

# UIC DIVISION OF SPECIALIZED CARE FOR CHILDREN

UNIVERSITY OF ILLINOIS AT CHICAGO



# FAMILY HANDBOOK

## WHAT IS DSCC

The Division of Specialized Care for Children (DSCC) is an agency that helps Illinois children with special health care needs. We provide care coordination services to children from birth to age 21 who have disabilities or conditions that may lead to disabilities. We have helped 20,000 families each year since 1937. DSCC has 13 regional offices across the state of Illinois. Our care coordinators help children reach their full potential. As you work with DSCC, it may help you to know certain words we use. See pages 13-16 for a list of these words and definitions.

### What Can DSCC Do To Help?

- We can help you get free diagnostic tests for your child if we think your child may have an eligible medical condition.
- If your child has an eligible medical condition, we can help you:
  - find specialized medical treatment
  - find resources and information
  - develop a care plan for your child
  - talk to doctors, specialists, and schools
- If your income qualifies, we can help you pay for certain specialized medical treatment for your child.

### Our families have told us:

*Part of the challenge of having a child with special health care needs is finding out what they need, where to get it, and then how to pay for it.*

*- A DSCC Parent*



*We want to help . . .*

## WHAT CONDITIONS ARE ELIGIBLE FOR DSCC SERVICES?

DSCC can help with specialized medical care for certain chronic, treatable conditions. While we cannot pay for acute childhood illnesses, routine dental or well-child care, immunizations or school physical examinations, we may be able to link you to programs that may help.

The categories of conditions that DSCC can help with include:

- Cystic Fibrosis
- Eye Impairments (cataracts, muscle imbalances and others)
- External Body Impairments (cleft lip and palate, craniosynostosis, etc.)
- Hearing Impairments (cholesteatoma, hearing loss that meets DSCC guidelines and others)
- Hemophilia (Von Willebrand Disease and other bleeding impairments)
- Inborn Errors of Metabolism (phenylketonuria [PKU] 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)

*DSCC has been a big help to me in finding things and places that best help my child to have as normal of life as possible. I am thankful they are there to help . . . to cope with all the things that come with a special needs child.*



*- A DSCC Parent*

## HOW CAN DSCC CARE COORDINATION HELP MY CHILD?

DSCC care coordinators are a team of nurses, social workers, speech pathologists and audiologists.

Our care coordinators will help you:

- Learn more about your child's condition.
- Arrange special medical care for your child.
- Work with your child's doctors.
- Learn how to use your child's insurance or All Kids to pay for your child's care.
- Link to services or groups that might help your child.
- Talk to your child's school about meeting special health care needs when your child is at school.
- Write a plan to help you and your family meet your child's future medical needs.

Care coordination services are provided at no cost to you when your child has an eligible medical condition.



*Our DSCC coordinator helps make all special appointments, coordinate referrals, keeps doctors, schools, therapists . . . and all parties notified.*

*- A DSCC Parent*

# DSCC AND FAMILY-CENTERED CARE



Family-centered care happens when doctors and families work together as partners in planning a child's care. The family is treated as the most important decision maker in the child's life. This special partnership is called a Medical Home.

## Medical Home

Children with special health care needs deserve a medical home to organize their care. A medical home supports families as they make decisions and plan their child's treatment. DSCC's care coordinator team can help you and your child's doctors develop a Medical Home Partnership.

## Transition

As they grow, children experience many changes:

- leaving early intervention (birth to 3 years old) for the school system
- adjusting from teen years to adult life
- moving from pediatric to adult medical care



These types of changes are called transitions. DSCC care coordinators can help your family adapt to changes and plan for your child's future. If your youth is age 13 or older, ask your care coordinator about planning for your child's transition to adult life.

*It is difficult to find a physician to fit (my youth's) needs for the future as an adult. Lots of things will need planning as (he/she) moves from pediatrics to adult care.*

*- A DSCC Parent*

# WHAT TOOLS DOES DSCC HAVE TO HELP ME?

## Individualized Service Plan (ISP)

With your help, your DSCC care coordinator will develop a plan for your child called an Individualized Service Plan or ISP.

The purpose of the ISP is to:

- find out what your child's medical, educational, and family needs are
- make written plans to meet your child's needs
- make sure you and other people, such as your doctor, are aware of your child's needs

If you tell us it is okay in writing, we will send copies of your child's ISP to your child's primary care doctor and other service providers.



## Care Coordination Record (CCR)

A Care Coordination Record (CCR) is a tool DSCC made with the help of parents of children with special health care needs. The CCR helps you organize your child's records and keep all your important information in one place. You can request a Care Coordination Record from your care coordinator.

# WHEN SHOULD I CALL MY DSCC CARE COORDINATOR?

If you are not sure if we can help, call us. We are here to make things easier. The more we know about your child’s needs, the better we will be able to help you meet those needs.

When You Schedule, Change or Have:	Call and Tell Us:
<b>Appointments</b> - (with specialists, therapists or other providers)	- when and where the care will be provided
<b>Hospitalizations</b>	- when, where and for what problem - whether it is inpatient or outpatient
<b>Surgeries</b>	- what kind of surgery is being done - whether it is inpatient or outpatient - whether lab work, x-rays or other care is needed before or after the surgery
<b>Referrals from your primary care doctor to a specialist</b>	- who, where, when and for what problem
<b>Recommendations from your primary care doctor for equipment, supplies, medications or services</b>	- what equipment, supply, medication or service is needed

# WHEN SHOULD I CALL MY DSCC CARE COORDINATOR?

## Always Call Us When You Have Any Change(s) In:

- health insurance/All Kids/Medicaid eligibility or coverage
- child’s address or phone number
- treatment or treatment plans
- family size
- income
- doctors who care for your child

## Other Reasons To Call:

- You have questions about bills, insurance statements or Explanations of Benefits (EOBs).
- You would like help paying for travel expenses for medical care.
- You have questions about community resources and services.
- You want to learn about your child’s rights at school.
- You would like to link with other families with a child who has a condition like yours.
- You want to start a plan for when your child becomes an adult.
- You want help with changes in your child’s life that concern you.
- You have news to share about your child.



# CAN DSCC HELP ME WITH MY CHILD'S MEDICAL BILLS?

We can help pay for some medical bills for families who meet our financial guidelines.

## How Do I Find Out If My Income Qualifies?

### To Verify Your Income, We Need:

- A completed DSCC Financial Application
- Tax forms to provide proof of income - If you have changes, like a new baby or a new job that changes the information on your tax form, talk to your Program Coordinator Assistant (PCA) about sending the paycheck stubs
- Information about insurance, All Kids/Medicaid
- Signed releases (Authorization)

If you meet income guidelines, we will send you a letter with the dates your child is eligible for help with certain bills. We will need new information every 1 or 2 years to make sure you still qualify for financial help.



### What If I Don't Meet The Income Guidelines?

If you do not meet financial guidelines, we can still help you get the most benefit from your insurance coverage or help you find other resources.

# USING DSCC FINANCIAL HELP

## If My Income Qualifies, Does DSCC Pay For All Of My Child's Care?

We cannot pay for all your child's care. Because we have to follow certain rules, it is always best to call us before your child receives care to see if we can help pay. DSCC can help pay:

- for certain medical conditions
- when the care is approved by DSCC prior to the service
- when the care is provided by an approved DSCC physician
- when you have used your insurance or All Kids first

## What Do I Do When My Child Needs A Service?

- Call us before the service and tell us what your child needs.
- If you cannot tell us about the service before your child receives it, you must tell us within 30 days of the service of care if you want us to help pay.

## Prior Approval

If we can help you pay for the service, we will send a Prior Approval form to you and the service provider. Bring the Prior Approval form with you to your appointment. This form tells you and the provider:

- what service has been approved
- who will provide the service
- the date of the service
- that DSCC will help pay after insurance and/or All Kids has paid

We will process the bill for service after your insurance or All Kids decides what portion of the bill they will pay.

# USING DSCC FINANCIAL HELP

## Summary Of Benefits

We will send you a monthly statement called a Summary of Benefits. The Summary of Benefits will list the services your child received and the payments made by DSCC and other payers.

## What Should I Do If I Receive A Bill For My Child's Medical Care?

- Call your care coordinator.
- Send the bill to DSCC. The sooner DSCC receives the bill, the quicker we see what we can help pay.
- If you have an insurance Explanation of Benefits (EOB) for those bills, attach a copy of the EOB to the bill and send both.

## What If My Child Needs Care On The Weekend Or After DSCC Working Hours And I Don't Know If DSCC Can Help Pay?

If you cannot call us during office hours:

- Leave a message on the DSCC answering machine.
- If your child sees a doctor in the emergency room, ask the ER doctor to call your child's specialist.
- Call your care coordinator within 30 days of the date of your child's care to see if DSCC can help pay.



# How Does DSCC Work With Insurance Or All Kids?

- You need to use your insurance or All Kids for all care covered by your plan.
- You must follow all your insurance provider's rules for using certain doctors, therapists, providers or hospitals, or getting a referral or pre-certification.
- If your insurance or All Kids pays for medicines and pharmacy items, you must use your insurance or All Kids first. DSCC can assist with some co-pay amounts.
- If your insurance sends a check to you instead of the doctor, 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.
- Call us to see if we can help pay for services that your insurance or All Kids doesn't cover.
- If you lose insurance, get insurance, your insurance company changes, or your child reaches a lifetime cap, please call us.

## What If I Don't Understand My Insurance Policy Or All Kids?

Call us and we can help you. We also have brochures that may help.

Let us know if you would like a brochure about:

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



# DSCC AND ALL KIDS/MEDICAID

If you do not have insurance for your child, you must enroll in All Kids if you want DSCC to help pay for your child's care. We can help you complete the All Kids application. All Kids and Medicaid cover most medical care for children 18 and under (including school physicals, immunizations and specialized medical care).

## If Your Child Has All Kids Or Medicaid, We Can:

- help you find doctors and other providers that take All Kids or Medicaid
- help your child link to other agencies or community resources not covered by All Kids or Medicaid
- attend school Individualized Education Plan (IEP) meetings and doctor appointments
- help you pay for some services not covered by All Kids or Medicaid
- help with co-pays for children who have All Kids Share or Premium



## Because Of Certain Rules, We Can Not Help You Pay:

- for care/services that are covered by All Kids/Medicaid
- for All Kids premiums

# WORDS AND DEFINITIONS TO HELP YOU WORK WITH DSCC

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

- All Kids:** State of Illinois insurance program that provides medical coverage for children who have no medical insurance or who are underinsured.
- Approval:** The process that a doctor or other health provider completes to work with DSCC and DSCC families.
- 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:** A DSCC staff person who is either a nurse, social worker, speech pathologist or audiologist. Your care coordinator will provide assistance to you and your child, answer your questions and talk with you about your concerns.
- Cost Log:** A form that financially eligible DSCC families can complete for help with some "out-of-pocket" expenses such as co-pays and deductibles.
- Diagnostic:** The evaluation by an approved specialist that determines whether your child has a DSCC medically eligible condition.

# WORDS AND DEFINITIONS TO HELP YOU WORK WITH DSCC

<b>Eligibility Letter:</b>	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).
<b>Explanation Of Benefits (EOB):</b>	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.
<b>Financial Period:</b>	If you meet the financial eligibility criteria for DSCC, a financial eligibility period is established. The period may be 1 or 2 years, depending on what documentation of income you provide. Your financial period will be indicated on your eligibility letter.
<b>HIPAA:</b>	Health Insurance Portability and Accountability Act of 1996. This Federal law protects the privacy of health information that can be linked to an individual. The law ensures your right to access your personal health information and to determine how that information may be shared with others.
<b>Insurance Referral:</b>	A formal request to your insurance company from your child's primary care physician (PCP) for your child to see a specialist. Most insurance companies issue a referral number to the specialist to indicate the referral has been approved.

# WORDS AND DEFINITIONS TO HELP YOU WORK WITH DSCC

<b>Maximize Benefits:</b>	DSCC requires that you maximize insurance benefits. When you follow all the rules of your insurance company, the insurance may pay for more services and at a higher rate. Following the rules is necessary in order for the insurance company to pay the maximum benefit on a claim.
<b>Medicaid:</b>	An Illinois Department of Health Care and Family Services (HFS) program that provides assistance with medical, dental and vision services for low-income families.
<b>Medically Eligible Condition:</b>	A medically eligible condition is determined either through a diagnostic evaluation or through review of existing medical reports.
<b>Network Provider:</b>	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.
<b>Primary Care Physician (PCP):</b>	The child's regular pediatrician or family physician who gives routine child care. Many insurance companies require the child to have a PCP.
<b>Prior Approval:</b>	A DSCC form mailed to you and your provider by DSCC. The Prior Approval lets you and the provider know that a service or equipment being provided to your child is eligible for payment by DSCC.

# WORDS AND DEFINITIONS TO HELP YOU WORK WITH DSCC

**Program Coordinator Assistant (PCA):** A PCA will be your first contact with DSCC. The PCA will take your referral, discuss your child's needs and send you an application. The PCA will determine your financial eligibility for DSCC and update your financial eligibility periodically. The PCA and the Care Coordinator will work together as a team to answer your questions or concerns.

**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:** DSCC has regional offices that cover all 102 counties in the state.

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

**Travel Log:** For financially eligible families, DSCC will help cover the cost of travel expenses for medically eligible care. A family must complete a travel log and return it to their Regional Office within 10 working days of the travel in order to receive reimbursement.



# HOW TO CONTACT DSCC

**Call us Toll-Free:** 1 (800) 322-3722 (DSCC)

**TTY:** (217) 785-4728

**Visit our Website:** [www.uic.edu/hsc/dscc](http://www.uic.edu/hsc/dscc)

**Call the Regional Office nearest you** to speak to your care coordinator.

**Can I E-Mail My Care Coordination Team?**

**Can DSCC E-Mail Me?**

If you want to e-mail your care coordinator and you want us to e-mail you, we will need special written permission. We cannot promise that e-mail is private and want you to know this before we send you e-mail. Please call and ask us to send you our e-mail guidelines and an authorization.

**What If I Need To Call You After Office Hours?**

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.

**What Should I Tell You If I Call Or E-Mail?**

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



# NOTES

My Care Coordinator's Name: \_\_\_\_\_

My Program Coordinator  
Assistant's (PCA) Name: \_\_\_\_\_

My Regional Office Phone Number: \_\_\_\_\_

My Care Coordinator's  
E-Mail Address: \_\_\_\_\_

My PCA's E-Mail Address: \_\_\_\_\_

Satellite Office Information:

Other Notes: \_\_\_\_\_

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# DSCC 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 W. Maxwell Street, 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 S. Halsted Street, 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 S. 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

2309 W. 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 Avenue, Suite 202  
Chicago, IL 60631-3524  
(773) 444-0043 (Voice)  
(773) 444-0178 (TTY)  
(773) 444-0176 (Fax)  
(800) 924-0623 (Toll Free)

## Olney

1102A S. 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

5415 N. 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

4302 N. 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

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) 624-0538 (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

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