

IHC Referral System Phase I Video Script

[Announcer Voiceover]

Through Illinois Health Connect, the Illinois Department of Healthcare and Family Services is building medical homes and delivering benefits to patients. Since enrollment began in 2007, there are nearly two million patients receiving high-quality care in now more than fifty four hundred Medical Homes across the state.

Clients are very satisfied with both the Illinois Health Connect Program and their primary care physician.

(Graphic:

IHC CLIENT SURVEY: OVERALL SATISFACTION

Metro Rural

97% 98% of clients were satisfied or extremely satisfied with PCP
95% 96% were satisfied or extremely satisfied with the IHC program

[Christine Cazeau, IHC Project Compliance Manager/Trainer]

It really seems that people are happy with their PCP. They understand how they should maneuver through the program. They really kind of seem to understand how it works.

[voiceover]

The savings are adding up as well – In fiscal year 2008, the state estimated that Illinois Health Connect generated one hundred million dollars in savings – by reducing costly hospitalizations and trips to the Emergency Department.

The 2009 IHC provider survey showed a significant increase in provider satisfaction

| | 2009 | 2008 |
|---|-------|------|
| (Graphic: IHC is beneficial to my patients | 91% | 81% |
| I am satisfied with the administration of IHC | 84.2% | 76% |
| I would recommend IHC to my colleagues | 78% | 75% |

Increased payments plus performance bonus measures add up to higher revenue for their practices.

[Dr. Omprakash Sawlani, pediatrician in Oak Lawn]

On an average when I compare what we used to get before Illinois Health Connect became the managing entity for these Medicaid patients I think there is an average 30 percent increase.

Patients tell us they like the care and service they get from their Medical Home

[Mother of IHC patient]

I love this office. This is a great office, and the doctor is wonderful. Anytime we have questions about anything after hours, or anything like that, I just have to call the number and they get ahold of her. The doctor calls me back within a few minutes.

[Dr. Margaret Kirkegaard, IHC medical director]

We know that patients who have a medical home do better over time. We know that they have better health outcomes. We know they have lower costs of healthcare.

[voiceover]

Beginning in October 2009 the new Referral System takes effect. This system further strengthens the connection between patients and their medical homes. Providers will use the Referral System to ensure their patients are receiving care at the right Medical Home.

(Graphic: The goal: To enhance the continuity of care and protect the integrity of the medical home.)

Implementation of Phase One of the Referral System will start in the Northwest Counties, with other counties added in early 2010.

(Graphic: Northwest Counties – October 2009
Collar Counties – December 2009
Cook County – February 2010
Central Counties – April 2010
Southern Counties – April 2010)

Phase One will affect client visits between IHC primary care physicians only. During this phase referrals will not be necessary for subspecialists or providers who are not part of the IHC program.

To announce the Referral Program, clients received a letter from IHC to let them know they need to receive primary care services from their Medical Home. Illinois Health Connect continues outreach to clients and community based agencies.

(Graphic: Sample Client Flyer from IHC)

(Graphic: Notice with medical card
Flyer to build awareness)

PCP listed on patient notices

[Christine Cazeau, IHC Project Compliance Manager/Trainer]

We did a statewide flyer to all households letting them know that this was coming up. It let them know that they need to go to their medical home for all their healthcare and it also let them know that their provider or PCP can help them coordinate other care as they would need it.

[voiceover]

Providers received a list of patients they saw in 2008, but who are not assigned to them. Providers can encourage those patients to begin using their designated Medical Home or contact IHC to change primary care providers. A sample letter that providers can send to those patients is available on the Illinois Health Connect Web site.

(Graphic: Page shot from Web site of sample letter)

[voiceover]

A referral is not needed for providers who are already affiliated within the IHC Program. For example, providers in the same practice can affiliate with one another or providers that routinely cross-cover for each other can affiliate.

[Polly Wilson, IHC Quality Assurance Nurse]

The referral system will be a good way to promote the continuity of care for the patients so they get the service for preventive services, for sick care, for the whole family.

[voiceover]

Patients can still access medical services designated as **direct access** at any location. These services do not require a referral. They include immunizations, diagnostic testing, inpatient care and others. Clients and providers can find the full listing on the Illinois Health Connect Web site.

(Graphic: Direct Access Services

Immunizations
Diagnostic Testing
Inpatient Care
(more)

www.illinoishealthconnect.com)

[voiceover]

Illinois Department of Healthcare and Family services participants who are not eligible for Illinois Health Connect may be seen without a referral.

(GRAPHIC THAT LISTS CATEGORIES OF “EXCLUDED POPULATION”)

[voiceover]

Making or requesting a referral is easy.

If a fellow Illinois Health Connect Primary Care Provider contacts you to request a referral, you can easily enter the referral on the provider portal.

(Graphic: Start with Provider Portal Menu Page, Cut or Dissolve to Referral Start Page)

[VOICEOVER]

To register a referral for your IHC clients, just log on to MEDI to get started.

Providers may refer their own patients or patients of an affiliate. Once entered, each referral is confirmed and given an immediate tracking number. Providers may also call or fax IHC to submit a referral and receive a tracking number.

(Graphic highlighting tracking number)

[voiceover]

Providers have a sixty day window after seeing a patient to request a post-dated referral from the assigned PCP. But it's important to know that the designated Primary Care Providers are not required to provide a referral. A referral is a temporary option that enables the provider to see a patient not assigned to them at the time of service.

A patient who is not currently assigned to you, but would like to be, must contact Illinois Health Connect to switch and make you the designated primary care provider.

When a patient calls and requests to switch their PCP as long as there are no panel restrictions, IHC will issue a referral to cover any care provided until the official enrollment occurs 48 hours later.

When patients schedule an appointment or arrive at a provider's office, a quick check of the provider's panel roster or verifying the PCP on MEDI can confirm that the patient is at the right medical home.

[Dana Satchell, IHC Provider Services Representative]

We definitely want to make sure the patient's needs are being met. If it's an emergency, of course we want the provider to see the patient and get a referral from the assigned PCP. If it is not an emergency, we do want the patient to contact their regular provider.

[voiceover]

Illinois Health Connect representatives are ready to provide answers and assistance to clients and Primary Care Physicians, every step of the way.

To learn more or ask questions about Illinois Health Connect and Phase One of the Referral System just call the Provider Services Help Desk at 877-912-1999 or visit the Web site.

(Graphic: Illinois Health Connect Provider Services Help Desk
877-912-1999
TTY 866-565-8577
www.IllinoisHealthConnect.com)