

Care Coordination Monthly Webinar

May 27, 2020

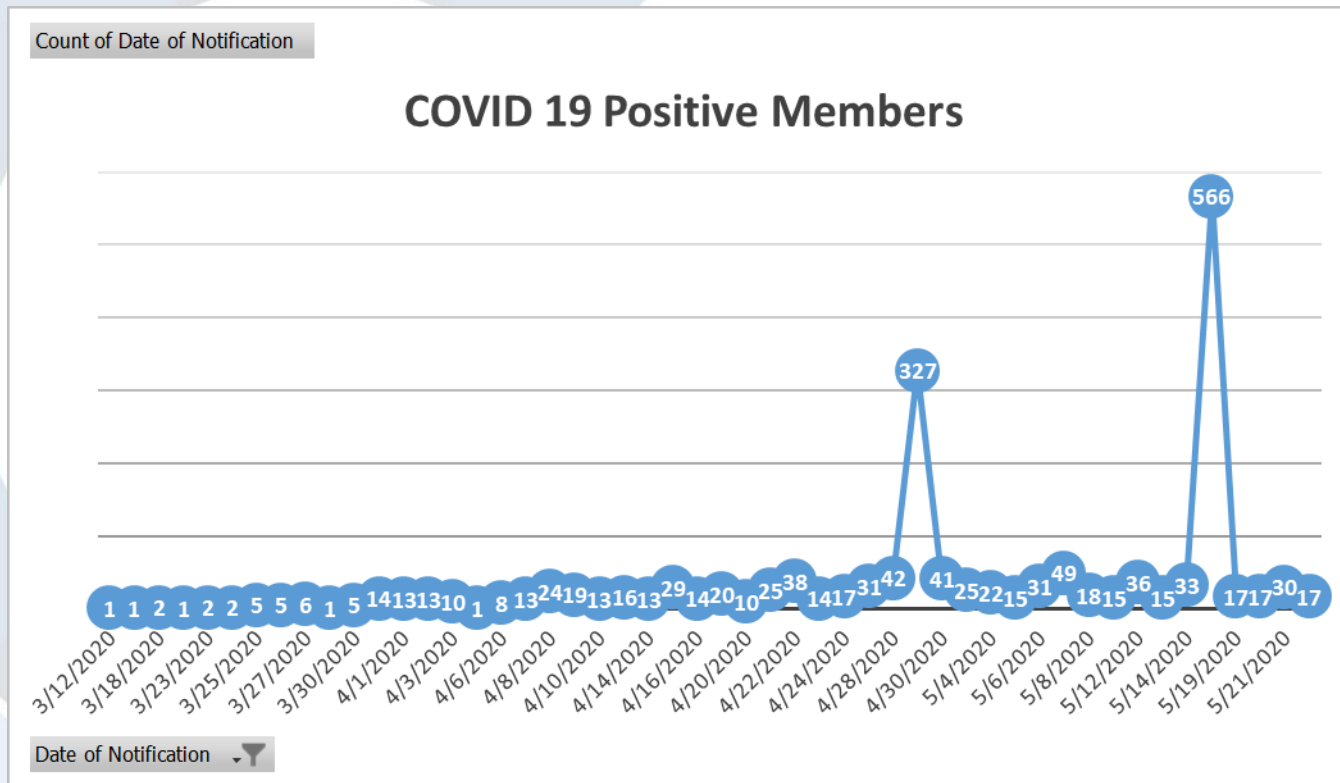


Agenda

1. CountyCare COVID-19 Case Summary (2:00-2:05)
2. Member Outreach (2:05-2:10)
3. Well Child Care (2:10-2:40)
4. HEDIS (2:40-2:45)
5. Announcements (2:45-2:50)
6. Open Forum (2:50-3:00)

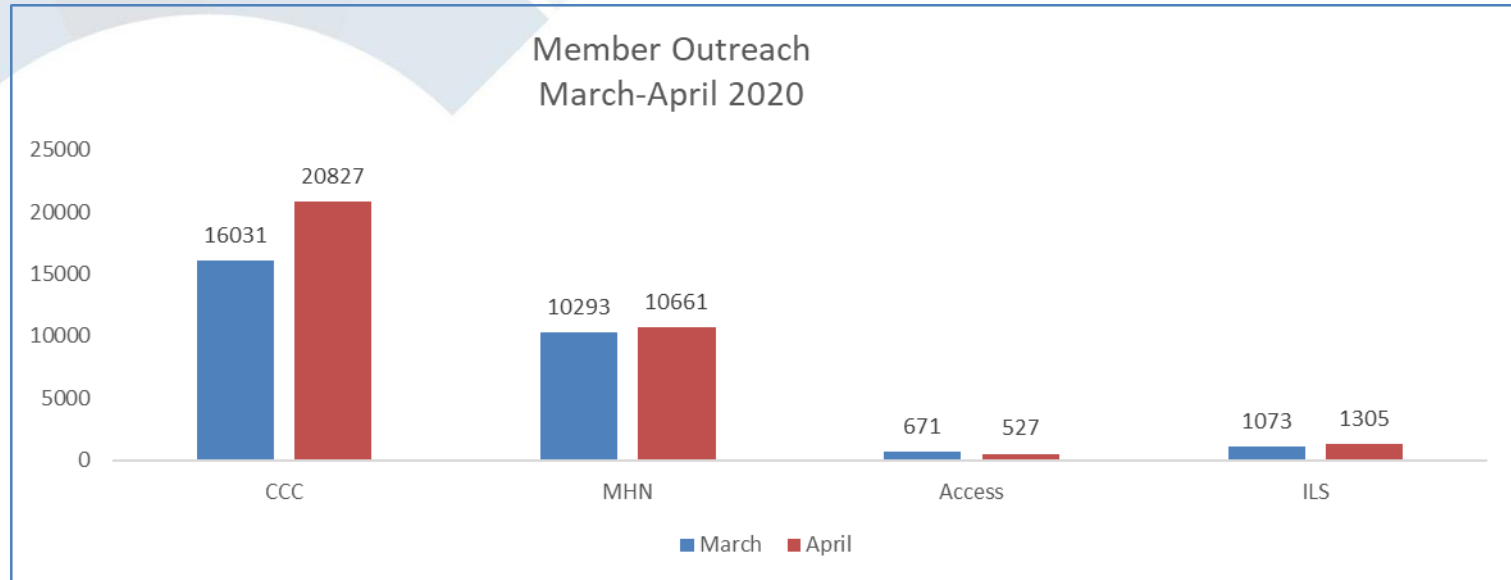


Summary of CountyCare Cases



**1702 Cases
80 Fatalities
as of 5/21/20**

CME COVID Outreach

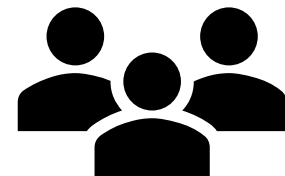


| | March | April | Dif |
|---------|-------|-------|-----|
| CC-LTSS | 1107 | 1701 | 594 |

| | March | April | Difference |
|--------|-------|-------|------------|
| CCC | 16031 | 20827 | 4796 |
| MHN | 10293 | 10661 | 368 |
| Access | 671 | 527 | -144 |
| ILS | 1073 | 1305 | 232 |

Crisis Resources

- [CountyCare Emergency Resource List](#)
- **Purpose:** Assist CountyCare Care Coordinators members with resources that are available in Cook County, including food assistance, financial assistance, clothing, and others. This list is not meant to be fully comprehensive of all available community resources.



Well Child Care during COVID

Dr. Denise Cunill

Associate Medical Director of Ambulatory Pediatrics, Cook County Health
Lead Provider, Logan Square Health Center of Cook County



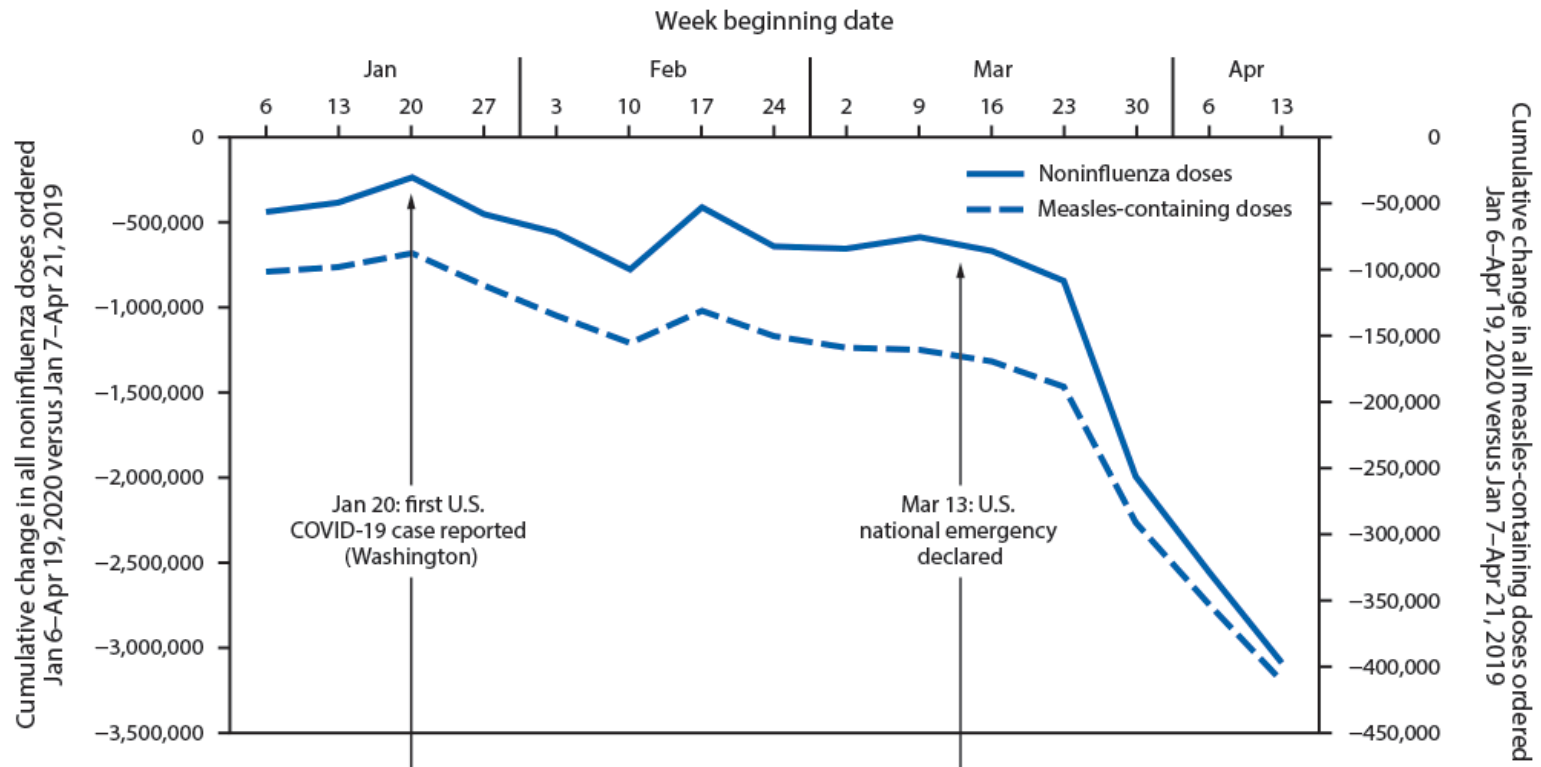
Situation



- Dramatic decrease in immunizations and Well-child visits during the COVID-19 pandemic
- CDC and HFS has identified this “new state of emergency” a priority

Background

Cumulative change in non-influenza doses ordered Jan-April 2019 compared to Jan-April 2020



Source: Santoli JM, Lindley MC, DeSilva MB, et al. Effects of the COVID-19 Pandemic on Routine Pediatric Vaccine Ordering and Administration — United States, 2020. MMWR Morb Mortal Wkly Rep 2020;69:591–593. DOI: <http://dx.doi.org/10.15585/mmwr.mm6919e2externalicon>.

In Person Care for Children



Prioritizing Pediatric Care during the COVID-19 pandemic

1. Well child visits in order to maintain immunization schedule > focus on patients less than 24 months old
2. Specialty Care
3. Sick visits: Telehealth vs. On site



Pediatric Care sites and implementation of precautions during the COVID-19 pandemic

1. Specific hours of service for Well child visits vs. Sick visits; separate waiting areas if possible
2. Temperature taking and mask use upon entry
3. Limiting patient visit to one 1 parent/care giver
4. Use of PPE during patient encounters
5. Disinfecting and Cleaning protocols



There are consequences of delaying Well child visits and immunizations

1. Disease outbreaks normally prevented by immunizing
2. Identification of biopsychosocial issues which require further assessment and intervention

Telehealth Care for Children



What type of pediatric care can be conducted remotely?

1. Well child screens (immunize on site)
2. Triage acute concerns > can convert to on site visit if needed
3. Chronic, stable issues (i.e. asthma, B&D, etc.)
4. Medication Refills
5. Post-ED/hospital follow-up (case by case)



What equipment should families have to better enable telehealth?

1. Smart Phone, Internet access > aid with video visits
2. Scale
3. Thermometer



What should parents do when deciding which type of care is best?

1. Contact the medical home always!
2. Have all medications (including OTC) and hospital discharge papers ready to review

Children and COVID19



How are children uniquely impacted by COVID-19?

- Every child in the world now has an ACE/Adverse Childhood Experience!
- Biopsychosocial effects > school closure (social, academic impacts), lack of outdoor exercise, food/housing insecurity, exposure to/victim of violence, death, confusion, fear, anxiety, etc.

Can children get sick from COVID-19?

- Asymptomatic, myriad of symptoms, MIS-C

Can children spread COVID-19?

ABSOLUTELY!!!

Advice for families with children who have been impacted by COVID-19?

- Communicate honestly in age-appropriate manner
- Contact the medical home and MCO for advice, resources

VFC Vaccine Ordering Low throughout US

- **Children are not getting their usual vaccines**
- **Many newborns have not been able to get appointments or see their providers**
- **Potential for vaccine-preventable disease outbreaks**

Restarting Immunization Services

- **Reassure and Remind**

- Separate well visits from sick visits spatially and temporally and let parents know the steps you are taking to protect their children
- Conduct recalls for all children who missed immunization visits; I-CARE can assist
- Send out general reminders to parents of newborns to encourage them back to the practice. Ask them to set reminders on their calendars to reschedule any previously cancelled appointment

Chicago VFC Contact information

- **Kevin Hansen, Vaccine Manager**

- Kevin.Hansen@cityofchicago.org
- chicagoVFC@cityofchicago.org
- 312/746-9330

- **Felicia Fredricks, VFC Manager**

- Felicia.fredricks@cityofchicago.org
- chicagovfc@cityofchicago.org
- 312/746-6050



What CountyCare is Doing



Text Message Campaign

COVID19 Outreach Call Script

Data for Supergroups

PCP Follow Up

CountyCare Rewards for Visits and Immunizations



Resources

- Information for Pediatric Healthcare Providers, CDC, <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pediatric-hcp.html>
- Caring for Children, CDC, <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children.html>
- Shu, J. (2020). Is it OK to see my pediatrician during COVID-19? *Healthy Children*. <https://healthychildren.org/English/tips-tools/ask-the-pediatrician>
- State of Illinois, IDPH. (2020). Interim Guidance: Multisystem Inflammatory System in Children Associated with Coronavirus Disease 2019 (COVID-19)



Adobe Acrobat
Document



Questions

HEDIS Spotlight

W15: Well-Child Visits in the First 15 Months
of Life

W34: Well-Child Visits in the Third, Fourth,
Fifth and Sixth Years of Life



Spotlight HEDIS Measure: W15

Well-Child Visits in the First 15 Months of Life

- The percentage of members who had 6 or more well-child visits with a PCP on different dates of service during their first 15 months of life.
 - Must include:
 - A health history
 - A physical developmental history
 - A mental developmental history
 - A physical exam
 - Health education/anticipatory guidance
- The well-child visit must occur with a PCP
- Visits specific to the assessment or treatment of an acute or chronic condition do not count toward the measure
- Services rendered via telehealth do NOT count!



Spotlight HEDIS Measure: W34

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

- The percentage of members 3–6 years of age who had one or more well-child visits with a PCP during the measurement year (January 1st – December 31st 2020):
 - Must include:
 - A health history
 - A physical developmental history
 - A mental developmental history
 - A physical exam
 - Health education/anticipatory guidance
- The well-child visit must occur with a PCP
- Visits specific to the assessment or treatment of an acute or chronic condition do not count toward the measure
- Services rendered via telehealth do NOT count!



Well-Child Visit HEDIS Performance

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

| Metric | MY2018 Rate | MY2019 Rate | Percentile | | | | |
|--|-------------|---------------|------------------|------------------|------------------|------------------|-------------------------|
| | | | 25 th | 50 th | 60 th | 75 th | Target 80 th |
| W15 – Well-Child Visits in the First 15 Months of Life 6+ Visits | 65.45% | 63.03% | 58.5% | 66.2% | 68.2% | 71.3% | 72.7% |
| Metric | MY2018 Rate | MY2019 Rate | Percentile | | | | |
| | | | 25 th | 50 th | 60 th | 75 th | Target 80 th |
| W34 – Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life | 80.29% | 75.19% | 67.2% | 73.9% | 75.8% | 79.3% | 80.8% |

How can care coordination help?

- Outreach member/family to schedule annual well-child visits with assigned PCP
- Well-Child Visits earns CountyCare Rewards
- COVID-19 Impacts:
 - Most provider offices are continuing to see children for vaccinations and some well child visits
 - Some providers are employing creative approaches, like separating sick from well visits or parking lot/car visits
 - CountyCare has sent texts to members encouraging well-child visits during this time
- Reassure member/family it is safe to go to well-child visits
 - Suggest the member/family call first to learn about the precautions at the provider office
 - Have the member/family confirm with the provider which appointments are critical
 - Reinforce providers and office staff are taking precautions – wearing PPE, cleaning, requiring masks
 - If the parent is high-risk for COVID-19, arrange to authorize another family member to take the child
- Children going without vaccines can be more dangerous than the risk of exposure to COVID-19
- Thermometers are covered by Medicaid – providers can order them for families and teach parents how to assess and monitor kids at home
- Some immunizations are available at pharmacies for members 7+ years – may be a preferable option for some families during this time





Announcements

- SNAP beneficiaries will be able to start [ordering groceries online](#) via Walmart or Amazon beginning on June 2



Open Forum

- Please share any needs or questions you have for each other
- Type in the chat box



Thank You!