

Care Coordination Monthly Webinar

JULY 20th, 2022



Agenda

1. Welcome and Agenda Review (2 min.)
2. Maternal Child Health Updates (15mins)
3. Member Demographic Training around Redeterminations (15mins)
4. Introducing Affinity medication delivery program (3mins)
5. COVID Updates (5 mins.)
6. Resource Spotlight (3mins)
7. Care Coordinator Spotlight (2 mins.)
8. Resources and Reminders (5 mins.)

PRESENTERS

- **Ananya Stroller – MCH Program Manager, Health Plan Services**
- **Peter Gustafson- Project Manager, Managed Care/CountyCare**



Maternal Child Health Updates

Ananya Stoller

ananya.stoller@cookcountyhealth.org



Agenda

- Formula shortage
- Abortion
- Current CountyCare MCH Initiatives
- Upcoming MCH Initiatives

Formula Shortage

- In Chicago, local WIC Food and Nutrition Centers remain well-stocked
- WIC families may contact their local WIC clinic for help finding the items they need
 - **WIC Hotline: 1-800-545-2200**
 - **WIC Office Locator:**
<https://www.dhs.state.il.us/page.aspx?module=12&officetype=11&county=>

Formula Shortage

- IDHS is also prepping their hotline staff to assist non-WIC families
 - **IDHS Help Line: 1-800-843-6154**
- Families can also contact their pediatrician office for help finding formula

Abortion

- In Illinois, abortion remains legal
- Abortion services, both surgical and medical (pill), are covered under Illinois Medicaid
- Members can use their HFS Medical Card to access abortion services
- Abortion services are available at many family planning clinics and at some doctor's offices and hospitals

Abortion

- Not all abortion providers may accept Medicaid
- Members can contact their primary care physician (PCP) or obstetrician-gynecologist (OB/GYN) for assistance finding abortion services

Current MCH Initiatives

- Developing Risk Assessment for pregnant members
- Partnering with March of Dimes to provide implicit bias training to maternal health providers and care managers working most closely with MCH population

Current MCH Initiatives

- Partnering with CCH ambulatory clinics to provide rapid turnaround initial prenatal appointments
 - **CCH Scheduling: 312-864-0220**
- Piloting a diaper bag pilot with Member Growth and Retention workgroup

Upcoming MCH Initiatives

- Exploring bundled payment option for pregnancy
- Developing MCH dashboard with key MCH indicators
- Implementing MCH legislation
 - Coverage of douglas/CHW/CNM
 - Prenatal/postpartum rate increase
 - Expansion of birth center network

Questions?

Maeve Dixon

Senior Manager of Policy & Innovation

maeve.dixon@cookcountyhhs.org

Emily Lupo

Manager of Population Health & Performance Improvement

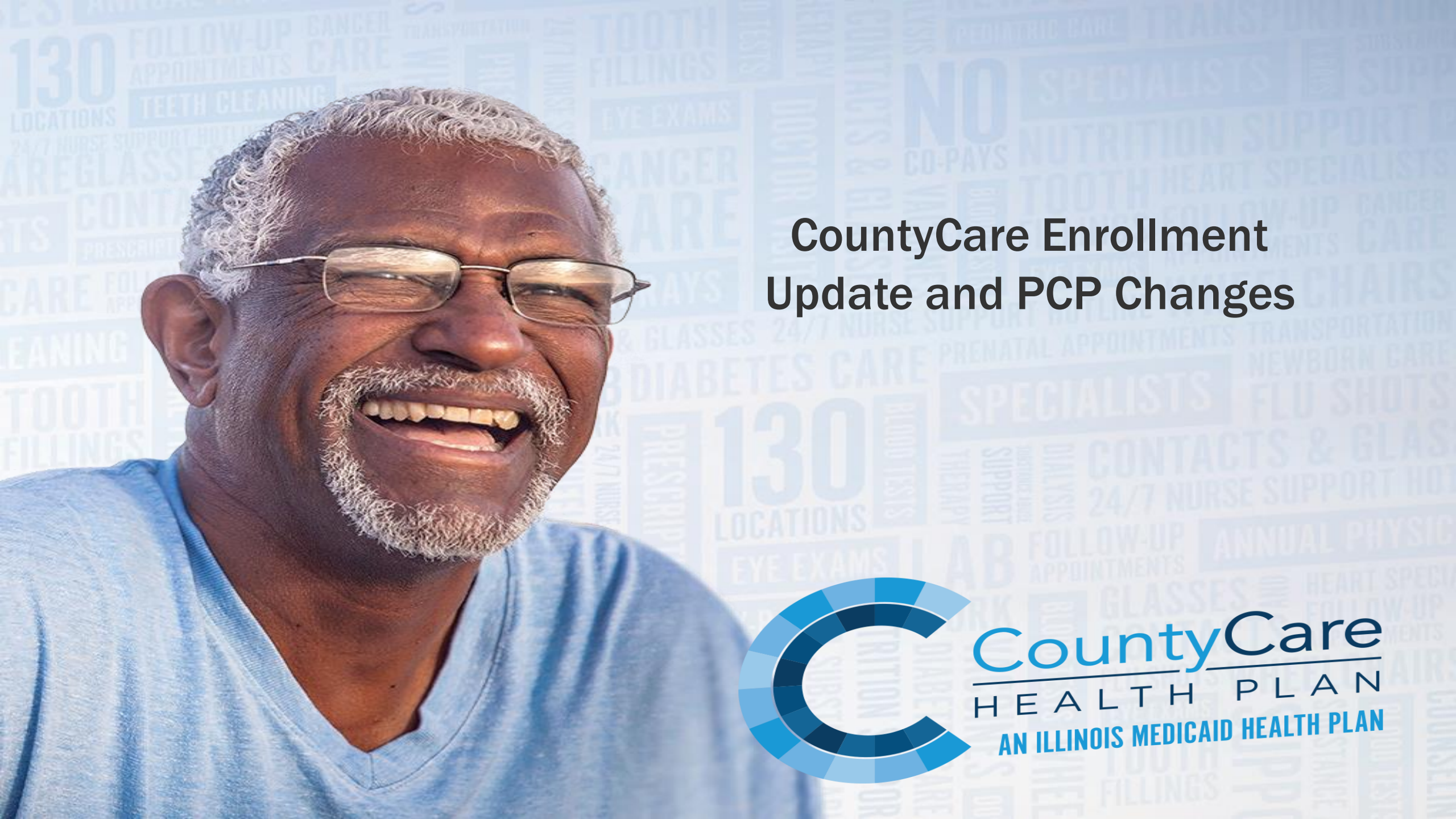
emily.lupo@cookcountyhealth.org

Ananya Stoller

Maternal Child Health Program Manager

ananya.stoller@cookcountyhealth.org



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A smiling man with glasses and a goatee, wearing a blue shirt, is the central figure. The background is a collage of medical terms like 'TOOTH FILLINGS', 'EYE EXAMS', 'CANCER CARE', 'SPECIALISTS', 'NO CO-PAYS', 'NUTRITION SUPPORT', 'TOOTH HEART SPECIALISTS', 'CHAIRS', 'FLU SHOTS', 'LAB', 'FOLLOW-UP', 'ANNUAL PHYSIC', 'HEART SPECIA', 'FOLLOW-UP', 'CHAIRS', 'COUNSELIN', 'TOOTH FILLINGS', 'LAB', 'FOLLOW-UP', 'ANNUAL PHYSIC', 'HEART SPECIA', 'FOLLOW-UP', 'CHAIRS', 'COUNSELIN'. The text 'CountyCare Enrollment Update and PCP Changes' is overlaid on the right. The CountyCare Health Plan logo is in the bottom right corner.

Medicaid Managed Care

COVID-19 HFS Temporary Guidance

Both the federal and state governments have declared the COVID-19 pandemic as an official disaster occurrence. **Disaster declaration is in place until at least October 2022.** Due to these declarations:

Termination of Coverage:

- During the disaster declaration, enrollees will **NOT** be dropped from Medicaid coverage unless due to death, moving out of state or opting out.
- Cases will not be cancelled due for non-payment of premiums.

Redeterminations:

- All Medical redeterminations are on hold during the disaster declaration.
 - Individuals receiving SNAP benefits still need to complete their redetermination.
- DHS will still process clients that are renewed by “Ex-Parte” (Form A) and will mail those clients a notice.



Member Demographic Changes

How to make a change

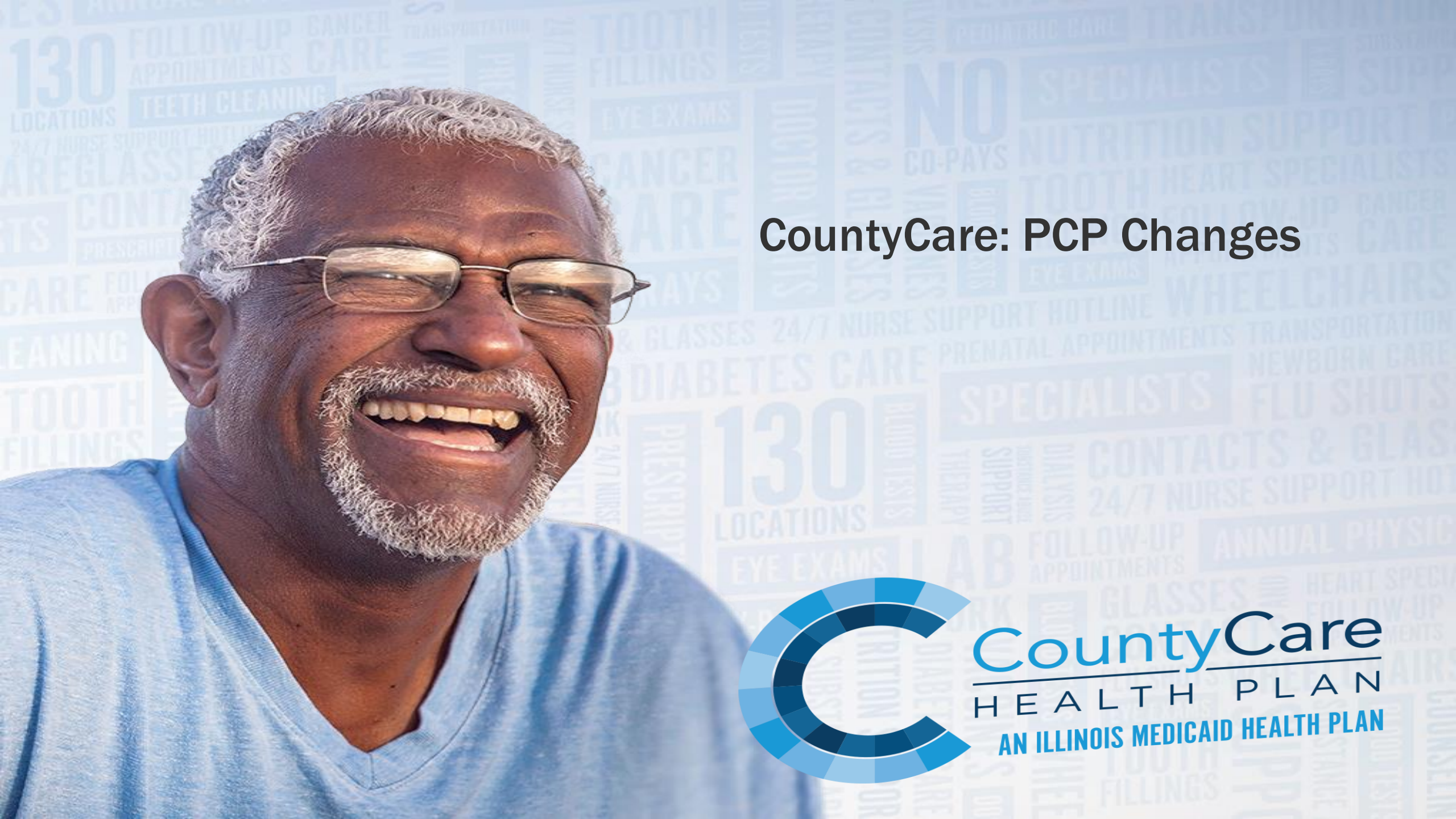
CountyCare members are required to report any demographic changes to the Illinois Department of Human Services (DHS).

- Members are required to report any new address if they intend to reside at the new address for 90 days or longer
- Care coordinators should:
 - Assist members with submitting any change of address or phone number to DHS:

Member Demographic Changes

How to make a change

- **Option 1:** Three-way call with HFS Hotline at:
 - 877-805-5312
 - Member must be on the line to complete
- **Option 2:** Submit the change electronically to the Application Assistance Call Center
 - Submit via email to: callcenterquestions@cookcountyhhs.org
 - Attach completed Excel “CC Demo Change Form”
- **Option 3:** Report the demographic change online Assist member in creating an ABE “Manage My Case” account: [ABE Manage My Case](#)

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Primary Care Providers (PCP)

How to make a change

- Members may change their PCP up to 1 time per month
 - Change effective the 1st of the following month
 - CME assignment may lag
- Search online for an in-network PCP: [Find a Provider](#)

Primary Care Providers (PCP)

How to assist your member

- Care Coordinators should:
 - Verify that PCP is in-network by searching for provider online
 - Verify that provider is assignable as a PCP

[Find a Provider](#)

- Providers that are listed as a specialist need to complete form agreeing to act as member's

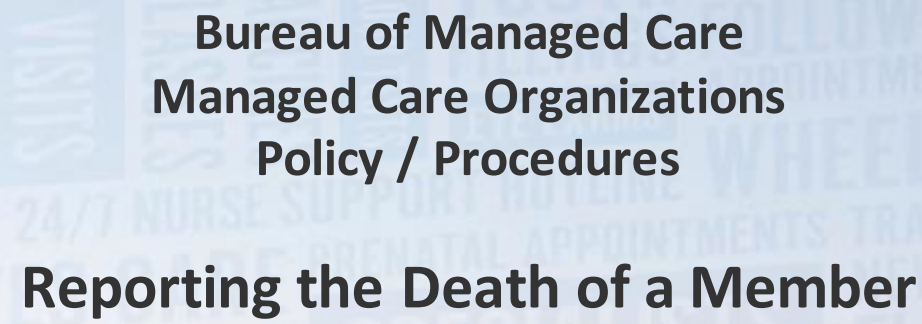
PCP:

[PCP as Specialist](#)

Primary Care Providers (PCP)

How to make a change

- **Online** [CountyCare.com](https://www.CountyCare.com):
 - Complete PCP Change Form & fax to 312-548-9940
 - [PCP Change Form – English](#)
 - [PCP Change Form – Spanish](#)
 - [PCP Change Form – Polish](#)
 - If unable to fax, email to: Monika Sus monika.sus@cookcountyhhs.org
 - **Member Portal**
 - Members may set up account and request a PCP change by sending an email via the [CountyCare Member Portal](#)
- **Telephone**
 - Call Member Services 312-864-8200 option # 3
 - Representative can assist member with locating provider and make change



Reporting the Death of a Member



CountyCare
HEALTH PLAN
AN ILLINOIS MEDICAID HEALTH PLAN

General Contract Monitoring

Reporting the Death of a Member

- MCOs are required to report the death of any Member monthly to HFS on the attached form. MCOs must notify BMC when a Member's death is reported to them, but the notification should only be made if the MCO has the appropriate supportive documentation. Verbal notification by family members without documentation cannot be accepted. Family members should be directed to notify the Department of Human Services local office or caseworker to report the death of a Medicaid client.
- The appropriate unit in HFS verifies the death and updates the Member's Medicaid eligibility in the system. If the date of death is retroactive, BMC staff will terminate MCO coverage per Section 4.14.1.1 of the Contract for Furnishing Health Services in a Managed Care Organization effective January 1, 2018. *"Upon the Enrollee's death. Termination of coverage shall take effect at 11:59 p.m. on the last day of the month in which the Enrollee dies. Termination may be retroactive to this date."* The 834 File will reflect the disenrollment from the MCO.
- The monthly capitation run will pick up the change in the date of death and retroactively recoup the MCO capitation back to the system's MCO end date.

General Contract Monitoring

Reporting the Death of a Member

The following information is required on the attached form:

- Case Name
- Case Number
- Name of Deceased
- Date of Death
- Acceptable documentation of death notification (must be attached to the email sent securely to BMC)
 - Death Certificate
 - Obituary
 - Notification received directly from a LTC or SLF provider
- Provide two (2) of the three (3) identifiers listed below:
 - Date of Birth
 - RIN
 - Social Security Number
- The Form will be shared with all Care Coordinators and Managers.



Thank you!



CountyCare
HEALTH PLAN
AN ILLINOIS MEDICAID HEALTH PLAN

Affinity Medication Delivery Program

Affinity Medication Delivery Program

CountyCare is partnering with Affinity Patient Coordination to deliver pre-packaged medication directly to your home. You are eligible for this program. The program will provide you with a safe, easy, and reliable way to manage your medications. And, the program is free to you.



HOW DOES THE PROGRAM WORK?

The Affinity program removes the hassle of going to the pharmacy by delivering all of your medications right to your door. The simple packaging makes your medication routine easier. Affinity will be reaching out to you by telephone to tell you about the program.



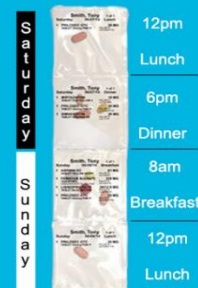
WHAT IS DOSE PACKAGING?

Your medication is sorted by the day and time you take it and then is put in convenient and labeled packages. The packages come in strips in the order they are to be taken. All your refills are organized and placed in a box for each month.

Your medication is sorted according to day and time, then sealed in convenient, labeled packages.



The packages come in strips in the order they are to be taken.



Your refills are synchronized and placed in a box for each month.



Affinity Medication Delivery Program



WHAT HAPPENS DURING THE INITIAL TELEPHONE VISIT?

Affinity will review the benefits and the process of the program including:

- reviewing all of your current medications
- choosing a home delivery schedule that works for you.
- working with your doctor to make sure your current prescriptions are transferred to the Affinity pharmacy.
- teaching you how to take and store your medications.



DO I HAVE TO PAY FOR THE PROGRAM?

No. The Affinity Medication Delivery Program is free for CountyCare members.



DO I HAVE TO PARTICIPATE IN THE PROGRAM?

No. You can opt-in or out of the program at any time. The program is a safe and easy way to manage your medications. We encourage you to give the program a try.



WHO DO I CALL FOR MORE INFORMATION?

Call Member Services at 312-864-8200, 711 (TTY/TDD).

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 866-606-3700 (TTY: 711).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 866-606-3700 (TTY: 711).



Affinity Medication Delivery Program

- There will be an Affinity Medication Training for all Care Coordinators and Care Managers at next month's Webinar – August 17th 2022.

COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (Year to Date)		Vaccination Overview (6/13/2022)**	
# Cases	49823	# only 1 dose*	21,847 (5.61%)
# Deaths	286	# fully vaccinated	196,215 (50.45%)



NEW VACCINE INFORMATION

- The CDC recommends that children and adolescents age 6 months and older get a COVID-19 vaccine. The vaccine is safe and effective for children, offered at no cost and widely available throughout the city of Chicago. Vaccination is the best way to protect our children, friends, and families from COVID-19. You can find more information about this on [For Youth \(chicago.gov\)](https://chicago.gov/for-youth)
- CDPH has developed resources to connect parents of children [6 months through 4 years](#) and [5- to 11-year-olds](#) with information about COVID-19 vaccines.
- **If you need assistance locating a vaccination site or have questions about the COVID-19 vaccine for children, call the City of Chicago COVID-19 helpline at [312.746.4835](tel:312.746.4835).**

Age Group	Series How many shots, and when?	Dosage Compared to adult dose	Booster Are booster doses recommended?
PFIZER			
6 months-4 years	3 shots – 3 weeks between the first two doses, third dose at least 2 months after the second	One-tenth	Not at this time
5-11 years	2 shots – 2 doses, 3 weeks apart	One-third	Yes, at least 5 months after second shot
12-17 years	2 shots – 2 doses, 3 weeks apart	Equal	Yes, at least 5 months after second shot
MODERNA			
6 months-5 years	2 shots – 2 doses, 4 weeks apart	One-quarter	Not at this time
6-11 years	2 shots – 2 doses, 4 weeks apart	One-half	Not at this time
12-17 years	2 shots – 2 doses, 4 weeks apart	Equal	Not at this time

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>

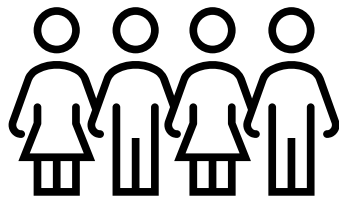
Suburban Cook County

- 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

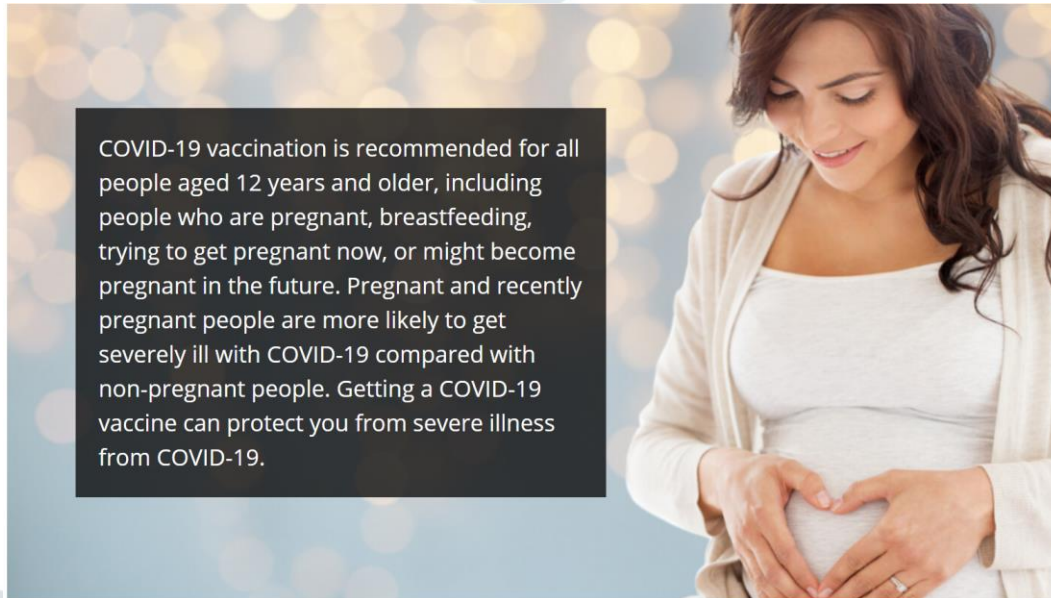
- CDC recommends **everyone 6 months and older** get a **COVID-19 vaccine**
- **Pfizer** authorized for children ages **6months-4, 5-11** and **12-17**
- **Moderna** authorized for children ages **6months-5, 6-11** and **12-17**
- **Where** can children be vaccinated? Pediatricians' offices, hospitals, 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 **\$50 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)



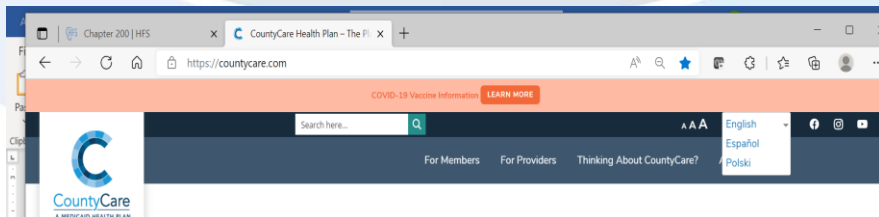
2022 Member Newsletter

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

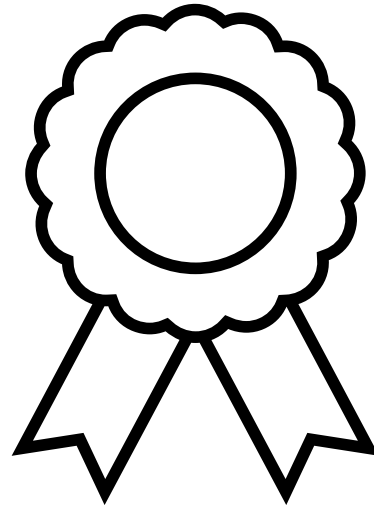
- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Coordinate in-home nursing care and Sleep Safe Kit (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.

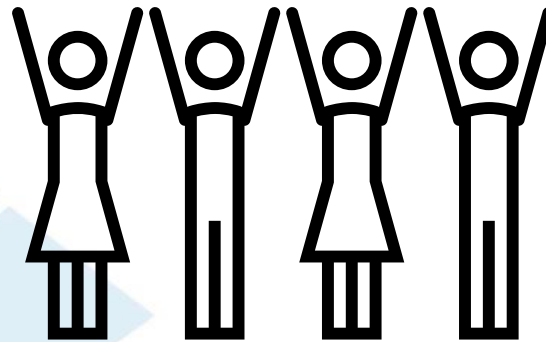


Care Coordinator Spotlight

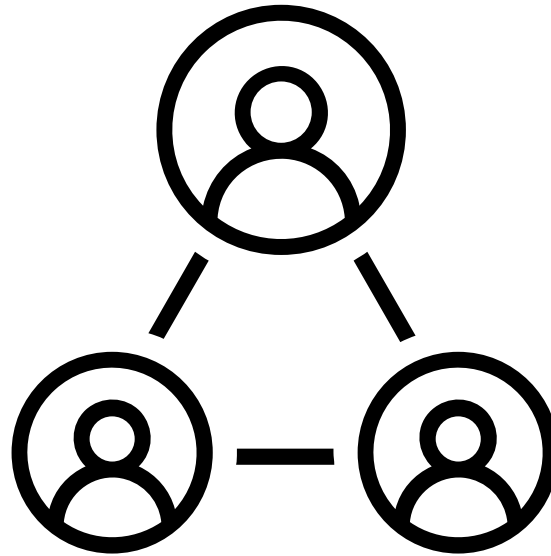


Care Coordinator Spotlight Reminder

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

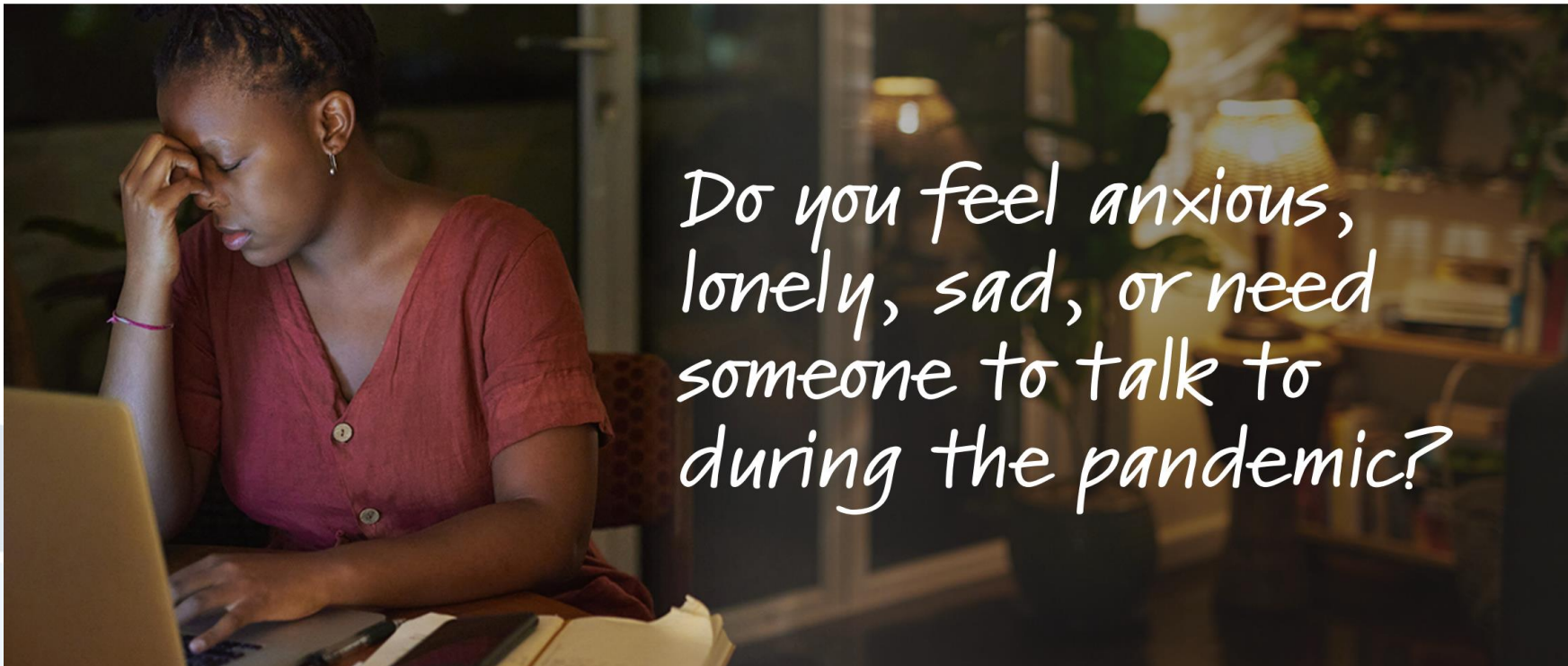


Resources & Reminders



Resource Spotlight

AUNT MARTHA'S BH HEALTH AND WELLNESS



Resource Spotlight

AUNT MARTHA'S BH HEALTH AND WELLNESS

Free Telehealth Counseling Services

CountyCare and Aunt Martha's have partnered to provide free telehealth counseling services to help you cope during the pandemic.

Would you like to talk to someone? Call 877-MY-AUNT-M (877-692-8686) and select "option 2" to schedule an appointment. Representatives are available from 7:00am-7:00pm Monday-Friday, and Saturday from 8:00am-4:00pm.


CountyCare has other in-network providers that provide telehealth counseling and psychiatry services. Visit <https://bit.ly/2JVYEqN> to find a full list of providers.



Telehealth lets you talk to a therapist from your own home using video chat or phone call.



Text "COUNTYCARE" to 37331 to get text updates and rewards information from CountyCare

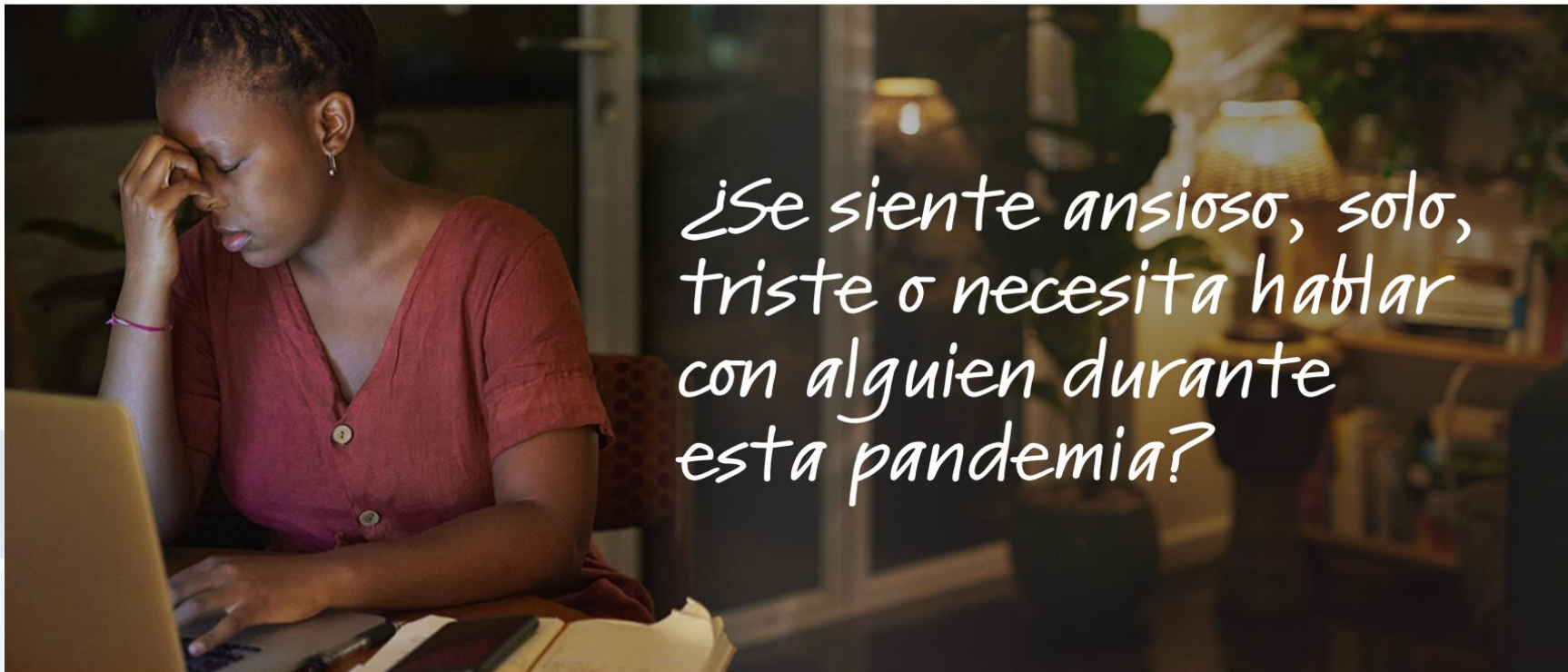
 Like us on Facebook!

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711. This document is also available in other languages. Please contact us at 312-864-8200 to request this document in another language.



Resource Spotlight

AUNT MARTHA'S BH HEALTH AND WELLNESS



*¿Se siente ansioso, solo,
triste o necesita hablar
con alguien durante
esta pandemia?*



Resource Spotlight

AUNT MARTHA'S HEALTH AND WELLNESS

Servicios gratuitos de consejería de telesalud

CountyCare y Aunt Martha's se han unido para ofrecer servicios gratuitos de consejería por telemedicina y así ayudarlo a hacer frente durante esta pandemia.

WSi siente la necesidad de hablar con alguien, llame al 877-MY-AUNT (877-692-8686) y seleccione la opción 2 para coordinar una cita. Nuestros representantes están disponibles de 7 a.m. a 7 p.m. de lunes a viernes y los sábados de 8 a.m. a 4 p.m.


CountyCare tiene otros proveedores en su red que ofrecen consejería por telemedicina y servicios psiquiátricos. Por favor haga clic <https://bit.ly/2JVYEqN> para la lista completa de proveedores.



La telemedicina le permite hablar con un terapeuta desde la comodidad de su casa usando un chat de video o llamada telefónica.



Envíe un mensaje de texto con la palabra COUNTYCARE al 37331 para recibir mensajes de texto con información sobre el programa de recompensas y actualizaciones de CountyCare.

 Síguenos en Facebook

De conformidad con las leyes federales de derechos civiles correspondientes, CountyCare no discrimina con base en raza, color, nacionalidad, edad, discapacidad o sexo. Este documento también está disponible en otros idiomas. ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY). UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711。Por favor comuníquese con nosotros al 312-864-8200 para solicitar este documento en otro idioma.



Affordable Connectivity Program Lowers- Cost of Broadband Services for Eligible Households

- The Centers for Medicare & Medicaid Services (CMS) is working to help build awareness about the [Affordable Connectivity Program](#), a Federal Communications Commission (FCC) program. The new long-term benefit will help to lower the cost of broadband service for eligible households struggling to afford internet service.
- The Affordable Connectivity Program provides:
 - Up to \$30/month discount for broadband service;
 - Up to \$75/month discount for households on qualifying Tribal lands; and
 - A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price.
- The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.
- Who is Eligible?
- A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the [Federal Poverty Guidelines](#), or if a member of the household meets at least one of the criteria outlined at <https://www.fcc.gov/acp>.
- Two-Steps to Enroll
 1. Go to [ACPBenefit.org](https://www.acpbenefit.org) to submit an application or print out a mail-in application; and
 2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.
- Some providers may have an alternative application that they will ask you to complete.
- Eligible households must both apply for the program and contact a participating provider to select a service plan.
- For more information and full details, visit <https://www.fcc.gov/acp> or call 877-384-2575.
- Check out the Consumer Outreach Toolkit at <https://www.affordableconnectivity.gov/community-resources/>
- Read more about the ACP in the recent White House Fact Sheet: <https://www.whitehouse.gov/briefing-room/statements-releases/2022/05/09/fact-sheet-president-biden-and-vice-president-harris-reduce-high-speed-internet-costs-for-millions-of-americans/>



Reminders

- The next webinar is scheduled for **August 17th, 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	^
<ul style="list-style-type: none">• Webinar: Annual Care Management Survey (1/2022 slides)• Webinar: Annual Care Management Survey (2/2022 slides)	
2021	v
2020	v
2019	v

CountyCare CIM 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

