

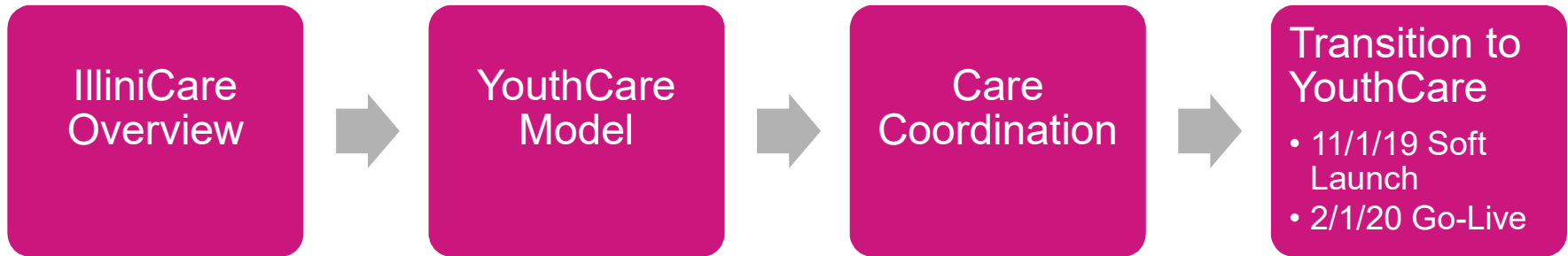
Confidential and Proprietary

YouthCare  
**HealthChoice** Illinois



illinicare health™

# Agenda



10/15/19

10/15/19

# IlliniCare Health Overview

PROPRIETARY AND CONFIDENTIAL



# We are local and committed to serving Illinois

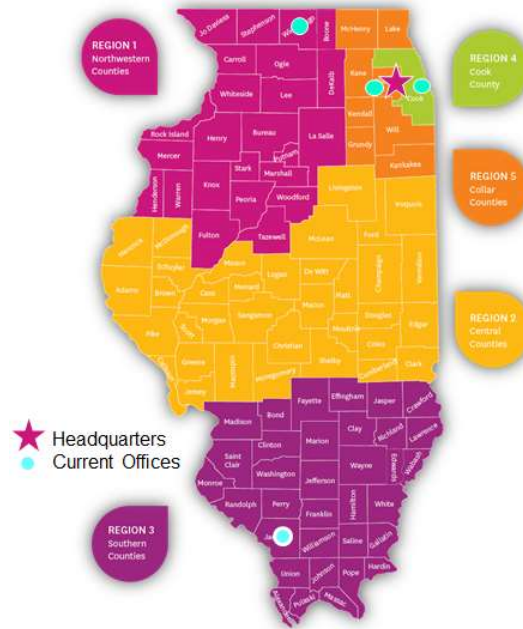
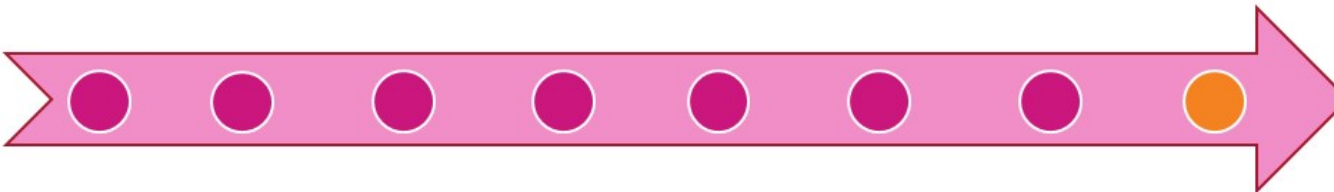
**Established in 2011**

Operates State-wide participating in all Medicaid Managed Care products in Illinois

**942 employees servicing 351,582 members\***

\*Includes HealthChoice Illinois, MMAI

2011	2013	2014	2015	January 2016	January 2017	January 2018	January 2019
16,000 Members	22,000 Members	88,000 Members	200,000 Members	205,000 Members	210,000 Members	240,000 Members	351,582 Members



## 5 Office Locations

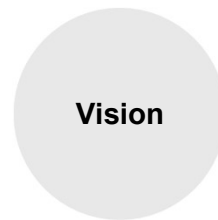
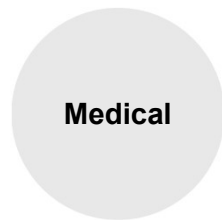
- BURR RIDGE** ★  
1333 BURR Ridge Parkway  
Burr Ridge, IL 60527
- CHICAGO**  
77 W. Wacker Drive  
Suite 1500  
Chicago, IL 60601
- NAPERVILLE**  
1255 Bond Street  
Suite 121  
Naperville, IL 60563
- ROCKFORD**  
345 Executive Parkway  
Suite M3  
Rockford, IL 61107
- CARBONDALE**  
1175 E. Main Street  
Carbondale, IL 62901

# We have rich expertise in providing healthcare



## WHO WE ARE

IlliniCare Health provides:



benefits and services

---

Our parent company, Centene Corporation, has **30+ years** of experience

---

IlliniCare Health employees are **local** and have market knowledge

- Our Integrated Care Teams understand the communities we serve and the resources available within those communities

# Our mission and role for YouthCare is:

IlliniCare Health's approach to YouthCare focuses on **improving the overall health outcomes** for children and youth who are, or have been, in the foster care system.



# HFS/DCFS/ IlliniCare Health



## **HFS:** Medicaid

- The contracting entity
- Expectations:
  - Improved health care and quality outcomes
  - Improved coordination of services
  - Increased number and quality of providers across the state

## **DCFS:** Child Welfare

- The legal guardian / the parent for youth in out of home care
- Expectations:
  - Improved access integrated health and behavioral health
  - Integration, innovation and collaboration with system of care

## **IlliniCare Health:** Partner

- The MCO delivering YouthCare
- Expectations:
  - Partner with HFS and DCFS to improve outcomes, support permanency and expand quality providers and access to care

# Our Goal



- To help adapt the Medicaid world to the Child Welfare System
- We serve as the healthcare partner, allowing the child welfare system to focus on other needs
- We become part of the team

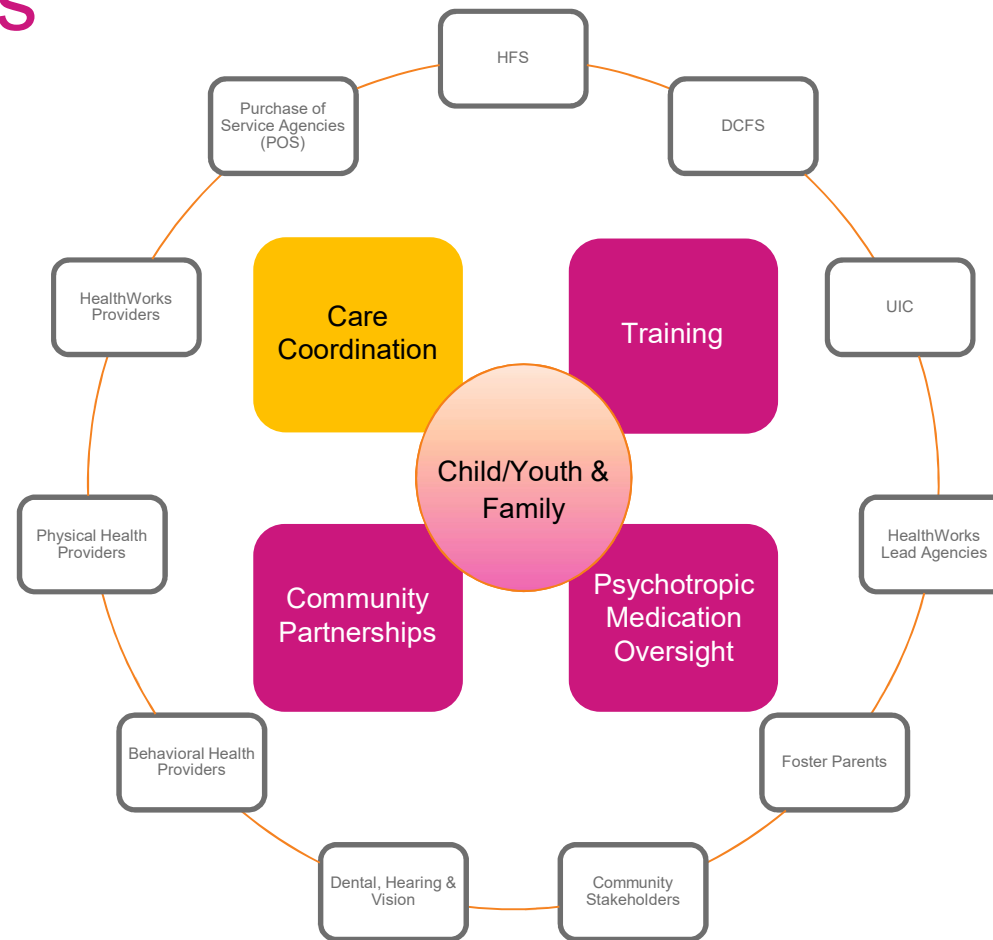


# YouthCare Model

PROPRIETARY AND CONFIDENTIAL



# YouthCare Model Four Pillars



# We are aligning YouthCare staff by region



## Regional Layout

### 8 DCFS Liaisons:

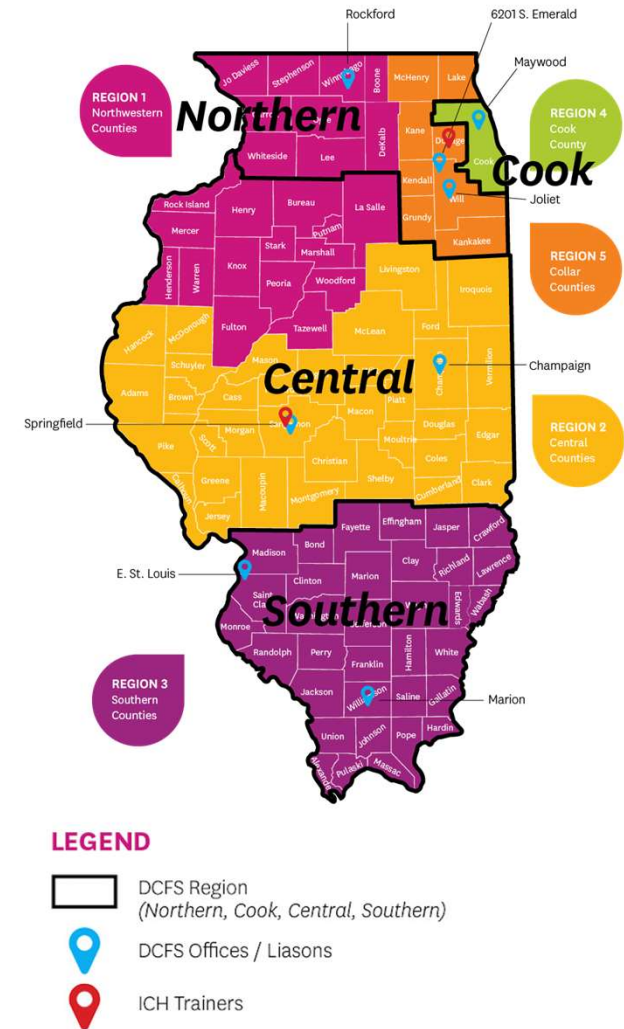
- 2 per Region
- Qualifications: 100% with IL child welfare system experience and either Social Work or Community Relations experience

- Local approach – DCFS Liaisons within DCFS offices working in collaboration with caseworkers to troubleshoot issues
- Serve as entry points for inquiries and questions

### Trainers:

- Southern & Central: 1
- Northern & Cook: 1
- Floaters: 2
- National: 4

- Clinical provider trainers available to educate on 200 different evidence based curriculums
- Help support understanding of trauma, abuse, neglect, brain development, developmental ages, difference between mental health issue and behavioral issue, ADHD and trauma, etc.



# ICH YouthCare Rapid Response Team



New dedicated department developed specifically for YouthCare to centralize coordination and response to inquiries, questions and complaints

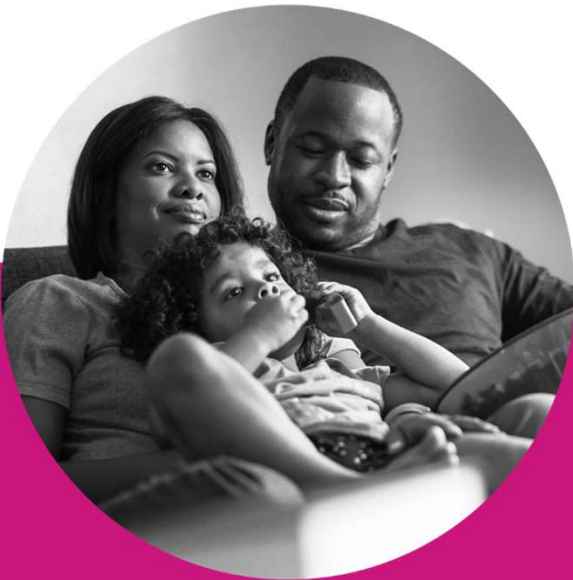
## Internal Rapid Response Team

- Inquiry Coordinator (1)
- Stakeholder Advocates (2)
- Provider Network Coordinators (2)
- Claims Specialist (1)
- PDM (1)
- Grievance & Appeals (2)
- DCFS Liaison Supervisor (1)

## External Rapid Response Team

- DCFS Liaisons (8)
- Community Trainers (2)
- Provider Relations (4)

# IlliniCare YouthCare Care Coordination Program



PROPRIETARY AND CONFIDENTIAL



# Care Coordination Topics



- Definition of Care Coordination
- Staffing for IlliniCare Youth Care Program
- Pre-Stratification of members prior to “Go-Live”
- Outreach Approach at “Go-Live”
- Ongoing Care Coordination

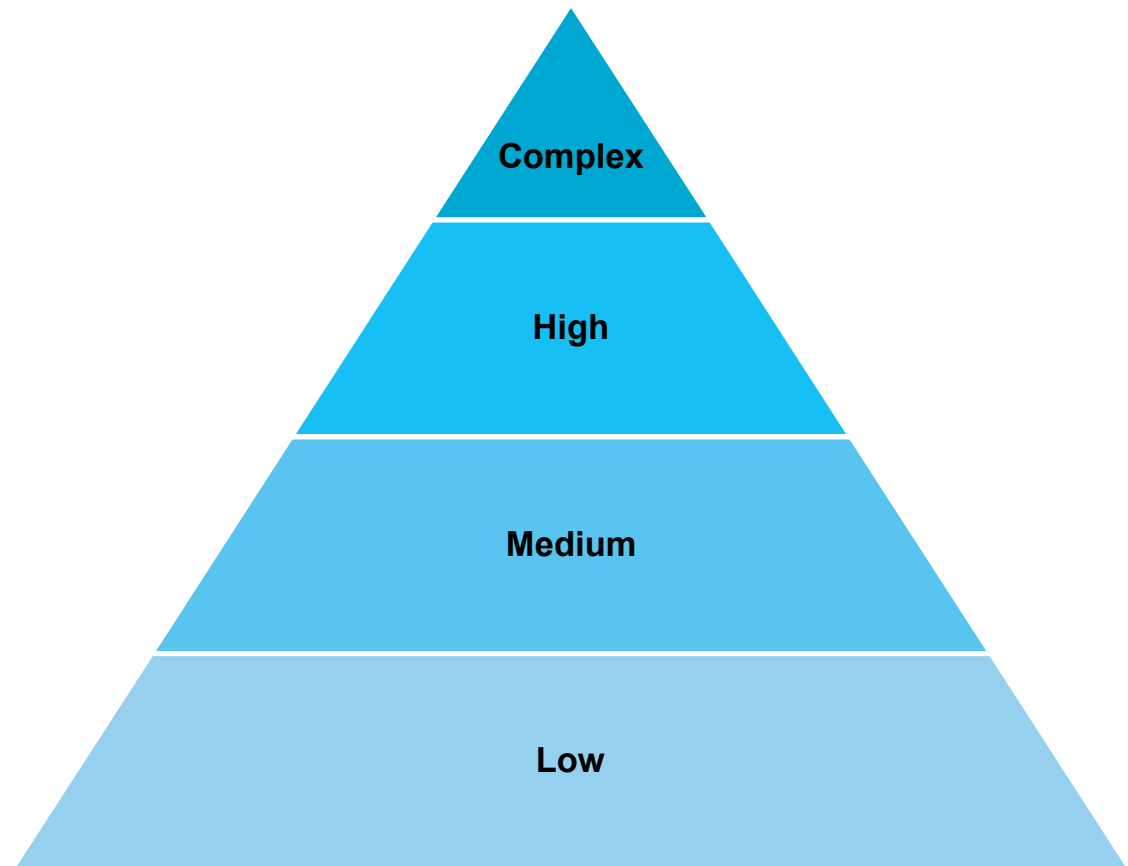
# Care Coordination defined...



A collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality, cost-effective outcomes.

# Health Risk Screenings

- A DCFS specific HRS has been developed for this program
- The HRS will be completed upon a child coming into YouthCare
- The HRS is scored, and will trigger additional assessments as applicable
- Children and Youth will be stratified as low, medium, high and complex





# YouthCare Staffing Model

Youth stratified as **High / Complex** will be managed by **Health Service Managers**; these staff are licensed Behavioral Health clinicians and Registered Nurses

Mixed Caseload **1:55** youth with **High** and **Complex** needs

Contractual Outreach: Every 30 days for **High** and every 14 days for **Complex**

Face to Face Requirements as needed for both populations

# YouthCare Staffing Model

Youth stratified as *moderate* will be managed by **Health Service Specialist**; these staff are trained professional and have experience in the medical and/or behavioral field. They serve as the “Social Workers” on the Integrated Care Team and have a degree in the Human Services (or related field)

They have a caseload of 150 youth with moderate needs

Contractual Outreach: Every 90 days

# YouthCare Staffing Model

Youth stratified as *low* will be managed by **Health Care Coordinators**; these staff have experience in the medical field, customer service, and/or behavioral health

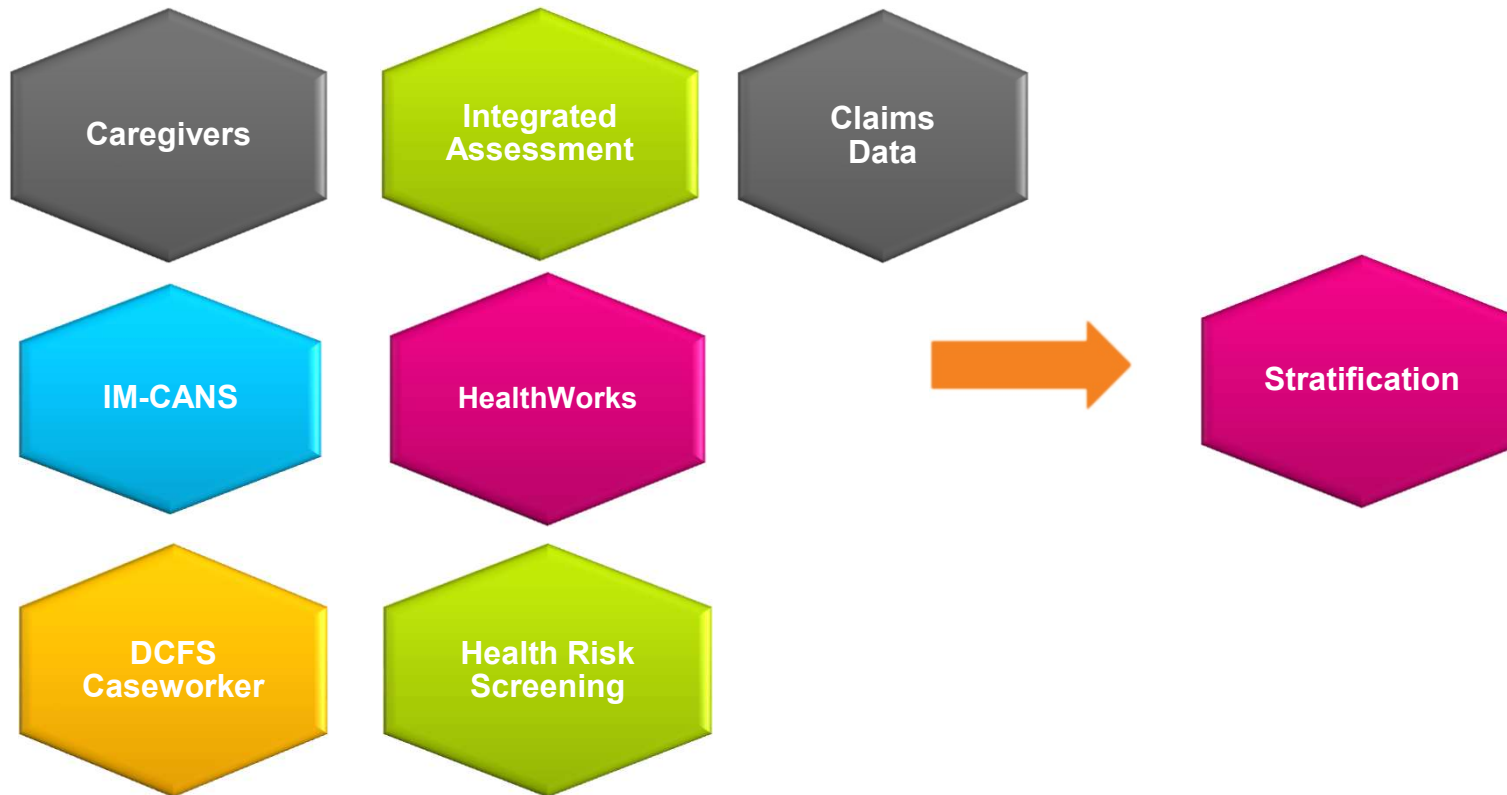
Caseload of 600 youth with low needs

Contractual Outreach: Every 180 days

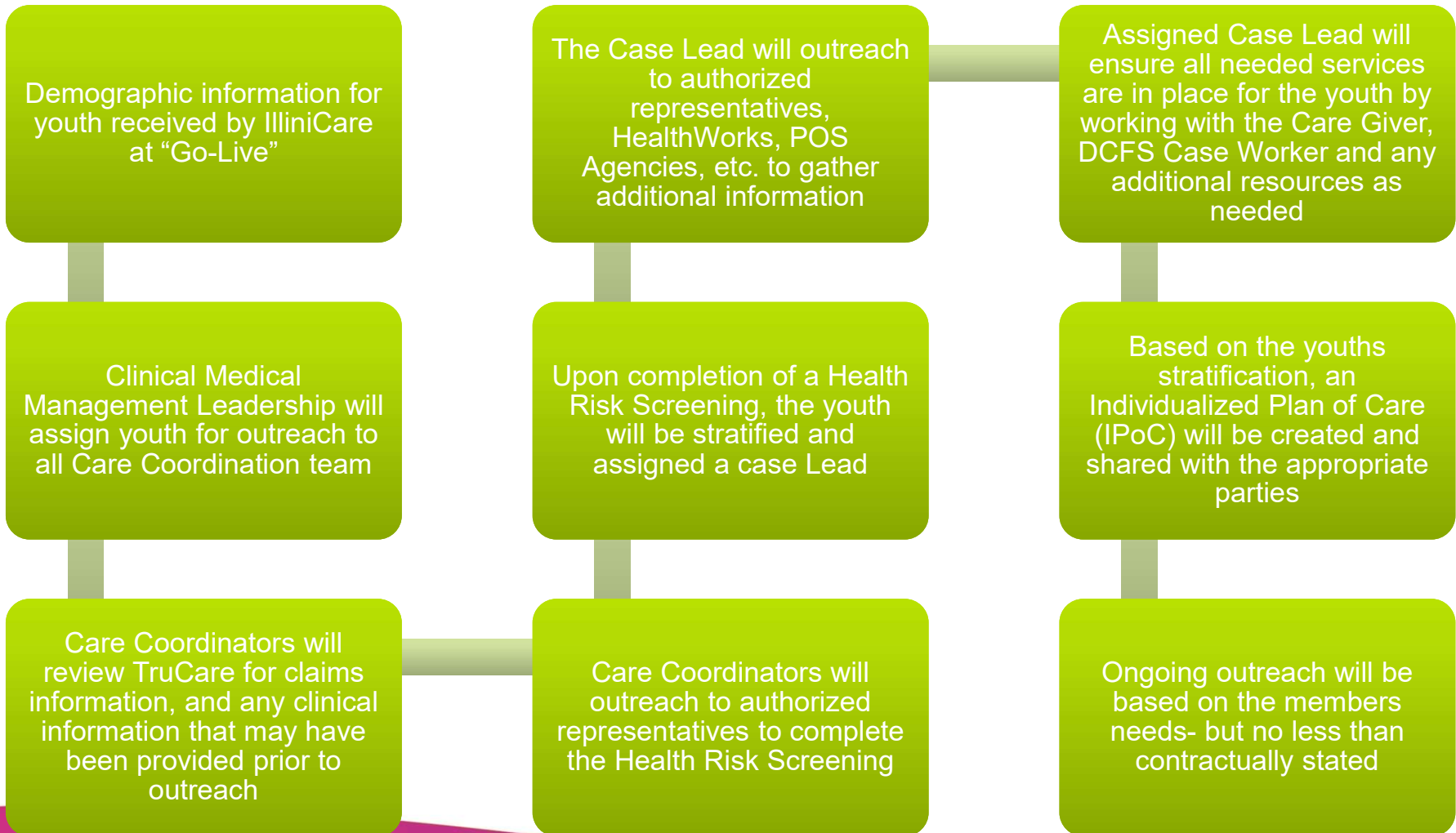
# YouthCare Clinical Team

- Medical Director (Pediatrician)
- Medical Director (Psychiatrist)
- Clinical Director (*LCPC/LCSW/RN*)
- Clinical Manager(s) (*LCPC, LCSW, RN*)
- Utilization Manager (*RN*)
- Clinical Supervisor(s) (*LCSW, LCPC, RN*)
- Integrated Care Team (*HSM, HSS, HCC*)
- Health Engagement Coordinators
- Transitions of Care Specialist
- Utilization Management (Utilization Managers (*RN, LCPC/LCSW*),  
Prior Authorization and Concurrent Review Nurses (*RN*),  
Referral Specialist and Utilization Review Coordinators)

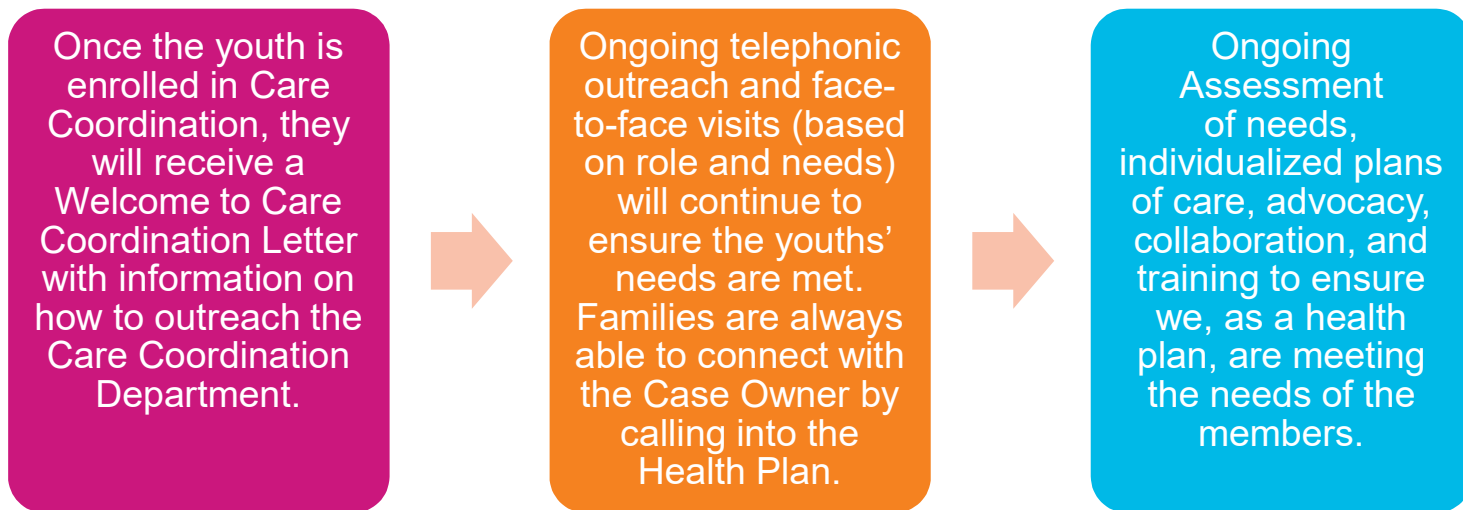
# Information that Feeds Care Coordination Stratification



# Outreach Approach



# Ongoing Care Coordination



# Timeline

## November 1, 2019 – Soft Launch

- Begin care coordination
  - 17K Youth in Out of Home Care
- Continue community meetings statewide
- Continue contracting providers

## February 1, 2020

- Begin care coordination
  - 18+ Former Youth in Care
- Begin 6-month Continuity of Care
- Continue contracting providers