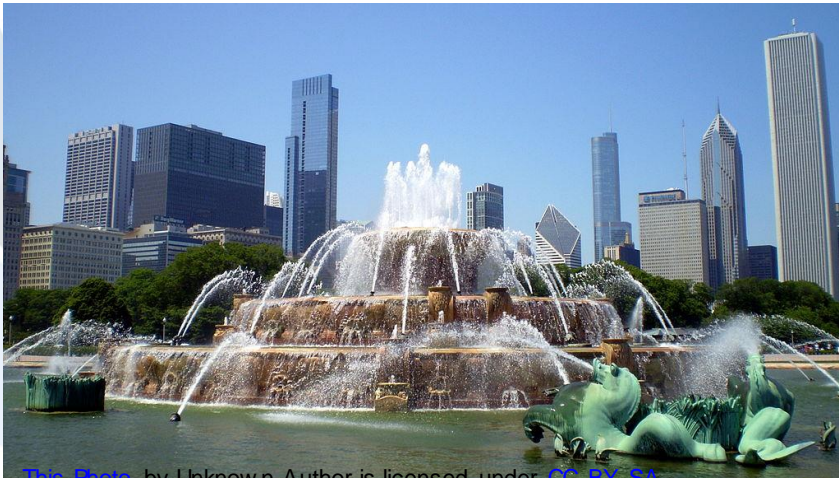


Email Nikki ([Nichole.Waltrich@cookcountyhealth.org](mailto:Nichole.Waltrich@cookcountyhealth.org)) for a list of free, virtual yoga classes in Spanish

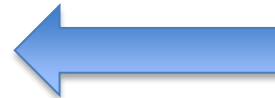


# Snow Removal Services

- Block Club Chicago Article: <https://rb.gy/hhqgdn>
  - Services by neighborhood/ward
  - Supported by community organizations, volunteers, and/or Alderperson Offices

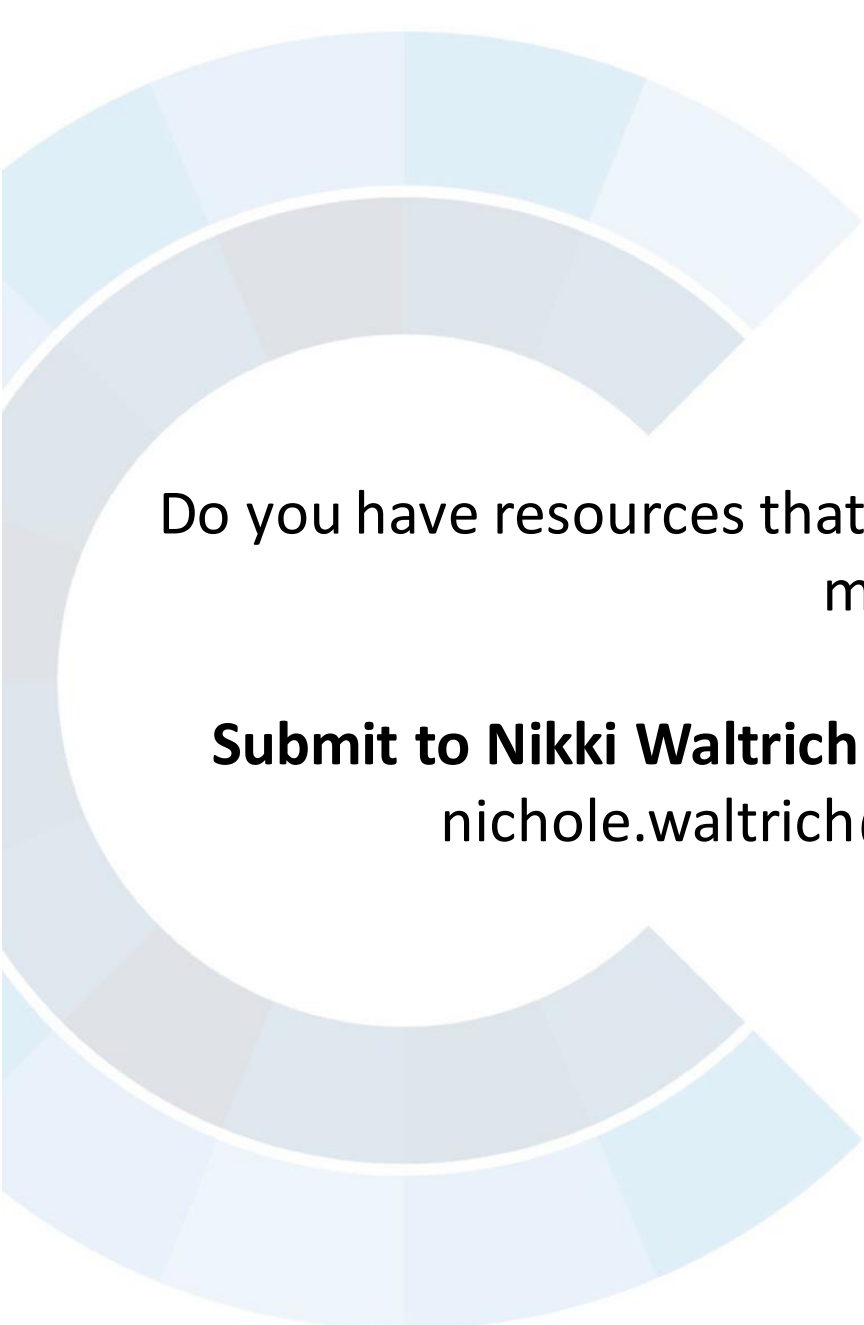


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We'll get here soon!





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](mailto:nichole.waltrich@cookcountyhealth.org)





# Announcements

- The next webinar will be held **Wednesday, March 17<sup>th</sup>**
  - **Topic: Understanding the Cook County Housing Landscape & Housing Resources**
- 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

- [Master CountyCare Webinar- IEPs, 504's & Tele-psychiatry \(11/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(7/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(6/2020 slides\)](#)
- [Webinar: Care Coordination Monthly Webinar \(5/2020 slides\)](#)



# Open Forum

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





# Thank You!

