

Provider Newsletter



Your **Healthcare Plus**[™]
Extra help for better health

Dear Illinois HFS Healthcare Provider and Partner,

We are excited to bring you the first issue of the joint provider newsletter for the **Your Healthcare Plus**[™] and **Illinois Health Connect**[™] programs. The newsletter will be published quarterly. We hope it will be a valuable resource for you.

This newsletter is designed to bring HFS healthcare providers across the state information on how these new programs can support your practice, your patients and your community. We will provide updates on program milestones and list events where you can learn more about Your Healthcare Plus and Illinois Health Connect.

We believe you are an invaluable partner in ensuring our goal of access to high quality healthcare services for our beneficiaries. Please let us know how we can keep this newsletter relevant to you. If you have questions or suggestions about something featured in an issue or would like to learn more about the programs in general, please contact us at:

Your Healthcare Plus
www.yourhealthcareplusdr.com
1-800-973-6792

Illinois Health Connect
www.illinoishealthconnect.com
1-877-912-1999

Thank you for your support and active participation in these important programs.

Sincerely,
Theresa A. Eagleson
Medicaid Director
Illinois Department of Healthcare and Family Services

Your Healthcare Plus for Children and Disabled Adults

On July 1, 2006, the Illinois Department of Healthcare and Family Services launched Your Healthcare Plus, a statewide program designed to help about 210,000 children and disabled adults with chronic illnesses. Beneficiaries receive help managing chronic illnesses such as asthma, coronary artery disease, heart failure, chronic obstructive pulmonary disease, diabetes and other chronic conditions.

HFS has commissioned McKesson Health Solutions to administer the program. McKesson provides care management services to commercial healthcare organizations and government entities, including eight Medicaid agencies.

The Your Healthcare Plus program will reach approximately 114,000 disabled adults with ongoing or complex health issues, 68,000 children and adults with asthma or COPD, and more than 27,000 high frequency emergency department users.

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Welcome to Illinois Health Connect

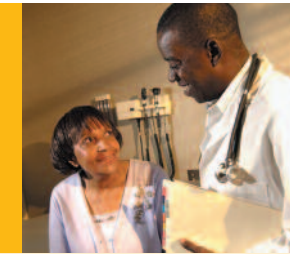
The Illinois Department of Healthcare and Family Services (HFS) and Automated Health Systems (AHS) welcome you to Illinois Health Connect (IHC), Illinois' new Primary Care Case Management program aimed at ensuring that most people with an HFS or All Kids Medical card have a medical home through a Primary Care Provider (PCP).

AHS, a national health care management corporation, was selected by HFS to launch and administer this program.

The primary goal of Illinois Health Connect is to help establish a "medical home" for 1.6 million eligible consumers across the state—a concept and model openly supported by the American College of Physicians, American Academy of Family Physicians, and American Academy of Pediatrics that has been shown to enhance primary and preventive services.

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Supporting Your Practice



Illinois Health Connect recognizes the importance of supporting the PCPs who serve our enrollees. The vast majority of eligible PCPs have already had an office visit from one of the Illinois Health Connect Provider Services Representatives during our initial recruitment of PCPs. Our support for the Illinois Health Connect PCPs does not stop after that initial visit—we're here to provide support throughout each physician's tenure with Illinois Health Connect!

Our Provider Service Representatives are always available to meet face-to-face with participating physicians and their staff to address issues and concerns, as well as conduct ongoing training sessions. If you are a participating physician and would like to have a Provider Services Representative come to your office, call the Illinois Health Connect Provider Helpline at 1-877-912-1999.

The Helpline can also assist with:

- Enrollee outreach and education,
- Appointment scheduling for Healthy Kids exams and adult preventive care, and
- Identifying specialists and community resources to meet the special needs of consumers.

Your Healthcare Plus

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Eligible beneficiaries are assessed and stratified by risk level using historical claims data and state-of-the-art predictive modeling tools. Interventions are tailored to a beneficiary's risk level and social, language and cognitive needs. Higher risk beneficiaries may receive nurse education and counseling, either by phone or community-based contact. All beneficiaries and medical providers are offered written educational materials and can access additional information and assistance via the web. Participating patients should visit www.yourhealthcareplus.com and participating healthcare providers should visit www.yourhealthcareplusdr.com.

Through beneficiary education and counseling Your Healthcare Plus is designed to help all participants:

- Find and use a medical home;
- Receive education and coaching to help understanding of and adherence to their doctor's plan of care;
- Get appropriate medical care, including the right setting and timeframe, to reduce health risks;

To help support your quality assurance efforts, each participating PCP will receive a Provider Profile, which presents an overview of service utilization of patients in your panel.

The **Illinois Health Connect** website (www.illinoishealthconnect.com) is available 24 hours a day 7 days a week. The website offers program information for providers and patients, sample materials, details about upcoming trainings and events, electronic Panel Lists, on-line provider and patient enrollment and more.

Monthly Panel Lists make it easy for participating physicians to identify patients linked to them as well as their preventive healthcare status (e.g., Healthy Kids screen due) which, in turn, helps participating PCPs provide patients with the best care possible. Panel Lists are available through the website and are also mailed to physician offices.

We understand that overseeing and coordinating care for patients isn't always easy—it takes time and effort. Therefore, if you are an Illinois Health Connect PCP, you receive a special **Monthly Care Management Fee** (\$2–4) for each Illinois Health Connect patient on your panel. This fee is paid even if the patient does not receive services that month. (Participating PCPs will also continue to receive regular reimbursement for services from HFS.)

If you have any questions about Illinois Health Connect, please do not hesitate to call us at 1-877-912-1999.

We are happy to help! ■

- Improve their health and wellness; and
- Adhere to drug regimens that are cost- and clinically-effective.

Specific goals for those with asthma include:

- Appropriate medication use;
- Symptom-based action plan awareness/utilization;
- Smoking cessation; and
- Annual influenza vaccination.

Your Healthcare Plus staff live and work in the communities that they serve. McKesson Health Solutions has more than 170 healthcare employees in Illinois, including a Wheeling call center staffed by registered nurses.

These health professionals are organized into community-based multidisciplinary teams serving specific areas and promote holistic care plans for beneficiaries. They work closely with physician practices, hospitals, long-term care institutions and clinics:

- A local medical advisor is the primary contact for groups and professional organizations.

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Illinois Health Connect

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To achieve this goal of establishing a medical home, AHS offers comprehensive outreach, education, enrollment, and assistance to the providers rendering medical care to Illinois Health Connect patients. In addition, AHS also provides extensive support to the eligible consumers responsible for selecting a “best fit” PCP and appropriately accessing care.

In terms of working with Illinois providers, AHS is responsible for the development, maintenance, and support of an adequate network of PCPs and specialty providers throughout the state. The role of the PCP is to manage the patients’ care; provide immunizations, other primary and preventive health care services, and sick care; give referrals for additional care when needed; and help avoid unnecessary emergency department (ED) visits and hospitalizations. (For information on services AHS offers Illinois Health Connect providers, see “Supporting Your Practice” on page 2.)

Referrals made by Illinois Health Connect PCPs are registered with AHS and sent to HFS so claims submitted by specialists will be paid. Referrals are not reviewed for medical necessity or “pre-authorized.” Patients will not require a referral to receive care in the emergency department or for inpatient care. Labs, diagnostic studies, physical therapy/occupational therapy/speech therapy will not require referrals.

Specialists do not need to enroll as a PCP in IHC, but will need to verify that a referral has been registered by the consumer’s PCP before submitting a claim for services. AHS is also developing a Specialty Resource Database that will assist PCPs in identifying specialty providers who are willing to care for their patients enrolled in Illinois Health Connect. Specialists who would like to be included in the Specialty Resource Database should contact the Illinois Health Connect Provider Helpline at 1-877-912-1999.

Our initial interactions with eligible consumers focus on providing information and education that enable them to pick a PCP that best meets the needs of each family member and serves as their “medical home.” Outreach, education, and enrollment are conducted through mailed information, enrollment packets, and other notices; the Illinois Health

Connect toll-free Client Helpline; face-to-face meetings in DHS Local Offices and other community settings; and the Internet (www.illinoishealthconnect.com).

While we always encourage consumers to pick their own PCP, most consumers who do not select a PCP will be auto-assigned



to one. Mandatory consumer enrollment in IHC began February 16, 2007 in Cook and the Collar Counties, on May 29, 2007 in the Northwest Region and will proceed in the Central and Southern Regions over the next few months.

If you would like more information about Illinois Health Connect, please do not hesitate to call the Illinois Health Connect Provider Helpline at 1-877-912-1999 or visit us on-line at www.illinoishealthconnect.com.

Program Milestones

Illinois Health Connect

Primary Care Provider (PCP) and Recipient Count by Region

Region	Consumer Count	PCP Count	Panel Size
Central Illinois	172,355	112	252,909
Collar Counties	274,733	997	638,855
Cook County	854,315	2,146	2,679,230
Northwestern Illinois	186,638	516	369,365
Southern Illinois	172,229	104	372,143
Bordering States	0	41	54,455
Totals:	1,660,270	3,916	4,364,957

as of June 12, 2007

Your Healthcare Plus

- The Your Healthcare Plus program has divided Illinois into 24 catchment areas. Each catchment area has a dedicated disease management staff team.
- As of May 31, the Your Healthcare Plus program has 12,298 active participants. These participants represent those individuals at the highest risk and most in need of additional support.

Your Healthcare Plus

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- Registered nurses and lay educators work with physicians to provide disease-specific educational information, care coordination and additional support for complex, challenging patients.
- Community- and hospital-based case managers work with physicians and clinical and office staff to provide intensive care coordination, condition management and care optimization.
- Social workers, behavioral health specialists and pharmacists provide additional support.

The teams also work to increase the number of beneficiaries who receive care consistent with evidence-based practice guidelines promoted by the participant’s physician; provide technology and office support for better communication across all team members; and reduce costs.

For more information, please contact Dr. Fredric Leary, Your Healthcare Plus Medical Director, at fredric.leary@mckesson.com or call the Provider Hotline toll-free at 1-800-973-6792.

This newsletter is available on the Your Healthcare Plus and Illinois Health Connect websites: www.yourhealthcareplusdr.com • www.illinoishealthconnect.com

Upcoming Events

Illinois Health Connect

Wed, July 25	8:30 am	Provider Education Meeting
Wed, August 22	8:30 am	Provider Education Meeting

Your Healthcare Plus

Available Now	CME Webinar Program: Quality Improvement in Your Practice
Available July 16	CME Webinar Program: Treatment of Depression in Primary Care
Available July 16	CME Webinar Program: Asthma Management

Visit the Your Healthcare Plus and the Illinois Health Connect websites for more information on upcoming events.

State of Illinois

Rod R. Blagojevich, Governor

Department of Healthcare and Family Services
Barry S. Maram, Director

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