

Care Coordination Monthly Webinar

September 21st, 2022



Agenda

1. Welcome and Agenda Review (5 min.)
2. Critical Incident (20mins)
3. Transportation (10 mins)
4. County Care Rewards and Benefit Program (15 mins)
4. COVID Updates (2 min.)
5. Care Coordinator Spotlight (1 min.)
6. Resources and Reminders (2 min.)

PRESENTERS

- Kimberly Mitchell– **Health, Safety and Welfare Program Manager**
- Reliford Ariona – **Delegation and Vendor Oversight Manager**
- Hetal Shah – **Director at Sage Health Strategy** (works with CountyCare on growth and retention activities such as supplemental benefits, communications, member engagement)



Health, Safety and Welfare Critical Incident

Kimberly Mitchell



HEALTH, SAFETY, & WELFARE
PRESENTS
CRITICAL INCIDENTS

Questions ?????

HSW

Critical Incident

Kimberly Mitchell



Transportation

Ariona Reliford



Transportation Options

1. Public transportation – bus passes (Ventra 1day, 7days, PACE)
 - Contact Member Services at (312) 864-8200 – two weeks in advance
2. Fleet Transportation – for all appointments to and from CCH
3. First Transit – Non-Emergency, non-ambulance trips
 - Contact First Transit at 630-403-3210 – 72 hours prior to appointment
4. First Transit FFS – Non-Emergency Ambulance
 - Used to be covered by CountyCare but as of 1/1/22 is now covered by HFS FFS
 - HFS FFS uses First Transit as a prior approval vendor (not a transportation broker)
 - 877-725-0569 (Monday through Friday, 8am to 5:00pm CST).
 - 7-day notice is preferred
 - In order to have medical necessity for an ambulance the member cannot be in a wheelchair, able to stand/pivot, maintain a seated position
 - Assistance with stairs will not be considered medical necessity

For any escalations/issues, contact Ariona.Reliford@cookcountyhhs.org



County Care Rewards and Benefits

Hetal Shah





CountyCare
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Member Benefits Training

September 2022

CountyCare Rewards and Benefits

Overview of member rewards and benefits



- We recently did an in-depth program analysis of our member rewards program. To help increase preventative health measures, along with impacting current and future HEDIS measures, we made the following adjustments to our rewards program.

Category	Old Reward	New Reward	Age Limits
HRS	\$15	\$50	All members
PCP annual visit	\$25	\$50	All members
Breast cancer screening	\$25	\$50	Women, age 45-74
Cervical cancer screening	n/a	\$50	Women, age 21-64
Colorectal cancer screening	n/a	\$50	All members, age 45-75
Flu shot	n/a	\$10	Children age 6 months – 18 years
Sleep Safe Kit	7 prenatal visits with a waiver	4 prenatal visits - NO waiver	4 prenatal visits
Notification of Pregnancy	\$0	\$50	Completion of form

- When a member or their children go to the doctor for certain services, CountyCare will send them a CountyCare OTC Rewards card in the mail.
- The card will have a cash credit on it based on the services they received. Once they activate the card, they can use it to purchase items from several stores.
- Members have 6 months from the date the reward is added to their OTC card to use the credit. After 6 months the OTC card will expire.
- Rewards are based on claims and can take *up to* 180 days to show up on the OTC card.

- Members can purchase household, health, and food items from participating retailers, but CANNOT purchase alcohol, tobacco, or firearm products.
- Members can also use the Smartphone App to keep up with rewards on their phone.
- They can check their balance, locate stores, or view eligible items and discounts.
- They can also go to <https://www.otcnetwork.com/> to review that information.

CountyCare Extra Benefits and Rewards Program

Rewards for Expectant Moms and Families

Notification of Pregnancy	WHO QUALIFIES: Female members who are pregnant	REQUIRED ACTIVITY: Complete the Notification of Pregnancy form on our website under Member Resources.	REWARD: \$50 reward will be added to your card for completing the form.
Free Car Seats	WHO QUALIFIES: Pregnant women and children under 8 years old or under 85 pounds	REQUIRED ACTIVITY: Parents call Member Services to request a car seat; watch car seat safety video.	REWARD: A car seat will be delivered to your home.
Free Diapers	WHO QUALIFIES: Children up to 2 years old	REQUIRED ACTIVITY: Keep your children's shots up to date.	REWARD: A monthly coupon for a free Jumbo Pack of Baby Basics Diapers will be mailed to your home.
Sleep Safe Kit	WHO QUALIFIES: Pregnant women and their newborns	REQUIRED ACTIVITY: Call Member Services to request the kit. You must complete at least 4 prenatal visits.	REWARD: Portable crib, sleep sack, pacifier, and baby book will be mailed to your home.
Post Partum Visit	WHO QUALIFIES: Moms who recently delivered babies	REQUIRED ACTIVITY: Visit your doctor for a follow-up exam 1-12 weeks after delivery.	REWARD: \$25 reward will be added to your card.
Prenatal Visit	WHO QUALIFIES: Pregnant CountyCare members	REQUIRED ACTIVITY: Visit your doctor for prenatal visits.	REWARD: \$10 reward for up to 14 prenatal visits will be added to your card.
Childhood Immunizations	WHO QUALIFIES: Members under 2 years old	REQUIRED ACTIVITY: See their doctor to have your child immunized.	REWARD: \$10 reward per shot will be added to your child's card, up to 10 total.
Well Child Visits	WHO QUALIFIES: Members under 15 months old	REQUIRED ACTIVITY: See their doctor for well-child visits as recommended.	REWARD: \$50 reward will be added to your child's card for taking them to their doctor within 30 days of birth, \$10 for each of the next 5 visits.
Toddler and Children's Book Clubs	WHO QUALIFIES: Members ages 3-16	REQUIRED ACTIVITY: Contact Member Services once a year to enroll.	REWARD: One free book will be mailed to your home every 3 months, plus a \$10 Target gift card for those ages 5-16.
Flu Shot	WHO QUALIFIES: Members ages 6 months to 18 years old	REQUIRED ACTIVITY: Receive a flu shot from your child's PCP, Pediatrician, or an in-network pharmacy.	REWARD: \$10 reward will be added to your child's card for completing their flu shot.

* Members have six months to use their rewards from the date they are added to their card.

Rewards for Women's Health

Cervical Cancer Screening	WHO QUALIFIES: Female members ages 21 - 64	REQUIRED ACTIVITY: Get a cervical cancer screening from a network provider.	REWARD: \$50 reward will be added to your card once per year.
Annual Mammogram	WHO QUALIFIES: Female members 45-74	REQUIRED ACTIVITY: Get a mammogram from a network provider.	REWARD: \$50 reward will be added to your card once per year.

CountyCare Rewards Grid



Free Home Pregnancy Tests	WHO QUALIFIES: Female members of childbearing age	REQUIRED ACTIVITY: Contact CountyCare Member Services to request.	REWARD: Free home pregnancy test will be mailed to you or \$7 will be added to your reward card.
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* Members have six months to use their rewards from the date they are added to their card.

Additional Extra Benefits and Rewards for Members

Health Risk Screening	WHO QUALIFIES: All CountyCare members	REQUIRED ACTIVITY: Contact your Care Coordinator to complete your annual screening.	REWARD: \$50 reward for completing annual Health Risk Screening will be added to your card once per year.
PCP Annual Check-Up	WHO QUALIFIES: Members 16 months and older	REQUIRED ACTIVITY: Visit your assigned primary care doctor for an annual check-up.	REWARD: \$50 reward will be added to your card once per year.
Colorectal Cancer Screening	WHO QUALIFIES: Members ages 45 to 75	REQUIRED ACTIVITY: Get a colorectal cancer screening from a network provider.	REWARD: \$50 reward will be added to your card at most once per year.
Diabetic Annual PCP Visit and Screening	WHO QUALIFIES: Diabetic members ages 18-75	REQUIRED ACTIVITY: Visit your provider and get your blood tests and urine screens.	REWARD: \$25 reward will be added to your card once per year.
Weight Watchers	WHO QUALIFIES: Members 13 and older	REQUIRED ACTIVITY: Contact Member Services to request.	REWARD: Free vouchers to attend Weight Watchers meetings will be mailed to you.
Lasik Surgery	WHO QUALIFIES: Members 21-50 years old	REQUIRED ACTIVITY: General eye exam and refractive eye exam to see if you're eligible.	REWARD: Free LASIK Surgery.
Behavioral Health Follow-up Visits	WHO QUALIFIES: All members 6 and older	REQUIRED ACTIVITY: Follow up with your doctor after ER visits and inpatient hospital stays for behavioral health.	REWARD: \$20 reward for seeing your doctor within 7 days; or \$10 if it is between 8-30 days after an ER visit for behavioral health. \$20 reward for seeing your doctor within 7 days; or \$10 if it is between 8-30 days after an inpatient behavioral health stay.
Follow-up After Hospital Admission	WHO QUALIFIES: All members 6 and older	REQUIRED ACTIVITY: See your doctor within 14 days after an inpatient hospital stay.	REWARD: \$20 reward will be added to your card.
Cell Phone	WHO QUALIFIES: All CountyCare members	REQUIRED ACTIVITY: Call Member Services or your Care Coordinator to request a cell phone.	REWARD: Free minutes for calls to CountyCare Member Services.

* Members have six months to use their rewards from the date they are added to their card.

- Members can get a free COVID-19 vaccination.
- CountyCare is offering a \$25 reward on the OTC reward card for anyone completing their 1st COVID-19 vaccination dose.
 - First dose only (no booster)
- Member needs to submit proof of vaccination
 - Needs to take picture of proof of vaccine and nine digit member ID number via email to countycare@cookcountyhhs.org
 - If member does not have smartphone, they can scan a copy at the library and send via email
- Use <https://myshotcookcounty.com/locations/> to find a location to schedule and receive their COVID-19 vaccination.

- Members can use their rewards card to purchase food items/groceries, personal care items, and household items from the following retail stores:

Walgreen's	CVS Pharmacy (Not in Target stores)
Dollar General	Mariano's
Walmart	Food4Less
Family Dollar	Jewel-Osco

- Members can also use their card to shop online at athome.medline.com/card or over the phone by calling 833-569-2330 to buy eligible over-the-counter (OTC) items delivered to your home.



Value Added Benefits



Brighter Beginnings Program for Expectant Moms and Families

- Free Diaper Coupons
- Free Sleep Safe Kit:
 - Pack 'n Play with a fitted sheet
 - SleepSac
 - Baby Sleep board book
 - Pacifier
- Car Seat Program
- Book Club for Kids

Pregnant women can also get:

- An automatic blood pressure monitor, so women can check their blood pressure at home
- One double electric breast pump per year

Members should talk to their provider to order and have them delivered to their home



Materials available in English, Spanish, and Polish.

- **Diaper program:** Members up to 24 months old who are up-to-date on their immunizations receive a coupon in the mail each month for a free jumbo pack of Jewel-Osco Baby Basics diapers
- **Free sleep safe kit:** Pregnant members can call Member Services and request a sleep safe kit. Once they have completed at least 4 of their prenatal appointments, CountyCare will ship the free Sleep Safe Kit to their home. The kit includes:
 - Pack 'n Play with a fitted sheet
 - SleepSac
 - Baby Sleep board book
 - Pacifier

- **Car seat program:** Pregnant women and children up to 8 years old who are CountyCare members are eligible for a free car seat. Parents should call Member Services to request the seat and it will be shipped to the address that they provide. Pregnant women are encouraged to call a month before their due date so the seat arrives in time for the baby's birth.
- **Book Club for Kids:** Parents of members age 3 through 16 can call Member Services to sign up for our annual book club. CountyCare will mail kids a new book every three months. Kids ages 5 through 16 will receive a \$10 Target gift card along with their book.

- **Free LASIK Eye Surgery:**

- Members between the ages of 21 and 50* who meet the qualifications
- Members should schedule an eye exam with an in-network doctor to complete the LASIK Evaluation Form to begin the process

**Members over 50 years old with no indication of cataracts, and who meet the health criteria may be eligible.*

- **Free Weight Watchers (WW) Vouchers:**

- Members 13 and older can call Member Services to request vouchers to attend WW meetings

- **Free Home Pregnancy Test:**

- Female members of childbearing age
- Call Member Services and request up to one pregnancy test per month
- Money will either be added to their OTC card so they can purchase a test or a test will be mailed to the address they provide

- **Questions about the Rewards Program:**
members can call Member Services at 312-864-8200
- **To help members activate CountyCare Rewards Cards or check the card balance:**
<https://www.otcnetwork.com/member>
- **Members can then search for eligible products to buy with the CountyCare Rewards Card within the catalog**
- **For issues with CountyCare OTC Rewards Cards:** Call Member Services at 312-864-8200





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Thank you!

COVID-19 Updates



COVID-19 Updates

COVID-19 Case Overview (Year to Date)		Vaccination Overview (6/13/2022)**	
# Cases	55677	# only 1 dose*	21,847 (5.61%)
# Deaths	293	# 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>

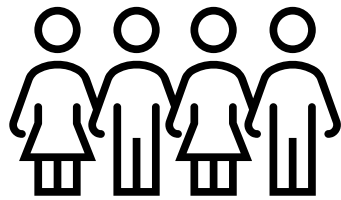
Suburban Cook County

- 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

Young Children Vaccination Information

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.

- 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. Vaccination is the best way to protect our children, friends, and families from COVID-19.

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

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

SEPTEMBER 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/>.



SEPTEMBER 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.



SEPTEMBER 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/>.



SEPTEMBER 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)



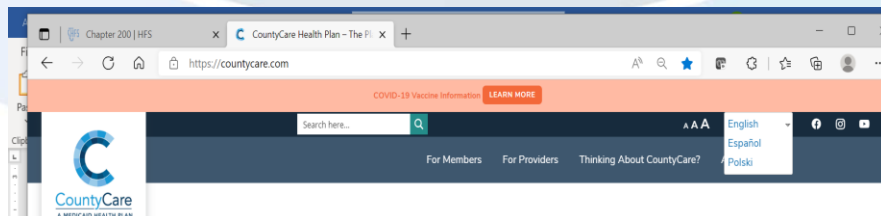
SEPTEMBER 2022 Member Newsletter

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

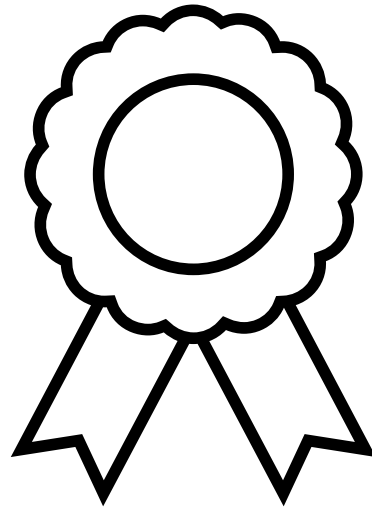
- Develop a personalized care plan and transition of care roadmap for when your baby leaves the hospital.
- Coordinate medical appointments with primary care providers and specialists.
- Arrange for transportation to medical appointments if needed.
- Coordinate in-home nursing care and Sleep Safe Kit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

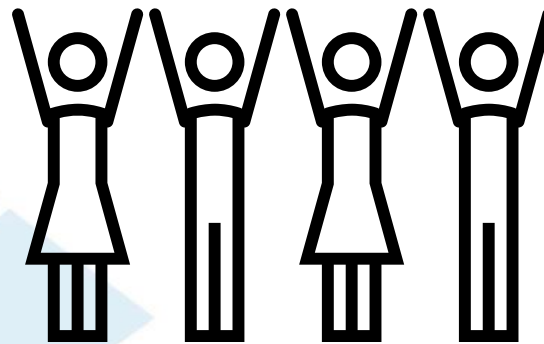


Care Coordinator Spotlight

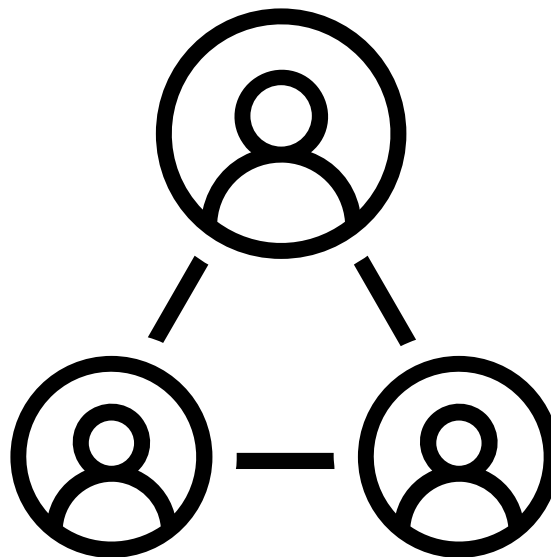


Care Coordinator Spotlight Reminder

- Please email nominations to:
oluwatobi.oyeniyi@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 **October 19th, 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 CMI 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

