



Provider Notice

August 15, 2023

New Program to Improve Outcomes for the Complex Respiratory Patient: Effective 10/16/23

CountyCare is committed to improving care delivery and quality of life by developing value-driven care concepts, outcome measures, utilization management programs, and ongoing quality improvements. We recognize that Complex Respiratory Care patients who are ventilatory dependent and/or have tracheostomies are at risk for many health complications and respiratory infections. When we can improve respiratory management and/or wean members sooner and more effectively, we are going to improve their quality of life and reduce their likelihood of readmission. We have explored this member population and are pleased to announce our partnership with Eventa, a leader in the respiratory management space for more than 10 years, who will assist in the development of the Enhanced Respiratory Care (ERC) Program. This program will be available to members and their providers effective 10/16/23.

Through a targeted member identification process, the program focuses on members who would traditionally be admitted to a long-term acute care hospital (LTACH) for complex respiratory management and redirects them to a specifically prepared ERC Skilled Nursing Facility (SNF.) For more information about Eventa, click [here](#)

How will the program work?

- CountyCare will partner with the SNFs who have agreed to participate in the ERC program and modify how they manage respiratory care for this program.
- The CountyCare Utilization Management (UM) team will identify members who could potentially be candidates for this program.
- Eventa will have community-based Respiratory therapists who will be accessible to acute hospitals to evaluate members for potential program enrollment.
- Once members are enrolled, the SNF's focus is on achieving ventilator liberation, reducing respiratory complications and readmissions, and improving the member's overall quality of life.
- Eventa and the CountyCare UM Team will continue to follow the member's progress at the ERC SNF facility and make recommendations to the facility on both clinical and quality opportunities.

Over the next 2 months..

Our Provider Relations Team in collaboration with our UM team will be reaching out to our hospitals to introduce the program, review the participating SNFs and review the member identification, assessment, and enrollment process.

Contact us for Questions

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. Providers are also encouraged to assess members who could potentially benefit from this program. If you have any questions or would like additional information, please contact CountyCare Provider Services at **312-864-8200, Option 6**.

- You can also use our Interactive Voice Response (IVR) system to verify eligibility.
- The Provider Services Representatives can assist you with eligibility and claim status.
- They can connect you with your assigned PR Representative.

You can also contact your assigned Provider Relations Representative directly. If you do not have their contact information or do not know your assigned Representative, please contact CountyCareProviderServices@cookcountyhhs.org or you can click [here](#) to review the CountyCare Provider Relations team assignments.

This policy is intended to provide guidance for In-Network facilities. All Out of Network requests are subject to prior authorization along with Medical Director review and may be redirected to an In-Network facility.