

Health Home Herald



SHIBA and the HH program

By Deb Miller and Yuriko Robles with Action Health Partners

Action Health Partners has been busy preparing for the upcoming Medicare Open Enrollment!! Our team wants to remind all Health Home providers that Medicare Open Enrollment is October 15th- Dec. 7th. The services provided by SHIBA Advisors can be very helpful for Health Home clients and the Care Coordinators who serve them. The free, unbiased and confidential information provides the Health Home population in particular with helpful supports, particularly with ensuring they are on the appropriate Part D plan for their prescription needs.

Many clients save money as a result of their SHIBA counseling. Here are two examples of how an Action Health Partners SHIBA Advisor supported community members in North Central Washington:

- A client who had not compared their prescription drug plan since they were eligible for Medicare (which was very long time) came to us for help with their current Medicare plan. The Client was paying \$120+ dollars a month in premiums. The SHIBA Advisor helped the client compare plans. The client was able to make a decision to enroll in a different plan which reduced the client plan premium to \$13.20 a

month. This change saved the client \$1,281.60 alone in premiums that year!

- A client was paying a little over \$30 a month in premiums. The SHIBA Advisor helped the client apply for the low-income subsidy program and also helped the client choose to switch to a cheaper prescription drug plan. These decisions saved the client in both premium and co-payments which resulted in a total savings of \$922.40 in prescription drugs costs for the year!

Cover Picture: Olympic AAA Care Coordinators starting on upper left Megan Valdepena, Pam Adams, Cindy DeFord, RuthAnn Kolodzie, Yolanda Pearson, Katrine Colten

Health Home Lead and CCO program managers can find [contact information here](#) for local SHIBA Volunteer Coordinators to locate SHIBA Advisors in your region.

Action Health Partners SHIBA program coordinator Yuriko Robles offers this PSA announcement that can be shared with Health Home teams:

Review your Medicare health and drug coverage and options each fall.

Even if you are satisfied with your current Medicare coverage, it's smart to take action each fall. Medicare's Open Enrollment Period provides an opportunity to see if other Medicare options in your area will better suit your individual needs in the upcoming year. For example, you should see if there are other plans available that will offer you the same or better coverage at a more affordable price. If you have Original Medicare, you can learn your Medicare costs and benefits for the upcoming year by visiting [Medicare.gov](https://www.Medicare.gov) or calling 1-800-MEDICARE. You can also contact your local Statewide Health Benefits Advisors by calling 1-800-562-6900. If you have a Medicare Advantage Plan or a stand-alone Part D prescription drug plan, read

your plan's Annual Notice of Change (ANOC) and/or Evidence of Coverage (EOC).

These notices provide information about changes to costs and benefits in the upcoming year. They should arrive before the beginning of Medicare's Open Enrollment Period. When reviewing these

documents, pay attention to your plan formulary and the pharmacy and provider networks to ensure that all your drugs will still be covered next year and to ensure your providers and pharmacies are still in the plan's network. If you don't receive the required notice from your plan before Open Enrollment, contact them to inquire.

Participant Portrait # 1

A 64-year-old man enrolled in the Health Homes program in September 2019. His main health concern was chronic pain in multiple joints, especially his left shoulder. He rated his shoulder pain as 9/10 at enrollment. He did not have a PCP and had given up on getting help for his pain issues. He decided that he "would just live with the pain" and used his own strategies to manage.

His CC listened to his concerns and assisted him to find a new PCP and schedule an appointment. His CC encouraged and supported his relationship with his PCP and self-advocacy for getting his health issues addressed. His CC

discussed options for pain management, including seeing a pain specialist, chronic pain management classes and self-care strategies.

Ultimately, a previously undiagnosed fracture was found in his shoulder and he started a course of physical therapy with decisions for surgery pending. His pain level is improving. He feels heard and understood by his PCP and Physical Therapist and can self-advocate. He expresses that now he has hope of being pain free and is optimistic for his future. This gentleman called his CC to share his progress and success and expressed appreciation to his CC.



Spotlight on Resources



HCA WEBSITE VS. DSHS WEBSITE: WHAT CAN I FIND WHERE?

By Nicole Bishop

Most of the items found on the HCA website will help you manage your administrative tasks at the onset of the engagement (think clinical eligibility tool, consent forms, and information regarding different providers) and also at the end (opt out forms). You will also find contract related items like rates.

On the [Health Home landing page](#), you can check out the Health Home Dashboard: see the CCOs and Leads across the state. Future versions of this map will include language specialties.

Under the [Resources tab](#), you will find the

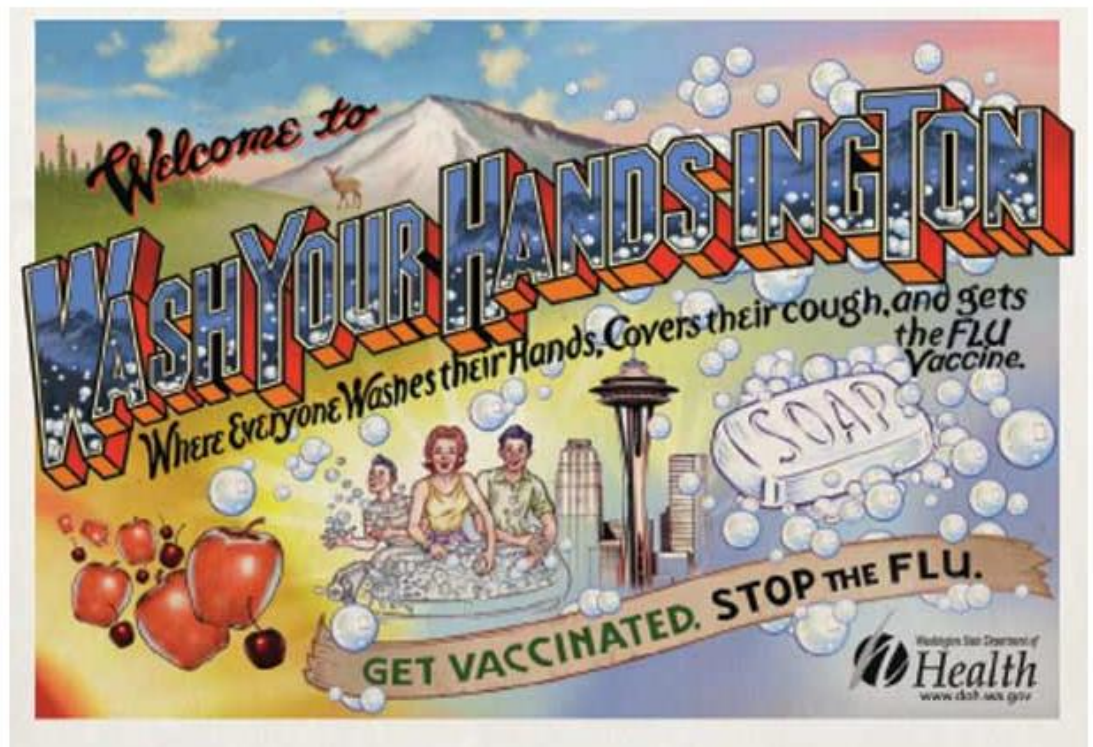
information on the following items:

- Brochures you can provide to clients or providers (in a number of languages)
- Map of HH areas
- Lead contact list
- Long-term services and supports
- Nursing facilities and hospitals
- Tiers, billing codes, payments
- [Non-Emergency Medical Transportation services](#)
- [Interpreter services](#)
- Clinical Eligibility tool and instructions for potential clients who may not meet the PRISM requirement
- Forms: opt out form, incident report, consent forms, and the PSC-17
- Dual demonstration report
- Health Home booklet sent to FFS clients when enrolled

- Contracts (FFS & MCO attachment)
- Rates
- Training links to the DSHS website

Things you need for your day to day work as a Care Coordinator can be found on the [DSHS Health Homes website](#).

- Trainings
 - Two day training schedule
 - Two day training manual
 - Monthly webinar invites and links (must register every quarter!)
 - Required and optional trainings
- Care Coordinator Toolkit
 - Health education materials
 - Forms & assessments
- HH Herald Newsletters (and answer key for the games)



The Flu!

It's more important than ever to get a flu vaccine this year

We may not have a vaccine yet for COVID-19, but we DO have a vaccine for the flu.

The flu vaccine can keep you from getting sick with flu during the [COVID-19 pandemic](#).

We can all do our part to prevent illness and hospitalizations caused by flu. This will help save healthcare resources for COVID-19 response in our communities.

The flu vaccine is your best protection against flu

- DOH recommends a yearly flu vaccine for everyone aged six-months and older, including pregnant and nursing women. If you are 65 or older, talk to your provider about flu vaccine and other important vaccines for your age group.
- It takes two weeks for the flu vaccine to protect you from flu. The flu vaccine does NOT protect against coronavirus, colds, or other viruses that cause respiratory illness.
- The flu vaccine keeps many people from getting the flu. Some people who get the flu vaccine may still get sick. If you do get the flu, the vaccine will help reduce the severity of your illness. It will also lower your chance of needing to go to the hospital.
- When you get the flu vaccine you will also protect your family and community

- You can also stop flu by covering your coughs and sneezes, washing your hands for 20 seconds with soap and water, and staying home when you are sick. Cloth face coverings (masks) help prevent the spread of COVID-19 and the flu.

What's new for flu 2020-2021

It's best to get your family vaccinated for the flu by October. Pharmacies, clinics, and hospitals follow new safety measures to give vaccinations during the COVID-19 pandemic.

In Washington, all children under age 19 get flu vaccines and other recommended vaccines at no cost.

The provider may charge an



administration fee to give the vaccine. You can ask them to waive this fee if you cannot afford it.

Most insurance plans, including Medicare part B, cover the cost of flu vaccine for adults.

Adults who do not have health insurance may be able to get the flu vaccine at no cost. Talk to your [local health department](#) for information about this program.

For more information please visit DOH.WA.GOV

Want to learn more? In mid-October, Health Home will have links available for micro-trainings (5-minute YouTube videos) regarding the flu vaccine. The videos will be available in both English and Spanish.

Care Coordinator Corner

Welcome to the Care Coordinator Corner!

This space was created just for you. It provides a place for Care Coordinators and allied staff to share their experiences and advice for working with clients. It is your space to share creative health action planning ideas.

Do you have a unique resource to share, such as a program that provides free childcare so parents can attend a local support group?

This is your space, so please share with us.



To share your story, resource, or ideas, submit them to:

healthhomenewsletter@dshs.wa.gov

Please include your telephone number so we can contact you if your submission is selected for publication. Confidential information such as client names or other identifying information will not be published.

We look forward to hearing from you!



Webinar Trainings for the Last Quarter of 2020

Please use this link to register:
<https://attendee.gotowebinar.com/register/7956660281572397836>

- Registration link is good for October through December
- There will be a new link for January through March
- When registering, please make sure your email address is correctly entered
- Invitations are also posted on DSHS website at <https://www.dshs.wa.gov/alertsa/washington-health-home-program-%E2%80%93-training-invitations>

Nov
12

Fall Prevention

Participant Portrait # 2

A 73-year-old female with complex medical needs and many different specialists (neurologist, psychologist, mental health counselor, neuropsychologist, pulmonologist, and gastroenterologist, to name a few) is working well with her CC. Her son is her live-in caregiver and goes with her to all of her medical appointments. They have asked the CC to attend the many specialist appointments that she has. She states her providers treat them differently when the CC is present.

The client had a neurologist appointment over Zoom a

couple of weeks ago. The CC was able to call the son and was put on the speakerphone. They then used the computer to connect with the provider over Zoom with the CC present. The CC was able to interject with the name of a new doctor, as well as inquiring about follow-up plans, and reminding the client of the items she wanted to address ahead of time.

The CC was surprised by how well the appointment went, and felt like she was actually at the appointment with the client.



Health Home Puzzles & Games

Upcoming Holidays (& Special Days)

Find each word in any direction – up, down, left, right, forward, or backward!

NO SPACES

D F R S D Y Y O T Q Y D L H V T R B G Q N S S H G
 M S A D I E H A W K I N S N N D R Q I I Q W Y J D
 I N N L X L Z V C D F K X Y N B B O W V Q D D N D
 A S L S V M B S M D E F R E V E T E R A N S D A Y
 Y A D E L P O E P S U O N E G I D N I V E R I T Y
 F V A U H S Y E Q J C J F N U C W S E V E R I T Y
 B T X Q S W F W B D R D A D T U O E K O M S Y E C
 N F B O Q R B E N I C C A V L Q N L G V G A C I A
 A D A L C H A L N U A P D R A P O V H Y N M Y E Q
 X A M F E J A E J U E D Z J A C I I L H I T H F F
 S S E N L L I W Y T S F D F Z Q I M P C V S A I S
 N S C U Z V Q G J W C E L C N N T S W U I I L D R
 U Y V Y Z G U T Y Y E K L W A S E D U W G R L G R
 R B Y A S I Q Q E A I N S S W N T W B I S H O R E
 D F U D Y P V N Z D U O E L K L K A Y Y K C W Z A
 G D R S R P S Z I S F B L S L F N C Y E N N E T D
 Y W I N T E R S O L S T I C E P G A T D A S E Q M
 J F R E B E Q M Z U F A F Y Q N Z M H Z H R N V P
 H Z V R E K I W N O L E I P C A I L S I T G S U T
 X K S D W K G X E S U U S F Y C U H F G A G E V H
 A P C L I A Y Z K L E T O T P F C B C C H U I G C
 E Q D I A Q E A L L Z E S F I P M J X I M W U Z T
 G A G H S E H J Y A J D O V G V O G A W H O D O Z
 L O R C N I O D I V O C G B I Q U A T E C E P Y O
 J T A S C H A N U K A H L E V H S S Y D X S P I |

ALL SOULS DAY
 CHANUKAH
 CHILDRENS DAY
 CHINESE NEW YEARS
 CHRISTMAS
 FESTIVUS
 HALLOWEEN
 INDIGENOUS PEOPLE DAY

KWANZAA
 NEW YEARS
 SADIE HAWKINS
 SMOKE OUT
 THANKSGIVING
 VETERANS DAY
 WINTER SOLSTICE

Bonus Words
 COUGH, COVID,
 DOH WA GOV,
 FALL, FLU,
 ILLNESS, SEVERITY,
 SICK, SNEEZE,
 VACCINE

