



# Division of Specialized Care for Children

# Who We Are



We are a statewide program that's served children and youth with special healthcare needs and their families since 1937.



We helped more than 19,600 Illinois families in FY 2019.



# Our Vision and Mission



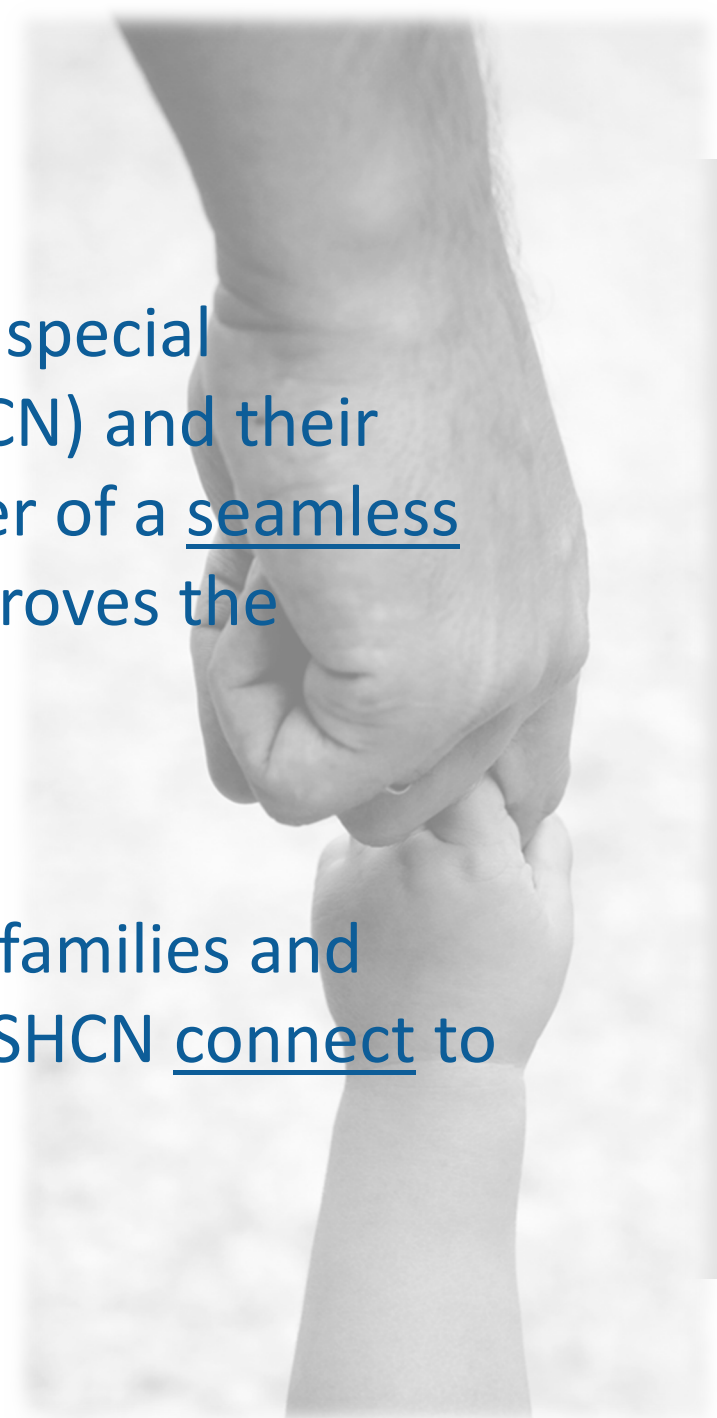
## Vision

- » Children and youth with special healthcare needs (CYSHCN) and their families will be the center of a seamless support system that improves the quality of their lives.

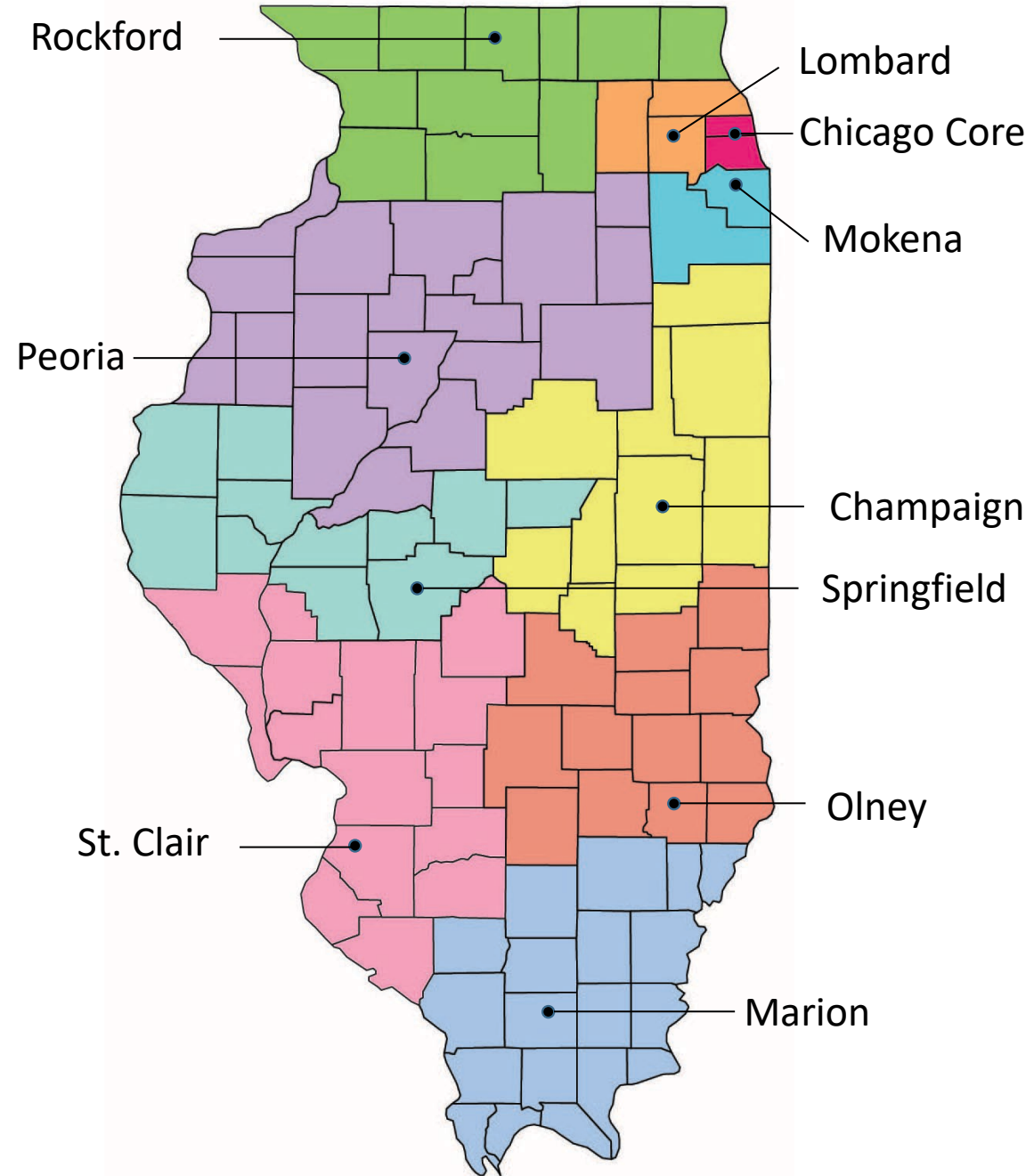


## Mission

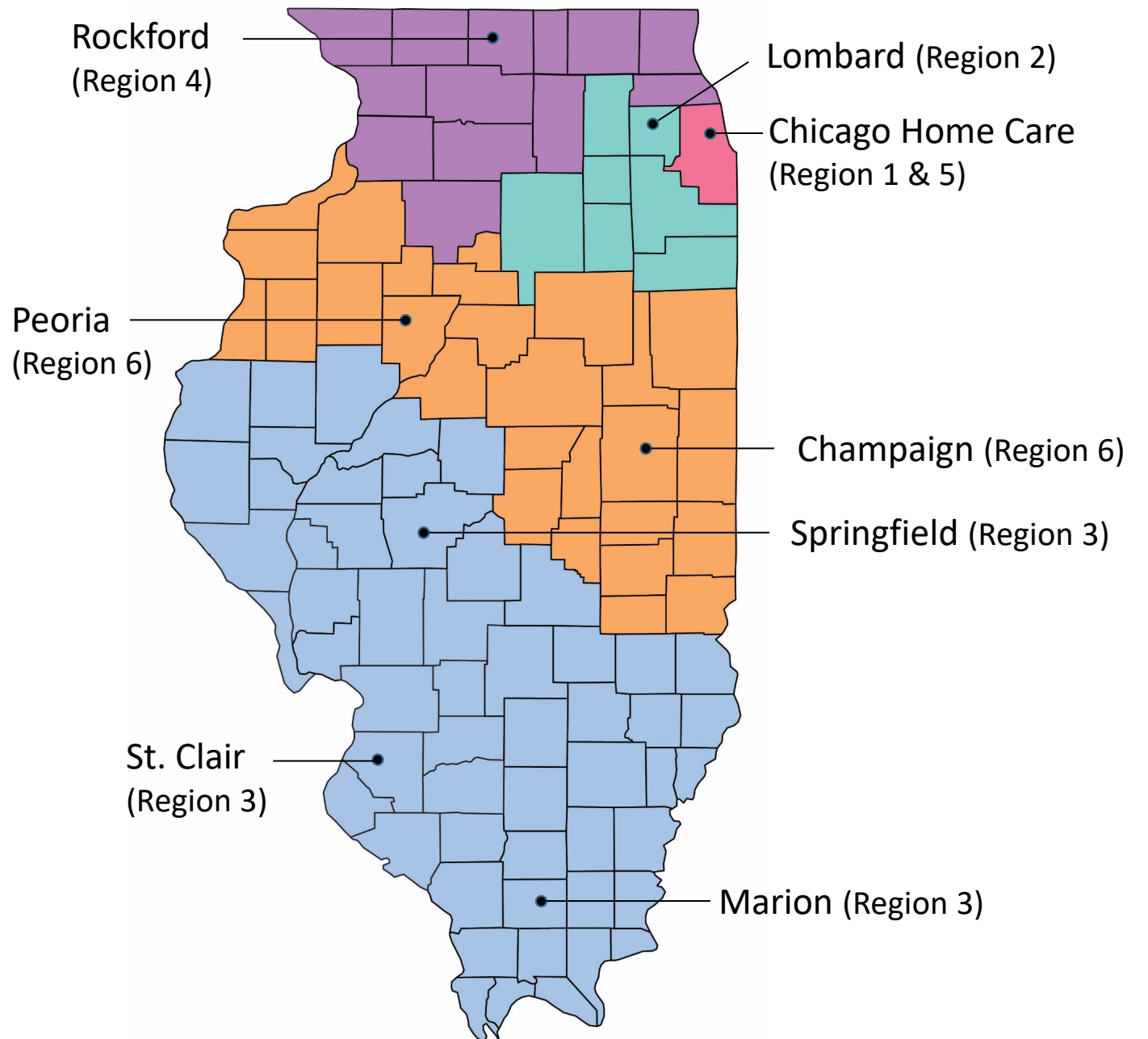
- » We partner with Illinois families and communities to help CYSHCN connect to services and resources.



# Core Regional Office Map



# Home Care Regional Office Map



# Care Coordination



We define care coordination as a person-and family-centered, strength-based, assessment-driven approach of empowering families to achieve their goals, ultimately leading to positive health outcomes, improved quality of life and overall family satisfaction.

DSCC Care Coordination efforts focus on partnering with families and communities to help children with special healthcare needs connect to services and resources they need.

# Care Coordination



Our care coordination is tailored to each child and family.



Care coordination teams can include:

- Registered nurses
- Social workers
- Speech-language pathologists
- Audiologists
- Respiratory therapists
- Health insurance specialists



# How Care Coordination Helps



- ➡ Access diagnostic tests
- ➡ Find specialized medical care
- ➡ Help families maximize insurance & understand coverage/benefits
- ➡ Coordinate services among providers
- ➡ Develop a care plan focused on a family's strengths & goals
- ➡ Attend school meetings
- ➡ Prepare for the transition to adulthood





# How Care Coordination Helps



- ➡ Communicate with doctors & specialists
- ➡ Explain medical treatment plans
- ➡ Assist with transportation for medical appointments
- ➡ Connect families for parent-to-parent support
- ➡ Locate community resources
- ➡ Pay for eligible medical expenses when income guidelines are met



# Who We Serve



DSCC provides care coordination services through three programs:

- » **Core Program** – Ages birth to 21 with medically eligible conditions.
- » **Connect Care Program** – Ages birth to 21 with special healthcare needs who are enrolled in a Medicaid Health*Choice* Illinois plan that has contracted with DSCC for care coordination.
- » **Home Care Program** – Child or youth in need of in-home shift nursing.

# Core Program



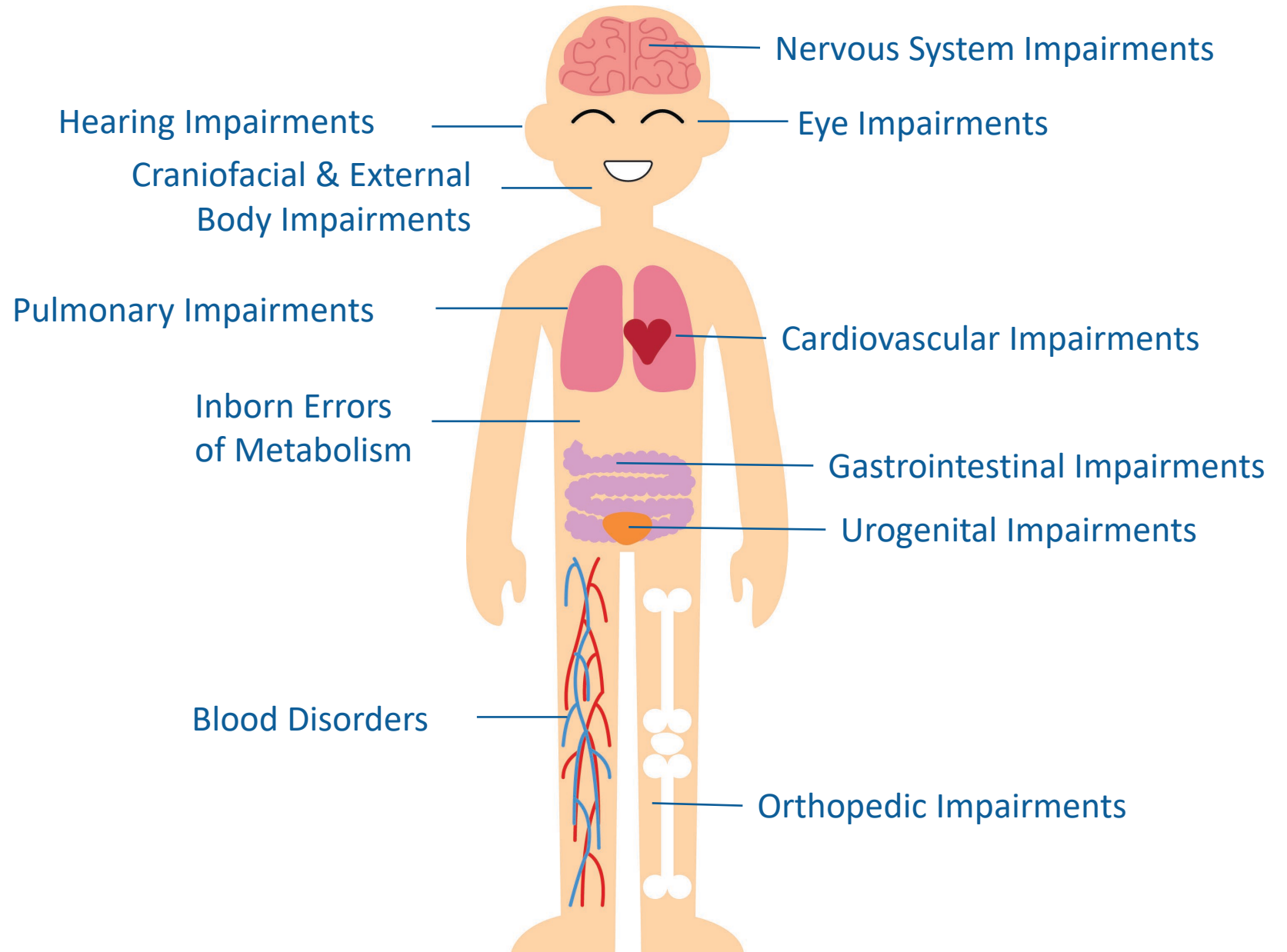
➡ For youth up to age 21 who have/are suspected of having an eligible condition.

➡ Condition must:

- Be chronic.
- Qualify as one of 11 eligible categories.
- Cause impairment or need for long-term care.
- Require a care plan.
- Benefit from care coordination.



# Core Medically Eligible Conditions



# Connect Care Program



➡ A new program for children and youth with special healthcare needs (CYSHCN) enrolled in Medicaid managed care.

- » HealthChoice Illinois is the new Medicaid managed care program now required statewide for CYSHCN starting Feb. 1, 2020.
- » DSCC is serving CYSHCN through plans that DSCC has a contract with.
- » New referrals to this program are considered on a case-by-case basis.

# Home Care Program



- ➡ Provides care coordination to children & youth who require skilled in-home nursing.
- ➡ Operated on behalf of the Illinois Department of Healthcare & Family Services (HFS).
- ➡ DSCC has operated the MFTD waiver since 1983.
- ➡ In 2014, DSCC became the single point of entry for Illinois children in need of in-home shift nursing.



# Home Care Populations



- ➡ Medicaid Home and Community-Based Services Waiver (MFTD)
  - » Must have both medical & technology needs.
  - » Must be less than 21 years of age at the time of enrollment.
  - » May qualify regardless of parental income.
  - » Participants enrolled in the waiver prior to their 21<sup>st</sup> birthday, & still receiving services on their 21<sup>st</sup> birthday, may stay with Home Care for life.

# Home Care Populations



## ➡ Non-Waiver (NCPS)

- » Must have an identifiable need for in-home shift nursing, although typically less dependent on technology.
- » Must be less than 21 years of age.
- » Must be eligible for Medicaid.



# We're Here to Help



- ➡ Care coordination is free for all DSCC participants, regardless of a family's income.
- ➡ If a child's condition isn't listed in our eligible categories, we still can help.
  - » Many children have associated conditions with their diagnosis that may be eligible.
  - » Our staff is always ready to assist with referrals and resources.



# Our Impact



➡ Our care coordination helps families:

- » Feel more confident & organized in their child's care.
- » Understand & stay at the center of decisions about their child's care.
- » Develop a stronger partnership with their child's doctors & specialists.
- » Effectively navigate the maze of resources & insurance coverage.



# Our Impact



Our care coordination benefits medical providers by helping families:

- » Keep their appointments.
- » Understand & follow providers' treatment plans.
- » Communicate more effectively with everyone involved in their child's care.



# Title V - Systems of Care for CYSHCN



- ➡ In addition to care coordination services, DSCC serves as Illinois Title V Program for CYSHCN. This means DSCC helps to work to create improvements for the systems serving CYSHCN & their families.
- ➡ 5-year priorities include:
  - » Improved support for the transition to adulthood
  - » Convene & collaborate with community-based organization to improve & expand services & supports serving CYSHCN in IL
- ➡ Title V work is in partnership with Illinois Department of Public Health

# Applications & Referrals



➡ Call us at (800) 322-3722

- » Caregiver's name
- » Phone number
- » Child's address
- » County or zip code

➡ Visit our website

- » Download PDF application
- » Fill out "Refer a Family" form

➡ Find a local regional office

- » <https://dscc.uic.edu/find-an-office>



## For Providers

*Provider Application*

*Reimbursement Information*

*Explanation of Provider Payments*

*Provider Forms*

*Tools & Resources*

*Provider Portal*

*Refer A Family*

# Connect with Us



(800) 322-3722



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UIC Specialized Care for Children