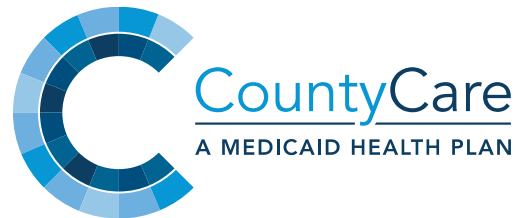


November CM Webinar

Wednesday, October 19, 2025

Stephanie R. Nickles

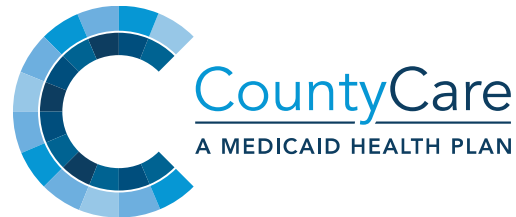
Clinical Training Manger



Meeting Schedule

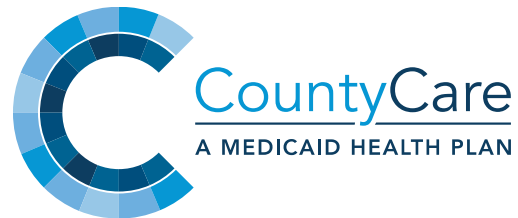
Wednesday November 19, 2025

1. Lashawnda Thorton- BH Resource (5 minutes)
2. Paige Clincy- Cook County Housing Navigation program consent forms (10 minutes)
4. Gillian Feldmeth-Telehealth (15 mins)
5. Ann Lindow, Latisha Mitchell, Kimberley Ciyou- Brave Health Refresher (25 mins).



County Care BH Resources

**Lashawnda Thorton, Behavioral Health Program
Manager**



Newly Contracted BH Provider List

Entity Name	Provider Type
Cornerstone Recovery Community	BH (DASA/SUPR)
The Gentle Caress, LLC	CMBH
Art of Recovery Services NFP	BH (CMHC)
Mathers Recovery LLC	BH (DASA/SUPR)
Bridgette Spann-Edwards, LCSW	BH
Living in Empathy Institute	BH
Global Homecare Services	BH (CMHC)
Cartwheel Health Services PC	BH
Positive Development of California PC	BH (ABS Therapy)
Brave Health Medical Group, PA	BH (Telehealth)
Thriving Sparrow Counseling & Wellness, PLLC	CMBH
Touch of Wholeness Psychological Services LLC	BH (CMHC)
Stone Catchers Counseling	BH
Mugen Psychiatry LLC	BH
Baal Perazim Wellness and Health Service	BH
KI Insight LLC	BH
Affect Therapeutics Inc	BH (DASA/SUPR)

Entity Name	Provider Type
Destinee Moore LCSW	BH
Elevation Individual and Family Thrpay PLLC	BH
ODA Solutions, Inc	BH (DASA/SUPR)
Brighter Care ABA LLC	BH (ABA)
DR TYREE BRINSON AND ASSOCIATES	BH (CMHC)
Behaviorcare LLC	BH
Flourish Counseling Centers PLLC	BH
Integrity Healthcare LLC	BH
Mindful Behavior	BH
Bai & Kay Partnership	BH
Great Minds Healthcare Services LLC	BH
Life House Behavioral Health	BH (DASA/SUPR)
Autism Spectrum Therapies, LLC d/b/a Total Spectrum	BH (ABA)
Depth Counseling Services, PC	BH
Graceful Growth Counseling Services PC	BH
Joyful ABA LLC	BH (ABA)
Northwest Psychiatry, PC	BH
Hilton M Gordon MD	BH
Mosaic Nature Therapy and Wellness	BH
S&T Behavioral Health & Medical Consultants Inc	BH

Entity Name	Provider Type
Otte Practice PLLC d/b/a Ellie Mental Health	BH
Family First Mental Health	BH
ICG Services LLC dba Spectrum of Smiles	BH
Thriving Lane	BH (Telehealth)
Bridgeview Clinical Services LTD	BH
Ghadeer Counseling Services PC	BH
Peak Behavioral Services Inc	BH (ABA)
Montera Health Illinois LLC	BH (ABA)
Aldad Medical PC	BH
Light Assist Inc	BH (ABA)
Education Works Consulting Firm, Inc	BH (CMBH)
Alexian Brothers Medical Center d/b/a Alexian Brothers Behavioral Health Hospital	BH
Virtual Physician Associates Ltd d/b/a My Own Doctor Medical Group	BH (Telehealth)
Ashlyn Elliot Lopez, LCSW	BH (CMBH)
Lotus Mental Health System LLC	BH (CMBH)
MK Counseling & Wellness PLLC	BH (Telehealth)
Serene Health IPA Medical Corporation	BH (Telehealth)
Chrysalis Counseling, Coaching and Consulting LLC	BH (Telehealth)

2024 BH Network Provider Updates

Link to Provider Finder: [Find Care - CountyCare](#)

The screenshot displays the CountyCare Provider Finder interface. At the top, a header bar reads "Hello, What are you searching for today?". Below this, three main search options are presented: "Doctors by name" (circled in blue), "Doctors by specialty" (with a blue arrow pointing to it from the "Search by or Behavioral Health Specialty" box), and "Places by name" (circled in blue). A large blue arrow points from the "Search using Doctors Name/Place Name (from contracted provider list)" box to the "Doctors by name" and "Places by name" options. To the right, a "Filters" sidebar is visible, containing several filter categories: "Search Area" (3 miles), "Patient Age" (All ages), "Languages Spoken by Provider", "Accepting New Patients" (with checkboxes for "Accepting New Patients" and "Accepting PCP Patients"), "On Demand Providers", "Show Primary Care Providers", "Quality", and "Specialty". At the bottom of the filters sidebar are links for "Reset filters" and a "Get results" button.

Choose your search location

Enter an address, city or zip code

Use my current location

Hello,
What are you searching for today?

Search by or Behavioral Health Specialty

Doctors by name

Doctors by specialty

Places by name

Search all

Advanced Search

Search using Doctors Name/Place Name (from contracted provider list)

Filters

Search Area
3 miles

Patient Age
All ages

Languages Spoken by Provider

Accepting New Patients
Accepting New Patients

☒ Accepting New Patients
☐ Accepting PCP Patients

On Demand Providers

Show Primary Care Providers

Quality

Specialty

[Reset filters](#)

Get results

IHPA-Scope of Services

Appointment Type as Defined by CAHPS



Appointment for Care
for Non-Threatening
Emergency



Urgent Care
Appointment



Initial Visit for Routine
Care Appointment



Follow-up Routine
Care Appointment



After Hours Care



Appointment Waiting
Time

Appointment Availability

- Within 6 hours (or directed to emergency department or behavioral health crisis unit) after Attributed Member request
- Within 48 hours after Attributed Member request
- Within 10 Business Days after Attributed Member request
- Within 30 days after Attributed Member request
- 24/7 on call coverage; voicemail not accepted
- Less than 1 hour after scheduled appointment time start

Partnership for BH Access-CountyCare and Midwest Family and Community Resources

Goal: Increase follow-up care for members with a behavioral health ED visit or hospital admission to meet the HEDIS requirements of within 7 days or at least within 30 days.

Barrier: Lack of established provider, lack of access within current provider office.

Resource: Scheduling Assistance for Members who need a BH follow-up appointment without an established provider (or a provider without capacity during the required period-within 7 days or at least 30 days).

MFCR is a contracted entity that provides BH services to CountyCare members and has committed to provide capacity for our members who need to be seen within required timeframes.

Care can be provided in person, or [via telehealth](#).

Physical locations are as follows:

Evergreen:

9730 S. Western #305
(Advocate Building)

Hazel Crest:

3330 W. 177th St Ste 1F

Central intake line (708) 745-3040 Option 2

Preferred process would be to assist the member by calling to secure an appointment to meet the timeframe (**within 7 days** or at least 30 days) from discharge from the hospital or ED encounter. Review of transportation needs, ability to navigate a telehealth visit, etc., should be completed and addressed. If the care manager is scheduling the appointment, they must have the ability to answer questions regarding why the member is seeking mental health support and provide demographic information to complete the intake process.



[Midwest Family and Community Resources \(mfcrcr.info\)](https://mfcrcr.info)

Brave Overview

Brave is a **100% virtual** outpatient mental health provider with a **focus on serious mental illness** and **maternal mental health** geared **towards Medicaid members**

Brave is a 100% virtual behavioral health provider



- Ongoing Outpatient Care
- Virtual Video Sessions
- Psychiatry (Medication Management), Therapy (Group & Individual) and Support Services

We are designed to serve individuals with complex needs



- Medicaid Focused
- Serious Mental Illness
- Adolescent care: 13+
- Comorbid Condition / High Utilizers
- Maternal Mental Health
- Rural Areas
- Follow-up After Hospitalization

We make it easy to refer & partner with you



- Simple online form
- Real-time confirmation & notifications
- Closed loop communication with referrers every step of the way

How to Make a Referral to Brave

Fast Access Online Referral Form



Step 1 of 2

Put your patients on a brave path forward

To refer a member to Brave Health, please fill out this secure form.

We'll use the member's information to outreach them, and your information to share progress updates.

Required Fields (*)

Patient Information

First Name*	Last Name*
Date of Birth*	Patient State* ▼
Mobile Number*	Email Address

Next



- Once submitted, you will receive ongoing email notifications on your referred patients' key milestones.
- This includes the date and time of appointments, appointment outcomes, and if a patient declines services.
- If you need more information about a referral, you can email us at partnersupport@bebravehealth.com and include the following patient info: Name, DOB, and Member ID

Referral Form Link: www.bebravehealth.com/referral

EMR: Brave Health

Fax: 727-306-8033

Secure Email: referral@bebravehealth.com

Additional BH Telehealth Resources

Telehealth Services

CountyCare covers virtual telehealth appointments. Telehealth (sometimes called telemedicine) lets you talk with providers remotely. It's fast, easy, and convenient! Providers can share health information, diagnose conditions, recommend treatments, provide mental health counseling, and prescribe medication.

Virtual immediate care appointments are available through [Cook County Health Express Care](#) to help treat basic medical issues. This means you can talk to a licensed Cook County Health provider from the comfort of your home. All you need is a computer, tablet, or smartphone and an internet connection!

CountyCare has additional in-network providers offering telehealth medical, counseling, and psychiatry services. Please [click here](#) for a selected list of providers.

Feeling anxious, lonely, or sad? Need someone to talk to?

Consider reaching out to a CountyCare telehealth provider. Visit their websites or call to set up an appointment.

Brave Health:

www.bbravehealth.com, 305-902-6347

Midwest Family & Community Resources:

www.mfcr.org, 708-745-3040

MK Counseling & Wellness:

www.mkcounselingchicago.com, 312-748-0768

Covered Services – CountyCare Health Plan

Resource Link: [Telehealth Behavioral Health Providers](#)

- Aunt Martha's: 877-692-8686 Option 2 for scheduling.
 - Call center hours 7am-7pm Monday-Friday and 8am-4pm Saturday

Behavioral Health Resources

Any time you suspect or know that a member is a danger to self or others, call 911 (even with member on the phone)

Text “TALK” to 552020

NAMI Chicago – Helpline
833-NAMI-CHI (626-4244)

National Suicide Prevention Lifeline
1-800-273-TALK (1-800-273-8255)
Support and crisis resources for yourself or someone else.

National Suicide Lifeline-Dial 9-8-8
988 Frequently Asked Questions | SAMHSA

Crisis Textline
Text NAMI to 741741
24-hour text message support for those in crisis.

The Trevor Project
1-866-488-7386 or text START to 678678
Support for LGBTQ+ youth ages 24 and under.

Trans Lifeline
1-877-565-8860
Support for transgender individuals

MCR Agency Contacts’ document is updated quarterly and available at <https://countycare.com/providers/care-coordination/>

Between Friends
1-800-603-HELP (1-800-603-4357)
Chicago domestic violence crisis line run by a nonprofit.

City of Chicago Domestic Violence Helpline
1-877-863-6338
Chicago domestic violence help and referral line run by the city

Chicago Rape Crisis Hotline
888-293-2080
Chicago non-profit for survivors of sexual violence and their significant others.

National Sexual Assault Hotline (RAINN)
1-800-656-HOPE (1-800-656-4673)
National anti-sexual violence organization and hotline.

Veterans Crisis Line
1-800-273-8255 or text 838255
For veterans and those concerned about them.

Illinois 211
Call 211 for Essential Community Services | United Way 211
2-1-1 is a free referral and information helpline that connects people to a wide range of health and human services, 24 hours a day, 7 days a week. To contact 2-1-1 in any state, including Illinois, simply dial the numbers 2-1-1 from any phone.

Illinois BH Resources

Web Resources for Illinois Services

- Illinois Department of Human Services–[Division of Mental Health](#)
- Illinois Department of Human Services–[Division of Alcoholism and Substance Abuse](#)
- [National Alliance on Mental Illness–Illinois](#) – The National Alliance on Mental Illness is a nationwide advocacy group, representing families and people affected by mental health disorders in the United States. The national organization is organized into state and local affiliates, of which NAMI–Illinois is one.

CARES LINE:

- 800.345.9049
- All Managed Care Organizations (MCOs) and Managed Care Community Networks (MCCNs) can utilize this line for the purposes of centralized intake and localized dispatch for children in mental health crisis. When determined appropriate, the CARES line will dispatch the managed care plan's contracted crisis responder to the child's location. A face-to-face crisis assessment will be done, and determination will be made if the child can be stabilized in the community. The Mobile Crisis Response program can provide access to covered community-based behavioral health services for a 30 days following the crisis event.

MAT/SUD Resources

CCH Bridge

COOK COUNTY
HEALTH
BRIDGE CLINIC

The Bridge Clinic at Cook County Health is your entry point into recovery.

We act as an urgent care clinic for those struggling with opioid and/or alcohol use. The Bridge Clinic provides rapid access to treatment without judgement.

Common examples of opioids include heroin and prescription pills like oxycodone (Percocet, OxyContin), hydrocodone (Vicodin), codeine, fentanyl, and morphine.



Link to program details:

[Bridge Clinic | Cook County Health](#)

Contacts for Bridge Clinic:

312-864-4MAT (4628)

Email: bridge@cookcountyhhs.org

Integrated addiction treatment with a prescriber and recovery coach

Commonly prescribed medications:

- Buprenorphine [Suboxone™, Brixadi™, Sublocade™, Zubsolv™] for opioid use disorder
- Naltrexone [Vivitrol™] for opioid and alcohol use disorder
- Naloxone [Narcan™] for opioid overdose*
- We do not offer methadone treatment but will make a referral when appropriate.

Linkage to other substance use treatment and support services including residential, intensive outpatient, peer support, methadone clinics and recovery homes.

BH Providers with SUD services

Haymarket-Ph: 312-226-7984

South Suburban Council-Ph: 708-647-3333

Habilitative-Ph: 773-261-2252

Family Guidance-Ph: 844-834-2227

Metropolitan-Ph: 312-986-4000

C4-Ph: 773-769-0205

Pillars-Ph: 708-745-5277

Bobby E. Wright-Ph: 773-722-7900

HRDI-Ph: 773-291-2500

LSSI-Ph: 833-610-5774

Sinai-Ph: 773-257-2273

Heartland Alliance-Ph: 773-275-2586

Residential Treatment Centers

Existential Counselor Society-Joliet Ph: 708-223-2698

Family Guidance Center-Manteno Ph: 844-834-2227

Gateway Foundation-Multiple locations Ph: 877-505-4673

Haymarket Center-Chicago Ph: 312-226-7984

Healthcare Alternative Systems-Chicago Ph: 312-850-0050

HRDI-Chicago Ph: 773-291-2500

Loretto Residential Rehab Program-Chicago Ph: 773-854-5491

Lutheran Social Services Residential Rehab-Elgin Ph: 833-610-5774



Child/Adolescent BH Resources



Children's Behavioral Health Program- Pathways to Success

- **PTS** is designed to address the states commitments under the N.B. Consent Decree. An approach to provide intensive home and community-based services to children under 21), and enhance the behavioral services for children. PTS eligibility includes: must have Medicaid, be under 21, have a mental health diagnosis , and have complex needs identified by the IMCANS at home , in school, or in their community.



Program Eligibility:

- ✓ Has Medicaid
- ✓ Is under the age of 21
- ✓ Has a mental health diagnosis
- ✓ Has complex, intensive needs identified on their IM+CANS that are significantly affecting them at home, at school, or in their community

HFS makes final
determination of Pathways
eligibility based on review of
this criteria

Behavioral Health Program-Crisis Response Services

Mobile Crisis Response Services - CARES

CARES or Crisis and Referral Entry Services is a telephone response service that handles mental health crisis calls for children and adults in Illinois. CountyCare members can use the 24-hour Crisis and Referral Entry Services (CARES) line to talk to a behavioral health professional. Anyone can call if a child or adult is a risk to themselves or others, having a mental health crisis or if you would like a referral to services.

CARES line: 1-800-345-9049 (TTY: 1-773-523-4504).

All MCO's in Illinois have contracts with the CARES line (Crisis and Referral Entry Service) to serve as a centralized intake and dispatch for children and adults in mental health crisis.

The CARES line dispatches crisis responders (MCR Providers, formerly known as SASS) to the location of the member, completes a face-to-face crisis assessment called **the IM+CAT** (Illinois Medicaid Crisis Assessment Tool used to decide whether member needs to be hospitalized OR can be stabilized in the community) and complete a **crisis safety plan**.

Members who have mobile crisis response services have open access to community based behavioral health services for a minimum of 30 days following a crisis event.

What is the Family Support Program?

- The Family Support Program provides access to supports and mental health programs for youth with severe mental disturbances.
- The goal of the program is to promote community-based programs, increase family stability and improve clinical outcomes.



Who can participate in FSP?

Families must meet the following criteria to participate:

- The parent or guardian of the youth resides in the State of Illinois
- The youth is under the age of 18 at the time a completed application is submitted
- The youth is not under the guardianship or in the legal custody of any unit of the federal, State or local government
- The parent or guardian of the youth agrees to meet the terms of the Program's Parent or Guardian Responsibilities
- The youth demonstrates a severe emotional disturbance
- The youth demonstrates a severity of need indicating that his or her clinical needs are not being met through active participation in traditional outpatient mental health services
- The youth demonstrates sufficient cognitive capacity to respond to psychiatric treatment and intervention
- The youth's history of mental health challenges and treatment efforts demonstrate a chronic condition rather than an acute episode
- The youth demonstrates behaviors or symptoms that are likely to respond to the treatment services available in the FSP.

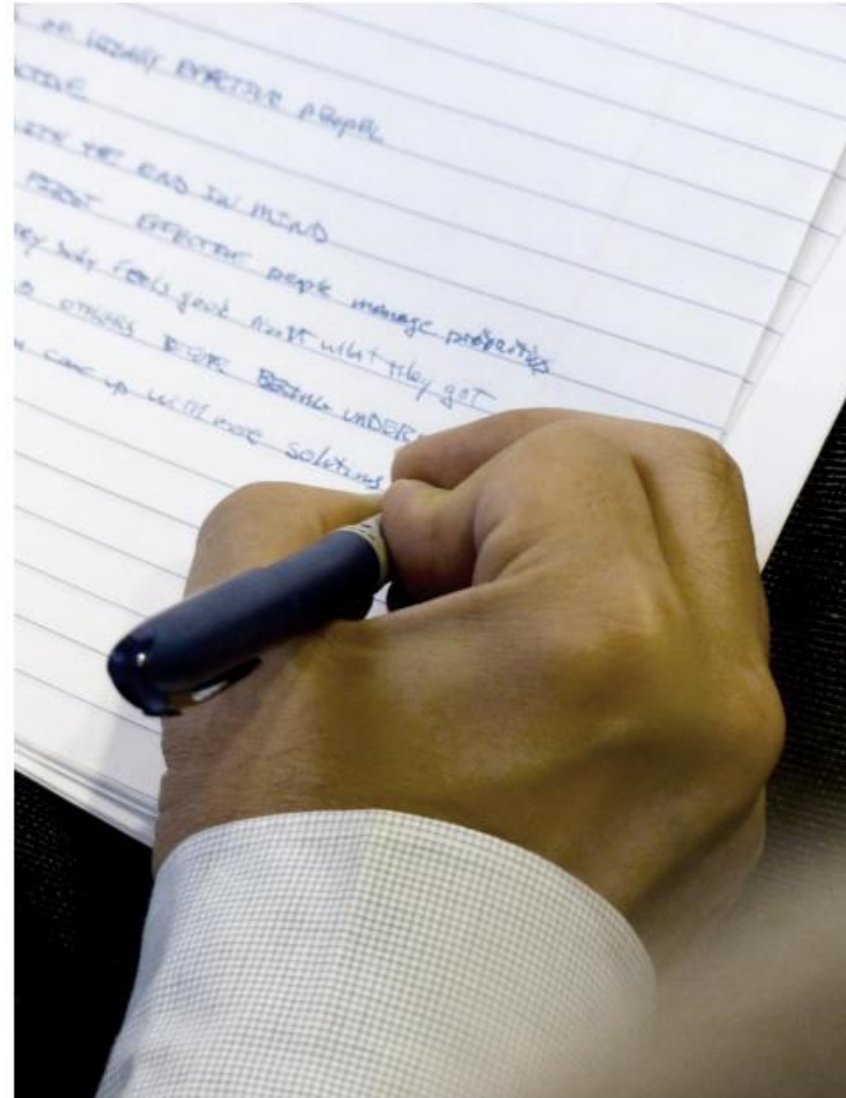
How can a family apply for FSP?

- Families can receive assistance with obtaining, completing and submitting their application through HFS enrolled providers of SASS.
- Each SASS agency has a FSP Coordinator to help families with the application process.
- The application can be found at: [fspapplication.pdf](#) ([illinois.gov](#))
- Completed FSP applications may be submitted to eQHealth for an eligibility determination by:

By faxing the application to 800-418-4039 using the subject line "FSP Application for Review;"

OR

By mailing the application to the following address:
eQHealth Solutions, Inc. Attn: FSP Technical Coordinator
500 Waters Edge, Suite 125 Lombard, IL 60148



ABA Providers

Entity Name	Contact Info
Autism Behavior Therapy, Inc	124 Kraml Dr., Willowbrook, IL 60527 Ph: 630-631-9623
Autism Spectrum Therapies, LLC d/b/a Total Spectrum	Ph: 844-263-1631 Online Intake: https://totalspectrumcare.com/contact-us
Behaviorcare LLC	Ph: 312-967-6535 Online Intake: https://behaviorcarehub.com/contact
Brighter Care ABA LLC	2801 W. Howard St., Chicago, IL 60645 Ph: 773-305-6400
Building Blocks of Life, LLC	2038 221st St. Saulk Village, IL 60411 Ph: 312-478-8467
Early Autism Services LLC	1721 Moon Lake Blvd Ste 130-140, Hoffman Estates, IL 60169 Ph 312-965-2997
EB Pediatric Resources Inc	2339 N. California Ave Unit 47949 Chicago, IL 60647 Ph: 312-458-9865
Functional Skills Group	5113 S. Harper Ave, Ste 2C, Chicago, IL 60615 Ph: 773-449-0859
Instructional ABA Consultants	4615 W. 103rd St, Oak Lawn, IL 60453 Ph: 331-229-8839
Joyful ABA LLC	18145 Martin Ave, Ste 1, Homewood, IL 60430 Ph: 708-625-4839
NEXUMHC Consultants PC	7373 N Lincoln Ave. Lincolnwood, IL 60712 Ph: 773-877-6150
Owllight Therapy	7222 W. Cermak Rd. Ste 500, North Riverside IL, 60546 Ph: 866-695-2221
Peak Behavioral Services Inc	1515 N Harlem Ave, Oak Park, IL 60302 Ph: 630-632-4350
Therapyworks Autism Services PLLC	778 W Frontage Rd. Northfield, IL 60093 Ph: 312-780-0820

Open Roads-IOP/Outpatient

Adolescents 13-17 years old

Conditions

Our programs are designed to address a wide range of mental health conditions. Open Roads has specific tracks designed for individuals seeking treatment for the following conditions:

- ⊗ Depression and Mood Disorders
- ⊗ Anxiety Disorders
- ⊗ Eating Disorders
- ⊗ Substance Use Disorders

We can also support individuals with other disorders, such as phobias, Intermittent Explosive Disorder (IED), Oppositional Defiant Disorder (ODD), and similar challenges. Each referral is unique, and we encourage providers to contact our professional consultation line to discuss individual cases and determine if our programs are the right fit.

Referral Form:

- [Contact – Open Roads Behavioral Health](#)

Intensive Outpatient Program (IOP)

Open Roads' Intensive Outpatient Program (IOP) offers flexible yet comprehensive treatment for adolescents facing emotional and behavioral challenges. Our IOP provides structured, intensive care for those who need more support than traditional outpatient therapy but do not require inpatient hospitalization. Through a combination of group therapy, individual counseling, and family therapy, our program helps adolescents build resilience, develop coping skills, and strengthen relationships while maintaining their daily routines.

Outpatient Therapy

Open Roads' Outpatient Therapy services support adolescents and their families in navigating challenges such as communication breakdowns, conflict resolution, and managing emotional distress. By working together in a supportive, therapeutic environment, adolescents and their families can develop healthier interactions, foster stronger connections, improve academic challenges, and create lasting positive change.

Location

17 North State Street Suite 210
Chicago, IL 60602



Hours

Monday – Friday
8:00am – 6:00pm

Saturday – Sunday
Closed

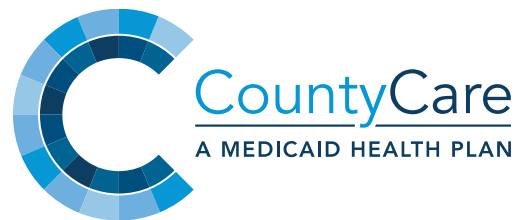
Contact

info@openroadsbh.com
(312) 445-7767



Cook County Housing Navigation Program Consent Forms Update

Paige Clincy, Program Manager



Example of the forms:

CONTACT FORM

Patient Name:

Date of Birth:

Care Coordinator Name:

Facility Name:

Facility Entry Date:

Anticipated Exit Date:

Court Date:

Current Housing Status:

Contact Phone Number:

Contact Email:

Address/Shelter Address and Name:

Places to be found:

Friend/Family Name, Phone number and/or email:

Insurance Status:

Case Manager Contact:

Housing Navigator Referral Form

Name of Patient:

Date of Birth:

Referring Provider's Name and Contact Information:

Does the patient have CountyCare insurance? YES NO

Preferred/Current Housing Location: CHICAGO SOUTH SUBURBAN COOK NORTH/WEST SUBURBAN COOK

Does the patient currently have income? YES NO

If so, please specify:

Is the referral living with a disability? YES NO

If so, please list disability:

Is the patient justice-involved? YES NO

If yes, please provide details:

Has the patient previously lived independently? YES NO

Is the patient experiencing literal homelessness (staying in a shelter or outside)? YES NO

If patient is not currently experiencing literal homelessness, please circle level of housing instability:

I-----II-----III-----IV

Affordably Housed Difficulty Paying Rent Loss of Household Income Living w/Family or Friends

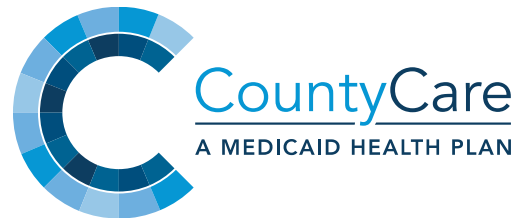
Number of individuals within household (please list names and ages):

Please be sure to include Contact Information and Release of Information forms with the Referral form.

Completed forms should be emailed to housing@cookcountyhhs.org

Telehealth Overview

Gillian Feldmeth, Senior Manager of Policy & Innovation



Telehealth Background

The **COVID-19 pandemic dramatically accelerated telehealth adoption** nationwide. In pre-pandemic Illinois, telehealth represented 5% of care delivered by community health centers, but grew to 60% of care delivered by June 2020.

In Illinois, **broad policy support persists post-pandemic**. Both audio-visual and audio-only telehealth modalities are reimbursable. Since March 2020, the state of Illinois has maintained telehealth flexibilities established during the pandemic.

Sources:

- [Supporting Telehealth Expansion for Medicaid Patients in Illinois](#) (Health First Collaborative, 2023).
- [Illinois Telehealth Impact](#) (Illinois Hospital Association, 2021)
- [Telehealth Effect on TCOC](#) (NCQA, 2020)
- [Assessing Patient Satisfaction with Telehealth](#) (NACHC, 2023)

Benefits of Telehealth



Expanded Access and Reduced Barriers to Care

- Expands access by reducing time and logistical barriers (e.g., long transit rides, needing time off work, arranging childcare), helping Medicaid members maintain continuity of care.



Improved Timeliness of Care

- More than half of IL hospitals observed shorter wait times for telehealth visits compared to in-person care.
- The majority of surveyed IL hospitals and behavioral health providers (>70%) reported that telehealth reduced missed appointments.



Member Convenience & Satisfaction

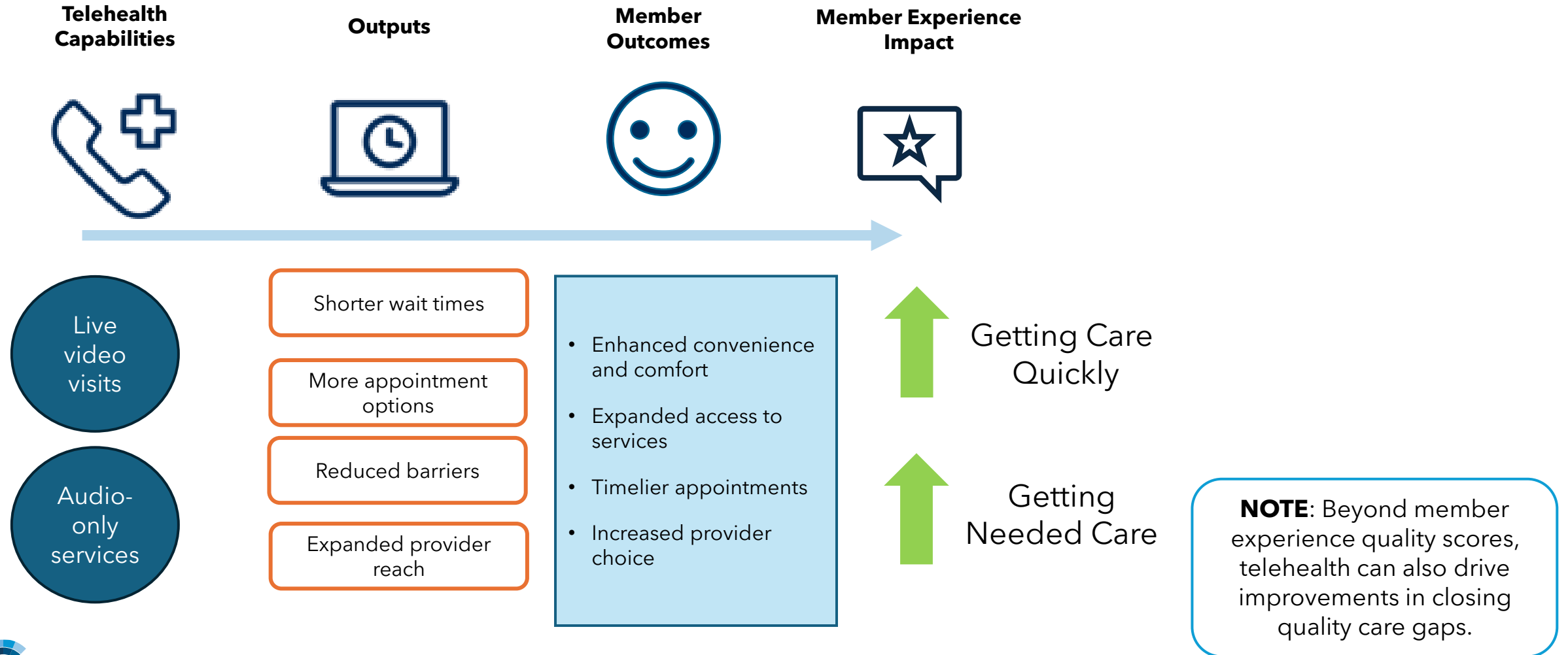
- National safety-net data shows that 90% of patients felt comfortable and satisfied with telehealth, with 75% reporting it was as good as in-person care.



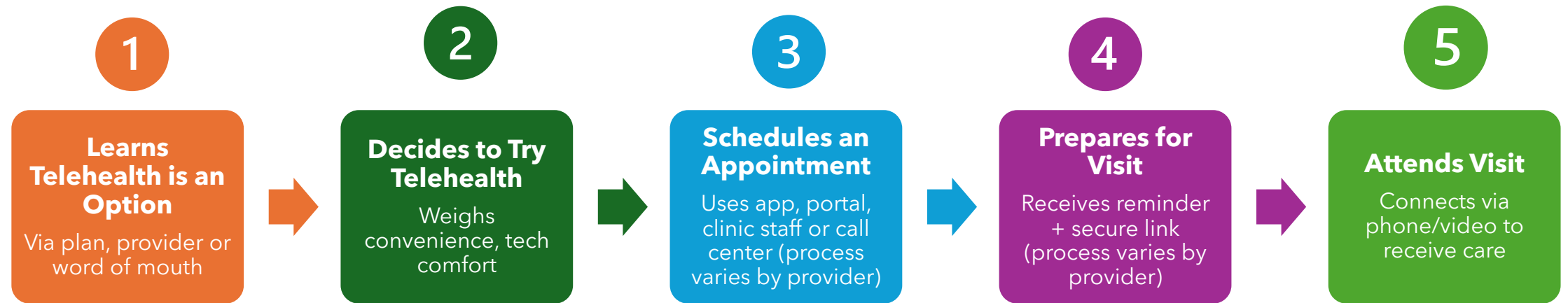
Cost Efficiency

- Can reduce avoidable ED visits and unnecessary imaging, lowering costs while improving care efficiency.

How Telehealth Affects Member Experience



Member Telehealth Journey – High Level



As a plan, we likely have the *most* agency to support members with steps 1 and 2.

General best practices for key touchpoints include:

Early: Enrollment, welcome info, website.

→ *Why? To set baseline awareness*

Just-in-time: When scheduling, after an ED and/or hospitalization (TOC event), during care gap outreach, upon identification of transportation/access barrier.

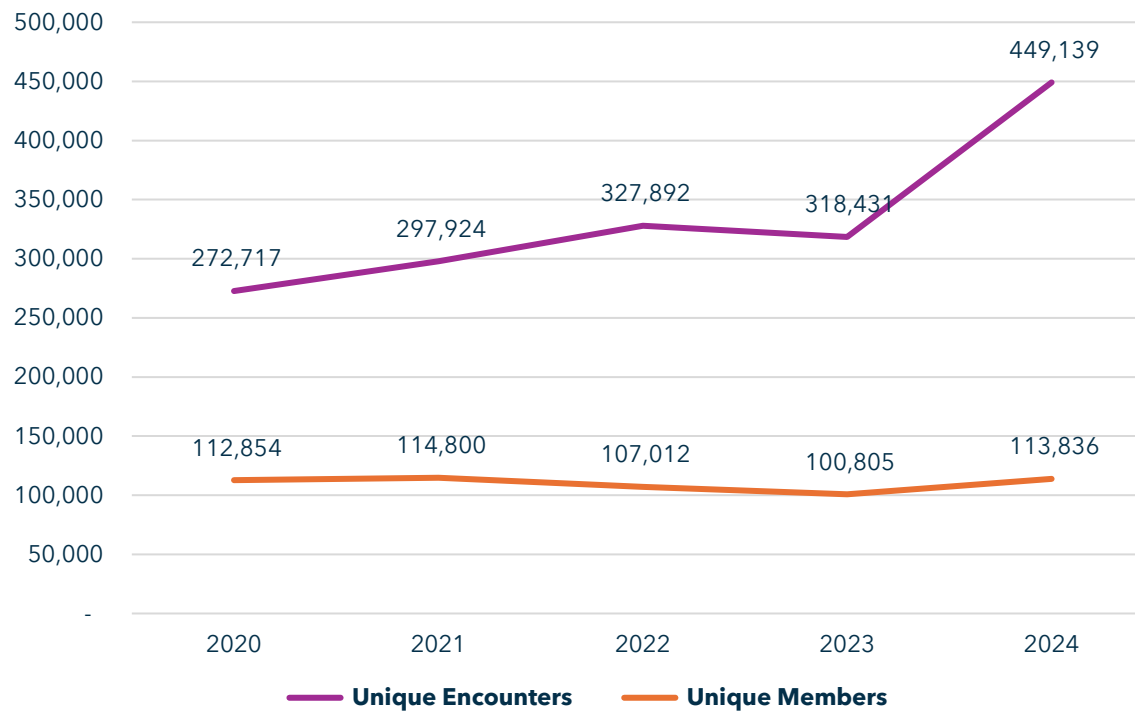
→ *Why? To promote highest likelihood of actual use*

If the experience is positive, member may repeat the process

Telehealth Services for CountyCare Members

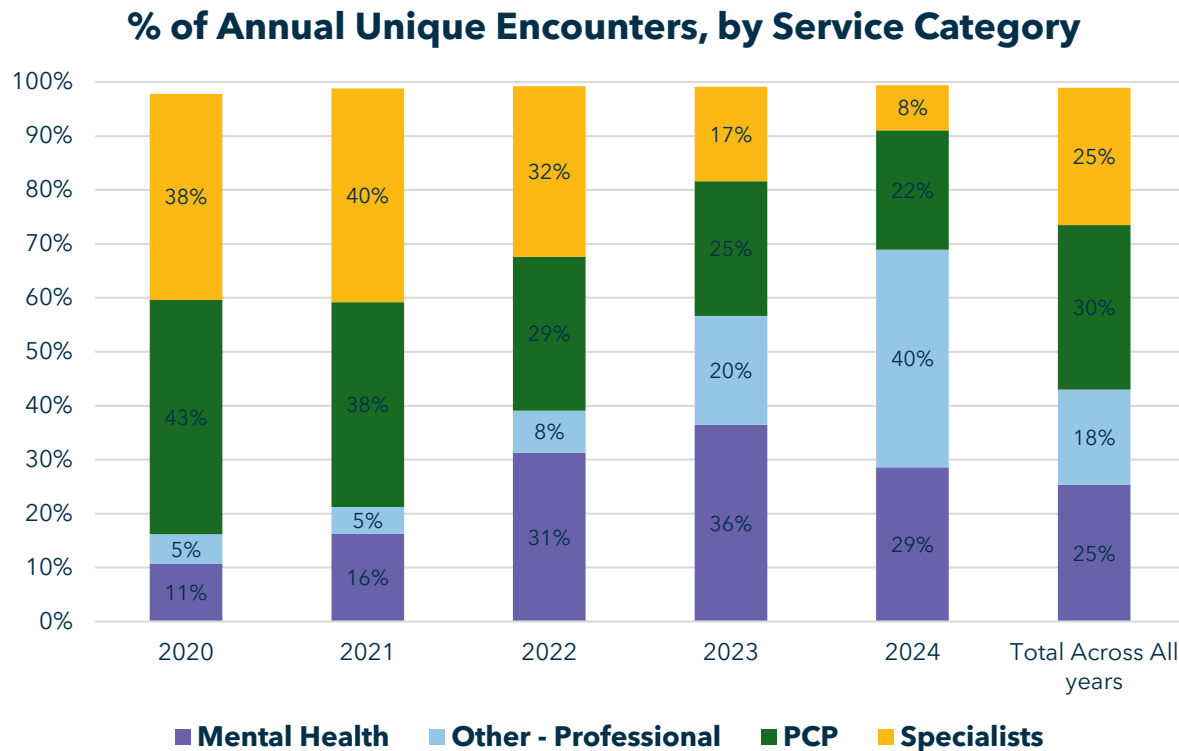
Telehealth encounters are rising while member reach remains steady

CountyCare Telehealth Utilization (2020-2024)



- Roughly 1 in 4 members use any telehealth services each year.
- 2024 saw a **40% increase in encounters**, while the unique member count remained relatively stable. This suggests existing users are engaging with telehealth care more frequently.
- Opportunity remains to expand adoption among the ~300K members not yet using telehealth.

Telehealth mix has shifted: from PCP/specialists to supportive and behavioral health care










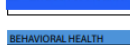




- In the early pandemic (2020), >80% of telehealth encounters were for **PCPs** (43%) and **Specialists** (38%).
- By 2024, **Other Professional Services** grew to 40% of telehealth encounters (up from 5% in 2020/2021).
 - This increase is largely attributable to nutrition counseling services (~76% of Other Prof. Services). FoodSmart went live early 2024.
- **Mental/Behavioral Health** service use has remained relatively stable across the past couple years, representing about 1 in every 3 encounters 2022-2024.
- **Specialists** share dropped from ~39% in 2020/2021 to just 8% in 2024, this may be attributable to a shift in provider offerings due to the end of the Public Health Emergency.







Telehealth Network Expansion

Over the past few years, CountyCare has worked to expand our telehealth offerings available to members.

Telehealth Provider Vetting Process

1. As new Telehealth providers are brought into the network, we vet them prior to promoting them.
2. A Provider Relations representative is assigned to verify: phone number, email address, and website.
3. The representative also reviews the website for ease of use and confirmation that members are able to make appointments. If any discrepancies are found during the vetting process, Contracting is notified and the provider will not be promoted until any discrepancies have been resolved.

Provider Name	Service	Website	Phone
URGENT CARE			
 Cook County Health Express Care	Urgent Care, Primary Care, Family Medicine, Emergency Medicine, OB/GYN	https://cookcountyhealth.org/services/immediate-care-virtual-visit/	(312) 864-0200
PREVENTIVE CARE/REMOTE MONITORING			
 JoinCare Team	Preventive Care Services, Remote Patient Monitoring (RPM), Transitional Care Management (TCM), Remote Therapeutic Monitoring (RTM)	Home	
MEDICAL			
 RUSH	Rush Health System	Urgent Care, Specialty Care, E-Visits	Telehealth
 Northwestern Medicine	Northwestern Medicine	Non-Emergent Medical Care, Develop Treatment Plans, Medication Management	Telehealth Visits With Physician L.M.
 Advocate Health Care	Advocate Health Care	Non-Emergent Medical Care	Telehealth Service
 UI Health	UI Health	Non-Emergent Medical Care	About Virtual
 UChicago Medicine	UChicago Medicine	Non-Emergent Medical Care	Video Appointments
 Endeavor Health	Endeavor Health	Non-Emergent Medical Care, Medical Advice	Telehealth
BEHAVIORAL HEALTH			
 BRAVE	Brave Health	Individual/Group Therapy, Psychiatry and Medication Management, Marriage and Family Counseling, Specialized Therapeutic Programs	www.bravehealth.com
 CHRYSLIS	Chrysalis Health	Mental Health, Substance Use, Community Resources	Delivering Quality Behavioral Health Anywhere
	Colorado Innovative Services LLC	Clinical Social Work	Log In Colorado Innovative Services LLC
 DEER OAKS	Deer Oaks Mid-West LLC	Medication Management, Treatment Plan Review, Pharmacy Review, Individual/Group/Family Psychotherapy, Plan of Care Review	Home
 finni	Journey Health Technologies US Inc d/b/a Finni Health	Autism Care, Developmental Counseling, Pediatric Diagnosis,	Finni Health
	Medical Mind Clarity	Psychiatry/Mental Health	

	Midwest Family & Community Resources (MFRC)	Primary Care Consultations, Psychotherapy, Physical Therapy	www.mfrc.info	(708) 745-3040
	MK Counseling & Wellness	LGBTQIA Issues, Anxiety Interventions, Sensorimotor Therapy, PTSD Treatment	www.mkcounselingchicago.com	(312) 748-0768
	My Own Doctor Medical IPA Medical Corporation	Care Navigation, Culturally Specific Care, Community Support, Prevention Education	https://myowndoc.com	(773) 395-1830
	Serene Health IPA Medical Corporation	Individual/Family/Couples Therapy	www.serenhealth.com	(844) 737-3638
	Thriving Lane	Holistic Psychotherapy, Medication Management	www.hellolunajoy.com	(727) 291-9538
	Robinson Health Services	Psychiatric Diagnostic Assessments, Medication Management, Laboratory	www.robinsonhealthservices.com	(847) 981-8400

[Link to Curated Telehealth Provider PDF](#)

Includes detail on:

- Provider Name
- Services Offered (Urgent care, BH, Specialty, etc.)
- Website
- Phone Number

Brave Health Partnership – launched early 2024

Telehealth Services Provided



Individual
Therapy

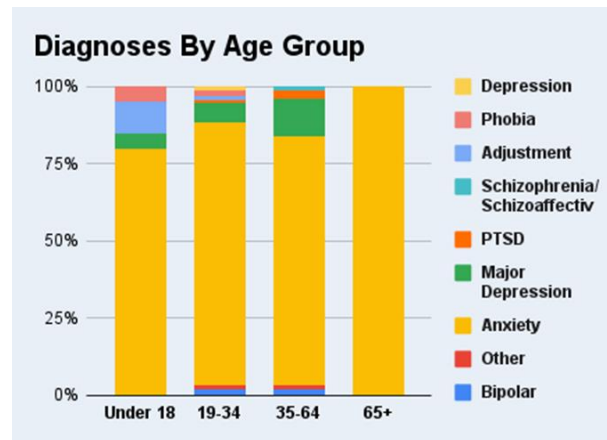
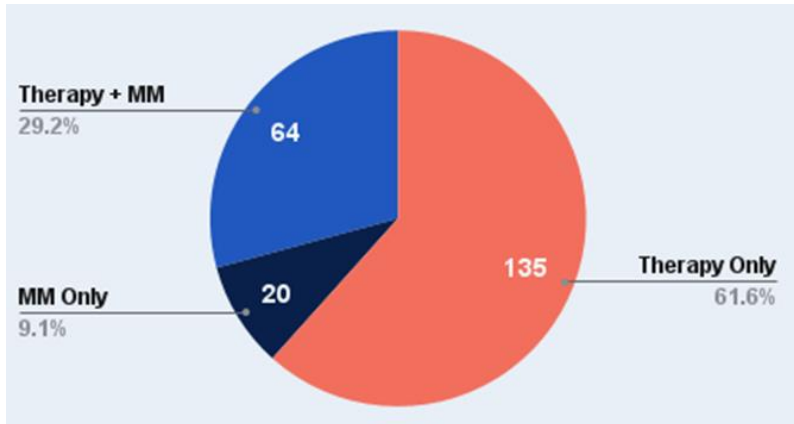


Group
Therapy



Medication
Management

Example CountyCare Data Insights



Value Snapshot

- ✓ “One-stop-shop” – eliminates need to browse provider directory to select a provider
- ✓ Brief and accessible online referral form (< 2min to complete) and notifications for Care Management to stay informed on appointment scheduling
- ✓ Quick turn-around time, upon referral outreach to member begins within hours and appointment scheduled within one week
- ✓ User-friendly video appointments, accessible from any device, with no downloads needed

Existing Activities to Promote Awareness and Use of Telehealth Options Among Members

Telehealth benefit overview on website


Link to CCH ExpressCare on our landing page

- ✓ CountyCare.com content
- ✓ Find A Provider Tool shortcut
- ✓ Spring 2025 Member Newsletter
- ✓ Promotion at outreach events
- ✓ Outbound texts (Brave Health, CCH ExpressCare)
- ✓ Member portal shortcut to CCH ExpressCare
- ✓ Updated scripting to call centers

Telehealth

Benefits

- Covered Medical Services
- Dental
- Telehealth
- Pharmacy
- Transportation
- Behavioral Health
- Brighter Beginnings
- Cancer Care Navigation Pro...
- Long-term Care (LTC)
- Covered Home and Commu...
- Managed Long-Term Service...
- LGBTQIA+
- New Technology



CountyCare covers virtual telehealth appointments. Telehealth (sometimes called telemedicine) lets you talk with providers remotely. It's fast, easy, and convenient! Providers can share health information, diagnose conditions, recommend treatments, provide mental health counseling,

Feeling anxious, lonely, or sad? Need someone to talk to?

Consider reaching out to a CountyCare telehealth provider. Visit their websites or call to set up an appointment.

Brave Health:
www.bbravehealth.com
305-902-6347

Midwest Family &

Need care today?

ExpressCare
available 7am – 7 pm,
Monday through Friday

**Start A Virtual
Immediate Care Visit**

Member Newsletter

What to Know About Telehealth

CountyCare members can receive telehealth services at no cost. Telehealth visits allow you to see and talk to a doctor over your computer or phone.

Urgent care services: Immediate telehealth appointments are available through Cook County Health Express Care. You can call **312-864-1111** or go to <https://cookcountyhealth.org/services/immediate-care-virtual-visit/> to schedule an immediate appointment.

Primary care, psychiatry and/or counseling, and additional services: Make an appointment with an in-network telehealth provider. Visit our website for a list of providers at <https://bit.ly/telehealth-counseling>.




If you are feeling anxious, lonely, or sad, you can reach out to the following CountyCare behavioral health providers to schedule a telehealth appointment:

- Brave Health: www.bbravehealth.com
- Midwest Family & Community Resources: www.mfcr.info
- MK Counseling & Wellness: www.mkcounselingchicago.com


Dashboard

Hello,

What are you searching for today



Doctors by name



Doctors by specialty

Search all

TELEHEALTH PROVIDERS

Telehealth Providers

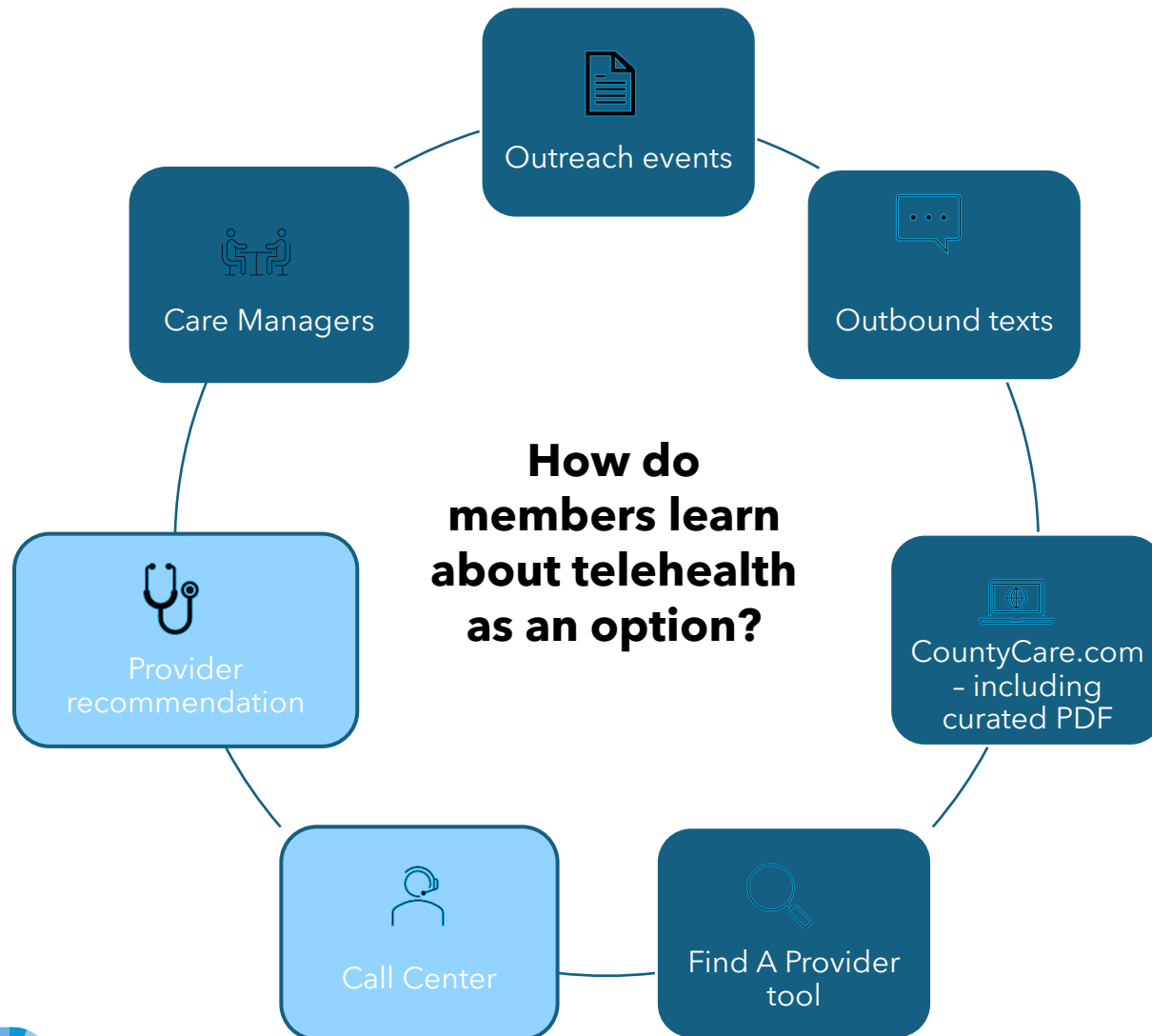
DOCTORS BY SPECIALTY

Primary Care Physician

DOCTORS BY SPECIALTY

Pediatrician

How do members currently learn about telehealth?

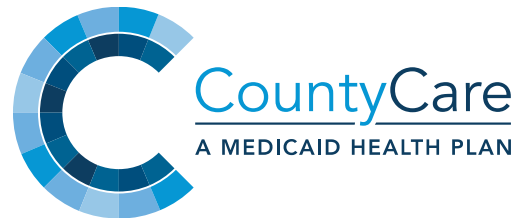


Drop in the chat!

- Do you discuss telehealth as a care option with members?
- In your interactions, what have members told you about their interest in or comfort with telehealth services?

Brave Health Refresher

**Anna Lindow, Kimberley Ciyou,
and Latisha Mitchell**



Brave Health

Overview Acute



BR  **VE** TM

Medicaid

Brave is designed to serve a **complex** population

Brave is a **100% virtual** outpatient mental health provider offering **therapy & medication management** geared **towards complex patients**

Purpose built provider



- Full time / **W2 providers**
- **Longitudinal** patient care
- **Fast access** to care (typically <7 days)

Comprehensive care



- Therapy (individual, group & family/ couples)
- Medication management
- **Clinical pathways** (including SMI, adolescents (13+) & maternal mental health)
- Therapeutic **modalities** (**CBT, DBT, EMDR**)

Easy to use technology



- **No app needed**
- **SMS scheduling** & rescheduling for patients
- **Web-based** video sessions (no download needed)
- Quick online referral form
- Real-time confirmation & notifications to referrers

We support patients through various life stages and health challenges

Our programs are built on a foundation of population-specific evidence-based therapies and then tailored to each individual's needs and goals.

We have developed specialized clinical services for individuals within these populations:

Adolescents

Families & Teens in Foster Care

Transitions of Care

Chronic Illness

Serious Mental Illness

Maternal Mental Health

Seniors

Assisted Living and Homebound

Suicide Prevention

Co-occurring SUD

How to Make an on-line Referral to Brave



Our online referral form can be completed in ~1 minute. We need the following information:

- Patient Name
- Guardian Name
- **Best** contact phone number
- Insurance
- Services Seeking
- **Your contact info to keep you informed.**



Referral Form Link:

www.beb bravehealth.com/referral

EMR: **Brave Health**

Fax: **727-306-8033**

Secure Email: referral@bebravehealth.com



REFERRAL FEEDBACK LOOP



Step 1 of 2

Put your patients on a brave path forward

To refer a member to Brave Health, please fill out this secure form.

We'll use the member's information to outreach them, and your information to share progress updates.

Required Fields (*)

Patient Information

First Name*

Last Name*

Date of Birth*

Patient State* ▼

Mobile Number*

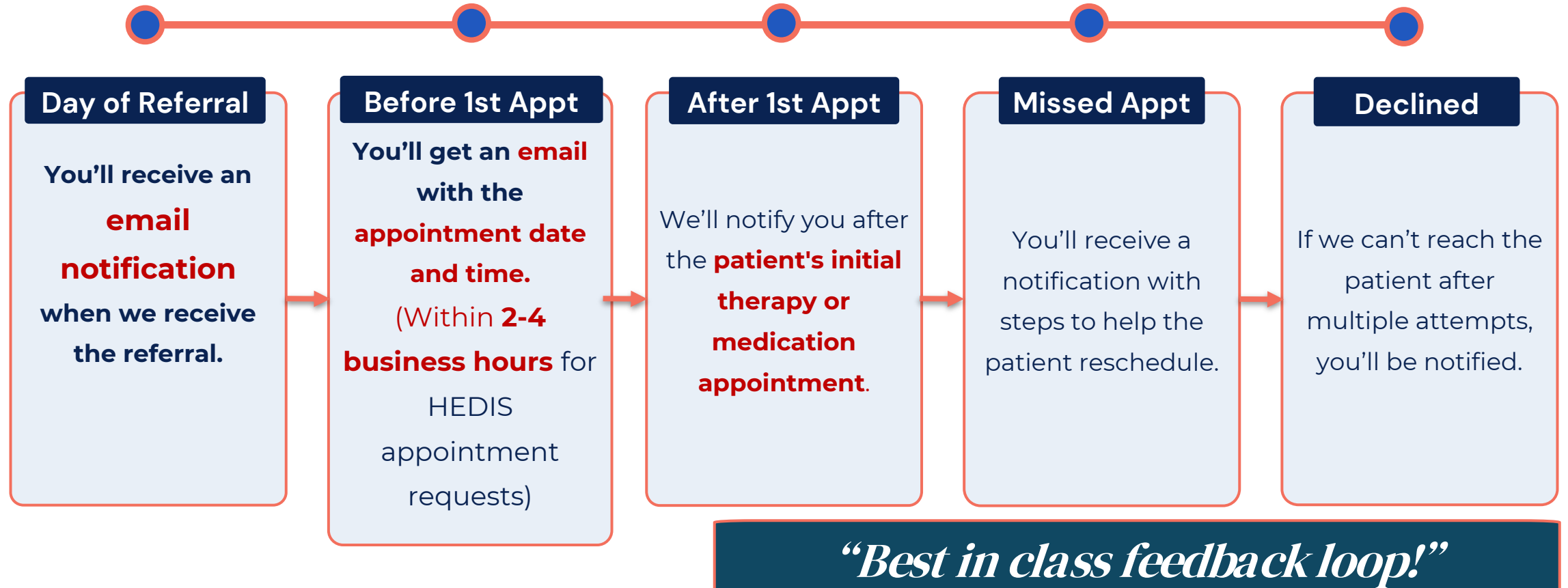
Email Address

Next

Also, Clinical Fax or Secure Email

What Referrers Can Expect

Our **automated notifications** begin immediately when you make a referral using our online form



We guide patients throughout their journey



We make connection to care as easy AND QUICKLY as possible

- Referrals come through our **secure online referral form**, EHR, or Fax.
- Brave outreach begins **within 1-2 hours** via phone, SMS, and email.
- Upon connection, Brave explains the services, process, and technology, and **schedules the initial appointment**.



Referrers are notified when the appointment is made (or the patient cannot be reached).

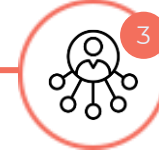


We **assess** patients and help them figure out what they need

- The initial appointment includes a comprehensive **biopsychosocial assessment by a clinician**.
- The assessment includes **PHQ-9, GAD-7** and other instruments.
- The clinician creates an **individualized treatment plan**, which may include a Medication Intake referral for Brave's medication management team.



Referrers are notified when assessment is complete, and if the patient is not admitted.



We have a team-based approach to get them to the right modality

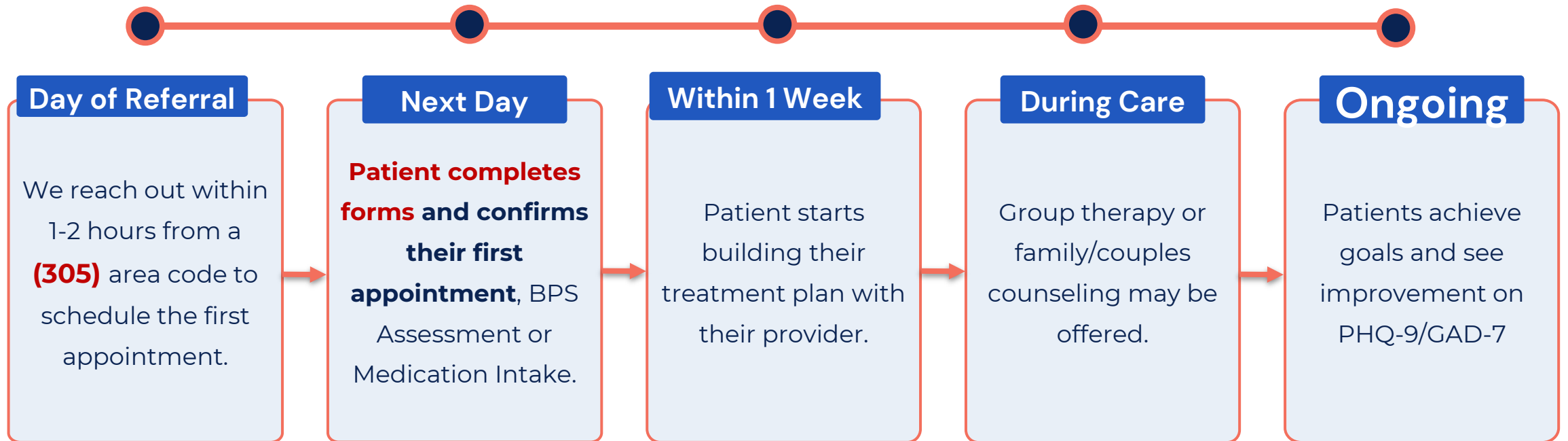
- The **therapist coordinates resources** per the treatment plan.
- Patients may receive **medication management**.
- Tailored therapies include **solution-focused CBT, DBT, EMDR** and specialized services.
- **Group sessions** and/or **family and couples** counseling may be offered to align with treatment goals.



Referrers are notified as future appointments are scheduled.



What Patients Can Expect



BEST IN CLASS OUTREACH



Our model improves outcomes



Our proprietary clinical model, comprehensive virtual outpatient services, and tech-enabled engagement gets results

Performance Quality Metrics

73%

BH Admission
Reduction

77

Net Promoter
Score (Patient)

4.5* – 6.8

Avg Days to First
Scheduled
Appointment

7

Average
Length of
Care
(Months)

Quality Management at Brave

- Clinical Quality Team ensures we meet the high standards we set
 - Chart review, clinical escalation, **HEDIS measure monitoring**, training
- Expertise that allows for differentiated care delivery
 - Programmatic expertise (e.g., **EMDR, PMAD, DBT**)
 - Specialized clinical pathways
- **Integrated care between services**

* For acute psychiatric discharge from day we connect to first appointment

SUMMARY...

- **Brave is your “easy button” for FUH appointments**
- **We take most all insurance and offer outpatient therapy + psychiatry services to individuals 13+**
- **You can make a referral using our 1 minute form (fastest option) or through fax/EHR**
- **You’ll get a date and time appointment back within hours**
- **We’ll start outreaching the patient on the day of planned discharge**
- **You’ll get all this info via email**
- ***Can you think of someone that can benefit from Brave?***
- **We’re excited to work with you!**

Brave Health Contact Info

Provider Referral Contact:

Kim Ciyou

Cell: (812) 344-0734

PartnerSupport@BeBraveHealth.com

CiyouK@BeBraveHealth.com

Patient Contact:

Call or text us at 305-902-6347 or email start@bebravehealth.com. We're available Monday–Friday, 8:30 AM to 6:00 PM ET.

New patients should press 2 and existing patients should press 3.



Questions? Comments?
Additional resources?

Announcements

- Our last webinar of the year is Wednesday December 17th, 2025 at 2:00pm.
- Slides posted on CountyCare Care Coordination Webpage:
 - <http://www.countycare.com/carecoordination>
- Have feedback? Ideas for future topics? Please share!
 - <https://redcap.link/23k1fzzb>
- Please email questions/concerns: stephanie.nickles@cookcountyhealth.org