

DSCC



WELCOME TO THE
DSCC FAMILY!



FAMILY HANDBOOK



This handbook is being provided to help you understand how our agency can assist you with your child's needs.

We want to get to know you better so we can understand your child better. We are available to visit with you at your convenience, wherever you choose. We can meet you at your home, your child's school, doctor's office, clinic visit, or other neighborhood locations.

**IT IS OUR GOAL TO....ASSIST YOU WITH
CARE COORDINATION....THIS INCLUDES
HELPING YOU:**

- Find answers to questions about your child's medical condition.
- Find services available in your community.
- Make the most of your insurance coverage and find ways to pay for services.
- Learn about your child's rights.

UIC DIVISION OF SPECIALIZED
CARE FOR CHILDREN
UNIVERSITY
OF ILLINOIS
AT CHICAGO



WHAT IS DSCC

The Division of Specialized Care for Children (DSCC) was established in 1937 and is administered by the University of Illinois at Chicago. DSCC provides care coordination and helps pay medical bills for families who have children with special health care needs.



DSCC assists over 20,000 families annually by working to help children with disabilities and those who have conditions which may lead to disabilities reach their full potential. DSCC helps to coordinate services and pay for specialized diagnostics and medical care when there is no other public or private insurance to cover these services. DSCC assists children to grow and develop to the fullest extent of their abilities by providing, promoting and coordinating community-based, culturally competent care.

You can contact us at 1-800-322-3722, visit our web page at: www.uic.edu/hsc/dscc, or call the Regional Office nearest you and speak to your child's Care Coordinator.

Place Business Card Here

FAMILY CENTERED CARE



Family centered care recognizes the family as the primary decision maker in the child's life. Parents and professionals are seen as partners in the identification and treatment of their child's special needs.

One of the cornerstones of family centered care is the special relationship/ partnership that many families have with their physician. We call this relationship a Medical Home.

Medical Home: A medical home or "family professional partnership" encourages families to actively participate in decisions and plans for the treatment of their child's special health care needs.

FAMILY CENTERED CARE CONTINUED

Transition: As children age, they experience many transitions in their lives, such as from early intervention (Birth to 3yrs old) to the school system and from the teen years to young adult life.

Transition is a process that should address the medical, psychosocial and education-vocational needs of your child/ youth and adolescent as they move from child/family-oriented to adult/individual-oriented lifestyles and systems. DSCC staff can assist you and your child in effective planning for the transition to adult life. Planning may include activities that help in the development of skills and in gaining information necessary for independence.

ISP: With your input your DSCC Care Coordinator will develop a plan called an "Individualized Service Plan" (ISP) for your child. The purpose of the ISP is to identify and address your child's needs and outline a plan to strengthen good communication between you and other professionals caring for your child. The ISP will cover all aspects of your child's care including medical, educational and family issues. With your written permission copies of the ISP may be sent to your child's primary care doctor and other service providers.

CCR: To help you throughout the care of your child, DSCC has an organizational tool, available for your use. This tool, called the Care Coordination Record (CCR), was developed with parents to help families organize the considerable and sometimes confusing array of information existing about their child with special health care needs.

If you would like to receive information about Medical Home, Transition, Individualized Service Plans or Care Coordination Record, contact your Care Coordinator or visit the DSCC family website at www.uic.edu/hsc/dsc.

HOW TO CONTACT DSCC

There are many ways!!!

Care Coordinator _____
(Name)

Program Coordinator Aide (PCA) _____
(Name)

Phone _____

Care Coordinator's E-Mail _____

PCA's E-Mail _____

In order that DSCC can communicate through e-mail, specific written permission must be given by you.

Place RO Sticker Here

If you are unable to call during office hours 8:00 a.m. - 4:30 p.m., leave a message on the DSCC answering machine.

Don't forget to tell us:

- Who you are
- Your child's name
- The phone number where you can be reached
- The best time for us to call



or

Come to Our Satellite Office at:

Place Satellite Sticker
Here



MEDICAL CONDITIONS COVERED By DSCC

DSCC can help you with coverage for certain categories of medical conditions, when the care is provided by an approved DSCC physician.

While we may not be able to help with payment for other care needs your child may have, we need to know about other health care needs to help you get the most benefit from your insurance coverage or to help you find and use other resources.

The categories of conditions that DSCC may cover are listed below (along with some examples):

Cardiovascular Impairments: atrial septal defect (ASD), ventricular septal defect (VSD) and others.

Eye Impairments: cataracts, muscle imbalances and others.

Hearing Impairments: cholesteatoma, hearing loss that meets DSCC guidelines and others.

Nervous System Impairments: seizures, dystrophy and others.

Orthopedic Impairments: club feet, scoliosis and others.

Speech Impairments: dysphasia, vocal cord paralysis and others.

Urinary System Impairments: ureteral reflux, neurogenic bladder and others.

External Body Impairments: cleft lip and palate, cranio-synostosis, etc.

Inborn Errors of Metabolism: phenylketonuria (PKU) and others.

Hemophilia: Von Willebrand's Disease and other bleeding impairments.

Cystic Fibrosis

WHEN TO CONTACT DSCC

Your DSCC Care Coordinator will work with you and your child's doctors to put together a plan which focuses on your child's needs. In order for us to help you coordinate this plan, please tell us about:

- hospitalizations, surgeries and appointments with health care providers
- when you schedule or change appointments with your child's specialists, therapists or other providers
- where the care will be provided
- hospital dates
 - when surgery is scheduled
 - the kind of surgery that is being done
 - inpatient or outpatient
 - is your child being admitted on the same day as the surgery
 - labwork, X-rays, or other care needed before and after the surgery
 - other hospital care
 - when and for what problem
 - inpatient or outpatient

When there are medical services for your child

- equipment or supplies
- medications
- therapy (physical therapy, occupational therapy and speech therapy)
- travel assistance to medical appointments
- referrals recommended by the specialist
- other medical concerns

When you have changes in

- health insurance/Medicaid/AllKids
- child's address or phone number
- treatment, treatment plans
- family size
- income
- doctors who care for your child

WHEN TO CONTACT DSCC CONTINUED

Other things to call about

- how to work with and what to do with bills and insurance statements or Explanation of Benefits (EOB)
- if you have questions about other available community resources and services
- just to let us know how things are going

**OH NO!!!
MY CHILD NEEDS CARE ON THE WEEKEND
OR
AFTER WORKING HOURS**

If you cannot call us during office hours, leave a message on the DSCC answering machine. Don't forget to tell us who you are and your child's name.

It is important to note that DSCC may be able to help with the cost of care provided on weekends or in an emergency. We must be notified within 30 days of the date of that care. When the child has received care in an Emergency Room, the ER doctor must try to contact the child's specialist during that visit.

If you are not sure if we can help, CALL!!!

**The more we know about your child's needs,
the better we will be able to help you
in meeting those needs.**



HOW TO OBTAIN FINANCIAL HELP FROM DSCC

To obtain or continue financial help from DSCC we need the following information:

- A completed Financial Application.
- Documentation of income, e.g., tax forms, paycheck stubs.
- Information about insurance, Medicaid/AllKids.
- Signed releases (Authorization).

If your child is determined financially eligible, a letter is sent to you with specific eligibility dates. **Keep that letter with this handbook.** When DSCC approves payment for specific services such as doctor appointments, therapy, and medical supplies, you and the provider will be sent detailed information on forms called "Prior Approvals." When the Care Coordinator has not provided a prior approval for care, you must notify us within 30 days of that care or we will be unable to help with the cost of that care. **Keep these prior approvals in a convenient location so you may take them with you to your appointments.** DSCC will process the bill and you will receive a monthly statement, called a Summary of Benefits, that lists services for your child and the payments made by DSCC.



INSURANCE AND DSCC

DSCC is here to help your child receive the specialized medical care for the conditions listed in your eligibility letter. DSCC may be able to help you maximize insurance or pay for this care, but there are rules DSCC must follow so we need your help.

When to call your DSCC Care Coordinator or PCA:

DSCC may be able to assist if some type of medical care your child needs is not covered in your plan. You must use your insurance for all care covered by your plan.

If your insurance has special rules (using certain doctors, therapists, providers or hospitals, or getting a referral or pre-certification first) you must follow these rules.

If there is a change in your insurance coverage (you lose insurance, you get insurance, your insurance company changes, your child reaches a lifetime cap).

If your insurance sends a check to you instead of the doctor or hospital or other provider, you must use that money to pay the doctor or hospital before DSCC can pay. If DSCC has already paid before you receive the money, you will have to send the money you received to DSCC.

If your insurance covers medication and pharmacy items, you must utilize insurance first. DSCC can assist with some co-pay amounts.

Let your Care Coordinator know immediately if there is a change in your address, phone number, family size, income, or if you apply for Medicaid coverage or All Kids.


If rules are not followed---DSCC may not be able to pay the bill.

We have the following booklets available in our office.
Let us know if you need one!


- Insurance Terminology for Families
- Choosing and Getting the Most From Your Managed Care Plan
- Understanding Health Insurance


BILLS AND DSCC

Sometimes you will receive a bill for medical services that DSCC can cover.

 If you receive a bill, we probably do not have that bill, call your Care Coordinator.

 Send the bill to DSCC.

 If you have an insurance Explanation of Benefits (EOB) for those bills, attach a copy of the EOB to the bill and send both together.

 The sooner DSCC receives the bills, the quicker we can process the payment.



ALL KIDS, MEDICAID & DSCC

DSCC assistance is limited to providing care coordination and financial assistance for specialized medical care.

When a child has All Kids or Medicaid, those programs cover most medical care (including school physicals and immunizations, PLUS specialized medical care) for all children 18 and under in the family.

Please call your PCA to discuss applications for All Kids and Medicaid. We can help you complete the application for All Kids.

DSCC can help you if you have a Medicaid card or an All Kids card. Here's how:

- Assist with referrals to other agencies or community resources for services not covered by Medicaid or All Kids
- Assist finding physicians and other providers that accept Medicaid or All Kids
- Attend IEP's and doctor appointments, if requested by the family
- Assist with some services not covered by All Kids or Medicaid
- Assist with copays for children who have All Kids Share or Premium

DSCC cannot help with:

- All Kids premiums
- Any care/services covered by All Kids or Medicaid



www.allkidscovered.com



TERMS YOU NEED TO UNDERSTAND



As you work with DSCC, you may find some terms that are unfamiliar to you. This glossary explains those terms as they apply to DSCC. As always, if you have questions regarding this information, call your DSCC Care Coordinator.

All Kids: The insurance program in the State of Illinois is designed to provide medical coverage for children who have no medical insurance or who are underinsured. All Kids also provides assistance with the cost of insurance premiums when a family qualifies financially. DSCC staff can send you the application and help you fill it out.

Approval: The process through which a doctor or other health provider is determined qualified to work with DSCC and to be paid by DSCC.

Caps: DSCC has an annual (July 1 to June 30) maximum amount of dollars or cap that may be spent for each eligible child's medical care, in addition to caps on certain medical services.

Care Coordination: The process by which the Care Coordinator helps your family to identify and meet your child's medical, social and educational needs.

Care Coordinator: The DSCC staff person who is the main contact for you and your child. The Care Coordinator provides assistance to you and your child, should you have questions or concerns about your child's medical condition, care plans, or educational placement.

Cost Log: Families that are financially eligible for DSCC may be eligible for help with some "out of pocket" expenses. DSCC may be able to help with co-pay and deductible expenses. The family must save receipts and complete a "cost log". Direc-



TERMS YOU NEED TO UNDERSTAND



tions for completion of the cost log are on the back of the form itself. Your care coordinator can provide this form to you.

Diagnostic: The evaluation by an approved specialist that establishes medical eligibility for your child.

Eligibility Letter: A letter from your Care Coordinator that states your child's medically eligible condition(s) and the time period during which DSCC may help pay bills for services related to the eligible condition(s).

Explanation of Benefits (EOB): A statement from your insurance company that explains what was paid on a specific bill and why the bill was processed in that way. DSCC must have a copy of this paperwork in order to pay any cost for the service or equipment that was not covered by your insurance.

Financial Period: If you meet the financial eligibility criteria for DSCC, a financial eligibility period is established. The period may be one year, or it may be two years, depending on what documentation of income you provide. That financial period will be indicated on your eligibility letter.

HIPAA: Federal law on privacy of health related information. HIPAA means **Health Insurance Portability and Accountability Act** of 1996.

Insurance Referral: A formal request to your insurance company from your child's primary care physician. The request is made by the primary care physician for your child to see a specialist. Most insurance companies issue a referral number to the specialist to indicate the referral has been approved.

Maximize Benefits: DSCC requires that you maximize insurance benefits. When you follow all the rules of your insurance



TERMS YOU NEED TO UNDERSTAND



company, the insurance may pay for more services and a higher rate. Following the rules is necessary in order for the insurance company to pay the maximum benefit on a claim.

Medicaid: An Illinois Department of Health Care and Family Services (DHFS) program that provides assistance with medical, dental and vision services for low income families.

Medically Eligible Condition: Medical eligibility is determined either through a diagnostic evaluation or through review of existing medical reports regarding the child's condition.

Network Provider: The providers that have agreements with your insurance company are considered "in-network" providers for that insurance company. Using "out of network" providers usually results in a lower payment by your insurance company or a penalty that you have to pay.

Primary Care Physician (PCP): The child's regular pediatrician or family physician who gives routine child care. Many insurance companies require the child to have a PCP.

Prior Approval: A printed form mailed to you and your provider that confirms DSCC's intent to pay for services or equipment. The prior approval lets you and the provider know that the care being provided for your child is eligible for payment by DSCC. If your child is covered by insurance, the prior approval will say so, and DSCC may pay for whatever charges are not covered by your health insurance.

Program Coordinator Aide (PCA): Your first contact with this agency will likely be with the PCA. The PCA will take your referral, discuss your child's needs and send the application to you. The PCA will determine your financial eligibility with DSCC and will update that financial eligibility periodically. The PCA and the Care Coordinator will work together with you to answer your questions and concerns.



TERMS YOU NEED TO UNDERSTAND



Provider: The individual group or business that is providing a medical service to your child. A provider may be a physician, therapist, hospital, pharmacy or a medical equipment company.

Regional Office: The State is divided into 102 counties and DSCC has regional offices that cover all counties in the state. Your Care Coordinator and PCA work out of the Regional Office that serves your county.

Specialty Care: Service from a physician who treats children with certain diagnoses. DSCC requires that care be provided by an approved specialist.

Travel Log: Families that are medically and financially eligible for assistance through DSCC may receive travel assistance. If a family needs help with the cost of travel for medically eligible care, DSCC will help a family cover some of those expenses necessary to access care. In order to receive reimbursement, a family must then contact their Care Coordinator to request travel assistance. Complete a travel log and return it to their Regional Office immediately following travel to receive your travel costs. **The log must be received within ten working days of the travel, or the travel will not be paid.** Directions for completion of the travel log are on the back of the form itself.



COMMON AND NOT SO COMMON QUESTIONS



1. I have so much paper from different places (insurance, SSI, school reports and DSCC). What should I do with it? See page 4.
2. My child has an appointment (doctor, therapist, for equipment). What do I need to do? See page 7.
3. I received a bill. Now what do I do with it? See page 11.
4. I had to take my child to the emergency room. What do I do? See page 8.
5. My insurance has changed. What do I do? See page 10.
6. I do not have enough money for gas. How do I get to the doctor's appointment?
Call your Care Coordinator/PCA to request travel assistance.
7. My husband lost his job. What do I do?
Call your Care Coordinator to discuss the situation. We may know about local resources that can help you during this time.
8. I have been sent to collections! What do I do now?
Call your Care Coordinator.

We hope that the information provided in this handbook is helpful and answers some of the common questions that families have about our services and how to make the most of those services. If you have questions or concerns that your Care Coordinator or PCA cannot answer, please contact the Program Services Manager (PSM) in your Regional Office.

NOTES



REGIONAL OFFICE INFORMATION

Champaign

510 Devonshire, Suite A
Champaign, IL 61820-7306
(217) 333-6528 (Voice)
(217) 244-8390 (TTY)
(217) 244-4212 (Fax)
(800) 779-0889 (Toll Free)

Chicago North

722 West Maxwell St., Suite 350
Chicago, IL 60607-5017
(312) 433-4114 (Voice)
(312) 433-4122 (TTY)
(312) 433-4121 (Fax)
(800) 425-1068 (Toll Free)

Chicago South

1309 South Halsted St., Suite 307
Chicago, IL 60607-5021
(312) 433-4100 (Voice)
(312) 433-4108 (TTY)
(312) 433-4107 (Fax)
(800) 905-9995 (Toll Free)

DuPage

8205 South Cass Avenue, Suite #110
Darien, IL 60561-5319
(630) 964-9887 (Voice)
(630) 964-9603 (TTY)
(630) 964-7640 (Fax)
(800) 455-2639 (Toll Free)

Marion

State Regional Office Building
2309 West Main Street, Suite 119
Marion, IL 62959-1195
(618) 997-4396 (Voice)
(618) 993-2481 (TTY)
(618) 993-8929 (Fax)
(800) 451-0464 (Toll Free)

North Cook County

8609 W. Bryn Mawr Ave., Ste. 202
Chicago, IL 60631-3524
(773) 444-0043 (Voice)
(773) 444-0178 (TTY)
(773) 444-0176 (Fax)
(800) 924-0623 (Toll Free)

Olney

1102A South West Street
P.O. Box 159
Olney, IL 62450-0159
(618) 395-8461 (Voice)
(618) 392-3869 (TTY)
(618) 395-2902 (Fax)
(888) 841-3232 (Toll Free)

Peoria

State Regional Office Building
5415 North University Avenue, Room 106
Peoria, IL 61614-4779
(309) 693-5350 (Voice)
(309) 693-5345 (TTY)
(309) 693-5306 (Fax)
(800) 382-8569 (Toll Free)

Rockford

State Regional Office Building
4302 North Main Street, Room 106
Rockford, IL 61103-1209
(815) 987-7571 (Voice)
(815) 987-7995 (TTY)
(815) 987-7891 (Fax)
(800) 651-9319 (Toll Free)

Rock Island

Rock Valley Office Park
4711 - 44th Street, Suite #1
Rock Island, IL 61201-7169
(309) 788-4300 (Voice)
(309) 788-6443 (TTY)
(309) 788-7780 (Fax)
(800) 651-9526 (Toll Free)

St. Clair

1734 Corporate Crossing, Suite 1
O'Fallon, IL 62269-3734
(618) 624-0508 (Voice)
(618) 624-0544 (TTY)
(618) 624-0508 (Fax)
(800) 842-7204 (Toll Free)

South Cook County

6160 S. East Avenue, Suite 400
Hodgkins, IL 60525-4125
(708) 482-0633 (Voice)
(708) 482-1103 (TTY)
(708) 482-2629 (Fax)
(800) 425-5454 (Toll Free)

Springfield

Quantum Centre
421 South Grand West, 2nd Fl.
Springfield, IL 62704-3769
(217) 524-2000 (Voice)
(217) 524-2011 (TTY)
(217) 524-2020 (Fax)
(800) 946-8468 (Toll Free)

