



countycare

MAC Access Subcommittee

Presented by Susan Greene and Sidney Thomas

June 17, 2013

- Purpose of Waiver
- Background
 - Application and enrollment
 - Benefit package
 - Provider Network
- Access Issues - Eligibility
- Access issues – Providers and services
- Questions and Answers

Types of questions evaluation is intended to address

1. How has the demonstration bridged the gap in moving toward Medicaid coverage required under the Affordable Care Act;
2. How has the demonstration addressed unmet healthcare needs and provided a regular source of coordinated care for enrollees;
3. How has the demonstration informed the state's progress in understanding the service utilization and costs to prepare for 2014;
4. How effective have the PCMHs been in providing high-quality, coordinated care? (The state must propose quality measures that would be used to evaluate the effectiveness of the PCMHs);
5. How has the demonstration informed the state's payment methodology as it prepares establish capitated rates for its entire Medicaid population.
6. The limitations, challenges, opportunities and best practices in provider capacity and care delivery for the demonstration population to aid in preparation for coverage expansions pursuant to the Affordable Care Act.
7. Trends in beneficiary needs for the demonstration population to aid in preparation for coverage expansions pursuant to the Affordable Care Act.

CountyCare Methods to Apply



- Apply with Application Assistors – by phone or in person
- Call **312-864-8200** or toll free **855-444-1661**
M-F 8-8, Sat 9-2
 - To apply by phone
 - To find a CCHHS location to apply in person
 - To find a CountyCare FQHC site to apply in person
- Empanelment and health screen occur at point of application
- Auto-assignment at point of app submission to state

Verification Requirements

- Identity
- Citizenship or Legal Status
- Resident of Cook County
- Income
- A signed signature page

Enrollment Staffing

Each work day, CountyCare applications taken

- Call Center 52 staff
- Provident 3-5 staff
- Oak Forest 2-5 staff
- Stroger Approx. 45 staff
- Fantus 2 staff
- Cermak (jail) 6-8 staff
- FQHCs Various sites (over 350 app
assistants trained)

CountyCare Application Assistance



Application Assisters help applicants to apply for the waiver by:

- Explaining waiver coverage and why applicant should enroll
- Start app in DHS web-based system
- Collect documents
 - Put in CCHHS web-based system
- When all info gathered, submit via DHS system
- DHS downloads all documentation from CCHHS system (and prints)

DHS staff:

- Only DHS staff may process applications

Strategy for Applying

- Our goal was to make the CountyCare application process very accessible - by phone or in person
- More than half of all submitted apps come by phone
- Phone process is easy for applicant and efficient for program
- Some clients prefer to apply in person but majority prefer telephone

- CountyCare conducting “targeted outreach” calls to CCHHS patients (and FQHCs, if requested)
 - Over 150,000 calls made to date (in English/Spanish)
- Vendors assisting CCHHS with outreach and media
 - Slow start
 - Distribution system materials insufficient
- Just starting a more targeted approach

Enrollment Statistics – May

Total apps initiated to date = 62,605

In June, each work day:

- Over 540 CountyCare apps started
- Approx. 537 CountyCare apps submitted to DHS
- In the last two weeks, DHS has processed approximately 272 apps per day (from 200 a day prior to recent staffing increase)

Demographic Profile

Demographic profile (based on May monthly file):

55% members between ages 50-64

25% members between 35-49

19% members under 35

56% female

44% male

45% are current patients of CCHHS

23% are current patients of FQHCs

30% are new to both CCHHS and FQHCs

74% empaneled without needing auto-assignment

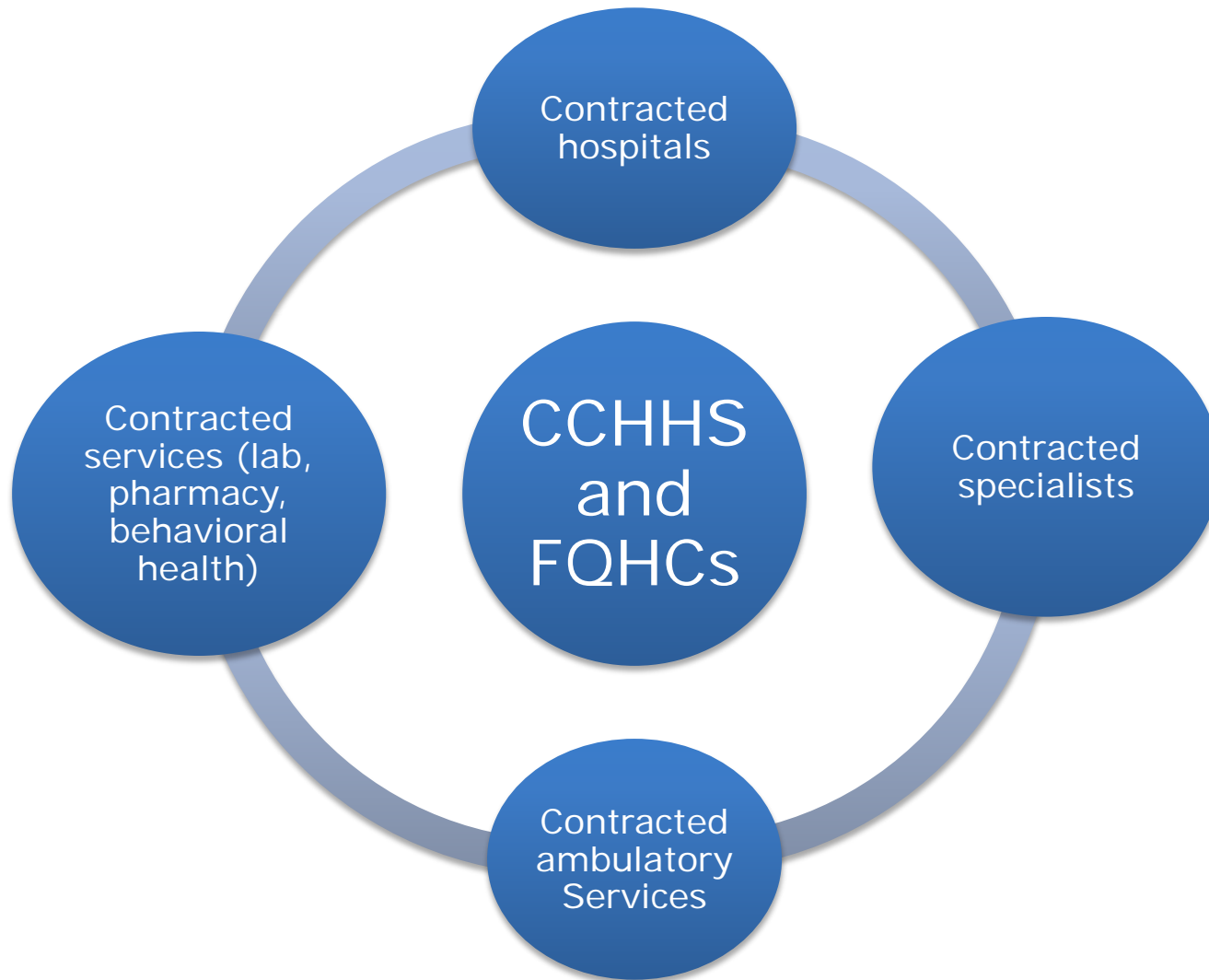
131 PCMH sites

Majority empaneled to FQHCs

Covered Services

- Inpatient hospital services
- Outpatient hospital services
- Emergency services for life threatening events
- Prescriptions at Walgreens, CVS or pharmacies on the Pharmacy provider directory
- Mental health services (inpatient, outpatient) for behavioral health and substance abuse
- Primary Care and Specialty Physician Services (provided by or at the direction of the Medical Home)
- Lab, xrays, mammograms other tests
- Vouchers for public transportation to and from appointments for CountyCare member
- Skilled nursing facility care (after hospitalization), home care, durable medical equipment, prostheses
- Dental (limited to 19 and 20 year olds)
- Outpatient PT, ST and OT

CountyCare Network Structure



Provider Network

- **CCHHS PCMH sites**

General Medicine Clinic-Fantus
Austin Health Center
Cicero Health Center
John Sengstacke Health Center
Near South Health Center
Oak Forest Health Center
Robbins Health Center
CORE Center

Dr. Jorge Prieto Health Center
Logan Square Health Center
Vista Health Center
Woodlawn Health Center
Englewood Health Center
Cottage Grove Medical Center
Woody Winston Health Center

- **Designated sites at the following FQHCs**

Asian Human Services
ACCESS
Beloved Community Wellness
Community Nurse Health Center
Salud de Esperanza
Howard Brown
Heartland Health Outreach
Alivio Medical Center
Aunt Martha's
Circle Family HealthCare Network

Lawndale Christian Health Center
Friend Family Health Center
PCC Community Wellness Center
Erie Family Health Center
PrimeCare Community Health
Chicago Family Health Center
Heartland International Health Center
Christian Community Health Center
Near North Health Center
Mercy Family Health Center

Participating Hospitals



Advocate Christ Medical Center
Advocate Illinois Masonic Medical Center
Advocate Lutheran General
Advocate South Suburban
Advocate Trinity Hospital
Holy Family Medical Center
Long Term Acute Care
Mercy Hospital & Medical Center
Metro South Medical Center
Mount Sinai Hospital
Norwegian American Hospital
Our Lady Of The Resurrection Medical Center
Resurrection Medical Center
RML Long Term Acute Care Hospital
Roseland Community Hospital

Schwab Rehabilitation Hospital
South Shore Hospital
St. Anthony Hospital
St. Bernard Hospital
St. Francis Hospital
St. James Hospital and Health System
St. Joseph Hospital
Sts. Mary and Elizabeth Medical Center
Swedish Covenant Hospital
University of Chicago Medical Center
Vanguard – MacNeal Hospital
Vanguard – West Suburban Medical Center
Vanguard – Weiss Memorial Hospital
Vanguard – Westlake Hospital

Participating Other Providers

Others

- Behavioral Health: PsycHealth
- Durable Medical Equipment: Doctor's Choice, Premier Home Care Supplies, Orsini, Premier Home Care Supplies, Prism Healthcare Services, /Resurrection Home Medical Equipment
- Home Health: Doctor's Choice Home Care, Resurrection Home Health
- Hospice: Horizon's Hospice, Vitas Healthcare, and Rainbow Health

- Radiology: 3T Imaging, Hawthorne Radiology
- Women's Health: Planned Parenthood
- Catamaran: Manages pharmacy network
- Skilled Nursing:
 - NuCare (14 sites)
 - Symphony (8 sites)
 - Resurrection Nursing and Rehab Center
 - Villa Scalabrini Nursing and Rehab Center



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Access

- Lots of consumer interest in applying
- Empanelment to PCMH sites is high
- Transition of Care management identifies areas to improve in inpatient and PCMH sites
- Opportunity to identify gaps in coverage (eg, high demand subspecialties, outpatient PT/OT)
- Integrated Care management
 - Creative possibilities within CCHHS
 - Use of MHNConnect links CCHHS and FQHCs

Eligibility Challenges

- Unrealistic start-up timeframe
- CountyCare competing for programming with implementation of new Eligibility System
- Lack of appreciation for complexity of eligibility by many
- Safety net health plan issues emerging
 - Patients prefer subspecialty at CCHHS
 - Hospitals don't/can't always deliver physician groups

Eligibility Challenges, Continued

- Managing application assisters
 - FQHCs have different processes
- DHS slow to process
 - Manual/paper process
 - Training of staff on process different than regular Medicaid
 - Narrower door mentality
- Accrual Method of Eligibility
 - Difficulty in “pending” period between submission of app and approval
- Skewed membership
 - 55% over age of 50
 - State of IL Hemophiliac program identified 26 eligible for CountyCare
 - Ryan White & Adapt

For Updates - Visit CountyCare.Com



A screenshot of a web browser displaying the CountyCare website. The browser's address bar shows 'countycare.com'. The website header features the CountyCare logo on the left and the CCHHS logo (Cook County Health & Hospitals System) on the right. A navigation menu below the header includes links for Home, About CountyCare, Members, Providers, and Contact Us. The main content area is titled 'Home' and contains a section titled 'What is CountyCare?'. This section includes a paragraph of introductory text, a list of five requirements for joining the program, and contact information. A photograph of a female doctor and a male patient looking at a clipboard is positioned to the right of the text. The browser's taskbar at the bottom shows various application icons and the system clock indicating 3:28 PM on 1/14/2013.



- Home
- About CountyCare
- Members
- Providers
- Contact Us

Home Text Size A A A

What is CountyCare?

Good news! There is a new health care program for adults in Cook County. This program is called CountyCare. It is operated by the State of Illinois and the Cook County Health and Hospitals Systems (CCHHS). It is a Medicaid program available under healthcare reform.

To join, you need to:

- Live in Cook County.
- Be 19-64 years of age.
- Be a legal immigrant for at least 5 years or be a US citizen.
- Meet income limits. (Limits are \$14,856 of income per year for an individual or \$20,123 for a couple).
- Have a Social Security Number or have applied for one.

If you qualify for Medicaid or Medicare, you cannot join CountyCare.

People in CountyCare will get health care from CCHHS doctors. You may also get care from certain other community health centers in the Cook County area.

Questions? Call us. We are happy to help. We are open Monday-Friday 8am-8pm and Saturday 9am-2pm.

Call 312-864-8200 or toll free 1-855-444-1661.





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Questions and Answers