

Care Coordination Monthly Webinar

JUNE 15th, 2022



Agenda

1. Welcome and Agenda Review (2 min.)
2. Member Demographic Training around Redetermination (10mins)
3. Housing and Accessing Housing Resources (30mins)
4. Health, Safety, Welfare and Reporting Incidents Training (10mins)
5. COVID Updates (2 min.)
6. Care Coordinator Spotlight (5 min.)
7. Resources and Reminders (2 min.)

PRESENTERS

- Peter Gustafson- **Project Manager, Managed Care/CountyCare**
- Julie Nelson – **Associate Director, Cooperation for Supportive Housing**
- Kimberly Mitchell – **Health and Safety Welfare, HSW Manager**





Medicaid Redetermination



CountyCare
HEALTH PLAN
AN ILLINOIS MEDICAID HEALTH PLAN

Agenda

State of Illinois Medicaid Updates

Redetermination after the PHE

Redetermination

State of Illinois: Medicaid Managed Care Updates

State of Illinois COVID-19 HFS Temporary Guidance

Both the federal and state governments have declared the COVID-19 pandemic as an official Public Health Emergency (PHE). The PHE is in place until at least **July 2022**.

Important Things to Know

Termination of Coverage	Address Updates	Redeterminations
During the PHE, enrollees will NOT be dropped from Medicaid coverage unless due to death, moving out of state or opting out.	As the PHE ends, the department's goals are protect coverage for as many people as possible, reduce churn, reduce inequities, fulfill all legal requirements, and meet federally mandated timeframes.	All redeterminations are on hold during the PHE. Expect redeterminations to resume later in 2022.
Cases will not be cancelled due to non-payment of premiums	To help as many people as possible keep their Medicaid coverage, the Department of Health and Family Services (HFS) needs updated addresses to send people their renewal forms.	The Illinois Department of Human Services (DHS) will still process clients that are renewed by "Ex-Parte" and will mail those clients a notice.



Redetermination after the PHE

What does this mean for our members?

- Once the PHE ends, the state of Illinois will begin to do eligibility redeterminations (REDE) on all Medicaid enrollees. This means they will reinstate monthly mailings to Medicaid members with renewal paperwork.
- To help prevent our members from losing their healthcare benefits, CountyCare is preparing to launch a robust outreach campaign to drive awareness about redetermination and open enrollment.
- This includes, providing you with the information you need to help our members retain their benefits and coverage.



Address Updates

How can you help your members before redetermination?

- You can help members by encouraging them to update their information (mailing address, phone number, and email) with HFS in two ways:

Calling the HFS hotline
(877)-805-5312

Updating information on the
HFS web form
www2.illinois.gov/hfs/address

Redetermination

The Basics

- Redetermination (REDE) is the annual process of reviewing an enrollees eligibility for the Medicaid program.
- The REDE date does not always correlate with a member's open enrollment date.
- Members will receive forms in the mail from Illinois Department of Human Services (IDHS).
- The forms must be completed and returned by the due date, or members lose their Medicaid coverage.
- The member also has the option to complete their REDE forms on the state's website at <https://abe.illinois.gov/abe/access/>.



Ex-Parte (Form A & B) Renewals

The Basics

- Many Medicaid enrollees are able to be redetermined by IDHS without submitting any forms or documents. This is called Ex-Parte or Form A.
- IDHS uses approved electronic sources during the individual's annual renewal period to verify and process for ongoing eligibility such as
- Care coordinators can find out if a member is Form A by checking MEDI within 60 days of the member's REDE due date.
- Medicaid enrollees using Form B, must complete their REDE either by returning the forms mailed to them or completing the renewal application on ABE.

Redetermination

What can care coordinators do to help members keep their Medicaid coverage?

- Encourage your members to submit their REDE paperwork by the due date to maintain their Medicaid benefits.
- You can find your members' REDE dates:

MEDI Portal

<https://medi.hfs.illinois.gov/medi/mlogin.do>

Monthly REDE Report

Redetermination

MEDI Screenshot



Recipient Eligibility Verification System

Eligibility Inquiry Home IEC Links ▾

Eligibility Results

Retain Inquiry New Inquiry Print Everything

Transaction Audit Number: 123456789
Recipient Number: 12345689
Recipient Date of Birth: 01/18/2021
Provider Number: 11345678
County Code:
Case Address: 1234 W POLK ST APT1
Begin Date: 04/19/2022
NPI Number:

Recipient Name: JOHN DOE
Recipient SSN:
Recipient Sex: M
Provider Name: J H STROGER HOSP OF COOK CTY
Case Name: JOHANNAH DOES
City - State - Zip: CHICAGO, IL 60624
End Date: 04/19/2022
Renewal Due Date: *** 05/01/2022 ***
Renewal Form: B

Coverage Detail Expand Hide

REDE date is "renewal due date"
Type of renewal form is noted too

For the date(s) of service entered, the client is eligible for medical benefits.

Case Type: ALL KIDS, MEDICAID ELIGIBLE, FULL COVERAGE

Begin Date	End Date	Case Id	System Date
04/19/2022	04/19/2022	123456789	01/25/2021
Service Type(s): OCCUPATIONAL THERAPY - SPEECH THERAPY - SKILLED NURSING CARE - SUBSTANCE ABUSE - VISION (OPTOMETRY) - PSYCHOTHERAPY - PSYCHIATRIC-INPATIENT - PSYCHIATRIC-OUTPATIENT - CARDIAC REHABILITATION - PEDIATRIC - MENTAL HEALTH - URGENT CARE - MEDICAL CARE - DURABLE MEDICAL EQUIPMENT PURCHASE - AMBULATORY SERVICE CENTER FACILITY - DURABLE MEDICAL EQUIPMENT RENTAL - SURGICAL - SECOND SURGICAL OPINION			



Redetermination Questions

Do you have additional questions?

Call the CountyCare Health Plan REDE Hotline if:

- Member is not clear about the REDE process and needs additional help.
- A member is unsure of when their REDE date or if they are Form A or B.
- A member wants to update their address/phone with CountyCare and the Medicaid office.
- A member never received or lost their REDE paperwork from the State.

CountyCare REDE Hotline

312-864-7333

Julie Nelson, Associate Director, CSH

Julie Nelson has worked in health care, housing, and services for people experiencing homelessness for over 20 years. As Associate Director for the Illinois Team at CSH, Julie works on cross sector initiatives between housing and health care, as well as increasing supportive housing options for people with intellectual and developmental disabilities. Prior to joining CSH, Julie was Program Director at Together4Health, a Medicaid managed care option for seniors and people with disabilities in Illinois. In this role she led care coordination implementation and program development with the goals of improved health outcomes, improved participant experience, and reduced costs through addressing social determinants of health and increased activation. In addition to managed care, Julie has extensive experience working in supportive housing, Health Care for the Homeless, and Medicaid and SSI/SSDI eligibility. Julie earned a master's degree in public health from the University of Illinois at Chicago.





Supportive Housing 101



What we do

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing



**TRAINING AND
EDUCATION**



LENDING



POLICY REFORM



**CONSULTING &
TECHNICAL
ASSISTANCE**

CSH Roles in Illinois

- CDFI, Supportive Housing Institute
- Supportive Housing Training and Best Practices
- DMH: Housing support and TA for providers for Colbert and Williams Class Members (Primes)
- Support managing the SRN/811 Waitlist system (PAIR Module)
- Lead agency for Chicago Coordinated Entry System
- Collaboration management for Flexible Housing Pool



Today's Goals

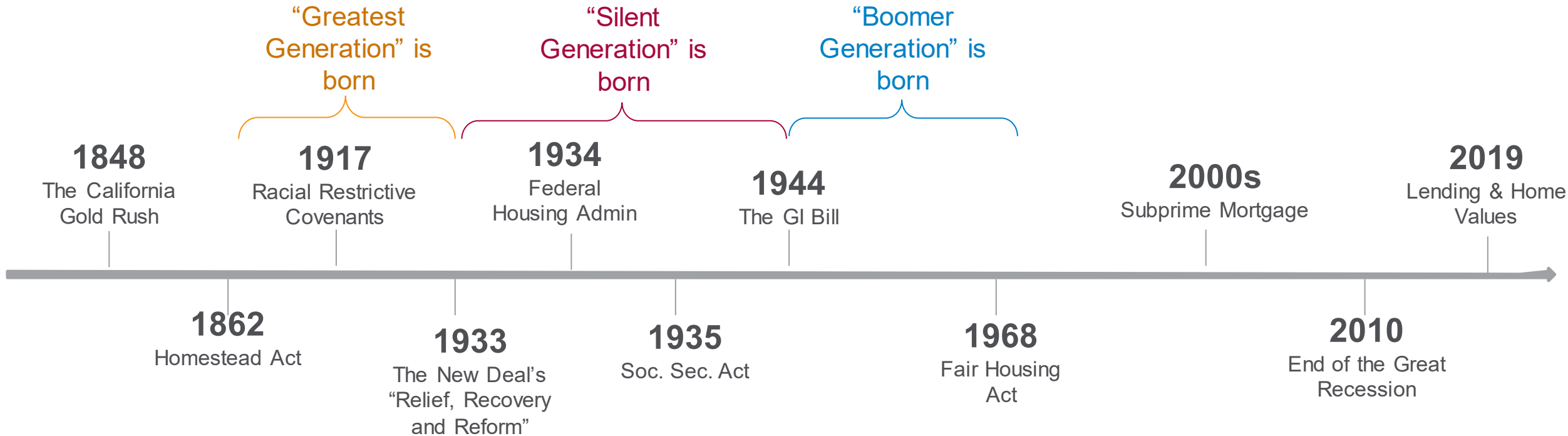
30 Minutes!

1. Housing Speak – Definitions
2. Supportive Housing Models
3. Accessing Housing: The Basics
4. Resources

Housing Basics

- Foundation: Systemic Racism, Redlining, Restrictive Covenants, segregation, housing barriers
- About 25% of those who are eligible get it
- Opposite of other benefits like Medicaid or SNAP

Institutional Racism: Discriminatory Housing & Economic Policies





**there is a national
shortage of at least**

7 Million

**affordable homes to
the lowest-income
renters**

Definitions

Market Rate

- Full rent, landlords/property owners set rent amount

Subsidy

- Reduced rent burden on household
 - Attached to the individual
 - Attached to a property

Affordable Housing

- Reduced/below market rent, no services

Supportive Housing

- Subsidized rent, 30% of income + Services



Rent

Affordable Housing/Income Based Housing

- Eligibility tied to household income and housing is targeted to income ranges (Example: 30% AMI, 60% AMI, 80% AMI units)
- Set rent amounts, based on unit size, target to people earning a percent of Area Median Income (AMI)
- AMI established by HUD, based on household size
- Example: 60% AMI. rent established so that a household earning 60% of AMI pays around 30 percent of their income.

Subsidized Housing

- Rent is typically based on 30% of household income



WHAT IS SUPPORTIVE HOUSING?



Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.

WHAT IS SUPPORTIVE HOUSING?



Permanent



Affordable



Interdependent



Flexible



Voluntary



Tenant-Centered



Supportive Housing Models

Clustered



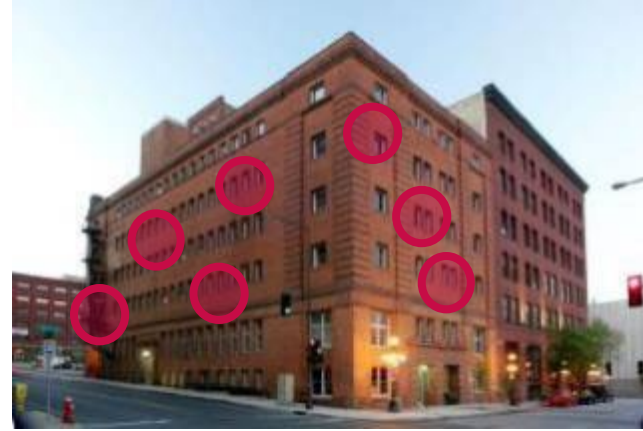
Scattered Site





Supportive Housing Models

Integrated Affordable



Single-Site





KEY COMPONENTS OF SUPPORTIVE HOUSING

**Targets households with
multiple barriers**

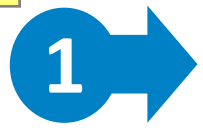
Provides unit with lease

Housing is affordable

**Engages tenants in flexible,
voluntary services**

**Coordinates among key
partners**

**Supports connecting with
community**



Targets Households with Multiple Barriers

Persons with chronic
mental health challenges
and substance use
disorders

Child-welfare involved
families

Justice involved persons

Frequent or high utilizers
of emergency services

Persons with intellectual
and developmental
disabilities

Seniors

People moving out of
institutions

Veterans

Others?



Bridge Subsidy Program

- Williams and Colbert Class Members only
- The DMH Bridge Subsidy provides a rental subsidy to act as a “bridge” between the time that the class member is ready to move into his or her own unit until the time he or she can secure permanent rental subsidy
- Designed as a Housing Choice Voucher “look-a-like” program for an easier transition from Bridge to traditional subsidy
- Class Members are required to:
 - Agree to pursue other available rental assistance programs when available



Housing and Urban Development (HUD)



Public Housing Program



Section 8 Housing Choice Voucher Program



Section 8 Project Based Rental Assistance Program



Section 202 Supportive Housing for the Elderly Program



Section 811 Supportive Housing for Person with Disabilities

<https://resources.hud.gov/>



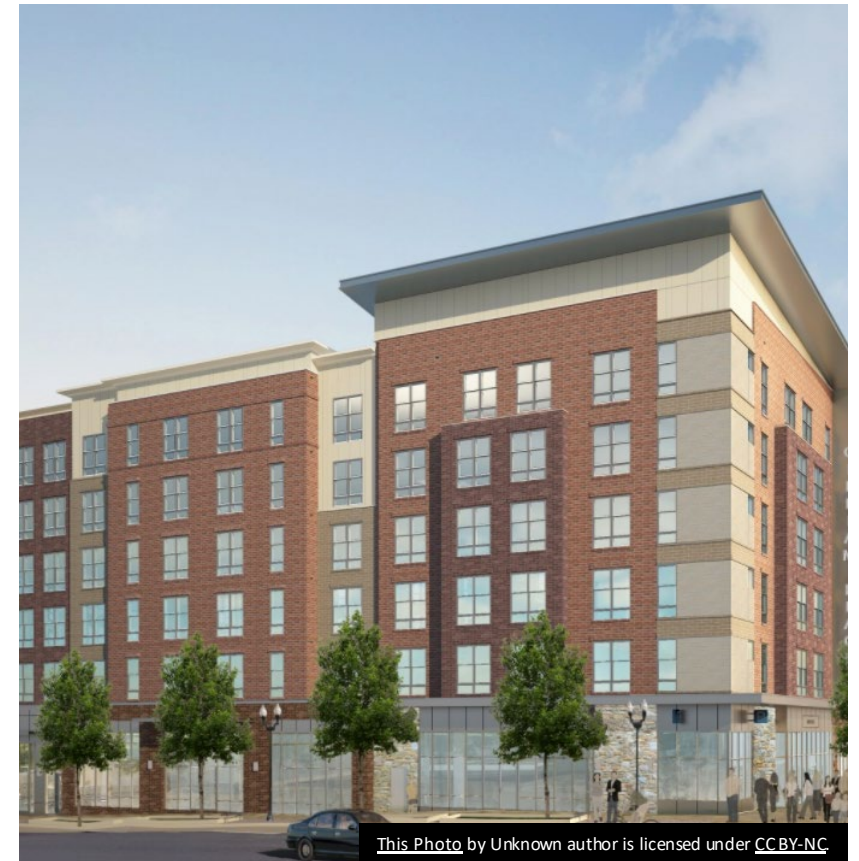
Affordable and Subsidized Housing

Illinois Housing

Search: <http://www.ilhousingsearch.org/>

This website provided by the Illinois Housing Development Authority and partners offers a listing of affordable and subsidized housing options that is updated regularly.

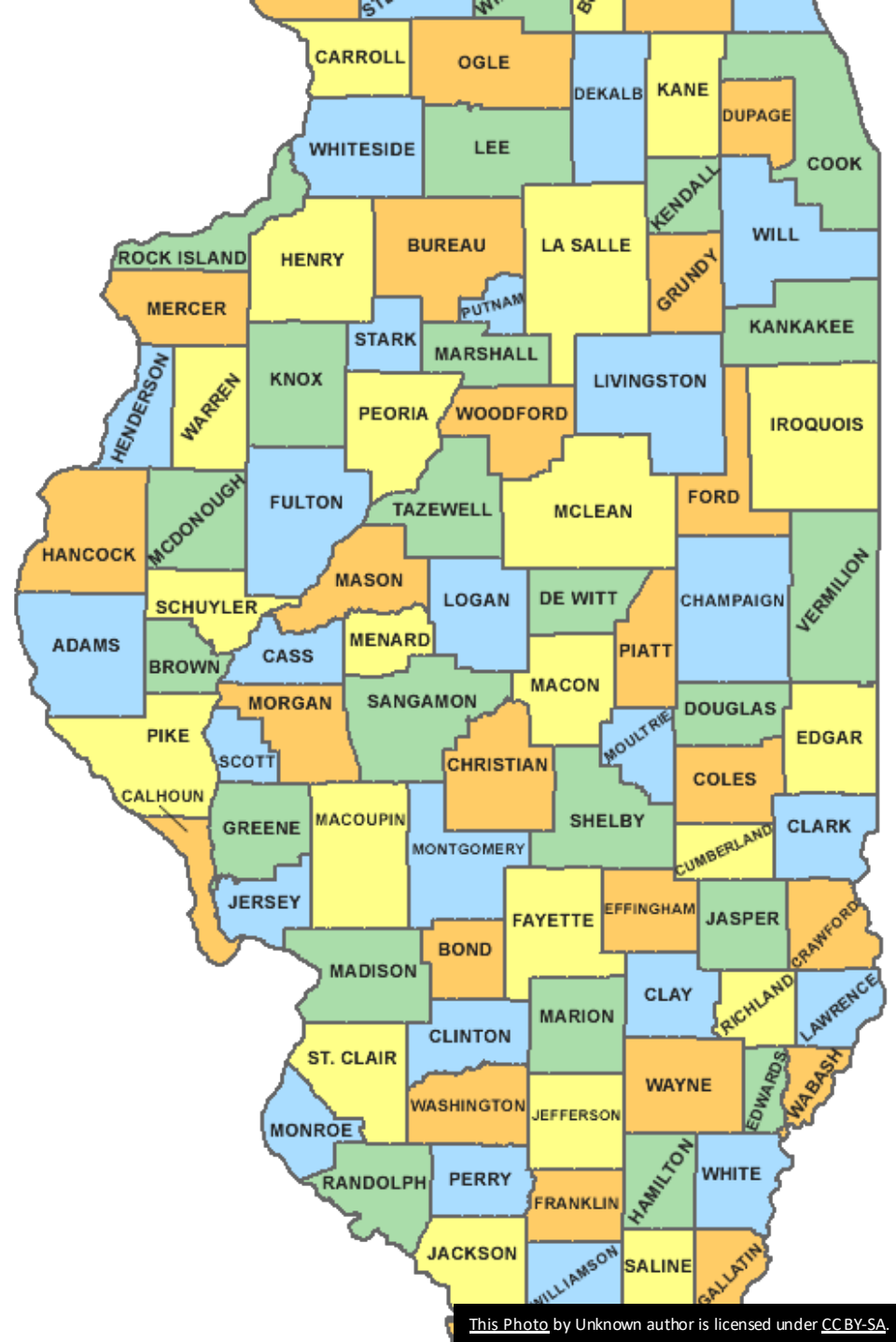
Households can visit the website or call 1.877.428.8844 (toll free) on Monday-Friday between 8am-7pm.



This Photo by Unknown author is licensed under CC BY-NC.

Statewide Referral Network/811

- Part of the ILhousingsearch.org website, must register and get a login to use
 - Service providers may refer individuals to the waitlist, where they may get matched to housing. Must be connected to services.
- Eligibility
 - SRN: persons with disability, experiencing or at risk of homelessness
 - 811: Colbert, Williams, Ligas Class Members, leaving nursing facility or SODC, at risk of institutionalization, age 18-61
- Affordability
 - 811 units 30% income toward rent
 - SRN units: fixed affordable rent, some may have an additional subsidy

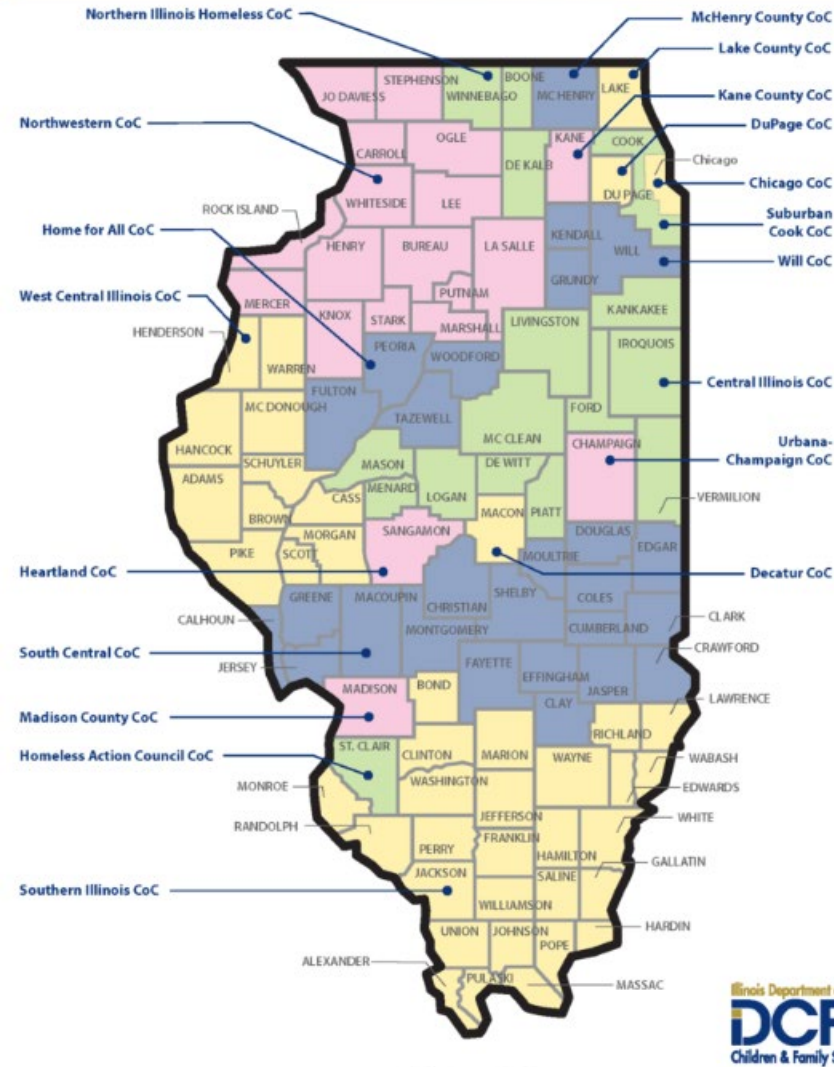


Public Housing Authorities

Over 100 housing authorities in Illinois

- Project Based Housing
- Housing Choice Vouchers
- Seniors, People with Disabilities, Multi-Family

ILLINOIS CONTINUUM OF CARE MAP



Continuum of Care

Regional or local planning body that coordinates housing and services funding for homeless families and individuals

- If someone has been in an institution less than 90 days and is homeless, check with CoC
- Dedicated resources specifically for people who are homeless

Senior Housing

- 55 and over
- 62 and over (apply at 61)
- To find openings:
 - lhousingsearch.org
 - Public Housing Authority
 - HUD resource locator



Housing Opportunities for Persons with AIDS

- HOPWA
- Contact Ryan White Case Manager
- [HIV Care Connect](#)
- Living with HIV/AIDS
- Subsidized, 30% income rent

Veterans

If someone is a Veteran, check for resources

- Seniors
- Homelessness
- Disabled Housing Assistance – home modifications
- [Homeless Veteran Resources from the Department of Veterans Affairs \(VA\)](#)
- Call the National Call Center for Homeless Veterans hotline at 1-877-4AID-VET (1-877-424-3838). 24 hours a day.
- Veteran Crisis Line, 1-800-273-8255 and press 1, or text 838255. 24 hours a day, confidential.
- Veterans, family members, and caregivers can also contact their local VA Medical Center for referrals to local Veteran service providers.

Chicago Low Income Housing Trust Fund

- Subsidy attached to property
- Income must be below 30% AMI
- [Trust Fund Properties](#)

Good News!

HB2775 signed by Governor (5/23/22)

- Source of Income Protections added to IL Human Rights Act
- Classifies it as a civil rights violation to discriminate in housing selections based on that income

[Just Housing Amendment](#) (Cook County, 2020)

- Cannot deny for arrest records
- If there is a conviction in the last three years, landlord must do an individualized assessment, can't just deny
- Cannot deny for convictions over 3 years ago

Affordable and Subsidized Housing

[IL Housing Search](#)

- Website provided by the Illinois Housing Development Authority and partners offering a listing of affordable and subsidized housing options that is updated regularly
- Households can visit the website or call 877-428-8844 (toll free) Monday-Friday between 8am-7pm

[Go Section 8](#)

- Helps those with housing choice vouchers connect with landlords that accept vouchers
- Offers up-to-date market rate and affordable housing by city or zip code, so it can also be useful for households seeking housing without a voucher

Statewide Referral Network (SRN) and 811 waiting lists: Pre-Screening, Assessment, Intake and Referral: PAIR Module

- [Training Info](#)
- [Tutorial Video](#) for new Referring Providers
- [Website for login](#)
- SRN Eligibility: persons with disability, experiencing or at risk of homelessness
- 811 Eligibility: Colbert, Williams, Ligas Class Members, leaving nursing facility or SODC, at risk of institutionalization
- 811 units 30% income toward rent
- SRN units: fixed affordable rent, some may have an additional subsidy
- Part of the ILhousingsearch.org website, must register and get a login to use
- Service providers may refer individuals to the waitlist, where they may get matched to housing

Department of Housing and Urban Development

- Easy to use, searchable mapping tool, no real time availability information
- Public Housing Authority Locator
- HUD offers multi-family and senior housing that is affordable or subsidized, depending on the building

Illinois Housing Authorities

- PDF listing of all public housing authorities in Illinois

Illinois Continuums of Care

- Regional coordination of housing and services funding for [homeless](#) families and individuals, see link for HUD definition of homeless
- [Housing Action Illinois](#) Resources website and CoC information (most current)
- [HUD CoC Contact Listing](#)

Veterans

- Connect to resources: Seniors, Homelessness, Disabled Housing Assistance (home modifications). Veterans, family members, and caregivers can contact their local VA Medical Center for referrals
- [Homeless Veteran Resources from the Department of Veterans Affairs \(VA\)](#)
- National Call Center for Homeless Veterans 1-877-4AID-VET (1-877-424-3838). 24 hours a day.
- Veteran Crisis Line 1-800-273-8255 and press 1, or text 838255. 24 hours a day, confidential.

Seniors

UIC Colbert and Williams Website

- Recorded webinars and resources
- 811/SRN onboarding webinar
- Bridge Subsidy Process and Procedure for Williams and Colbert Class Members

Chicago Housing Information

Chicago Housing Locator Google Group

chicagolandhousinglocators@googlegroups.com

- [How to join a google group](#)

Accessing Housing In Chicago Webinar

Chicago Continuum of Care and Coordinated Entry System

All Chicago

Chicago's Coordinated Entry System Information

CE Call Center:

- Assessments are completed and updated over the phone Mondays- Fridays between 8:30am-4:00pm
- Anyone experiencing homeless can call 312-361-1707

Chicago Low Income Housing Trust Fund

- CLIHTF has affordable units within over 600 buildings throughout Chicago
- Website listed above includes listings; contact information isn't listed on this resources, but you can easily search the properties online to get phone numbers

AIDS Foundation of Chicago

- AFC has housing available for people impacted by HIV or AIDS
- Go to the above website and click on "I Need Housing" to be guided to next steps

Chicago Housing Authority

- When completing the CHA application on the website above, applicants can apply to one public housing option and one project based voucher option at a time
- Be sure to check waitlist times before choosing properties (there are vastly different wait times; e.g. 25 years vs 3 months)
- Make sure to check that the household is experiencing homelessness AND they agree to share information with HMIS so this can be confirmed.
- [Video: Applying for Housing through the CHA](#)

City of Chicago

- [PDF List](#)
- [Online listing](#)
- City of Chicago offers a listing of affordable and subsidized housing options that can either be downloaded or navigated online

Chicago Homeless Prevention Resources

Call 311 and ask for “short term help”

Can provide resources like temporary rental assistance, security deposits, and/or past due utilities



Links to Accessing Housing Information

- IL Housing Search - ILHousingSearch.org | [Illinois Apartments](#) | [Illinois Rental Homes](#)
- Go Section 8 - AffordableHousing.com - [Affordable Houses & Apartments For Rent](#)
- Statewide Referral Network and 811 waiting List
 - Training Information - [Housing](#) | [Colbert & Williams Training](#) | [University of Illinois Chicago \(uic.edu\)](#)
 - Tutorial Video – [Becoming an SRN Service Partner - YouTube](#)
 - Website for Log in - ILHousingSearch.org | [Login \(socialserve.com\)](#)
- Department of Housing and Development - [HUD Resource Locator](#)
- Illinois Housing Authority - [PHA Contact Report by State and City \(hud.gov\)](#)
- Service Funding for homeless families and Individuals - [At a Glance Criteria and Recordkeeping Requirements for Definition of Homeless \(hudexchange.info\)](#)
- Housing Action Illinois - [Resources to Prevent and End Homelessness](#) | [Housing Action Illinois](#)



Links to Accessing Housing Information

- HUD CoC Contact Listing - [Homeless Continuum of Care Consortia and Contacts in Illinois | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)
- Homeless Veteran Resources - [VA Programs For Homeless Veterans - VA Homeless Programs](#)
- Accessing Housing in Chicago Webinar - [Accessing Housing in Chicago.mp4 \(egnyte.com\)](#)
- Chicago Coordinated Entry System - [The Corporation for Supportive Housing - Chicago Coordinated Entry System – CSH](#)
- Chicago Low Income Housing Trust Fund - [Properties \(clihtf.org\)](#)
- AIDS Foundation of Chicago - [Home: AIDS Foundation of Chicago \(aidschicago.org\)](#)
- Chicago Housing Authority - [Building Vibrant Communities | The Chicago Housing Authority \(thecha.org\)](#)
 - Video Applying for Housing through CHA - [Chicago Housing Authority Application Overview - YouTube](#)
- City of Chicago
 - Pdf List - [eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJzdWUiOiIyYS1hZmZvcnRhYmxlLWVhdXNpbmctbGlzdC1jaXR5LW9mLWNoaWNhZ28iLCJpYXQiOiJlMDY3Nzg1NzEsImV4cCI6MTYwNjg2NDk3MX0.R4dFwgyT0ZUFOBfl4v7SNfv4TG7UMma4_DVxjpsQgBM \(clihtf.org\)](#)
 - Online Listing - [City of Chicago :: Affordable Rental Housing Resource List](#)



THANK YOU!

Feel free to reach out to CSH with any questions:

Julie Nelson, Associate Director: Julie.nelson@csh.org



Health, Safety, Welfare, and Reporting of Incidents Training

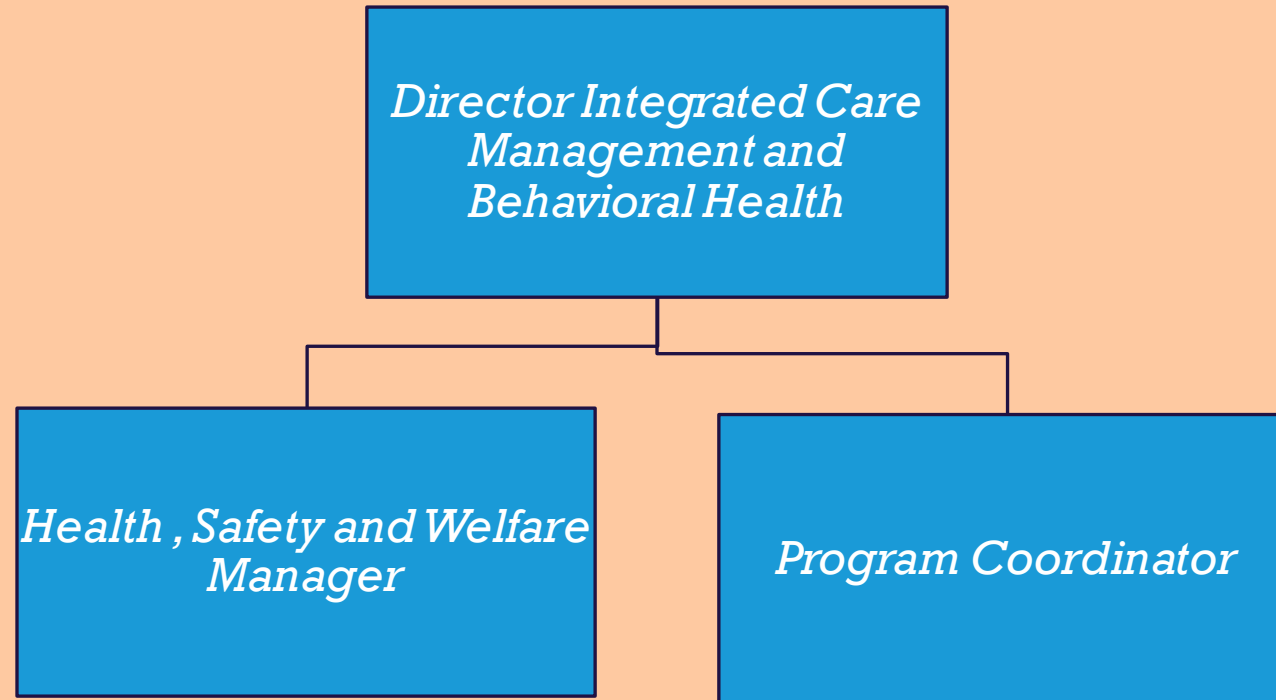
Presented by: Clinical Services: HSW Program

2022



Health, Safety, Welfare, and Reporting of Incidents

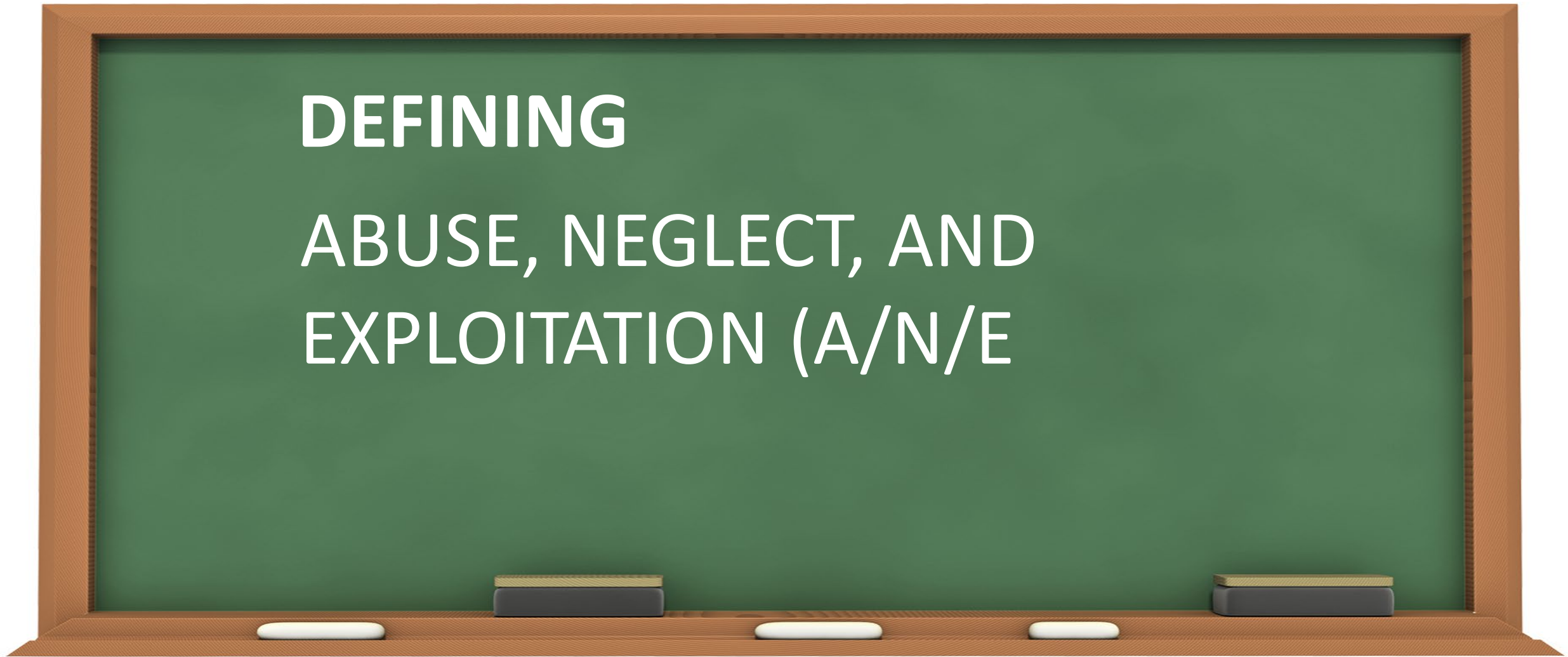
Clinical Services- HSW Program



Email: CountyCareQualityofCare@cookcountyhhs.org

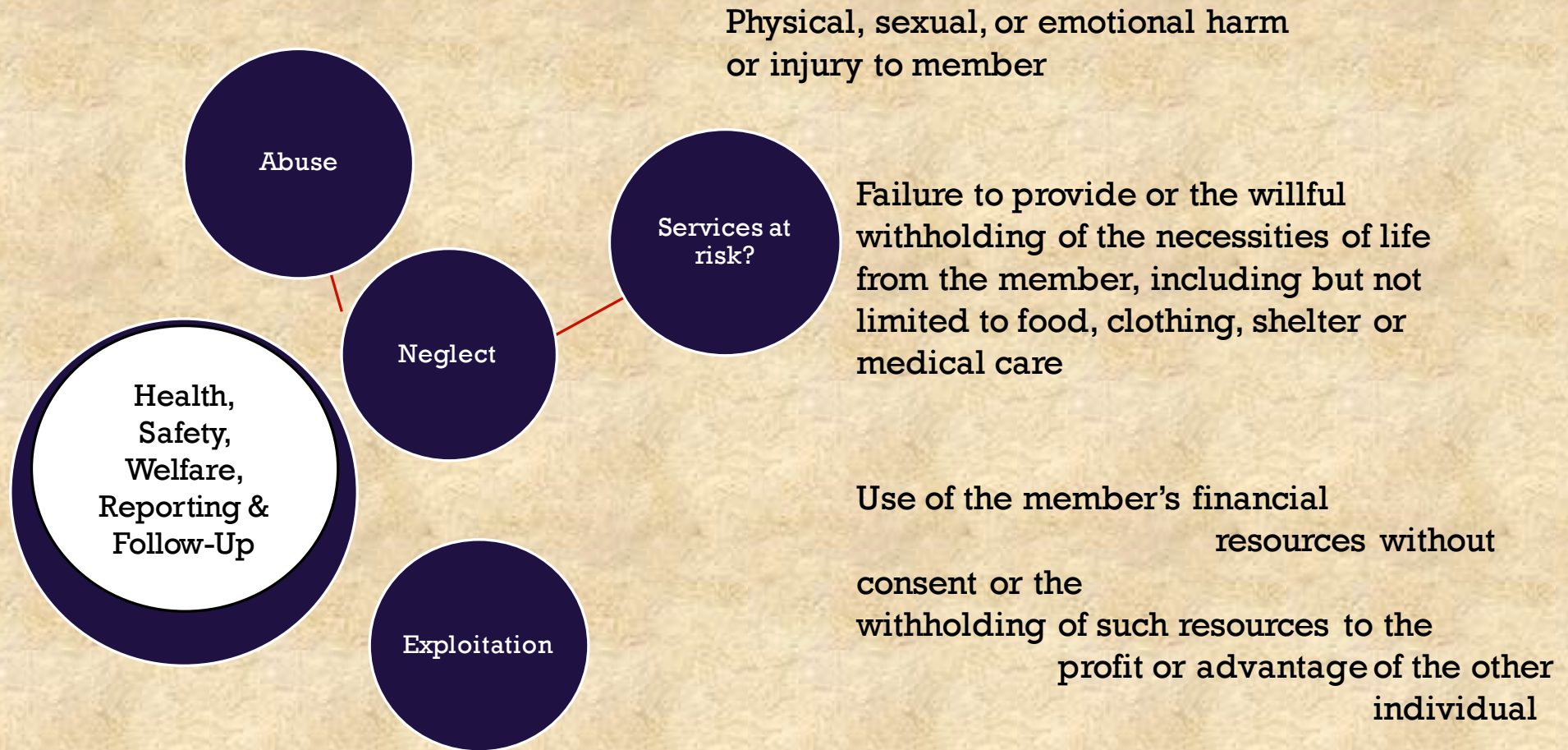
DEFINING

**ABUSE, NEGLECT, AND
EXPLOITATION (A/N/E**




Health, Safety, Welfare, and Reporting of Incidents

Defining Abuse, Neglect and Exploitation (A/N/E)





Critical Incident:
Mandated
Reporting
Definition changes



Critical Incident: Mandated Reporting Definition changes

I. Introduction

- A critical incident is an **actual or alleged event that creates the risk of serious harm to the health or welfare** of all clients. When a critical incident occurs involving a member, a report must be made to the case manager of the case management agency that is coordinating the care for the client. **Case managers must report the critical incident within the timeframes required by each waiver. Refer to the Health Plan contract for critical incidents reporting timeframes for non-waiver membership. A critical event occurs during the provision of services to a member or affects the provision of services to a member.**

I. Mandated Reporting

- Health Plans are mandated reporters. Mandated reporting is defined as *immediate reporting* required from a mandated reporter of suspected maltreatment when the mandated reporter has reasonable cause to believe that a member known to the mandated reporter in a professional or official capacity may be abused or neglected.



Critical Incident Categorization and Definitions

This section serves to provide HFS' expectations for categorization of critical incidents. Definitions for each category are provided.

Critical Incident Categorization and Definitions

Critical Incident (CI) - actual or alleged abuse, neglect, exploitation, or any incident that has the potential to place a member or member's services at risk, including those that do not rise to the level of abuse, neglect, or exploitation; any incident that jeopardizes the health, safety and welfare of a member; this includes events that may cause substantial or serious harm to the physical or mental health of a member or the safety of a member's services.

■ **Abuse** - the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish (42 CFR Section 488.301), generally used in conjunction with Neglect.

- Abuse includes physical abuse, verbal abuse, sexual abuse, or harassment, and mental or emotional abuse.

Critical Incident Categorization and Definitions

Fraud - a manner of operation that results in excessive or unreasonable costs to the Federal or State health care programs.

- **Neglect**- a failure to notify the appropriate health care professional, (ii) to provide or arrange necessary services to avoid physical or psychological harm to a member, or (iii) to terminate the residency of a member whose needs can no longer be met, causing an avoidable decline in function.
- Neglect includes passive neglect, willful deprivation, and isolation.
- l. **Passive Neglect** - a non-malicious failure to provide the necessities of life including, but not limited to, food, clothing, shelter, or medical care.

Critical Incident Categorization and Definitions

Willful Deprivation - a willful denial of medications, medical care, shelter, food, therapeutic devices, or other physical assistance to a person who, because of age, health, or disability, requires such assistance and thereby exposes that person to the risk of physical, mental, or emotions harm because of such denial; except with respect to medical care or treatment when the dependent person has expressed an intent to forego such medical care or treatment and has the capacity to understand the consequences.

Behavioral Health - a serious behavioral health incident that results in emergency treatment. This can include self-neglect, self-injury, property damage, verbal aggression, suicide ideation, attempted suicide, sexually problematic behavior, uncontrolled problematic alcohol or substance abuse, and any other mental health emergency.

Unanticipated Death- a death of a member that could not have been anticipated or predicted. Examples include but are not limited to accidental death, death resulting from suicide, death that occurs in questionable circumstances, resulting from any other unexpected or unknown reason.

EXAMPLES

A/N/E

Physical Abuse

Intentional use of force that results in bodily injury, pain or impairment.

Includes, but not limited to:

- **Punching, Hitting, Beating**
- **Slapping, Smacking**
- **Pushing, Shoving, Shaking**
- **Pinching, Kicking, Stomping**
- **Burning, Cutting, Slicing**
- **Or improperly physically restraining**

Sexual Abuse

Unwanted touching, fondling, sexual threats, sexually inappropriate remarks or other sexual activity when the individual is unable to understand, unwilling to consent, threatened or physically forced to engage in the sexual activity

Includes, but not limited to:

- **Inappropriate touching**
- **Flirting**
- **Sexual assault or battery**
- **Rape**
- **Coerced nudity**
- **Sexually explicit content**

END OF THE ROAD...



THANK YOU

EVERYONE

*FOR YOUR
TIME*



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	195,618 (50.24%)

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>

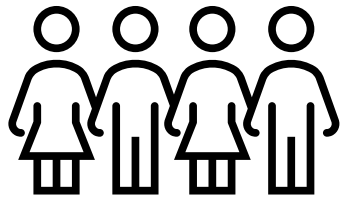
Suburban Cook County

- 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

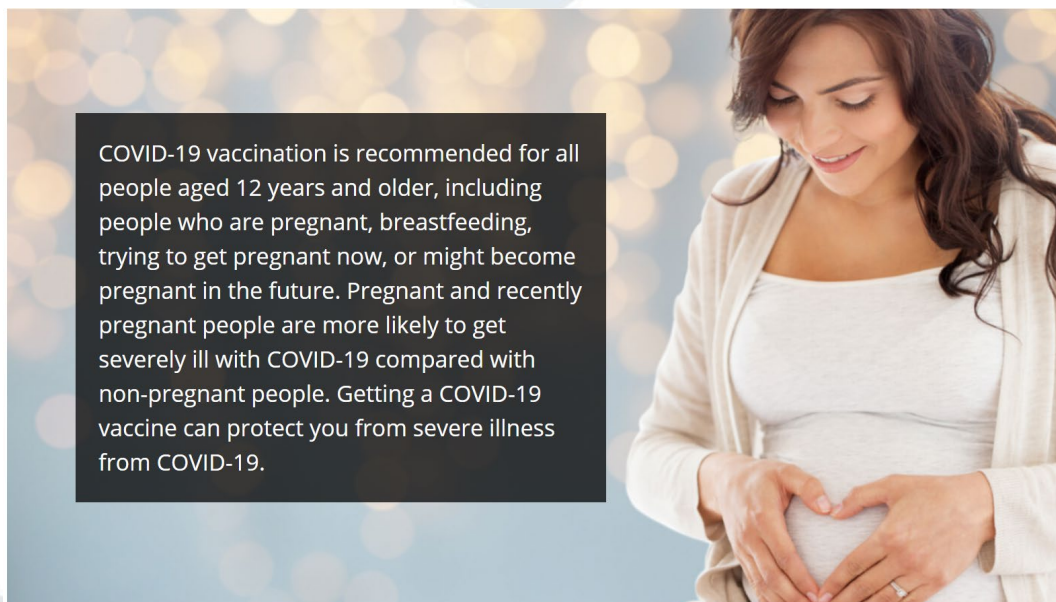
- CDC recommends **everyone** ages 5 and older get a COVID-19 vaccine
- **Pfizer** authorized for children ages 5-11 and 12-17
- **Where** can children be vaccinated? Pediatricians' offices, hospitals, pharmacies, community events, and dedicated CPS, CDPH clinics, and CCH sites
- For more information 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)



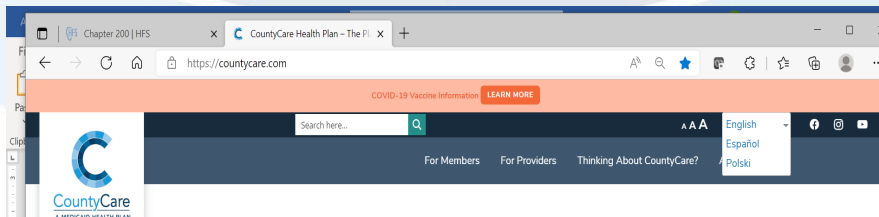
2022 Member Newsletter

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

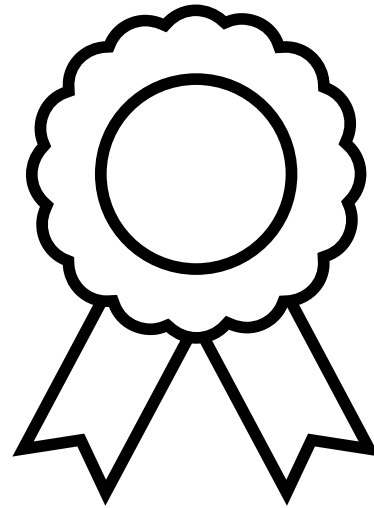
- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Coordinate in-home nursing care and Sleep Safe Kit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

Melissa Davis – Registered Nurse Care Coordinator

Melissa Davis has been such a pleasure to work with. She makes success in reaching members even during the weekend when necessary. Provide adequate assistance to members such as successfully helping members find new PCPs, scheduling and confirming appointments and You can tell she ***genuinely*** cares about our members and has **positive attitude** members received quality care.

CONGRATULATIONS Melissa!

ICARE Standard:

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

A:

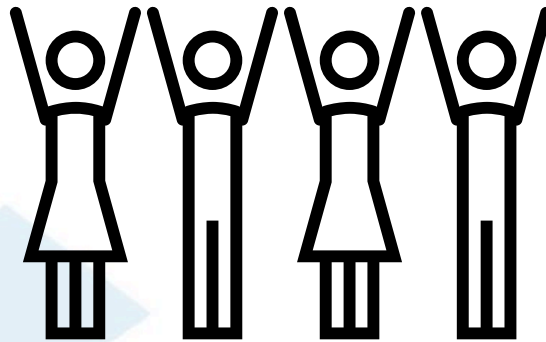
Q: What is a fun fact about you?

A:

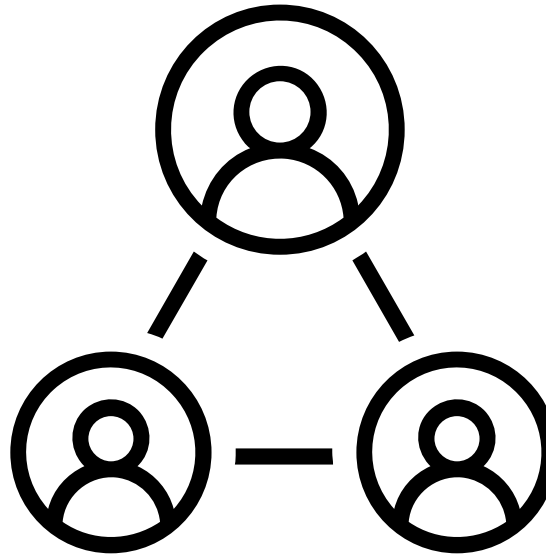


Care Coordinator Spotlight Reminder

- 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



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.fcc.gov/acp) 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 **July 20th, 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

