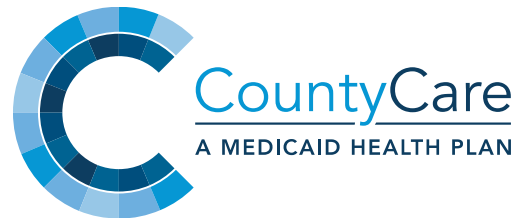


# September CM Webinar

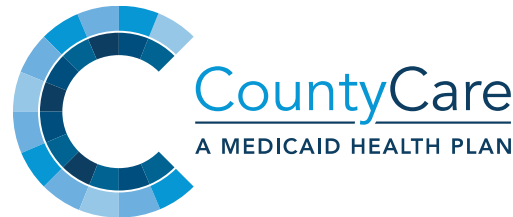
**Wednesday, September 17, 2025**



# Meeting Schedule

**Wednesday September 17, 2025**

- 1.Katie Healey- Pulse Survey Wave 15 (20 minutes)**
- 2.Aderonke Kilaso- Ronke Homemaker Agency (20minutes)**
- 3.Marcelino Garcia- “Walk w a Doc” ( 10 Minutes)**



# CountyCare Health Plan

Employee Advisory Committee



CountyCare  
A MEDICAID HEALTH PLAN

What is my coverage?

# Preventative Care: Keep Small Problems Small

- 1** Early detection of cavities, gum disease, or oral health concerns can stop them from progressing into serious, costly issues.
- 2** Oral health is linked to overall health—gum disease has been connected to heart disease, diabetes, and other chronic conditions.
- 3** Professional cleanings remove plaque and tartar that brushing and flossing can't fully eliminate.
- 4** Helps keep teeth looking their best and breath fresher.

# What is Covered?

- Cleanings and exams
  - One every six months
  - Coverage for x-rays can be different
- Topical Fluoride for Children 0-20
  - One every six months



# Restorative Care: Turning Trouble Teeth into Healthy Teeth

**1**

Stops damage from getting worse. Fixing a small cavity now can prevent a big problem later.

**2**

Saves your natural teeth – Treatments like fillings, crowns, or root canals help you keep your own teeth.

**3**

Helps you chew and speak properly. Restored teeth make eating and talking easier.

**4**

Keeps your smile looking healthy – Restored teeth help your smile stay complete and strong.

# What is Covered?



- **Fillings:** When you have a cavity, the dentist cleans out the decay and fills the hole.
  - Once per year per tooth surface
- **Crowns:** A “cap” that covers a tooth that’s weak or broken to make it strong again.
  - Most crowns are covered once every 3 years per tooth. Your doctor must obtain prior approval to ensure it is the right treatment.
- **Root canals:** Cleaning out a sick tooth on the inside so it doesn’t have to be pulled.
  - Generally covered once per lifetime per tooth.



# Prosthodontics: Filling the Gaps in Your Smile

**1**

Think of it like “tooth replacement and repair.”

**2**

Prosthodontists create artificial teeth or dental appliances that fit comfortably and look natural.

**3**

Helps you chew and eat properly and improves speech and appearance.

**4**

Maintains healthy jaw alignment and bite.

# What is Covered?

- **Dentures:** Full or partial sets of replacement teeth.
  - Once every 5 years. This includes both full mouth dentures or partials. Your doctor must obtain prior approval.
- **Bridges:** Fill the gap where one or more teeth are missing.
  - Once every 5 years for adults over the age of 21. Your doctor must receive prior approval.
- **Implants:** Artificial roots with replacement teeth on top.
  - Not covered.



# Orthodontics: Straightening Smiles, One Tooth at a Time

- 1** Improves how your teeth fit together. Makes biting and chewing easier.
- 2** Helps keep teeth healthy – Straight teeth are easier to clean and less likely to trap food or plaque.
- 3** Boosts your confidence – A straighter smile can make you feel more comfortable showing it.
- 4** Prevents future problems – Proper alignment reduces wear on teeth and strain on your jaw.

# What is Covered?

- **Braces:** Move teeth into the right place so your bite works better.
  - Once per lifetime for children 0-20. Your doctor must receive prior approval.
    - Braces are covered when they are needed for medical reasons such as extreme bite issues or overcrowding.
  - Not available for adults.



# Routine Vision: See the Benefits Clearly

**1**

Catches eye problems early. Regular exams can detect vision changes before they become serious.

**2**

Protects overall health. Eye exams can reveal signs of conditions like diabetes or high blood pressure.

**3**

Keeps your vision clear. Updated prescriptions help you see better and avoid eye strain.

**4**

Saves money long-term. Preventing or treating problems early can reduce future costs for glasses, contacts, or treatments.

# What is Covered?

- **Routine Eye Care:** Make the world a little clearer.
  - One eye exam per year
  - One pair of glasses per year
    - Some limitations on frames and lens options apply
    - Replacements are available once per year with some limitations
      - Does not apply to changes after surgeries such as cataract correction
  - One pair of contact lenses up to \$300 per year

# How Do I Find a Provider?

# How to Find the Right Dentist—Step by Step



[Find a Provider](#) [Find a Location](#)

Language  
English ▾



Health Plan

CountyCare Illinois ... x

Specialty ▾

Accepting New Patients ▾

Located Near ▾

Within ▾

Additional Filters

CountyCare Illinois ... x

Specialty ▾

Accepting New Patient ▾

Enter Zip Code ▾

20mi ▾

Filters

Language ▾

Gender ▾

Clear All Submit

Showing 1-8 of 2984 results

Sort Relevance A-Z Z-A Print



# How to Find the Right Dentist—Step by Step



Drew T Gripentrog  
DMD, DMD

Dentist, Dentist, General Practice

**Languages Spoken:** English

**Gender:** Male

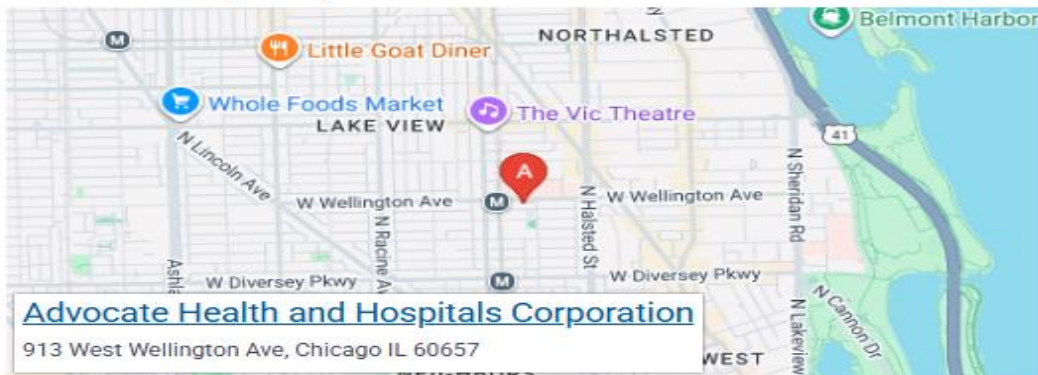
**Health Plan:** CountyCare Illinois Medicaid Dental

**NPI:** 1154684140

**Cultural Competency:** Not Available

**Developmental Disabilities:** Y

**Hospital Admitting Privileges:** Not Available



[View Provider](#)



Yasir S Obaidi, DDS

Dentist, General Practice,  
General Practice

**Languages Spoken:** English, Spanish, Arabic

**Gender:** Male

**Health Plan:** CountyCare Illinois Medicaid Dental

**NPI:** 1689102865

**Cultural Competency:** Not Available

**Developmental Disabilities:** Y

**Hospital Admitting Privileges:** Not Available



[View Provider](#)

What if I need help?

# Call or Click: We're Here for You!

- **Call:** The Customer Service Team is always happy to help in any way.
  - Dial 855-444-1661, Monday thru Friday from 8:00-5:00 CST
  - Self Service IVR is available for 24/7 for basic claims, authorization and eligibility questions or for assistance in locating a provider
- **Click:** Visit [countycare.com](https://countycare.com)



# Your Words, Our Motivation



“Hey, my name is \_ and I just spoke to your rep, she did an excellent job, only if all could be like her. She was quick, efficient and knew what she was doing. Kudos, she should be transferred to a manager because she makes things simple that could be difficult for others.”



“I just wanted to point out that the experience that I had on the phone with your agent was outstanding, she was very professional and courteous, friendly and definitely went above and beyond”



“It was extremely helpful and giving me all of the information I requested because I do not know anything about dentistry.”



“The agent was very professional; she went well out of her way to try to find any information that I needed in regard to my claim and I would like to thank her”

Questions?

# **Putting Clients First: Partnering With Case Managers for Better Outcomes**

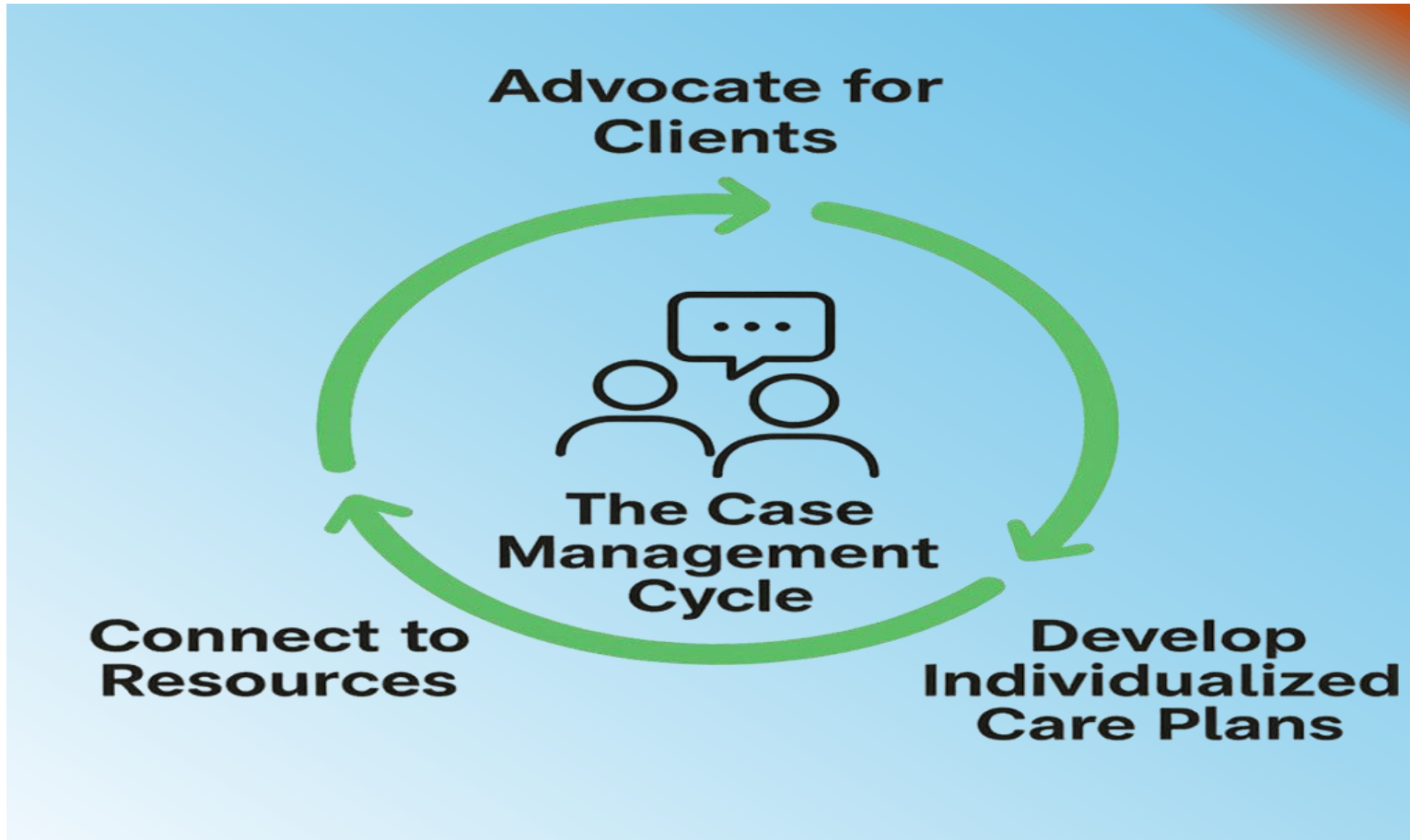
Cook County Training Webinar | Zinadum LLC

Presented by

**Aderonke (Ronke) Kilaso**



# Your Mission: Our Support

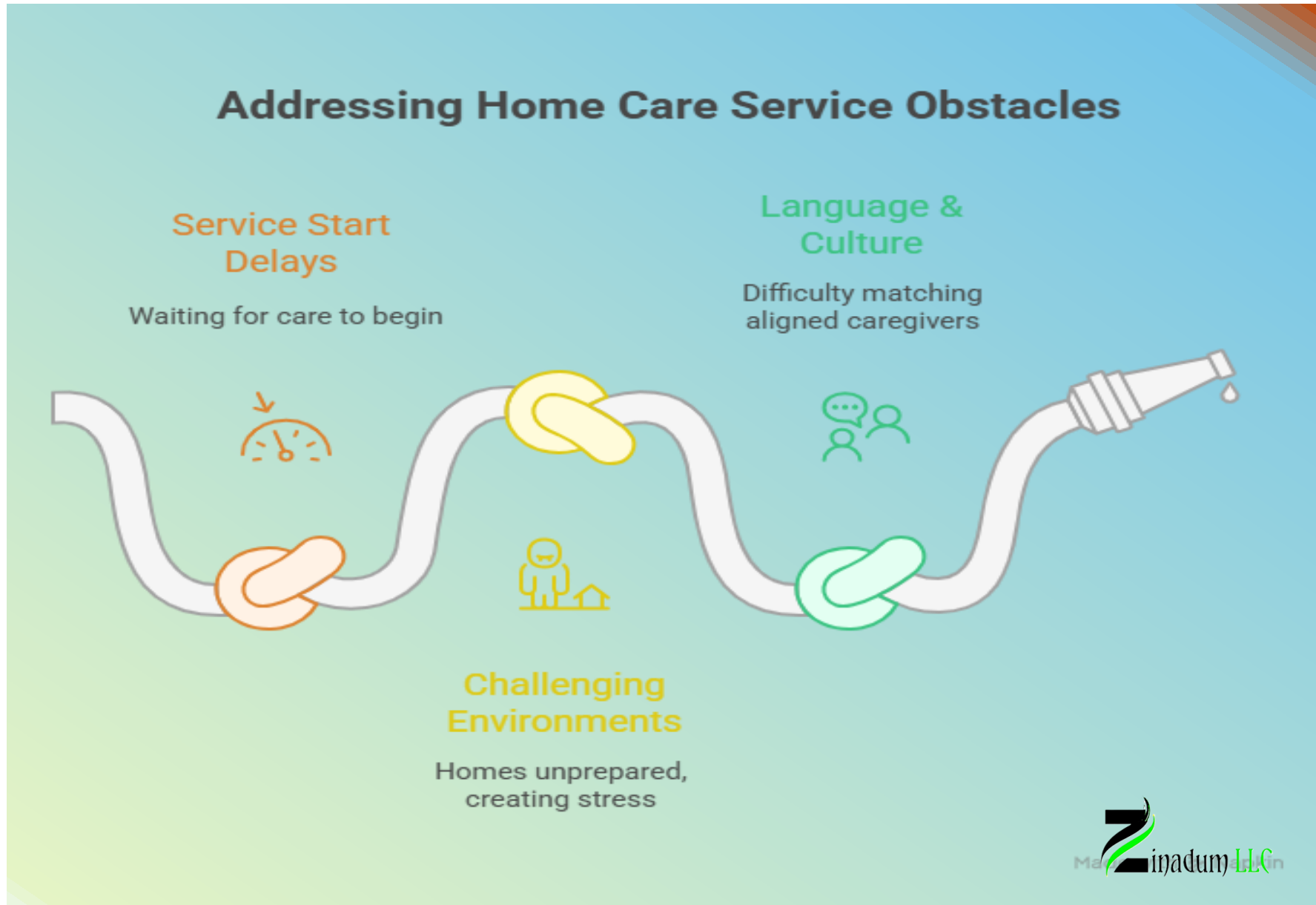


# Meeting the Needs of Clients Across Cook County

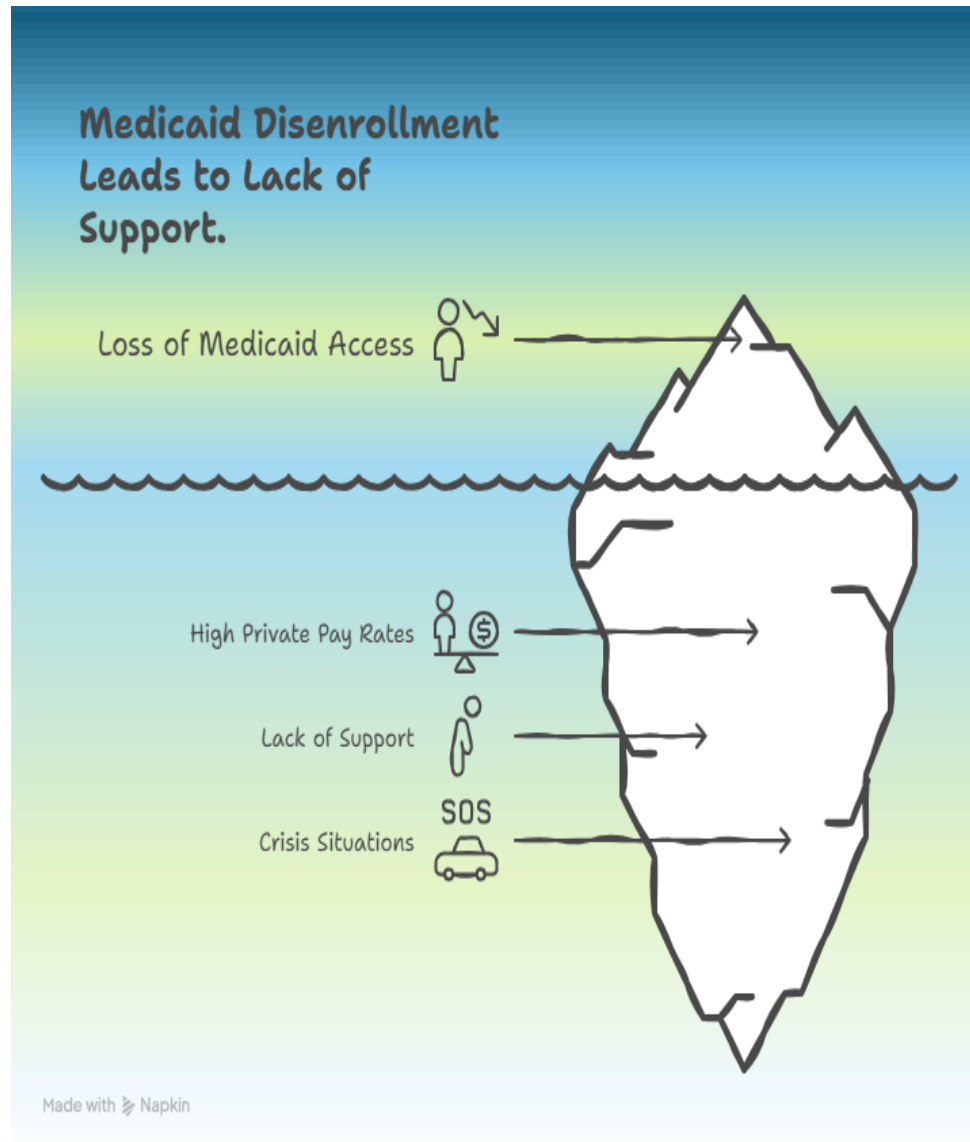




# Barriers That Clients Often Face

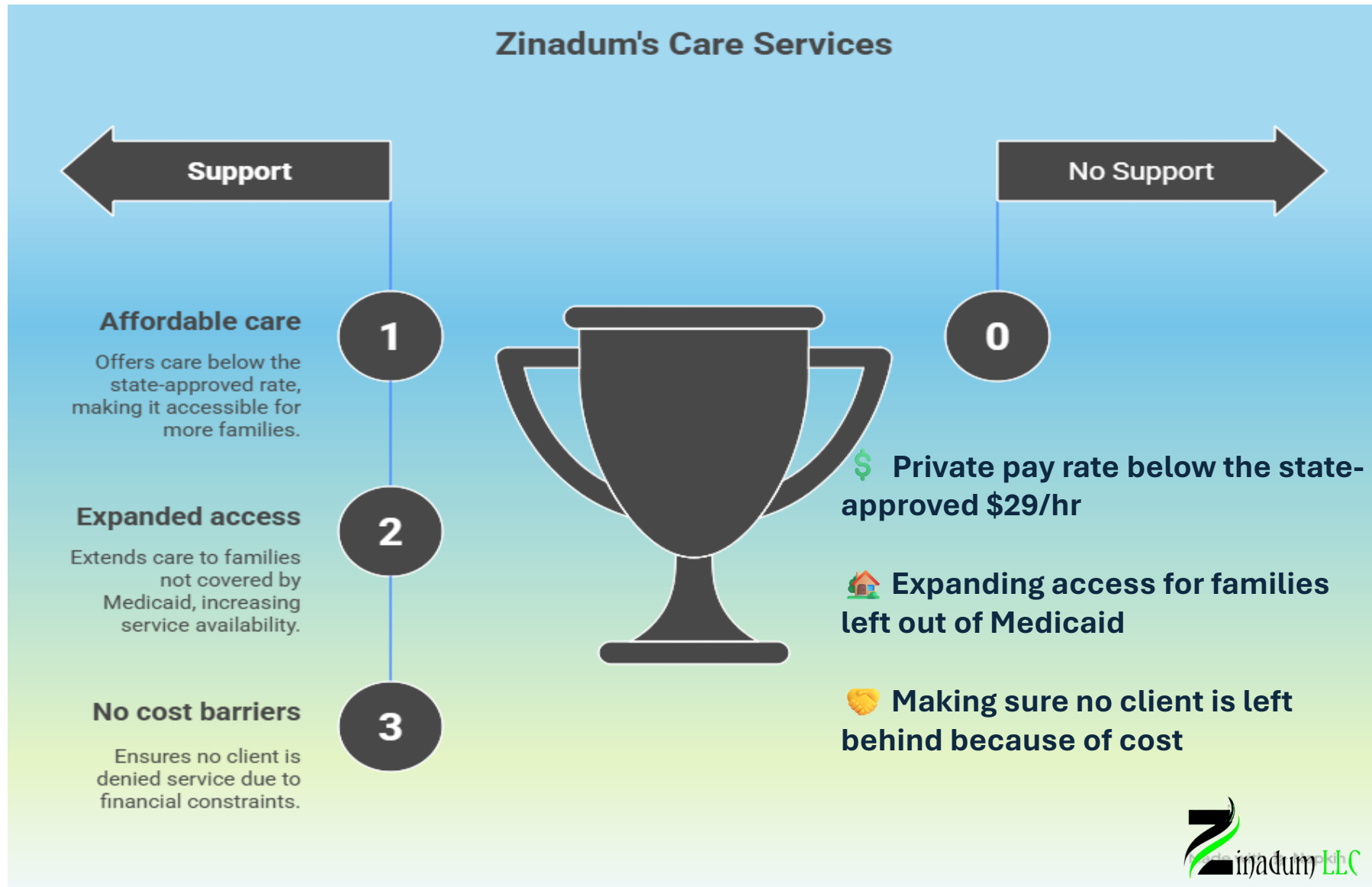


# The Barrier of Affordability



- **Medicaid disenrollment**
- **High private pay rates**
- **Clients face preventable emergencies**

# Zinadum's Response – Affordable Options



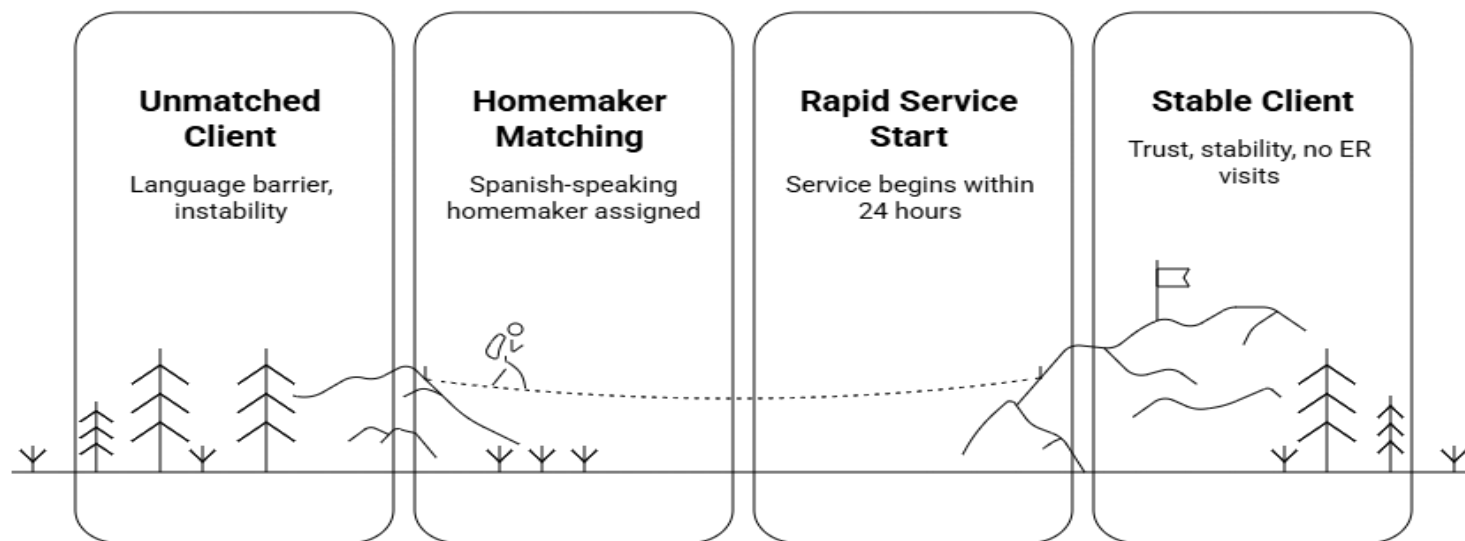
# Zinadum's Promise



- ▶ ⚡ **Fast Turnaround** - Quick service start, less wait time
- ▶ 🌍 **Diverse Team** - English & non-English homemakers
- ▶ 🧹 **Special Services** - Deep cleaning to ease stress

# Case Example – Client Story

## Building Trust and Stability



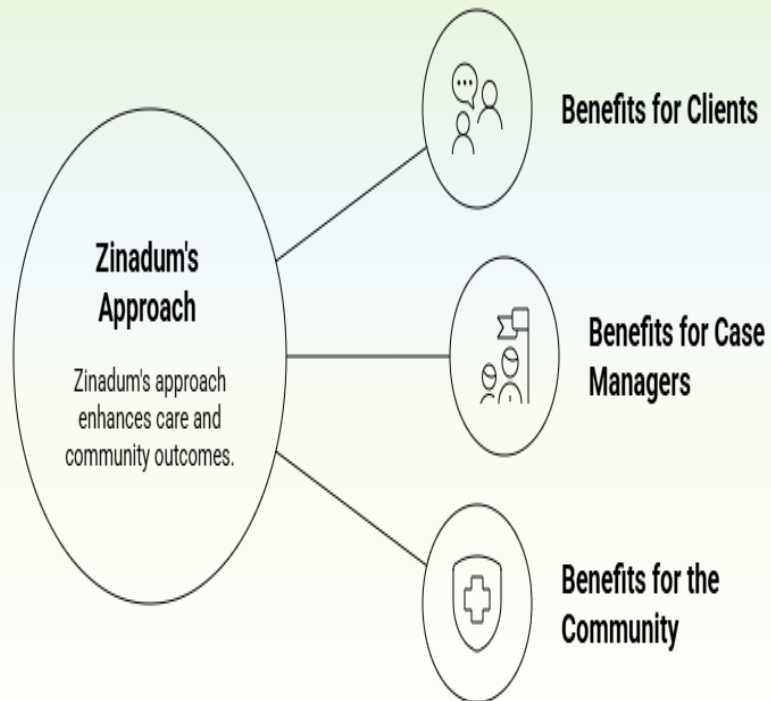
A client was waiting due to a language barrier until the client was referred to Zinadum.

Within 24 hours, Zinadum matched the client with a Spanish-speaking homemaker and began services immediately.

The result was trust, stability, and no emergency room visits within the first 90 days of care.

# Shared Outcomes

## Unveiling the Benefits of Zinadum's Approach



Made with  Napkin

- **For Clients:** safe, respected, culturally understood
- **For Case Managers:** confidence in care plans, fewer crises
- **For the Community:** lower costs, better access, equity in care

# Our Commitment: Your Clients, Our Priority

“At Zinadum, we’re more than a provider — we’re your **partner**, ensuring every client receives timely, compassionate, affordable, and culturally aligned care.”



[info@zinadum.com](mailto:info@zinadum.com)



1603 Orrington Avenue | Suite 600, Room 608 | Evanston, IL 60201



847-563-2343  312-358-0773



[www.zinadum.com](http://www.zinadum.com)



# Questions & Answers





**THANK YOU !!!**



# WALK WITH A DOCTOR

Kaelin Long, Community Outreach Worker  
Tenisha Rattler, Manager of Operations, Englewood HC  
Marcelino Garcia, Director of Community Affairs

# Walk With A Doc

In 2024, Cook County Health began a partnership with [Walk with a Doc \(WWAD\)](#), a nationwide initiative that encourages individuals to engage in physical activity while receiving valuable health information from medical professionals. These community-based walking events take place in local parks or neighborhoods, where doctors lead participants on a walk while discussing a variety of health topics, ranging from heart health and diabetes to mental wellness and nutrition.

One of the [primary benefits](#) of the program is its ability to make healthcare more accessible and approachable. By creating a relaxed, informal environment, doctors can connect with participants outside of the clinical setting, helping to build trust and open dialogue. Participants not only gain knowledge about managing or preventing chronic conditions but also experience the mental and physical health advantages of regular walking.

In our first partnership year, CCH conducted 7 walks across Cook County. This year, with the support of our [Englewood Health Center](#), we are excited to announce that we will be holding monthly walks at [The Salvation Army Red Shield Center](#) located at 945 W. 69<sup>th</sup> Street in Chicago's Englewood neighborhood on the fourth Thursday of every month at 12:00pm. Our first walk will be Thursday, August 28, 2025.

To sign up or learn more about our program, please visit our [WWAD page](#). The program is free, inclusive, and open to all ages and fitness levels, making it an easy entry point for those who may be intimidated by traditional exercise or hesitant to seek medical advice. By blending education, movement, and community engagement, "Walk with a Doc" empowers people to take control of their health one step at a time!





# Walk With A Doc

## Walk schedule


- 11:30 AM – 12:00 PM - Registration for both CCH and the Salvation Army.
- 12:00 PM – 5-minute health talk on the benefits of stretching and exercise.
- 12:10 PM – Walk begins
- 1:00 PM – Walk End

\* 16 laps around the track = 1 mile.





# Walk with a Doctor - Englewood



## Thursday, September 25th @ 12PM

Registration • 11:30AM - 12PM


### Stay healthy! Join us on our WALKS!

By blending education, movement, and community engagement, “Walk with a Doc” empowers people to take control of their health one step at a time. The program is free, inclusive, and open to all ages and fitness levels, making it an easy entry point for those who may be intimidated by traditional exercise or hesitant to seek medical advice.


Research has shown that you could gain three hours of life for each hour of regular exercise. A quick stroll around the block does a body good!


To register or for more information please scan the qr code or visit <https://walkwithadoc.org/join-a-walk/locations/chicago-illinois-3/>

If you have any questions, please reach out to Marcelino Garcia at [mgarcia6@cookcountyhhs.org](mailto:mgarcia6@cookcountyhhs.org).



The Salvation Army  
Red Shield Center  
945 W. 69th Street  
Chicago, IL 60621  
Second Floor  
Walking Track Lobby





## COOK COUNTY HEALTH

[cookcountyhealth.org](http://cookcountyhealth.org)



# Upcoming 2025 Walks



**Thursday, October 23rd @ 12PM**

Registration • 11:30AM - 12PM

## Stay healthy! Join us on our WALKS!

By blending education, movement, and community engagement, **"Walk with a Doc"** empowers people to take control of their health one step at a time. The program is free, inclusive, and open to all ages and fitness levels, making it an easy entry point for those who may be intimidated by traditional exercise or hesitant to seek medical advice.

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**COOK COUNTY  
HEALTH**

[cookcountyhealth.org](http://cookcountyhealth.org)



**The Salvation Army  
Red Shield Center**  
945 W. 69th Street  
Chicago, IL 60621  
Second Floor  
Walking Track Lobby



**Thursday, November 20th @ 12PM**

Registration • 11:30AM - 12PM

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**COOK COUNTY  
HEALTH**

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**The Salvation Army  
Red Shield Center**  
945 W. 69th Street  
Chicago, IL 60621  
Second Floor  
Walking Track Lobby



**Thursday, December 18th @ 12PM**

Registration • 11:30AM - 12PM

## Stay healthy! Join us on our WALKS!

By blending education, movement, and community engagement, **"Walk with a Doc"** empowers people to take control of their health one step at a time. The program is free, inclusive, and open to all ages and fitness levels, making it an easy entry point for those who may be intimidated by traditional exercise or hesitant to seek medical advice.

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**COOK COUNTY  
HEALTH**

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**The Salvation Army  
Red Shield Center**  
945 W. 69th Street  
Chicago, IL 60621  
Second Floor  
Walking Track Lobby

# CCH Outreach Team

## Cook County Health's Outreach Team

Director of Community Affairs

- **Marcelino Garcia** – 312-864-0928 – [mgarcia6@cookcounthhs.org](mailto:mgarcia6@cookcounthhs.org)

Community Outreach Worker – South Suburban Cluster

- **Alice Collins** – 708-293-8217 – [acollins3@cookcountyhhs.org](mailto:acollins3@cookcountyhhs.org)

Community Outreach Worker – Provident & South Cluster

- **Kaelin Long** – 312-572-2154 – [kaelin.long@cookcountyhealth.org](mailto:kaelin.long@cookcountyhealth.org)

# Announcements

- Next webinar is Wednesday October 15<sup>th</sup>, 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](mailto:stephanie.nickles@cookcountyhealth.org)