Care Coordination

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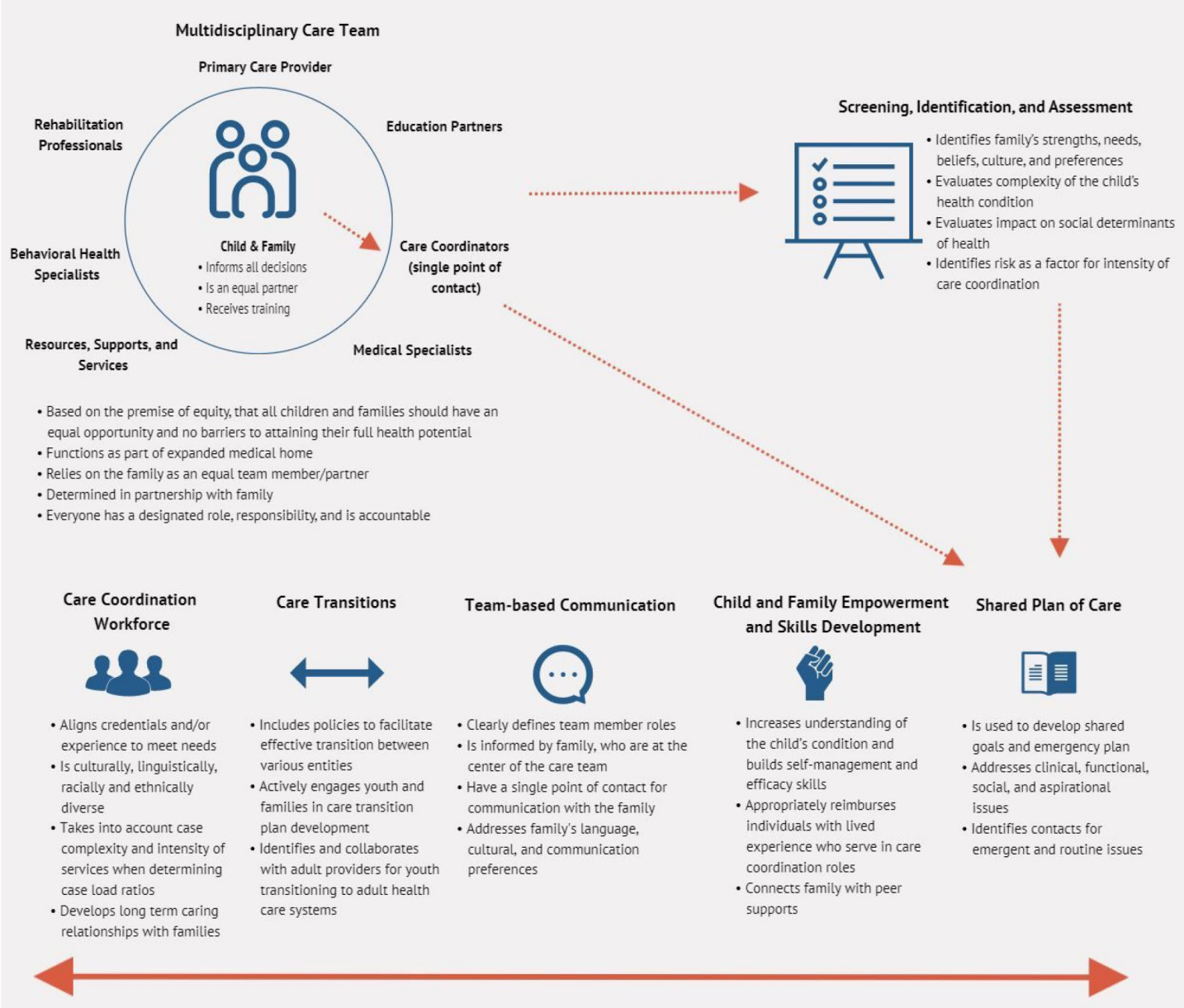
Objectives

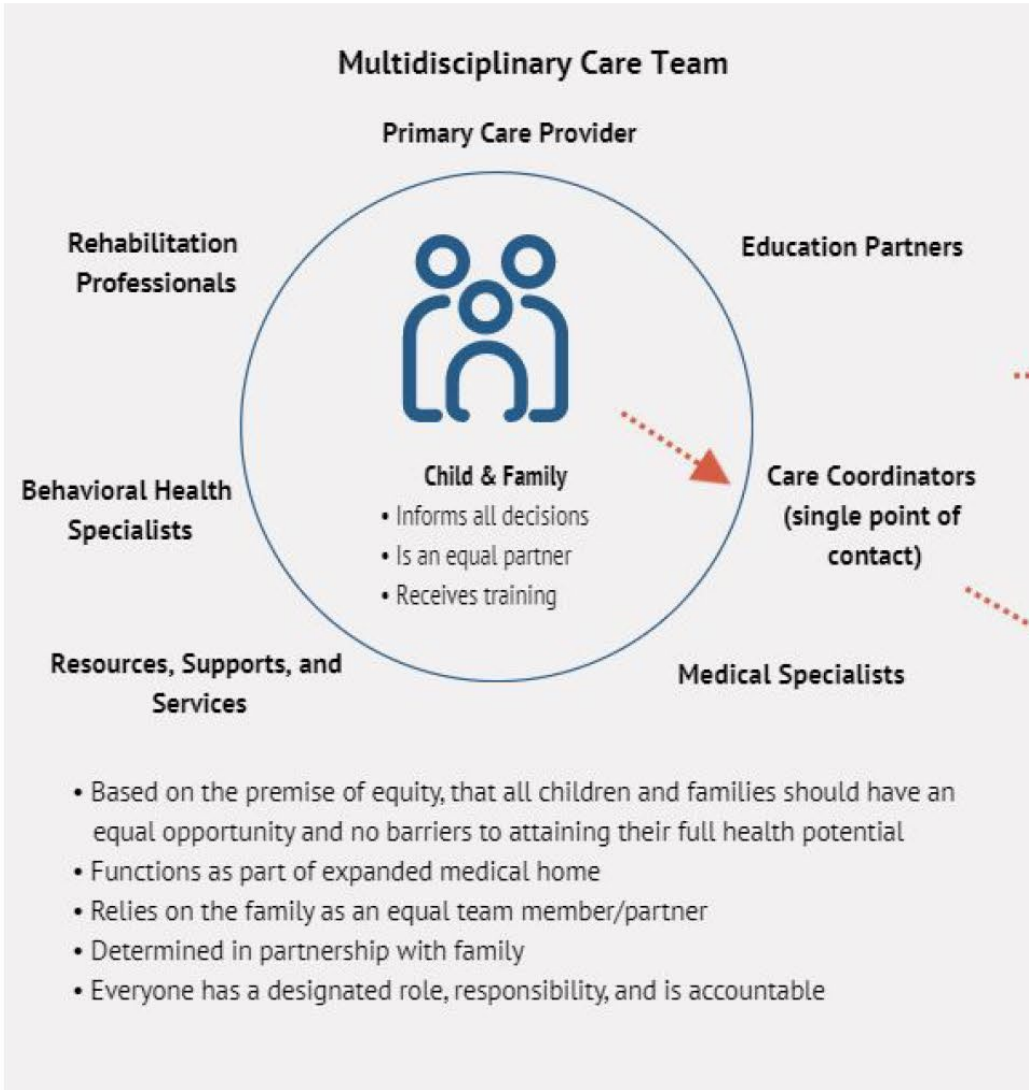
- Describe care coordination
- Review ways care coordination can be available in Illinois
- Provide overview of DSCC care coordination programs
- Discuss tips for keeping your child's care coordinated
- Practice the development of a care map

“Care coordination involves deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care. This means that the patient's needs and preferences are known ahead of time and communicated at the right time to the right people, and that this information is used to provide safe, appropriate, and effective care to the patient.”

AHRQ, 2018
https://www.ahrq.gov/ncepcr/care/coordination.html



NASHP & Lucille Packard Foundation (2020). National Care Coordination Standards for CYSHCN



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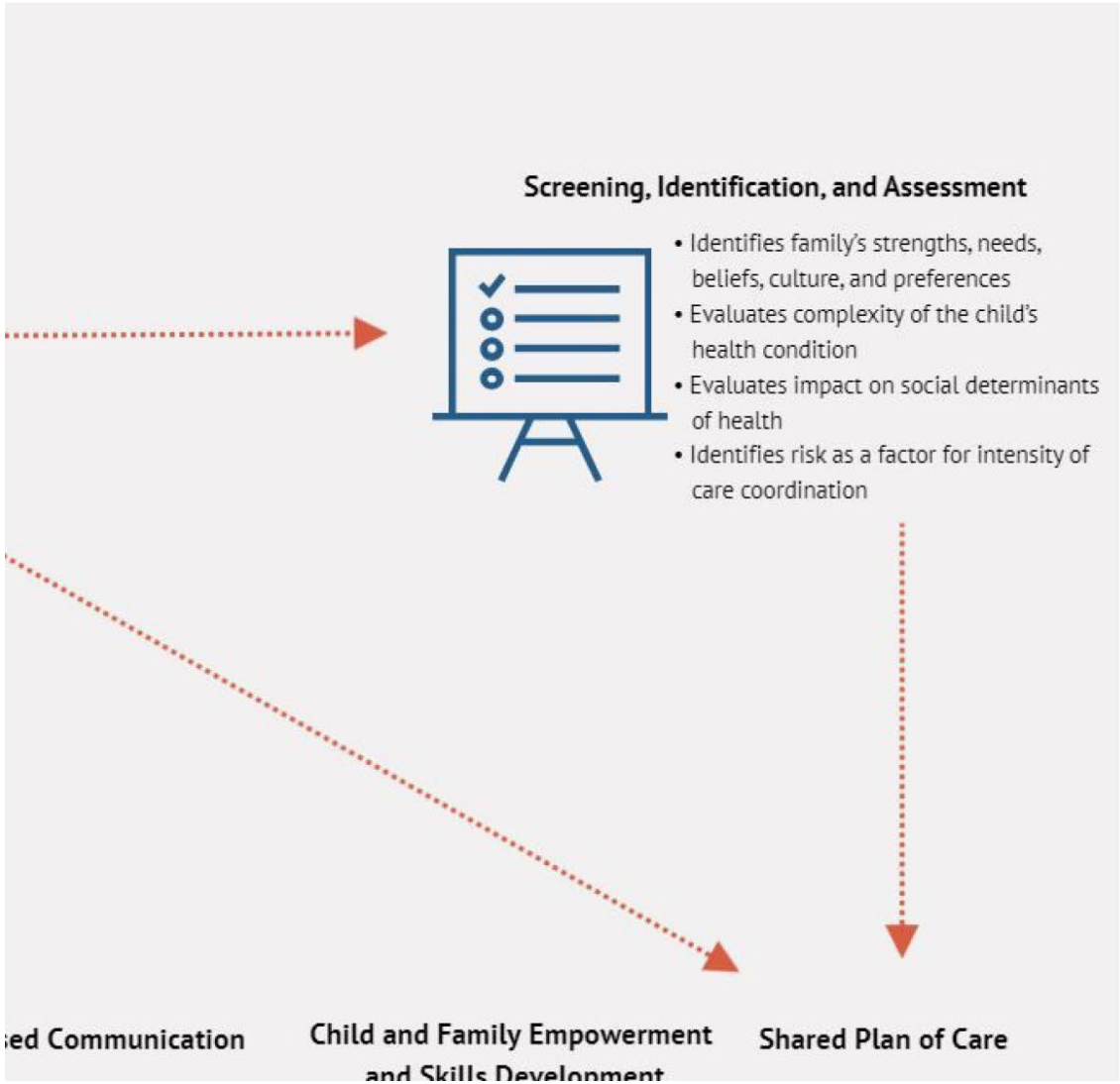


NASHP & Lucille Packard Foundation (2020). National Care Coordination Standards for CYSHCN

Care Coordination Workforce

- Aligns credentials and/or experience to meet needs
- Is culturally, linguistically, racially and ethnically diverse
- Takes into account case complexity and intensity of services when determining case load ratios
- Develops long term caring relationships with families

Care Transitions

- Includes policies to facilitate effective transition between various entities
- Actively engages youth and families in care transition plan development
- Identifies and collaborates with adult providers for youth transitioning to adult health care systems

Team-based Communication

- Clearly defines team member roles
- Is informed by family, who are at the center of the care team
- Have a single point of contact for communication with the family
- Addresses family's language, cultural, and communication preferences

Child and Family Empowerment and Skills Development

- Increases understanding of the child's condition and builds self-management and efficacy skills
- Appropriately reimburses individuals with lived experience who serve in care coordination roles
- Connects family with peer supports

Shared Plan of Care

- Is used to develop shared goals and emergency plan
- Addresses clinical, functional, social, and aspirational issues
- Identifies contacts for emergent and routine issues

NASHP & Lucille Packard Foundation (2020). National Care Coordination Standards for CYSHCN

Care Coordination Providers

- Care coordination can be available from various places such as:
  - Medical Home or Provider Practice
  - Community Based Program
  - Insurance Company
- The care coordination approach may differ based on the provider

Obtaining Care Coordination for Your Child

IF in a Medicaid Managed Care Plan, you can contact your plan to request a care coordinator

IF a youth-in-care or former youth-in-care, you should have a YouthCare Program coordinator

IF in a Medicaid Home & Community Based Waiver, you will have a waiver service planning entity

IF have private insurance, you can ask. Some plans have this service available.

Consider a primary care provider who uses the medical home model

Check out community care coordination

Health Choice -IL Medicaid Managed Care Organization Member Benefits #’s to use to call for Care Coordination:

Blue Cross/Blue Shield: 877-860-2837

Aetna Better Health: 866-329-4701

Molina: 855-687-7861

Meridian: 866-606-3700

County Care: 855-444-1661

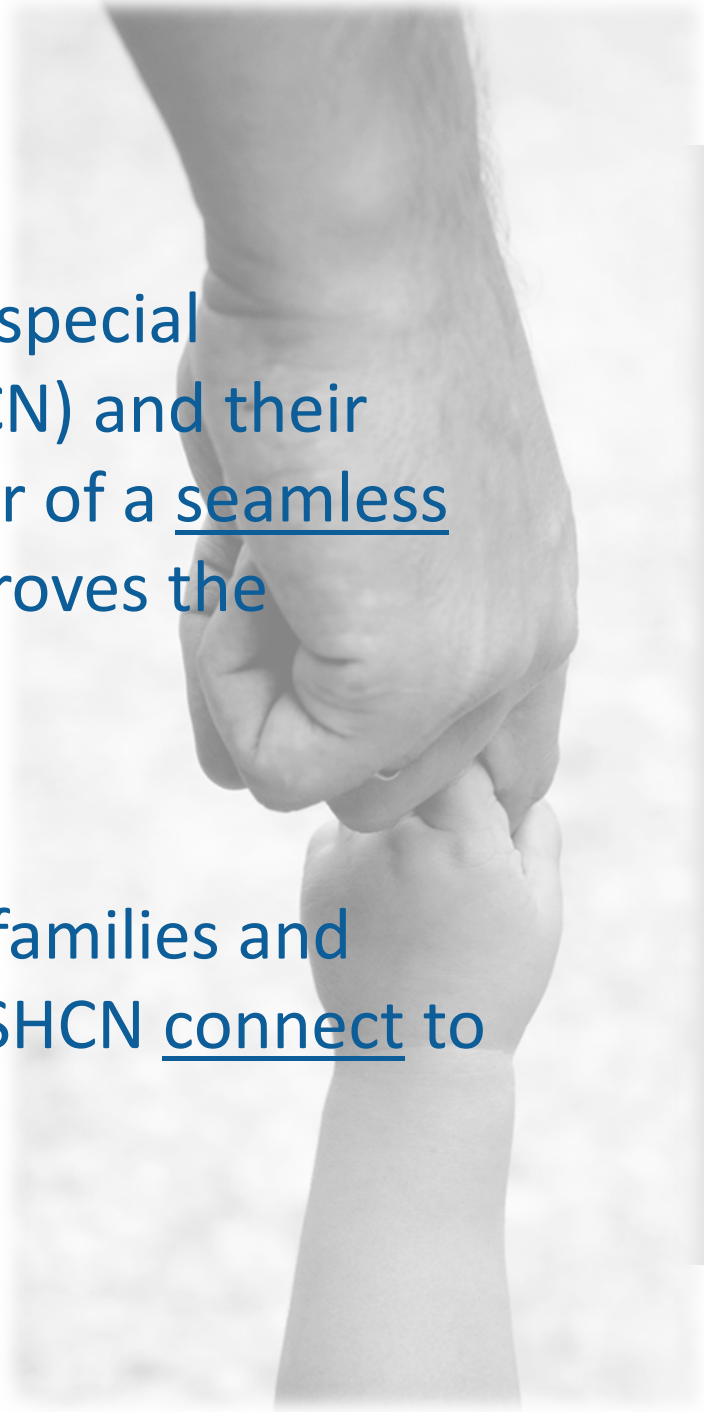
Division of Specialized Care for Children (DSCC)

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

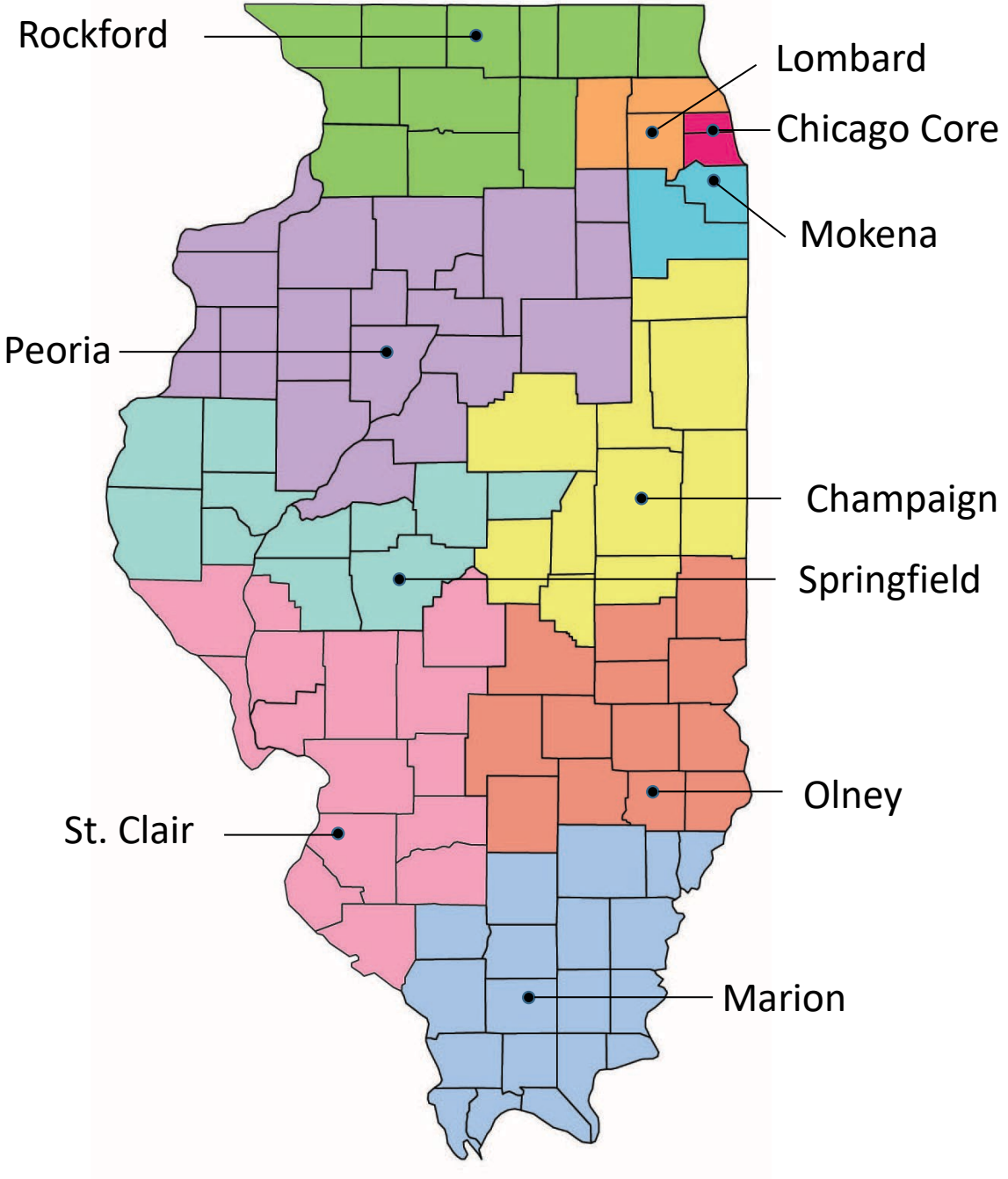
- We partner with Illinois families and communities to help CYSHCN connect to services and resources.



DSCC

- We are a statewide program that's served children and youth with special healthcare needs and their families since 1937.
- We helped more than 18,600 Illinois families in FY 2020.

Regional Office Map



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.

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

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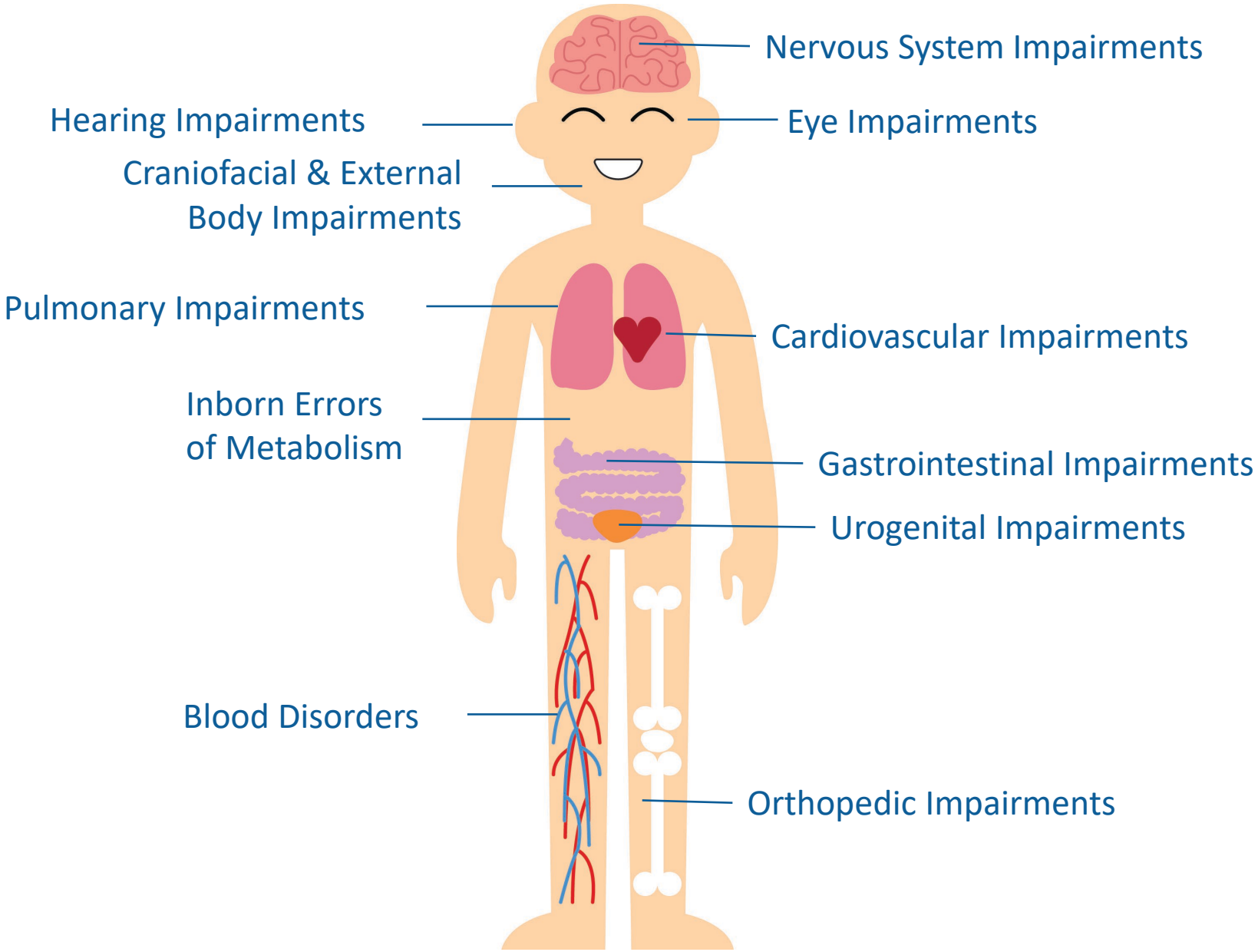
- **Home Care Program** – Child or youth in need of in-home shift nursing.

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.
  - Health*Choice* Illinois is the new Medicaid managed care program now required statewide for CYSHCN.
  - The Illinois Department of Healthcare and Family Services (HFS) moved CYSHCN into a Health*Choice* Illinois plan on Feb. 1, 2020.
  - DSCC is serving CYSHCN through plans that DSCC has a contract with.

Connect Care Program

- DSCC is developing contracts with the Health*Choice* Illinois health plans to continue our care coordination services for affected families.
  - Connect Care is initially serving the approximately 2,300 children and youth who were enrolled in our Core Program and who transitioned from Medicaid fee-for-service into Health*Choice* Illinois coverage on Feb. 1, 2020.

Department of Healthcare & Family Services
HealthChoice Illinois
Your Health. Your Choice.
Illinois Client Enrollment Services

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 21st birthday, & still receiving services on their 21st 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.

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.

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.

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

Keeping your child's care coordinated

Tips for Keeping Your Child's Care Coordinated

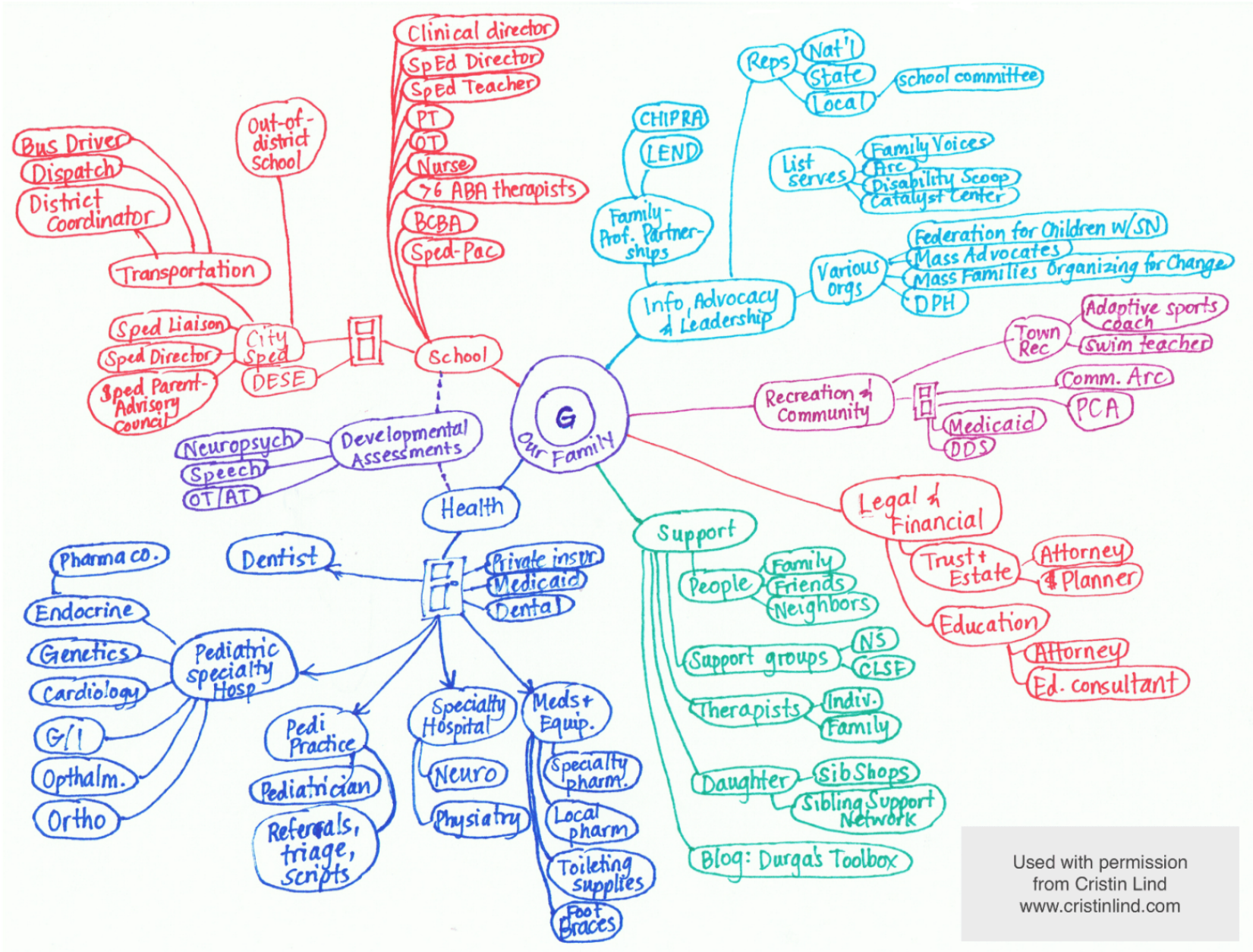
- Keep a list of the various people involved in your child's care
- Prepare questions in advance of appointments
- Insurance Information
- Medication list
- Authorize release of information to share records

Tips for Keeping Your Child's Care Coordinated

- Use patient portals, this is another way to share information between providers
- Incorporate your child's preferences
- Emergency plans
- Update regularly

Other Suggestions?

Care map



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www.cristinlind.com

Care Map Activity

- Put your child & family at center
- Build on from there:
  - Health care team
  - School
  - Community programs / involvement
  - Supports

Questions?


Children are not
a distraction from more
important work.
They are the most
important work.
~C.S. Lewis
www.parentingspecialneed.org

Connect with Us

-  (800) 322-3722
-  dscc@uic.edu
- 

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