

Care Coordination Monthly Webinar

October 19th 2022



Agenda

1. Welcome and Agenda Review (2 mins.)
2. Member Direct Medical Reimbursement Process (10 mins)
3. Vital Decision (35-40mins)
4. COVID Updates (2 mins.)
5. Care Coordinator Spotlight (5 mins.)
6. Resources and Reminders (2 mins.)

PRESENTERS

- Shannon Burke, PharmD– **Senior Director of Pharmacy**
- Connie Ducaine – **Senior Vice President of Strategic Solutions**
- Krissy Walker – **Clinical Account Executive**



DIRECT MEMBER REIMBURSEMENT

Shannon Burke, PharmD
Senior Director of Pharmacy



Pharmacy Direct Member Reimbursement (DMR) Process Updates

October 19, 2022

Click to add text

RX DMR Process Details

Evolut

- EVH will no longer process DMR requests
- Member calls will be warm transferred to MedImpact and/or the member will be provided MedImpact's direct number
- Members can also be referred to the CountyCare website

MedImpact

- MedImpact will manage the end-to-end DMR process
- Members can have the form mailed/faxed to them if they are unable to access the form on the CountyCare website. They also can use the MedImpact member portal to access the form.

Sample DMR Form

CountyCare Prescription Drug Claim Form

Claim Form Instructions

Please read carefully before completing this form. Claim forms without the required information cannot be processed and will be returned to sender.

Part 1: Member Information (to be completed by the member)

1. Complete all information under Part 1.
2. Submit receipts for reimbursement within 60 days of when they were filled.
3. Submit a separate claim form for each member and pharmacy from which you purchased medications.

Part 2: Receipt

1. Submit prescription receipts/labels that contain the requested information (shown below) OR have your pharmacist complete Part 2 and Part 3. Note: If you do not have a receipt for your prescription(s), pharmacist signature is required.
2. Include all original pharmacy receipt(s). Tape receipts to a blank page with the claim form.
3. For multiple claims, please submit a separate Part 2 for each medication.

PRESCRIPTION/PHARMACY INFORMATION

Prescription Label Example: Please use this example as a guide to locate the required information.

Anytime Pharmacy #1234 123 Any Street Hometown, US 12345-6789		(509)555-1234 (12) Store NPI: 1234567890
(2) RX 1234567	(1) Date Filled: 1/1/2009	
DOE, JANE DOB: 01/01/1900 456 Home Road Hometown, US 12345		(509)555-5678
(6) Amoxicillin 500 mg capsules (Teva)	(9) DAW: 0	
(5) 00000-1111-22	(3) QTY: 45	
(4) Day Supply: 30		
(7) A. SMITH, MD	(8) NPI: 4567890123	
(10) U&C: 200.00	(11) COPAY: 20.00	

1. Date Filled*
 2. RX Number
 3. Quantity*
 4. Day Supply*
 5. National Drug Code (NDC)*
 6. Medication Name and Strength*
 7. Physician Name
 8. Physician National Provider ID (NPI)
 9. DAW
 10. Usual and Customary Price (U&C)/RX Price*
 11. Copay*
 12. Pharmacy National Provider ID (NPI)
- *REQUIRED INFORMATION - CLAIM WILL BE RETURNED IF THIS INFORMATION IS NOT SUPPLIED.*

- Directing members to MedImpact will reduce member abrasion
- Utilizing the DMR form as a tool will empower members and lead to higher approval rates
- MedImpact will accept the form via mail/email/fax
- Members have 60 days from the date on their receipt to submit their request for consideration

Website Instructions

1. Go to CountyCare.com
2. Click on the “member” tab at the top
3. Toggle to “Stay with us” then “Pharmacy”
4. Once they click on “Pharmacy” there is a section called “Where can I get my prescription”
5. The member will need to look for the link at the end of this sentence-> **For direct medication reimbursements requests, please use this [form](#)**

Vital Decisions – Living Well Program

Connie Ducaine – Senior Vice President of Strategic Positions

Krissy Walker – Clinical Account Executive





*Ensuring your members' care
matches their preferences*



CountyCare
A MEDICAID HEALTH PLAN

Case Manager Training
October 21, 2022

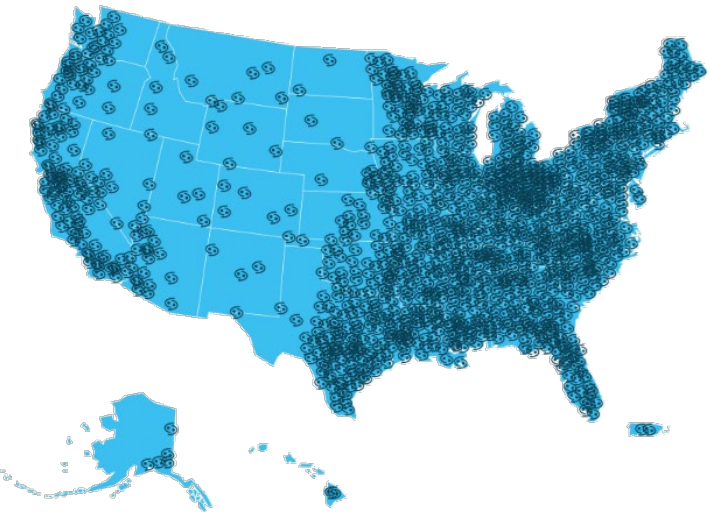
Agenda

- Vital Decisions Overview
- Living Well Program
- Living Well Summary & My Living Voice
- Referral Process

Vital Decisions:

National Provider of Clinician-Guided Advance Care Planning Telehealth Services

- **Leading national provider of clinician-guided Advance Care Planning services**
 - 15 years of experience focused on Advanced Illness Decision Making
- **Differentiated solutions** - offering tailored solutions with individual ACP components or a full portfolio of ACP products and services to address strategic and financial goals
- **Holistic ACP platform** - leveraging a telehealth, behavioral science platform that facilitates advanced illness decision-making and care delivery
- **Unique & proprietary data and analytics capabilities** - leveraging data science / predictive modeling to optimize identification, activation and engagement
- **Trusted partner with long-tenured health plan client relationships** - exceptional engagement rates of 67%, high member satisfaction rates 4.6/5.0, and validated, peer reviewed, published cost savings / ROI for payers ranging from 3:1 to 5:1



Key Highlights	
15 years	Leader in Clinician-Guided Telehealth & Digital Advance Care Planning Solutions
~450,000	Individuals & Family Members Served Across Programs
100+	Behavioral Health Specialists Employed
★★★★★	Superior Patient Experience
3:1	Living Well Program ROI; Value-Based Contracts
4 markets	Medicare, Medicaid, Commercial, Retirees
Joining NCH	Greater Alignment Between Patients, Providing and Payers by Joining New Century Health (NCH)*

Aligning care with what matters most to an individual during a medical crisis or serious illness

Living Well Program Overview

Living Well Program

Advance Care Planning & Alignment

When Advance Care Planning & Alignment is in place, Members facing serious illnesses can be prepared and feel in the driver seat of their health care decisions



Telehealth Service

- Confidential telehealth or video sessions with an individual Specialist
- Client-Centered, completely voluntary
- No cost or copays for Members



Clinician-Guided Intervention

- Behavioral change focus, planning for future medical care needs
- Motivational Interviewing clinical approach that guides through comprehensive advance care planning & alignment
- Enables Members to become more active in health care decision making



Methodology

- Brief intervention (2+ sessions)
- Helps Members identify, communicate, and incorporate their personal preferences and priorities into current and future decisions about their health care
- Option to partner with Surrogates to ensure their confident carrying out Members' wishes

Specialized Behavioral Health Clinicians

- 100+ master's level professionals
 - Social Workers, Counselors, Marriage & Family Therapists
 - Best in class training and professional development
- All time zones
 - Nationwide coverage with a remote workforce
 - Multi-language capability



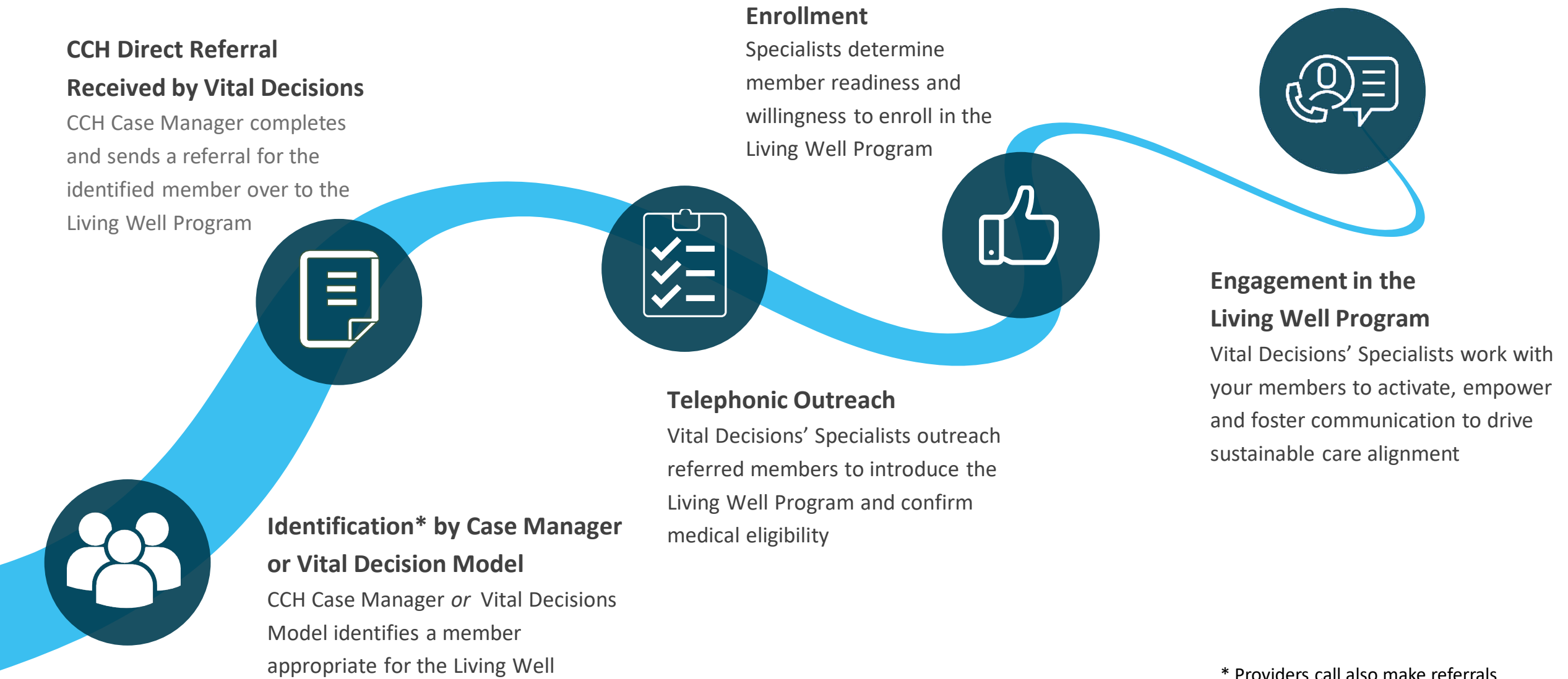
Vital Decisions' Living Well Model

Modules of the Living Well Program

A Nonlinear Process for Flexibility of Program Progression Based on Members' Needs



Outreach & Engagement Process for CCH

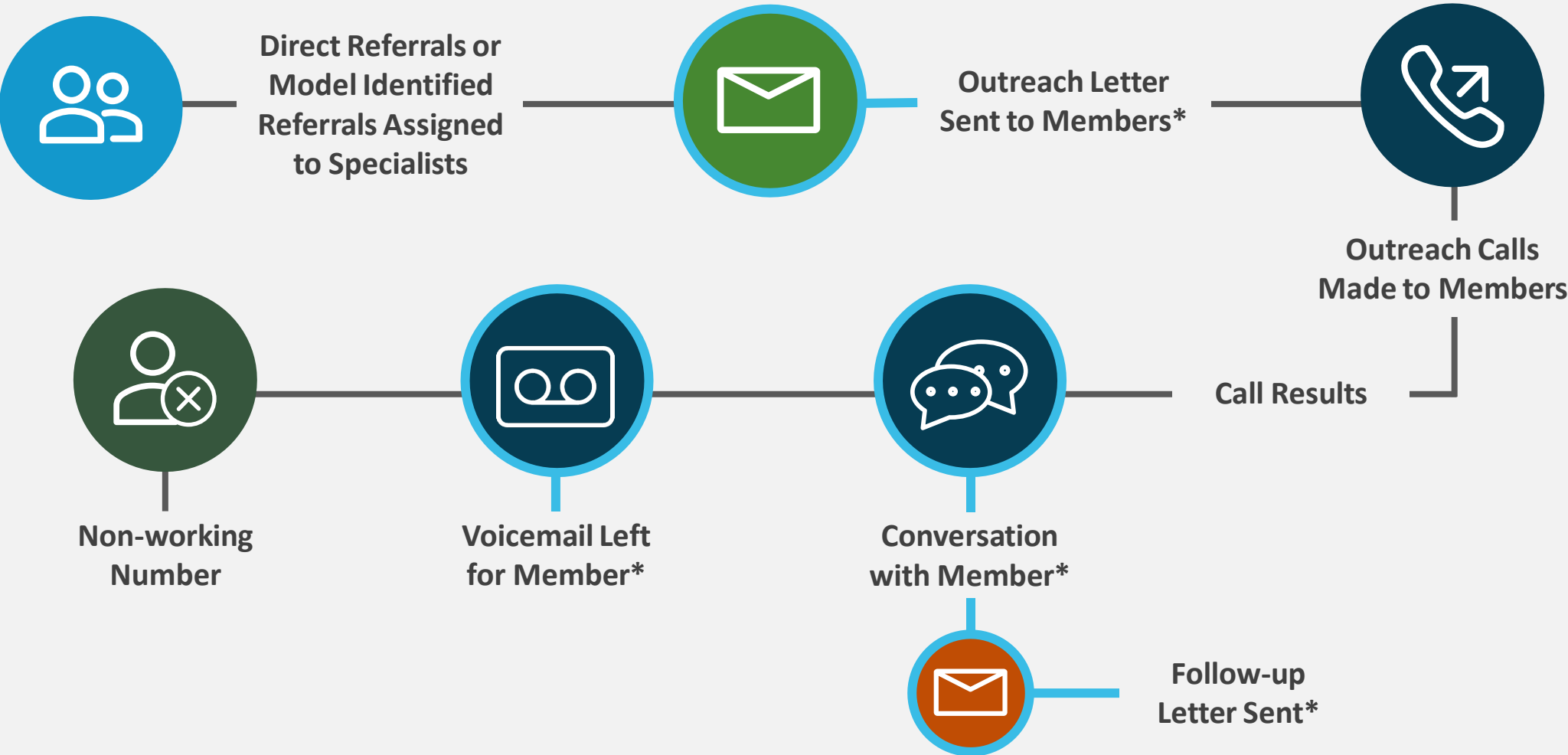


* Providers call also make referrals

Instances when Member May Contact You

You could get a question...

*Points when members may contact a Care Manager or customer service to validate that Vital Decisions is a trusted partner



Living Well Summary & My Living Voice

My Living Voice – Living Well Summary

For Engaged Living Well Members

VALUES & FACTORS

- What matters most to the member
- How the member makes medical decisions

LIVING WILL

- Member's current goals of care and specific preferences for life sustaining measures
- Shift points in the member's goals of care and their preferences if the shift point is reached

HEALTHCARE PROXY

- Designation of primary and secondary healthcare proxy
- Guidance to the proxy

My Advance Directive

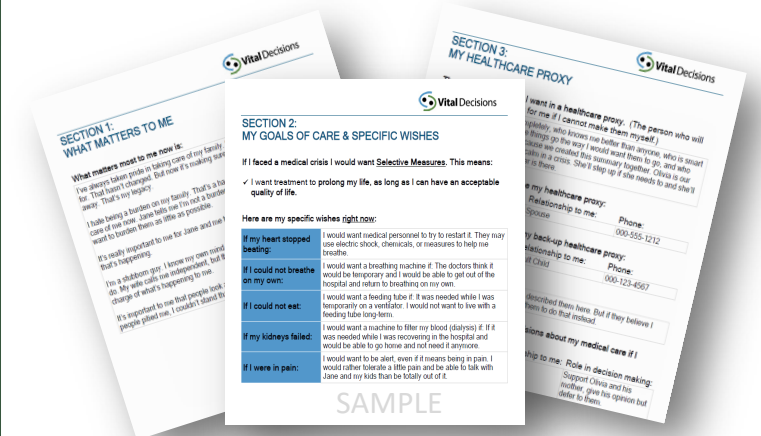
- ✓ My Values
- ✓ Making Medical Decisions
- ✓ Future Medical Decisions
- ✓ My Goals of Care
- ✓ My Preferences for Care in a Crisis
- ✓ When My Goals of Care Would Change to Comfort Care
- ✓ My Comfort Care Preferences
- ✓ Additional Comfort Care Preferences
- ✓ My Healthcare Proxy
- ✓ Guidance to My Proxy
- ✓ People Involved in Decisions About My Care
- People Excluded From Decisions About My Care

[Share My Advance Directive](#)

SIGN & SHARE

MyLivingVoice

- Living Well Summary imported into My Living Voice
- Account created for member with discussed components of Living Well Summary prepopulated
- Member prompted to edit, finalize, and share with via email Proxy, Physician, Health Plan and others.
- Valid advance directive created by printing, signing, witnessing

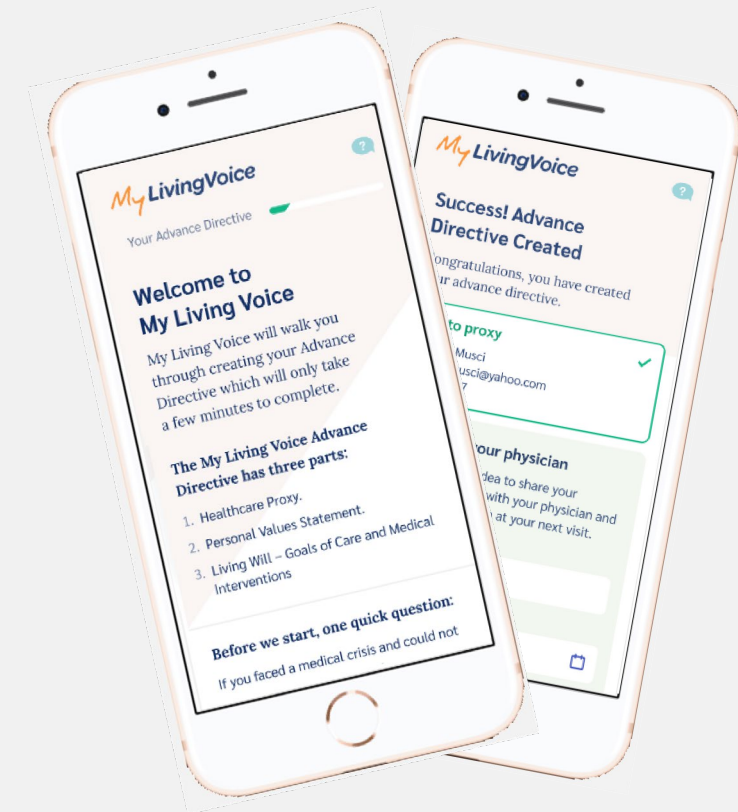


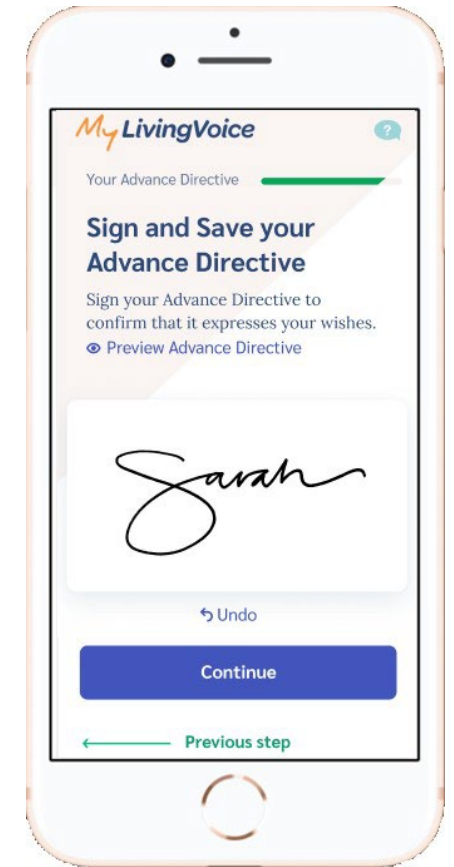
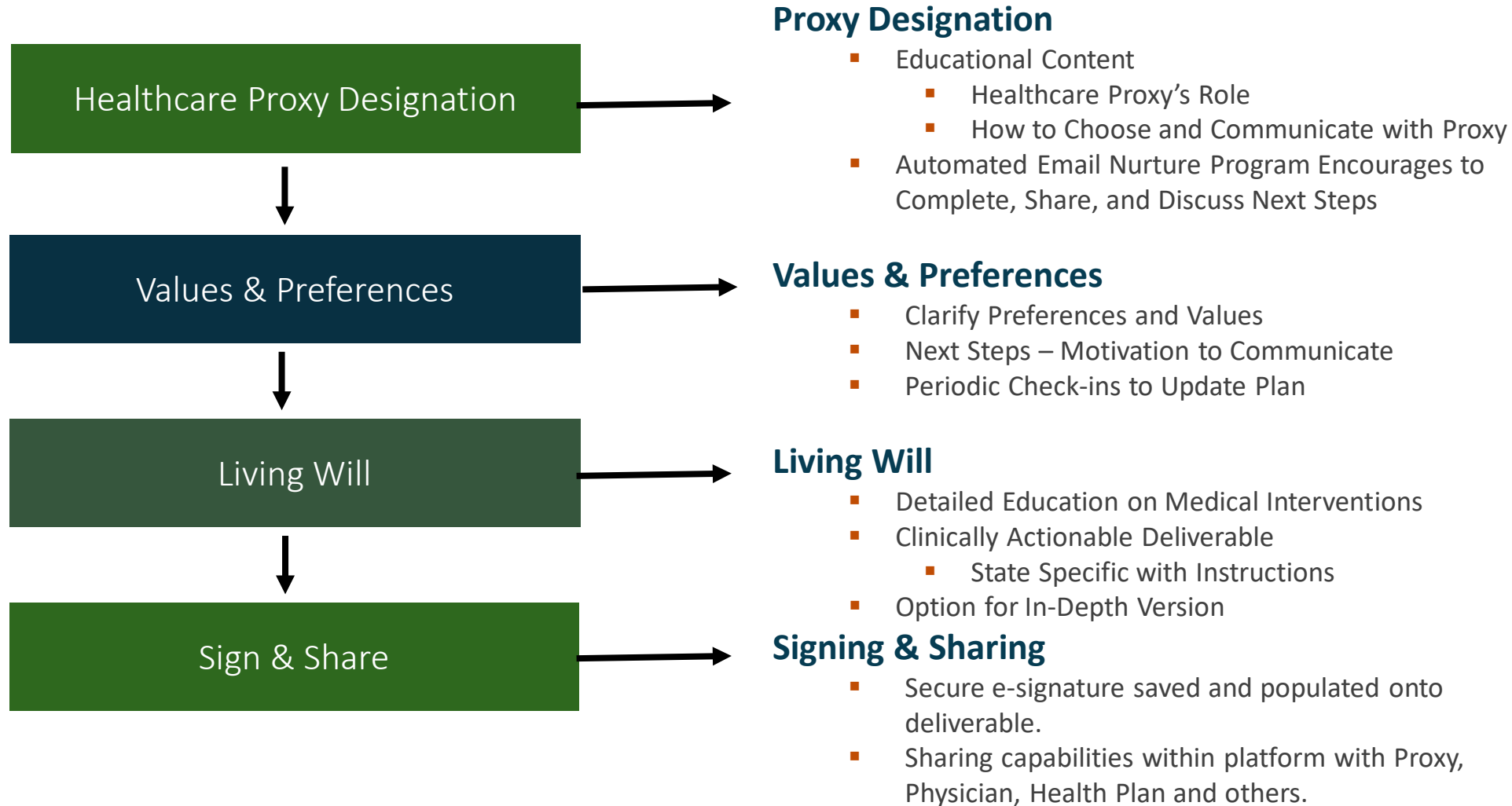
- **Developed Along with Clinicians**
 - Peer Reviewed
 - Clear Educational Content
 - Drives Shared Decision Making
- **Custom-Built Technology**
 - Customizable for Different Use Cases & Populations
 - Single Sign-On (SSO) Integration
 - Guided User Experience
 - Document Creation & Sharing Capabilities
- **Guidance Through Individual's Journey**
 - Facilitates Communication with Family, Proxy & Physicians
 - Periodic Check-ins & Re-engagement
 - Supported by Automated Email Nurture Program



Clinically Actionable & Personalized Documents

- Healthcare Proxy
- Values Statement
- Advance Directive





Referral Process

Who to Refer: Common Member Diagnoses

CANCER

Members may have experienced:

- Advanced Disease
- Metastasis
- Relapse/Reoccurrence
- Limited or no response to treatment
- Significant decline

FRAILTY DISEASES

Multiple Sclerosis

ALS

Parkinson's

Dementia

CHRONIC DISEASES

COPD

CAD/CHF & other Heart Diseases

ESRD (Advanced Kidney disease)

Liver Disease

OTHER

Acute Conditions

Unexpected critical hospital situations

HIV/AIDS

Points to Consider when making Referrals

- Members have had significant changes in their health
- Members need support in planning for future medical care
- Members need help communicating their wishes for medical care
- Members need help articulating and advocating for their wishes for health care so that care they receive aligns with their goals and values
- Members need to complete Advance Directives or assign a Healthcare Proxy

Referring a Member

- Fast & Simple!
- Complete the provided form and send via secure email to:

cmreferrals@vitaldecisions.net

Vital Decisions
Inbound CMR Form

Referral Date: Send via secure email to CMreferrals@vitaldecisions.net
Referrer's Name: Referrer's Telephone #:
Referrer's Email:

#	Field Name	Description
1	Plan Name	
2	Member ID	
3	Member First Name	
4	Member Last Name	
5	Member DOB	
6	Member Gender	
7	Home Phone	
8	Secondary Phone	
9	Demographic Address 1	
10	Demographic Address 2	
11	Demographic City	
12	Demographic State	
13	Demographic Zip	
14	Member Location	<input type="checkbox"/> Home <input type="checkbox"/> Nursing Home/Rehab <input type="checkbox"/> Hospital <input type="checkbox"/> Other <input type="checkbox"/> No
15	Case Urgent	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Medical Description	
17	Referrer spoke with _____ about Vital Decisions	<input type="checkbox"/> Member <input type="checkbox"/> Neither <input type="checkbox"/> Surrogate <input type="checkbox"/> Both
18	Referral Details	<input type="checkbox"/> Change in their medical condition has impacted the member's quality of life and they are having difficulty expressing their wishes for an end of life <input type="checkbox"/> Member with an advance illness (9-12 months life expectancy) who may understand their diagnosis but not the prognosis or likely outcome of treatment <input type="checkbox"/> Feeling of ambivalence about their disease progression and having difficulty communicating with their provider and/or family <input type="checkbox"/> Member has failed all treatment and situation is end of life planning <input type="checkbox"/> Other If other, please explain: <input type="text"/>
19	Surrogate Name	
20	Surrogate Relationship	
21	Surrogate Contact Info	
22	Additional Comments	

Send via secure email to CMreferrals@vitaldecisions.net

Referral Form

SAMPLE Referral Language to Member

You are eligible to participate in the Living Well program offered by Vital Decisions. The Living Well program helps members facing serious illnesses, and their families, be prepared and in control of their health care decisions.

The program focuses on what's important to you as you deal with your <Insert Medical Situation>. They can help you think about all that you are going through and talk through options, so you are always in control of your health care decisions. The program helps you work with your doctors and family members to keep everyone on the same page.

It's a free service and the discussions are held over the phone. If you would like to receive a call from Vital Decisions, I will make a referral.

Fast Facts about Vital Decisions

- All specialists are masters' level clinicians trained to support members during a difficult medical situation and are an extension of CCH
- The program incorporates multiple sessions over 2+ months to develop a comprehensive plan that can include an Advance Directive and the identification of a Proxy
- Vital Decisions has a series of tools that members can use to better understand topics related to advance care planning
- Specialists can work with members/patients and their surrogates/loved ones
- Participants in the program can leverage a digital platform (My Living Voice) to execute and share their advance care plan
- Members will develop skills to work more collaboratively with their care team and support system as they maneuver through their medical situation
- Services are provided in multiple languages and all materials are available in Spanish and English.

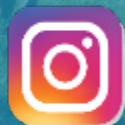




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@MyVitalDecisions



@Vital_Decisions



@Vital-Decisions



@Vital_Decisions

COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (Year to Date)		Vaccination Overview (10/17/2022)**	
# Cases	55719	# only 1 dose*	22,367 (5.10%)
# Deaths	293	# fully vaccinated	197,902 (45.15%)
		#3 rd doses/Booster	78,228 (17.85%)

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>

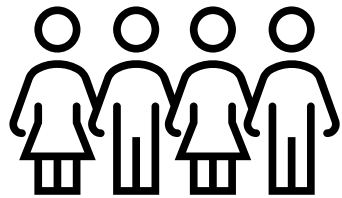
Suburban Cook County

- 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



COVID-19 vaccination is recommended for all people aged 12 years and older, including people who are pregnant, breastfeeding, trying to get pregnant now, or might become pregnant in the future. Pregnant and recently pregnant people are more likely to get severely ill with COVID-19 compared with non-pregnant people. Getting a COVID-19 vaccine can protect you from severe illness from COVID-19.

- ❖ CDC recommending COVID19 vaccination for pregnant and breastfeeding people (*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)



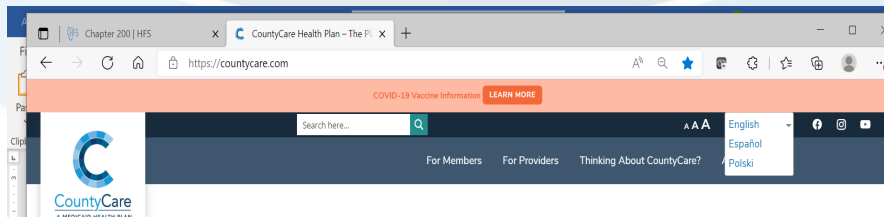
2022 Member Newsletter

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

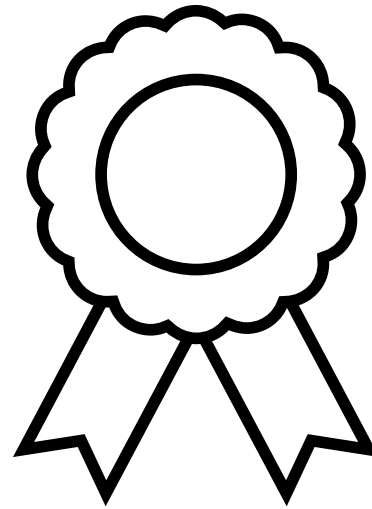
- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Coordinate in-home nursing care and Sleep Safe Kit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

Angela Walker – Clinical Case Manager

Angela Walker Angela successfully helped transition a member from the nursing home into their own apartment. She took lead with the nursing staff while assisting the members housing team. Also ensured the member had everything medically, they needed in the community before transitioning into their new journey. Angela has also assisted the member in getting food and other resources until her link card and benefits are transferred over to her. Through her great collaboration, the housing staff stated the following; **“out of all the care coordinator I have worked with, Angela is one of the best and she has gone above and beyond for her member. Please make sure you let her, and her team know she is amazing.”**

Angela we thank you for all that you do!

CONGRATULATIONS Angela!

ICARE Standard: Collaboration and Excellence

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

A: Care and Consider all your members as family and friends

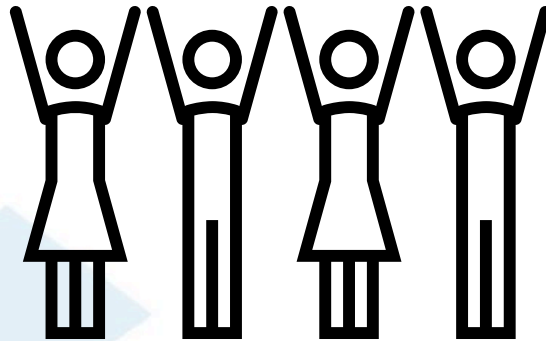
Q: What is a fun fact about you?

A: I was a operating room nurse for 15 years. Been a nurse since I was 17 years old HS nursing program have 3 kids and speak 3 languages

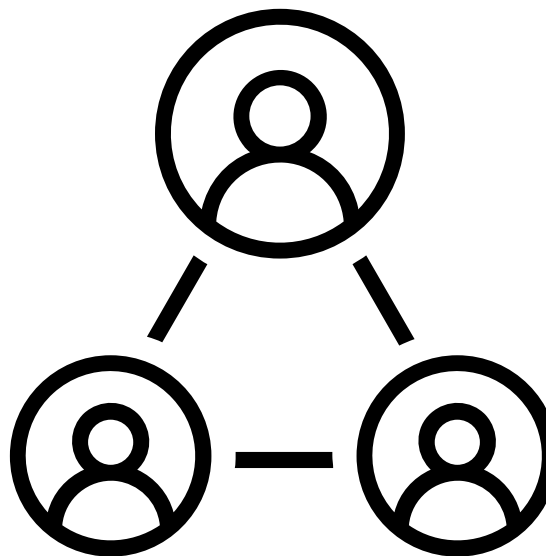


Care Coordinator Spotlight Reminder

- 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



Reminders

- The next webinar is scheduled for **November 16th, 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

