CHIEF EXECUTIVE SUMMARY

It's hard to believe we are wrapping up another year. As we all continue to savor what is left of the holiday season and look to the year ahead, I can’t help but to be grateful for the tireless efforts of all those working to make the Medicaid Managed Care program better in Illinois. And it’s during these times in particular that my heart is with those who are most vulnerable during this season.

For the fourth quarter of the year, IAMHP took time to focus on long-term care and the efforts by the Medicaid Managed Care Organizations to continue to strengthen care systems and close gaps for this vulnerable population. We spoke to those leading their long-term care teams throughout the quarter and it really encouraged my heart to learn more about how passionate they are about doing all they can to improve the quality of care for those in long-term care programs.

From the intentionality of including the member in every decision, to making sure that each member receives wrap-around care including the involvement of family members, friends and facilities to solidify and strengthen support teams, truly compassion, continuity of care and care coordination are at the heart of each MCO program, and it shows.

I am also always so touched as I continue to see MCOs showing up in their communities, hosting health fairs, food giveaways, toy drives and more, collectively serving thousands of members and their families this holiday season.

And finally, I would be remiss if I didn’t take time to thank all of the wonderful folks who helped to make IAMHP’s 2022 Annual Conference a success. I was so inspired by the MCOs, legislators, government officials, presenters and attendees who braved the Chicago elements to join us. It was invigorating to reconnect with all of our colleagues and it truly reignited our efforts to keep pushing toward improving healthcare outcomes for our members.

So as we get ready to close the chapter on another year, we take time to reflect and to be grateful for the achievements made, and we press on to continue the great work to further strengthen and improve the Medicaid program here in Illinois. For the need is great but truly the efforts are greater.

May this Holiday Season and New Year bring you good health & cheer,
Samantha Olds Frey
CEO, IAMHP

At a glance...
1. MCOs in the Community
2. Long-Term Care Best Practices
3. Member Stories
4. IAMHP 2022 Annual Conference Recap
MCOs in the Community

The Medicaid Managed Care Organizations make it a priority to stay connected to the communities they serve. They were especially passionate about giving back and ensuring that all of their members and their families had access to vital support, healthcare essentials, and healthy foods this holiday season.

Collectively, MCOs volunteered their time and resources to serve thousands of members and their families this holiday season at health fairs, food drives, resource events, toy drives and more. Partnering with state senators and representatives, and community organizations across the state, they distributed hundreds of bags of produce, hot food, kids' books, toys, and PPE materials, and provided hundreds of vital health screenings and vaccinations across the state.

"The only way that we can truly impact a person's life is if we include them in the process every step of the way."

Vivian Moore, the Director of Complex Care Coordination, Waiver, and Long-Term Care at CountyCare.
"These collaborations with community organizations are helping us achieve our mission to improve the overall health of the communities that we serve."

Rushil Desai, CEO, Aetna
Better Health of Illinois
Illinois Association of Medicaid Health Plans

NEWSLETTER

THE Official Publication of IAMHP

Binge the Podcast

Episode 97 | How Health Plans are Paving the Way for Long-Term Care Solutions

Stacey Stewart, Director for Long-Term Care Solutions at Blue Cross Blue Shield of Illinois, joins Samantha to discuss the work plans are doing to improve long-term care for Medicaid members.

Episode 98 | Small Wins that Make a Huge Difference for Long-Term Care Members

Lori Lomahan, Director of Healthcare Services at Molina Healthcare of Illinois, talks to Samantha about the great work Molina is doing in the long-term care space.

Episode 100 | The Value of Long-Term Care

Courtney Sedlacek, Director of Medical Case Management for the LTC program at Meridian stops by the podcast to talk about the value of long-term care for Medicaid members.

Episode 101 | How Plans Track Success in Long-Term Care

Vivian Moore, Director of Complex Care Coordination, Waiver and Long-Term Care at CountyCare is back to talk about the importance of long-term care rebalancing and how plans track success in the space.

Episode 102 | How Rural Hospitals in Illinois are Working to Provide Better Access to Care

Pat Schou, Executive Director at the Illinois Critical Access Hospital Network joins Samantha to share her expertise on the landscape of rural hospitals in Illinois and how they are working to provide better access to care.
Care Coordination team at County Care pulls family out of the cracks, renewing hope for a better life.

It’s so easy to fall through the cracks when it comes to navigating the healthcare system.

Patients oftentimes find themselves having to be their own advocates, but many don’t know where to begin, or how to find the resources available to them.

This is what happened to one County Care member and his family, before joining the Medicaid Managed Care Organization.

Sixty-one-year-old Norbert joined County Care in early 2021. Prior to, he had been a part of the Medicaid Fee-for-Service Program, where he and his family fell through the cracks.

An initial care coordination assessment in February 2021 uncovered that Norbert had not received medical attention since 2014 when he was admitted to the hospital. After being discharged, he never received any follow up medical attention.

Norbert was born with developmental delays and substantial functional limitations, including aphasia and hearing problems. He lives with his two older sisters, an older brother, and their sick elderly mother. One of his sisters and his brother also have intellectual disabilities. Their father passed away from cancer in 1995, leaving his mother to raise them on her own, until she too fell ill. His mother is now in hospice and is cared for by one of his sisters in the Chicago home they all live in together, the only home Norbert has lived in since birth.

Norbert and his family faced a myriad of issues that should have been mitigated throughout their healthcare journey, but instead remained unaddressed until County Care team members stepped in. They took the time to walk into Norbert’s home and assess and address the various needs of the member and his family. This removed a huge burden of stress from one of Norbert's sisters, who is a caretaker for Norbert, their mother in hospice, and Norbert's two other siblings, who also have intellectual disabilities. "We felt alone, like the entire world forgot about us," his sister said. "We gave up."

Norbert was at a very high risk of being institutionalized without County Care’s intervention. Had it not been for the work of the care coordination team, Norbert would most likely have ended up in a nursing home indefinitely.
“Working together as a team - care coordination team, medical team, home health team - all have to work together to make a difference and bring results,’ said Bozena Miltko, Norbert’s care coordinator. “Even small changes are big changes for members.”

Norbert’s care coordinator said her mission with the family, and with all of her members, is to “bring hope, hope, and (one more time) hope.” And in just six short months, Norbert and his family experienced firsthand what this truly means. In this short time, Norbert is now able to prepare and eat his own meals and snacks, take walks around the block with his sister, and enjoy time in the backyard with his family...all notable wins that have given this family hope again.

In most instances like this, patients like Norbert would be institutionalized for life, due to caretaker burnout, neglect or hospitalization that leads to continued health decline. Many of those patients get lost within the Fee- for-Service program, which compartmentalizes members and their care and places the burden of navigating care and needs on them, rather than seeing them as a whole person and coordinating care to align with this perspective.

With the intervention of MCO, members benefit from the care coordination team providing better access to medical professionals, helping facilitate care and aiding in obtaining necessary resources like they did for Norbert and his family.

“Every care manager that does a good job is going to run into cases like this,” said Debra Brophy, Director of Integrated Care Management and Behavioral Health at Cook County Health. “This is the norm, this is what we do. (But) you really want to get that great outcome, and that takes time. Thankfully, this was a great, short turnaround for this member to see a great outcome.”

Norbert’s Care Coordinator:
- Educated the family on resources available to them & Norbert
- Arranged for doctors & a medical team to visit Norbert at home to assess his medical needs and medication regimen, as well as draw necessary labs
- Secured occupational and speech therapy for Norbert to assist with his aphasia and limited functional capabilities
- Coordinated homemaker assistance, which now visits Norbert five days per week

To learn more about how MCOs are improving health outcomes for their members visit: https://iamhp.net/Individuals.
IAMHP, in partnership with Platinum Title Sponsor, Health Management Associates (HMA), was thrilled to resume our in person conference this year at the Hyatt Lodge in Oak Brook.

We had over 300 attendees, expert speakers, legislators, government officials and more brave the elements to join us. This year’s theme was “Bringing Health Equity Into Focus” and we couldn’t be more excited to reconnect with all of our colleagues in the space who work so tirelessly to improve health outcomes for all Illinoisians. We were truly invigorated by these three days of learning and networking and we look forward to connecting again in the year to come.

APEX Award Winners

Provider Partnership: Aetna Better Health
Member Quality & Engagement: Molina Healthcare
Community Health Initiative: Aetna Better Health
Business & Operational Performance: Aetna Better Health
Provider Relations & Engagement: Aetna Better Health
"You all did a great job! It was an excellent conference. I am very glad that you chose to do it in person instead of virtual. Too many organizations are now doing everything virtual. In person events allow greater opportunities to network and build rapport with professional colleagues from other organizations. Thank you for providing that opportunity."

"All the team members were so on point and helpful. Running a conference and having it be high quality is hard work, kudos to you all!"

"Venue was great and easy to navigate - having vendors outside of the session rooms was ideal."

"Great information on billing."

"Great to see people in person and get to hear from a diverse set of people."

To the exhibitors, speakers, attendees, IAMHP team, and all of those who help us put on this amazing conference...thank you from the bottom of our hearts!

Be sure to follow us wherever you social!