Social Services Cases

Maria Hervada-Page, MMS
Thomas Jefferson University

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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 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.
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](http://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
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.

[Form contains fields for name, address, patient ID, and diagnosis codes.]

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.

[Table sections for different diagnoses and their codes are visible.]

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 definitions 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 age 22; (2) is likely to continue indefinitely; (3) 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, aphasia, 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 diminution 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 ON DO Box)

[ ] PHYSICIAN ADDRESS OR MA. OR

[ ] PHYSICIAN PHONE

[ ] PHYSICIAN EMAIL

[ ] PHYSICIAN SPECIALTY

[ ] Date

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

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.

1. Self-Care: A long-term condition which requires the patient to need significant assistance with personal needs such as eating, hygiene, and dressing. Significant assistance may be defined as assistance with at least one-half of all activities normally required for self-care.

   [ ] Yes    [ ] No

   Comments:

2. 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:

3. Learning: A patient that has a condition which seriously interferes with cognitive, visual, or auditory communication, or use of hands to the extent that special intervention or special programs are required to aid in learning.

   [ ] Yes    [ ] No

   Comments:

4. 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:

5. Self-Direction: A patient that requires assistance in being able to make independent decisions concerning social and personal activities or in handling personal finances and/or in protecting his/her own self-interest.

   [ ] Yes    [ ] No

   Comments:

6. Capacity for Independent Living: A patient that is limited in performing normal societal roles or is unable 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
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
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
Epic inbox message “patient may be food insecure”
“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.

Reimber: 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 endorse any of these services, products, or content listed on the third party site. Jefferson Health disclaims liability for:

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All Site Content

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

Important Announcements

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 should visit the PHL Housing website for more information.
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 Program 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.

For 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.

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.
Resources

- Coalition Against Hunger 215-430-0556
- Why Hunger 1-800-548-6479
- Aunt Bertha
Case of RCW

“Patient needs mental health treatment”
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