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Social Services Cases

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Our Patients

- ▶ % of patients insured by Medical Assistance: 16%
- ▶ % of patients insured by Medicare: 17%
- ▶ # of patients at our practice: 29,498 roughly 30,000 patients
- ▶ # of annual visits: Roughly 70,000 patients annually

Team Based Care

- ▶ Social Worker
- ▶ Community Health Workers
- ▶ Care Coordinators
- ▶ Behavioral Health Consultants

Social Work...

Social work is an academic discipline and profession that concerns itself with individuals, families, groups, and communities in an effort to enhance social functioning and overall well-being.

Case of THC

Epic message from phone room. “Patient lost his job no longer has health insurance and does not know how to apply”

Insurance

- ▶ Medicaid
- ▶ Medicare
- ▶ Medicare Advantage
- ▶ Marketplace plans
- ▶ Private Insurance plans
- ▶ Cobra

Medicaid

Medicaid is a federal/state program that provides health insurance

- ▶ Limited income and resources
- ▶ Apply online www.compass.state.pa.us
- ▶ Apply by phone Compass-877-395-8930
- ▶ Apply in person at DPW office
- ▶ Keystone First, Aetna Better Health, Health Partners

Insurance

- ▶ Medicaid
- ▶ Medicare
- ▶ Medicare Advantage
- ▶ Marketplace plans
 - healthcare.gov
- ▶ Private Insurance plans
- ▶ Cobra

Resource

- ▶ BenePhilly -844-848-4376

Jefferson

- ▶ Charity Care/ Compassionate Care
 - not eligible for Medicaid

Case of ARP

“Patient is about to get Medicare-not sure which plan to choose-can you please call them”

Medicare

Federal Health Insurance

- ▶ 65 or older
- ▶ Individuals with permanent disabilities
- ▶ No income limit

Parts of Medicare

- ▶ Part A- Hospital Insurance
 - covers inpatient care
 - covers skilled nursing facility, hospice and home health care
- ▶ Part B-Medical Insurance-optional
 - helps cover doctors services, outpatient care
 - preventative services
 - paid for by monies held from monthly Social Security check

Parts of Medicare

► Part D- Prescription Drug Coverage

- prescription drug options run by Medicare approved private insurance
- helps cover the cost of prescription drugs
- open enrollment in the fall

Medicare Advantage

- ▶ Health care plan offered by a private company
- ▶ Contracted with Medicare to provide all of part A & B
- ▶ Covers prescriptions
- ▶ Co-pays
- ▶ Cigna Health Spring, Keystone VIP, Keystone 65

Resources

► Apprise Hotlines

-Einstein 215-456-7600

-Central number 215-686-8462

SSI-Supplemental Security Income

- ▶ Provides minimal financial assistance
- ▶ Age 65 or older
- ▶ Disabled
- ▶ Blind
- ▶ Limited or no income
- ▶ Often supplemented by other state programs

SSDI- Social Security Disability Insurance

- ▶ Supports disabled individuals of any age
- ▶ Sufficient work history
- ▶ Qualifies for Medicare after 24 months

Case of CVC

Patient contacted by care coordinator for post hospitalization follow up. "Patient needs assistance in the home"

Care Coordinators

- ▶ Focus on TOC, Inpatient and ED high utilizers
- ▶ Disease management
- ▶ Medication management
- ▶ Health Adherence
- ▶ Health Patients are assigned to CC by insurance and alphabet

Care Coordinators

- ▶ Colleen Feeney, RN
- ▶ Susan Wisch, RN
- ▶ Deborah Cambria, RN
-Keystone First

Waiver Services...How to Qualify

- ▶ Have a social security number
- ▶ Meet the level of care needs for a Skilled Nursing Facility
- ▶ Meet the financial guidelines as determined by the county assistance office
- ▶ 90 day process
- ▶ Physician Certification Form
- ▶ Over 60 refer to PCA
- ▶ Under 59 refer to Maximus



Physician Certification Form

The information contained in this form includes protected health information (PHI) and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, as amended (HIPAA). This form is intended for the sole use of the individual or entity to whom it is addressed.

Patient Name:	
Patient Address:	
Patient SSN:	Patient DOB:

DIAGNOSIS

Please list all diagnoses with ICD codes related to patient’s need for care. Please ensure that you include diagnoses of brain injury and/or developmental disability if present.

ICD 10 CODE:	PHYSICIAN DIAGNOSIS:
ICD 10 CODE:	PHYSICIAN DIAGNOSIS:
ICD 10 CODE:	PHYSICIAN DIAGNOSIS:
ICD 10 CODE:	PHYSICIAN DIAGNOSIS:
ICD 10 CODE:	PHYSICIAN DIAGNOSIS:

LEVEL OF CARE

For individuals 60 years of age or older, please only select between NFCE or NFI.

- ☐ **Nursing Facility Clinically Eligible (NFCE)** – This individual has an illness, injury, disability or medical condition diagnosed by a physician; and as a result of the illness, injury, disability or medical condition, the individual requires the level of care and services provided in a nursing facility above the level of room and board.
- ☐ **Nursing Facility Ineligible (NFI)** – Patients who do not meet the definition of NFCE.
- ☐ **Intermediate Care Facility for Persons with Other Related Conditions (ICF/ORC)** – An individual requires services at the level of an ICF/ORC when the individual requires active treatment and has a diagnosis of an ORC.

ORC – A severe chronic disability (other than mental illness or an intellectual disability) that: (1) manifested before to age 22; (2) is likely to continue indefinitely; (3) and results in the impairment of either general intellectual functioning or adaptive behavior; and (4) results in substantial functional limitations in at least three of the following areas of major life activities: self care, understanding and use of language, learning, mobility, self-direction, and capacity for independent living. ORCs may include, but are not limited to: cerebral palsy, spina bifida, epilepsy, severe physical disabilities, and autism.

Active Treatment – A continuous program which includes aggressive, consistent implementation of a program of specialized and generic training, treatment, health services, and related services that is directed toward the acquisition of the behaviors necessary for the client to function with as much self-determination and independence as possible and the prevention or deceleration of regression or loss of current optimal functional status. Active treatment does not include services to maintain generally independent clients who are able to function with little supervision or in the absence of a continuous active treatment program.

NOTE: If the patient is categorized as ICF/ORC, complete the reverse side of this form.



Physician Certification Form

LENGTH OF CARE REQUIRED

Please indicate length of care required related to the diagnosis listed.

- ☐ **Long Term** – Condition or disability is anticipated to last 12 months or longer.
- ☐ **Short Term** – Condition or disability is anticipated to last less than 12 months.

PHYSICIAN INFORMATION

PHYSICIAN NAME (MUST BE MD OR DO):	PHYSICIAN LICENSE # OR MA ID #:
PHYSICIAN PHONE:	PHYSICIAN FAX:
PHYSICIAN SIGNATURE:	DATE:

THIS SECTION MUST BE COMPLETED IF YOUR PATIENT'S IDENTIFIED LEVEL OF CARE IS ICF/ORC

INSTRUCTIONS: Please check **Yes** or **No** to indicate whether or not the patient has a substantial limitation in any of the six areas below. In addition, for those areas checked "Yes," please provide comments to substantiate your response.

- Self-Care:** A long-term condition which requires the patient to need significant assistance with personal needs such as eating, hygiene, and appearance. Significant assistance may be defined as assistance with at least one-half of all activities normally required for self-care.
☐ Yes ☐ No **Comments:** _____
- Receptive and Expressive Language:** A patient is unable to effectively communicate with another person without the aid of a third person, a person with special skills or with a mechanical device, or a condition which prevents articulation of thoughts.
☐ Yes ☐ No **Comments:** _____
- Learning:** A patient that has a condition which seriously interferes with cognition, visual, or aural communication, or use of hands to the extent that special intervention or special programs are required to aid in learning.
☐ Yes ☐ No **Comments:** _____
- Mobility:** A patient that is impaired in his/her use of fine motor skills to the extent that assistance of another person and/or a mechanical device is needed in order for the patient to move from place to place.
☐ Yes ☐ No **Comments:** _____
- Self-Direction:** A patient that requires assistance in being able to make independent decisions concerning social and patient activities and/or in handling personal finances and/or in protecting his/her own self-interest.
☐ Yes ☐ No **Comments:** _____
- Capacity for Independent Living:** A patient that is limited in performing normal societal roles or it is unsafe for the patient to live alone to such an extent that assistance, supervision, or presence of a second person is required more than one-half the time (during waking hours).
☐ Yes ☐ No **Comments:** _____

Waiver Services

► Covers non skilled services

- home health aide
- transportation
- medical equipment
- respite
- home modifications
- case management
- delivered meals

Challenges With Waiver

- ▶ Dilemma of mental health components
- ▶ Patients must disclose financial information
- ▶ Fairly lengthy and complicated process
- ▶ Ineligible patients qualify for Options Program which provides some services at a subsidized rate
- ▶ Lengthy waiting list for Options Program

Result- Dual Eligible

- ▶ Help individuals remain in their communities
- ▶ Care Coordination
- ▶ UPMC CHC and Keystone First CHC, CHC PA Health and Wellness

Resource

- ▶ Philadelphia Corporation for Aging-215-765-9000

Case of RDD

Resident appears in the doorway. I would like to start a patient on insulin but they have no coverage.

Issues with Paying for Prescriptions

- ▶ Co Pay or deductible issue
- ▶ Prescription coverage plan
- ▶ Formulary
- ▶ Medicare D-open enrollment in the Fall

No Coverage

- ▶ Target and Walmart -\$4.00 for 30 day supply and \$10.00 for 90 day supply
- ▶ Good RX
- ▶ Prescription Assistance Programs
- ▶ Walmart offers generic insulin

Resource

- ▶ Walmart generic prescription list

Case of patient DSP

"Patient is living with friends. Recently lost her job and then her apartment. Needs stable housing. Patient has tons of follow up appointments which she struggles to keep"

Community Health Worker

- ▶ Community based
- ▶ Health education
- ▶ Follow up
- ▶ Literacy support
- ▶ Health coaching

Community Health Workers

- ▶ Jenna Gosnay- Refugee
- ▶ Elleatha (Lea) Bell-Keystone First
- ▶ Tiger text

Housing Referrals

- ▶ Shelter System
- ▶ PHA
- ▶ Options for Seniors
- ▶ Emergency Assistance Shelter Department
- ▶ Craig's List/ Apartments.com
- ▶ Resources for home owner and tenants

Shelters

- ▶ Shelters are temporary
- ▶ Staff work with clients towards employment, saving, transitional housing and more permanent housing
- ▶ There are specific shelters available for women, men and families with children
- ▶ Intake sites are available and then refer within the shelter system

Project Home

- ▶ Direct referrals from shelter system to residential sites
- ▶ Can refer to Safe Haven
 - St Columbas
 - Women of Change
 - must have one year of documented homelessness
- ▶ Hub of Hope
- ▶ Project Home- 1515 Fairmount`

Patient SDP

Epic inbox message “patient may be food insecure”

Food Insecurity Screen

- ▶ “We worried whether our food would run out before we got money to buy more.”
- ▶ “The food we bought just didn’t last, and we didn’t have money to get more.”

Aunt Bertha

- ▶ A one-stop shop to connect patients to social services
- ▶ Programs fit two criteria:
 - Free or reduced-cost, AND
 - Direct social services
- ▶ Partnered with AB to create **Jefferson Health Community Resources**

Search for free or reduced cost services like medical care, food, job training, and more.

 Search



Preferred Language 

español, haga clic aquí. [لغة العربية اضغط هنا](#). [简体中文请点击这里](#). . Cliquez ici pour Français. Tiếng việt xin bấm vào đây.

Disclaimer: You are now using the Jefferson Health Community Resource portal to access a website powered by Aunt Bertha, Inc. ("Third Party Site"). Access to this Third Party Site is provided through Thomas Jefferson University ("Jefferson Health") as a convenience to you but the Third Party Site is not affiliated with Jefferson Health. If you choose to use this Third Party Site, it is at your own risk. Jefferson Health does not warrant or endorse any of these services, products, or content listed on the third party site. Jefferson Health disclaims liability for:

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COVID-19 Information (printable list of COVID-19 programs)

Updated as of 7/27/20

Important Announcements

For more information on how to support racial justice, see the [Resources to Address Racial Inequity](#) drop down, below.

Philadelphia Covid-19 Rental Assistance Program - Phase 2 - Starting July 6th, 2020, the Philadelphia Housing Development Corporation is still accepting applications for rental assistance. Renters and landlords can submit their application online, by fax, or by mail. Funds will be awarded on a first come, first served basis. More eligibility guidelines & the process to the applications here. *To apply tenants must complete an

Emergency Crisis Program. In response to the coronavirus (COVID- 19) health emergency, the Low-Income Home Energy Assistance Program (LIHEAP) will be accepting applications for its Recovery Crisis
through August 31, 2020, or until funds are gone (we encourage you to apply now!). You can find more information [here](#) and a flyer from CLS [here](#)

Covid-19: Find COVID-19 testing sites in Philadelphia [here](#) (available in Spanish, Simplified Chinese, Vietnamese, Russian and French) and in New Jersey [here](#) (and NJ info [info](#) / [Spanish](#) about what to do if you tested positive). Click [here](#) to view a county by county reopening map of PA

The Health Department has compiled a [list of Philadelphia independent pharmacies](#) open now and free/no cost prescription delivery options. For Spanish, click [here](#).

Online grocery purchasing is available with your **EBT card in Pennsylvania and New Jersey**. It can be used at select [ShopRite](#) stores, the [Fresh Grocer](#), [Walmart](#), and with [Amazon](#). It will not cover delivery costs.

News and Updates

Categories below to see a dropdown list of resources.

[Hotlines for Immediate Assistance](#) ↓

[Resources to Address Racial Inequity](#) ↓

[Food / Meals](#) ↓

[Financial Benefits / SNAP](#) ↓

[Housing Needs](#) ↓

[Employment and Financial Help](#) ↓

[Health Insurance](#) ↓

[Mental Health Resource](#) *(see hotlines at the top of the page for 24/7 help)* ↓

[Additional Resources](#) ↓

Resources

- ▶ Coalition Against Hunger 215-430-0556
- ▶ Why Hunger 1-800-548-6479
- ▶ Aunt Bertha

Case of RCW

“Patient needs mental health treatment”

Mental Health

- ▶ Behavioral Health Consultants
 - mild to moderate symptoms/disease
 - ambulatory referral to behavioral health
 - prefer warm hand off
 - available by tiger text

Margaret Robbins

Angelo Rannazzisi

Mental Health

- ▶ Severe illness- refer to social work
- ▶ Mental health treatment options depend upon type of insurance
- ▶ Jefferson Psychiatry
- ▶ Community Behavioral Health
 - Keystone First
 - Aetna Better Health

Community Based Care Management – Keystone First

- ▶ Behavioral Health Consultation and Support Services:
 - ▶ Improve recognition, treatment, and management of psychosocial/behavioral issues impacting medical conditions
 - ▶ Assist physical health team in assessing behavioral health, substance use disorders and functional needs
 - ▶ Information exchange - behavioral health history and trends to the PH team and KF, which can be incorporated into the medical record or used to create an Integrated Care Plan
 - ▶ Triage and refer patients to specialty mental health care, increase linkages to behavioral health supports, facilitate collaboration amongst providers, ensure continuity of care

CBH

- ▶ Embedded CBH liaison- Kathleen Jaison
- ▶ CBH huddles
- ▶ Refer to Social Work

Resources

▶ CBH 888-545-2600

In Summary

- ▶ Use your team
- ▶ Familiarize yourself with some basic community resources
- ▶ Printed Information on Social Work door
 - Food/meal resources
 - shelter list
 - options counseling
 - logisticare forms
 - dental resources
 - legal resources