



# Connecting Housing Providers and their clients to Medicaid Managed Care

Jessie Beebe, LCSW  
Health Services Specialist  
Center for Housing and Health

# Health Care Landscape

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- Illinois expanded Medicaid starting January 2013.
- Medicaid Managed Care and Care Coordination began January 2014 and continued through January 2015.
- Rapid changes for Illinois with a tremendous learning curve for housing providers, social service agencies and medical providers.
- Education and support around Medicaid application and Marketplace but not much on Managed Care enrollment.

# Health Services Specialist

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- Designated role to work with housing providers and their residents on enrollment into Medicaid and Medicaid Managed Care as well as education and support to connect residents to their Managed Care plan.
  - Agency and housing case manager trainings
  - Meets regularly with housing case managers
  - Home visits with clients
  - Accompany clients to doctor's appointments if needed

# Challenges

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- Many clients were auto-enrolled into Managed Care
- Care coordination is an evolving process
- Vulnerable populations have little to no access to cell phones, are transient, difficult to outreach for Managed Care
- Many clients now have health insurance for the first time – using primary and outpatient care is a learned behavior
- Additional complications for clients living with HIV/AIDS
  - Assigned providers need to know how to treat HIV, medication coverage

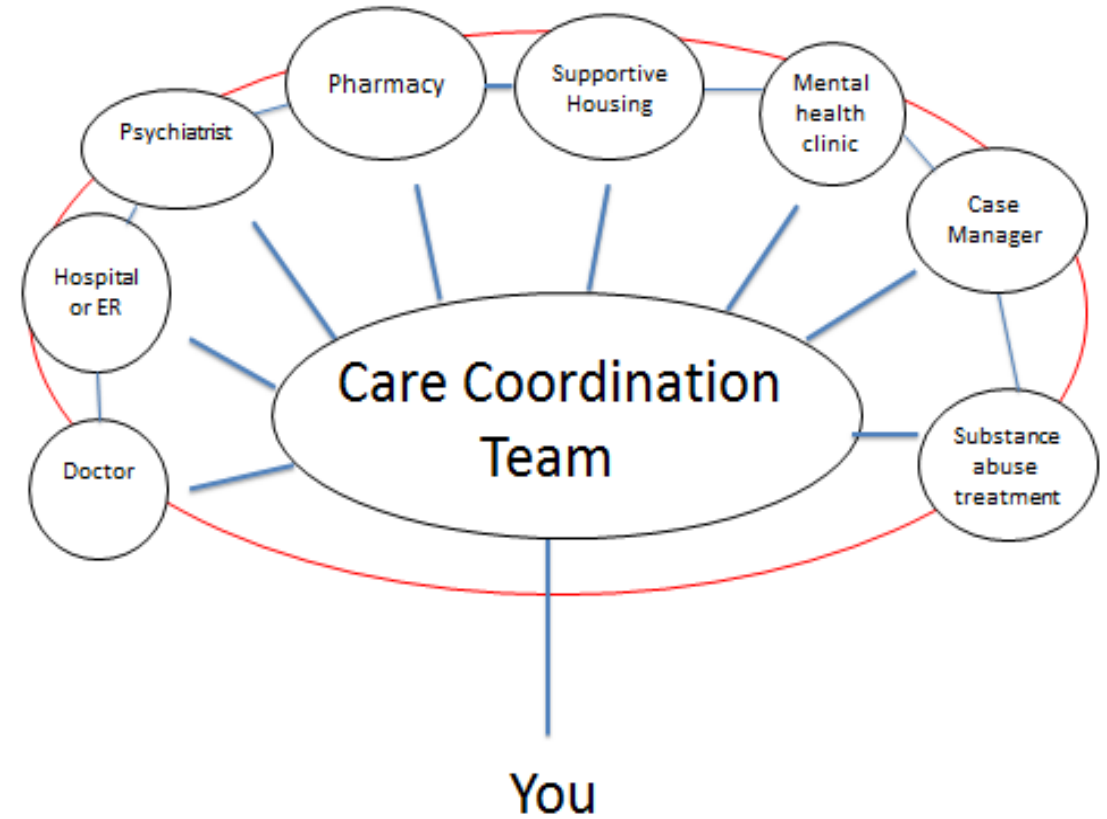
- Consistent and continuous education and support – changing a culture
  - Trainings
  - One-on-one consultation
  - Home visits
  - Doctor appointments
- Developed health care materials for housing case managers and residents
  - Pre-enrollment Guide
  - Post-enrollment Guide
  - Enrollment Checklist
  - Collecting Managed Care Data Guide
  - Magnets with Managed Care information

# Best Practices: Clients

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- Concrete, specific and relevant examples on how Managed Care will impact and improve their health care
  - Focus on clients real and perceived needs
- Opportunity to talk about individual health of client
- Motivating clients to learn about and connect to their Managed Care Plan and care coordination services.
  - Identify what matters to them
  - Resources for clients to refer to and use
  - Connecting to Managed Care together
  - Importance of primary care

# Visuals work best



- Encourage case managers to connect with care coordinators and develop relationships.
- Case managers are the “experts” when it comes to understanding client needs and challenges.
- Health Services Specialist – resource for case managers
- Integrate Managed Care/ Care Coordination dialogue into regular case management visits
  - Consistent and continuous education and support on benefits and how to access
  - Focus on engagement in primary care, pharmacy and specialist referrals
  - Address challenges and barriers to care regularly
  - Connecting to Managed Care together
  - Managed Care Checklist



# Integrating Housing + Health

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- Better Health through Housing Collaborative
  - Housing and support services as a health care intervention to improve health outcomes and reduce costs
- Pilots A, B and C
- Strengthen connection between housing case managers and care coordinators
- Demonstrating the value of supportive housing and integration with health care systems