

Care Coordination Monthly Webinar

AUGUST 17th, 2022



Agenda

1. Welcome and Agenda Review (5 min.)
2. Lifeway Mobility (35mins)
3. Car Seat/Safe Links (5mins)
4. COVID Updates (2 min.)
5. Care Coordinator Spotlight (5 min.)
6. Resources and Reminders (2 min.)

PRESENTERS

- Jim Whittington– **Business Development and Accessibility Specialist at LifeWay Mobility**
- Aaron Eldridge – **Community and Social Service Manager**





Live. Life. Independently.

Making Your Home Accessible

Presented by: Jim Whittington

www.lifewaymobility.com | 847.215.9490



Lifeway Mobility Technicians

- Factory trained, licensed and certified
- No-contact installations and service for all the equipment we sell
- Our remodelers are all trained in accessibility modifications
- We cover northern IL



Warranty & Service

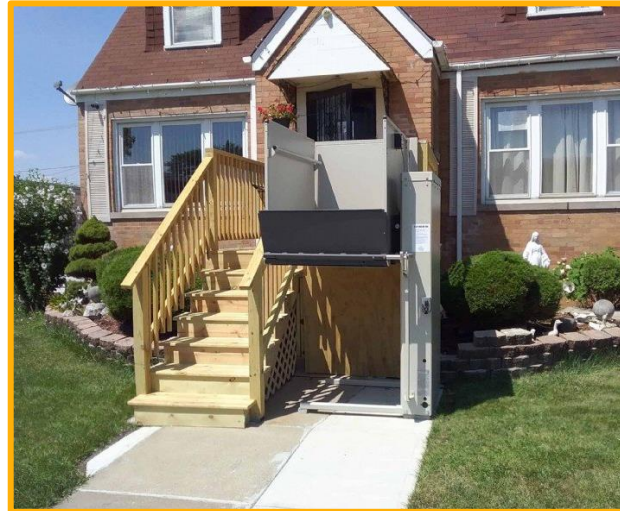
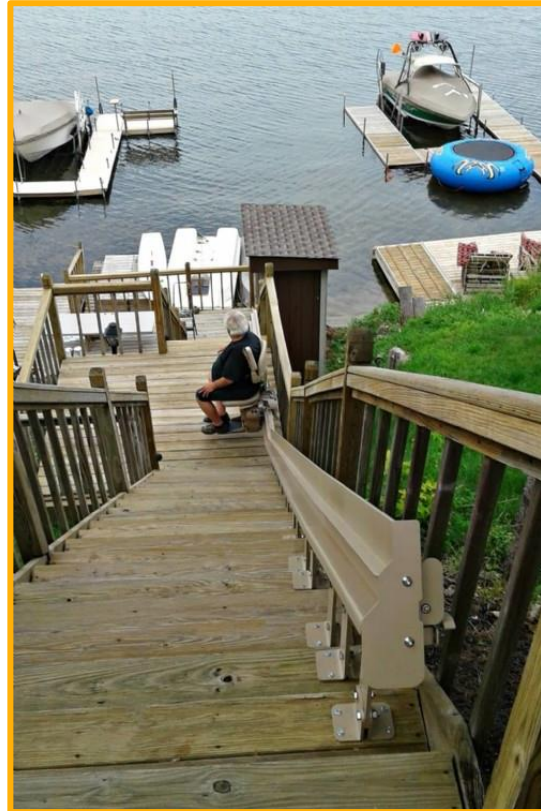
- Lifeway provides a one-year labor warranty and the manufacturers equipment warranty
- Lifeway technicians service the solutions we install
- Client calls us for help, and we refer them back to County Care for an authorization for us to do the service if it's after one year. We keep the client top of mind, so we are ready to go when we get the authorization.
- If your clients need assistance, we are here to follow up.

Obstacles

- Getting In & Out of the House
- Getting Up & Down the Stairs
- Bathroom Independence



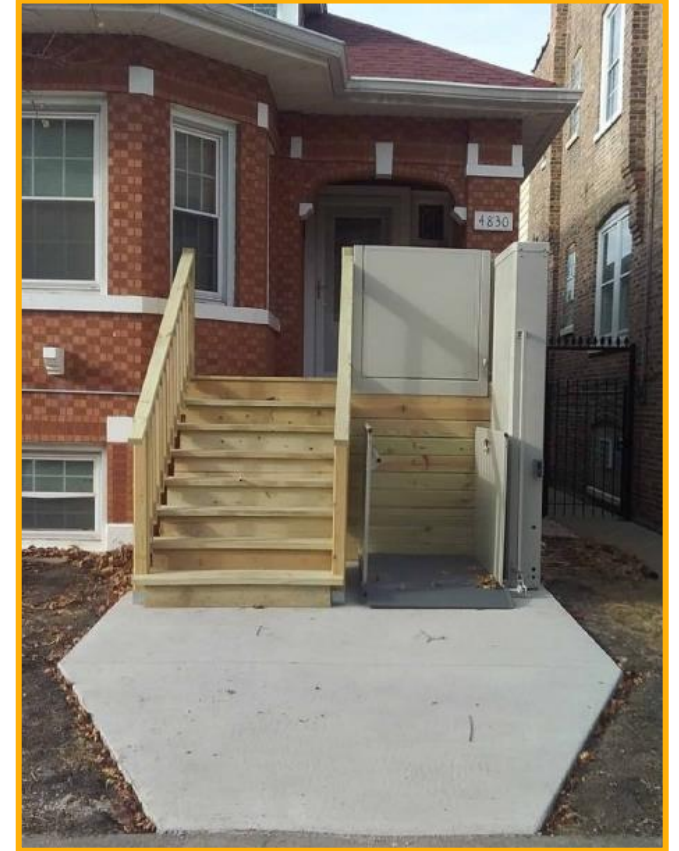
Getting In & Out of the House



Wheelchair Lifts

- 750 lb. weight capacity (User and Power Chair)
- Safety gate at top only opens when lift is present
- Limited space needed
- Up to 14 feet of travel
- Outdoors or Indoors

Price range: \$8k-12k



Aluminum Modular Wheelchair Ramps

- ADA recommendations with regard to slope: no steeper than 1:12 - (1" rise/12" run)
- Durable, slip-resistant surfaces
- Maintenance-free & rust-free
- Quick installation
- Rental & used options available
- Removable

Pricing: \$48/ft²



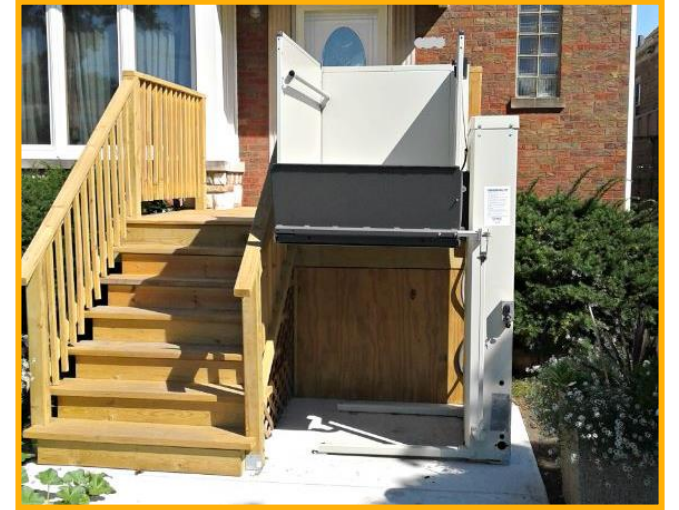
Wheelchair Ramps vs. Wheelchair Lifts

- The client asked for a ramp, but you know a VPL is the better solution



Wheelchair Ramps vs. Wheelchair Lifts

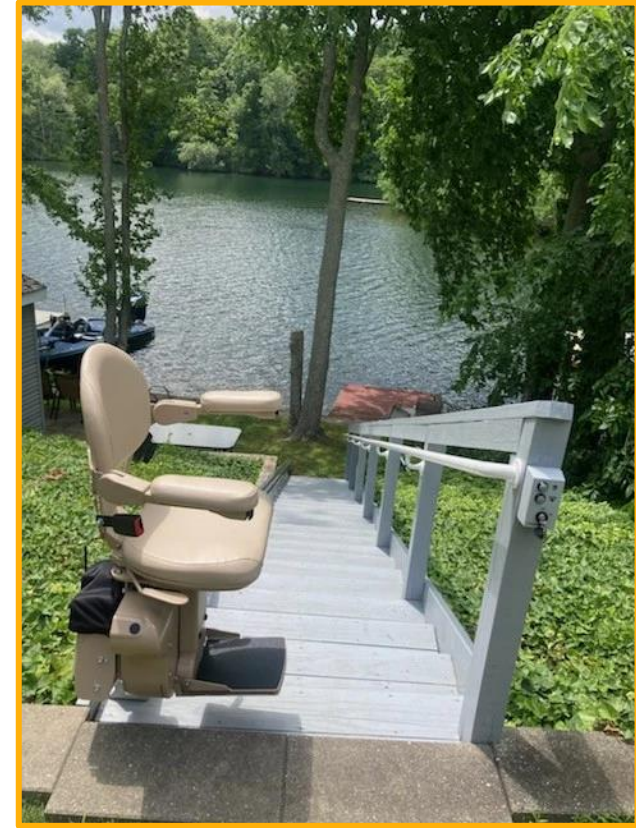
- Many times, there is not sufficient room to install a code compliant ramp outdoors or in a garage
- A wheelchair lift only requires a 5' x 5' space for installation on a concrete pad
- Wheelchair lifts allow for more independence



Outdoor Stairlifts

- Built to withstand weather elements
- Equipped with canopy cover
- Requires dedicated electric line

Price range: \$5,500-\$7,000

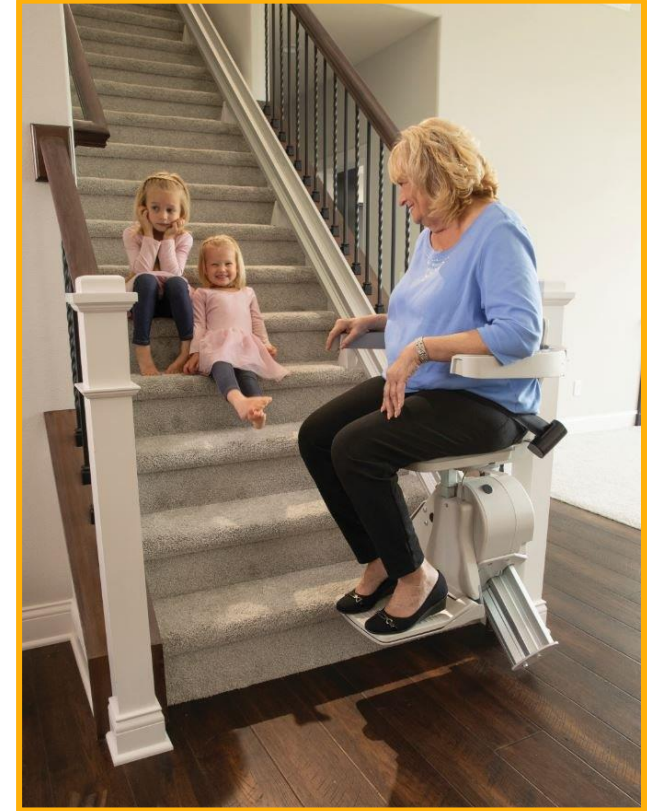
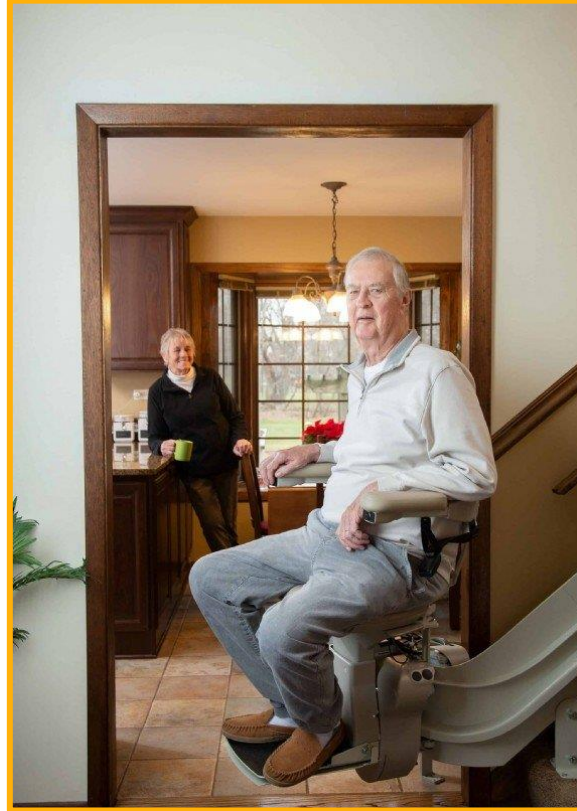


Going Up & Down the Stairs



Stair Lifts

- Easily mounted to the stairs
- Battery powered
- Foldable components
- Seat swivels at top
- Upgrade options available
- Service offered after installation



Straight Stair Lifts

- Anodized aluminum rail
- Narrow, vertical design
- Rental & used options available
- Quick turnaround time

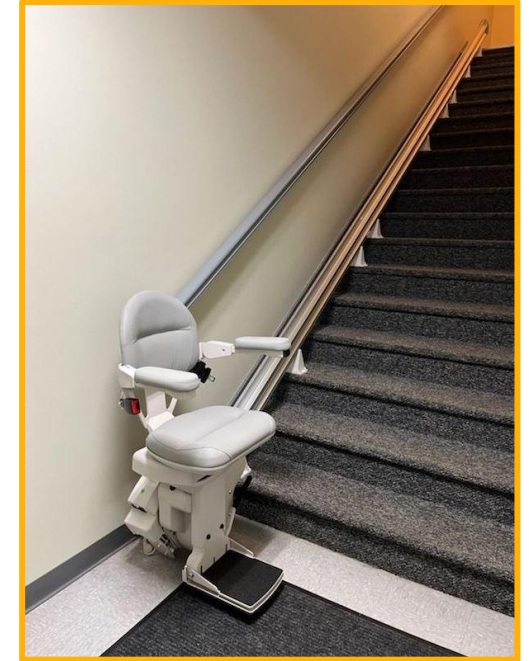
Price range: \$3,650-\$5,500



Straight Stair Lifts

- Anodized aluminum rail
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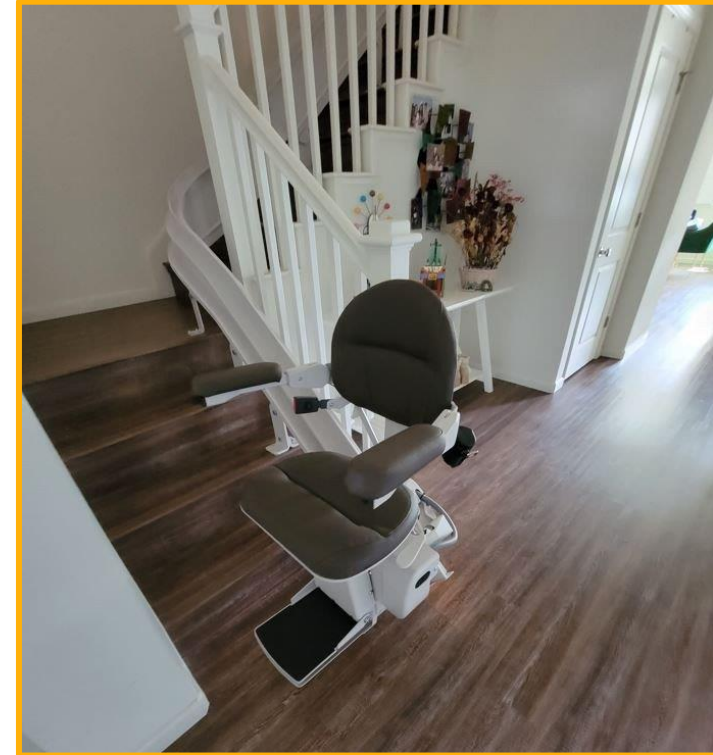
Price range: \$3,650-\$5,500



Curved Stair Lifts

- Can be fit to 90-degree, 180-degree & spiral staircases
- Custom-built rail

Price range: \$13,500-\$17,000



Evac+Chair

- Battery-powered
- Easy to use on all types of staircases
- Portable & compact storage
- No lifting required
- **Weighty Capacity:** 350-400 lbs.

Price range: \$5,000-\$5,500



Bathroom Safety Solutions



Using the Sink

- Pedestal Types & Roll-Under Sinks
- ADA requires a maximum sink height of 34" & 29" inches of knee clearance



Using the Tub

- Tub Transfer System
- Bath Lifts
- Walk-In Tubs



Using the Toilet

- PT Rail w/ Floor Mast
- Super Pole
- Bidet



PT Rail w/ Floor
Mast



Super Pole



Bidet

Toilet Seat Height

- Toilet Seat Risers (Bolts to Toilet Bowl)
- 3 in 1 Commode



Toilet Seat Risers



3 in 1 Commode

In & Out of the Tub/Shower Safety

- Super pole w/ bar
- Grab bars
- ADA requires a diameter of 1.25-2" and they must be installed 33-36" above the floor



Tub Rail



Super Pole w/ Bar



Bath Grab Bars



Toilet Grab Bars

Barrier-Free Showers

- Creates independence without sacrificing safety
- Multiple combinations of shower models available
- Simple and quick to install units

Price range: \$8k-12k



Transfer/Patient Lift Systems

- Provide safe and secure transfers for both the patient and caregiver
- Protect the caregiver from injury and adhere to “safe patient handling” guidelines
- Patient lifts reduce the need for multiple caregivers
- A single caregiver can perform a heavy transfer unassisted
- Can be used throughout the home



Free Standing Transfer Lifts

- Non-permanent solutions
- For families on the go
- If families move, these systems can be easily taken with
- The tracks can be adjusted to multiple heights and widths



Other Track Configurations



Lifeway Mobility & County Care Working Together

Lifeway is contracted with County Care

- Lifeway Chicago Office Manager – Vicki McCowan
 - Contacts clients & schedules appointments
- Contact Information
 - **Fax:** 847.590.1728
 - **Phone:** 847.215.9490
 - **E-mail:** infochi@lifewaymobility.com
 - **For Service:**
 - 847.215.9490 (2 for service) or
 - service-chi@lifewaymobility.com



Lifeway Mobility & County Care Working Together

- Lifeway Chicago Consultants
 - Bob, Darin or James
 - Meets clients at their homes
 - Takes measurements & writes detailed proposals
 - Proposals submitted to Care Manager



Bob



Darin



James

Lifeway Mobility & County Care Working Together

- Lifeway Chicago Project Managers
 - Maria and Susana
 - Contacts client to confirm scope of work
 - Orders equipment and schedules installations
 - Bills County Care with sign-off at completion



Maria



Susana

In-Home or Remote Evaluations & Showroom Visits





Live. Life. Independently.

Thank You for Your Time!

Visit Our Showroom

210 W. Campus Drive Suite B
Arlington Heights, IL

Aaron Eldridge

Car Seat/Safe Links



Assisting members with Safe Link Cell Phone

- SAFELINK WIRELESS® is a program provided by TracFone Wireless, Inc. serving eligible households. To participate in the SAFELINK WIRELESS® service, certain eligibility requirements must be met, which are set by each State where the service is provided. These requirements are based on a person's participation in state, Federal support programs, or by meeting the Income Poverty Guidelines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household
- CountyCare do not have any authority to override, nor do we have a phone allotment process. This has been a huge pain point.
- Complete an application at [SafeLink Wireless](#) (link) to apply for a phone.
- Care Coordination supports by providing member education and assist with completing the application.

Resources:

FCC Contact Center

Need to talk to someone about your eligibility or application?
877-384-2575

FCC Complaint Center

Click here for help with an Affordable Connectivity Program (ACP) complaint.

<https://consumercomplaints.fcc.gov> | For CountyCare Care Management Staff – Not for Distribution



COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (Year to Date)		Vaccination Overview (6/13/2022)**	
# Cases	52698	# only 1 dose*	22,104 (5.5%)
# Deaths	291	# fully vaccinated	195,424 (45.52%)
		Booster/3 rd dose	74,194 (17.28%)

Vaccination Locations Updates

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>

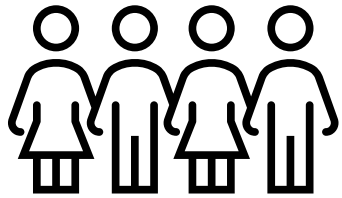
Suburban Cook County

- 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](#)



FREE AT HOME COVID TEST KITS

- The Federal government have provided a program for free at home covid test kit for families.
- Members can make order via this website (COVIDtests.gov - Free at-home COVID-19 tests)
- For those that may need help placing an order for your at-home tests. They can Call [1-800-232-0233](tel:1-800-232-0233) (TTY [1-888-720-7489](tel:1-888-720-7489)).



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
- 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

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



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

2022 Member Newsletter

Don't Lose Your Healthcare Benefits

- As an Illinois Medicaid member, you have not had to complete your redetermination paperwork in two years due to the pandemic. Illinois Medicaid needs to send you important information about your health coverage. Watch for information in the mail about Medicaid redetermination so you can stay with CountyCare.
- To keep your health insurance, make sure we have your current address on file. **Update your mailing address now. It's easy, fast, and free. Call IL Medicaid at 877-805-5312 from 7:45 a.m. to 4:30 p.m. or fill out an online form (www2.illinois.gov/hfs/address).**

- **Questions? Call Member Services at 312-864-8200.**

Open Enrollment: Stay with CountyCare

- If you have not already, you may receive a letter from the HealthChoice Illinois program. The letter asks you and eligible family members to choose a Medicaid health care plan for the next year. We hope you stay with CountyCare! If you want to stay with us, **you don't need to do anything.** You will be automatically enrolled with CountyCare.
- Learn all that CountyCare offers by visiting <https://countycare.com/members/benefits-rewards/>.



2022 Member Newsletter

New Stores to Shop with the CountyCare OTC Rewards Card

- CountyCare rewards you for making healthy choices. Our Rewards Card Program gives you cash credit when you get certain services or complete health screens and provides other free benefits.
- The Rewards Card is simple. Once you see your doctor for services that earn rewards, you will get your CountyCare Rewards Card in the mail. It will have a credit on it. Then every time you earn a reward, CountyCare will automatically load it on the same card. Once you activate your card you can use it to buy home and health items from several stores. Use your Rewards Card at **Dollar General, Walgreens, Walmart – and now at Food4Less, Jewel/Osco, Mariano's**, and more! You have six months to use your rewards from the date they are added to your card.

CountyCare Health Fairs

- CountyCare will be hosting health fairs this year for members who need mammograms, pap smears, annual doctor visits, blood pressure checks, COVID vaccinations, colon cancer screenings, immunizations, and well-child visits. **The first health fair will occur in July. Please visit www.countycare.com and our Facebook and Instagram pages for more information.** You may also contact **Member Services at 312-864-8200** for more information. We look forward to meeting your health care needs.



2022 Member Newsletter

Urgent Care Providers Now with CountyCare

- CountyCare now has two urgent care providers in our network for quick, convenient care. **Urgent care centers are facilities where you go for care, but your condition is NOT life-threatening.**
- **If you visit these centers, please remember to ALWAYS follow-up with your assigned CountyCare primary care provider (PCP). Receiving care is critical to achieving the best results for your health.** Please call the closest location to confirm hours of operation before you go.

WellNow

- Starting June 1, CountyCare members can receive quality care from six WellNow Illinois locations. Visit a WellNow location for:
 - COVID-19 testing
 - 24/7 virtual care
 - Minor injuries and sprains
 - Fever
 - Common illnesses like colds and the flu
 - Minor cuts and scrapes
 - Physicals
 - X-rays, on-site lab testing
 - Allergy tests
- Online check-ins available and no appointments needed except for COVID-19 testing. To find the location closest to you, visit <https://www.wellnow.com/locations/>.



2022 Member Newsletter

Walmart Health

- **Good news for members in the Austin and Chatham communities:** You can visit Walmart Health in your community to receive health services.
- These two in-network locations provide:
 - **Wellness checks and physicals**
 - **Sick and injury visits**
 - **Dental**, including x-rays, deep cleaning, teeth whitening, fillings, and simple extractions
 - **Behavioral health** for help with depression, anxiety, stress, grief, and relationship issues
 - **Labs** like pregnancy, strep, and flu tests, drug screenings, and much more
 - **Flu shots and immunizations**
 - **Hearing exams**, hearing aid fittings
 - **Eye exams**
 - **Chronic condition diagnosis and care**
 - **Nutrition and fitness classes**
- **Visit these Chicago area Walmart Health locations :**
- 4650 W. North Ave., 60639 (Austin) 8331 S. Stewart Ave., 60620 (Chatham)



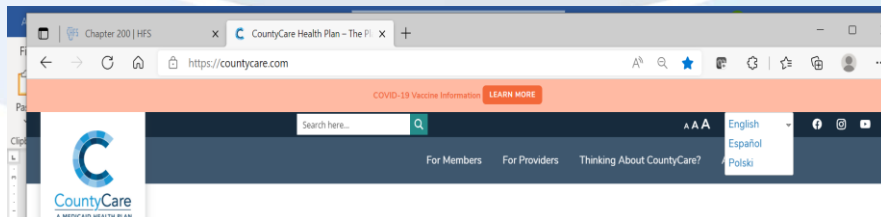
2022 Member Newsletter

CountyCare members can have access to Care Coordination services at no cost. Care coordinators can help you:

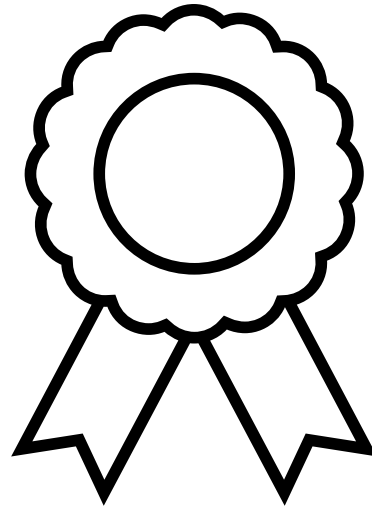
- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Coordinate in-home nursing care and Sleep Safe Kit (portable crib, SleepSack, pacifier, book) delivery through CountyCare's Brighter Beginnings program. Learn more at <https://countycare.com/members/brighter-beginnings/>.
- Answer questions families may have.
- Connect members to resources available through CountyCare.

Website call out:

To help connect with more of our members, www.countycare.com is available in multiple languages like Spanish and Polish. You can also change the size of the font to make it easier for you to read. Use these buttons to change how you see the website.



Care Coordinator Spotlight



Care Coordinator Spotlight

Karen Jones — Community Based Nurse Care Coordinator

A colleague states that Karen Jones collaborated with a member's housing team in efforts to find him and provide quality care. She went above and beyond with effective communication with his community team to make sure that he received appropriate care that he needs.

CONGRATULATIONS Karen!

ICARE Standard: Collaboration

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

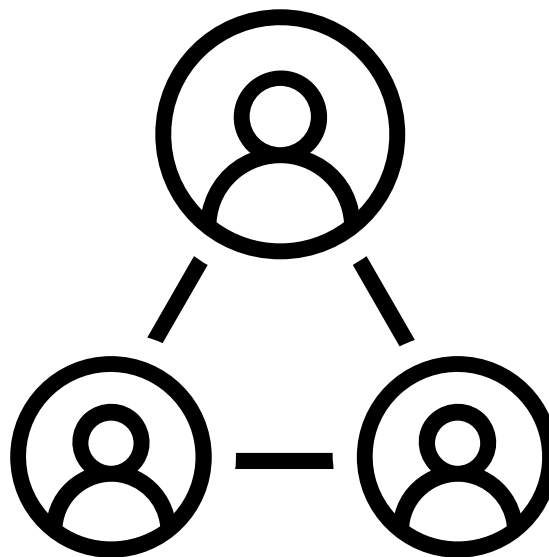
A: Listen to what your member needs are and learn to read between the lines of their needs to effectively help them.

Q: What is a fun fact about you?

A: I love watching HGTV. I can watch it all day and I love to decorate.

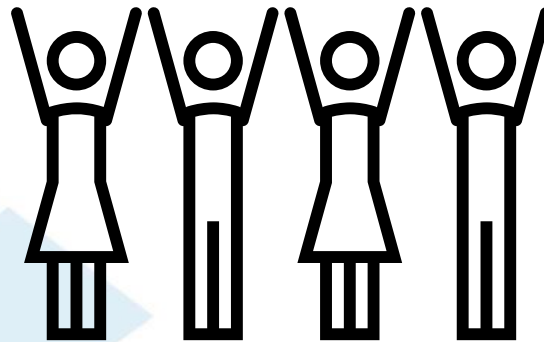


Resources & Reminders



Care Coordinator Spotlight Reminder

- Please email nominations to:
oluwatobi.oyeniya@cookcountyhealth.org
- If you have been nominated, I will reach out to you prior to the webinar



Reminders

- The next webinar is scheduled for **September 21th, 2022!**
- 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

2022



- [Webinar: Annual Care Management Survey \(1/2022 slides\)](#)
- [Webinar: Annual Care Management Survey \(2/2022 slides\)](#)

2021



2020



2019



CountyCare CCM webinar | For CountyCare Care Coordination Staff – Not for Distribution



Open Forum

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

