

REGIONAL OFFICE INFORMATION

Champaign

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

Chicago - Metro Central

1919 West Taylor, Room 709
Chicago, IL 60612-7254
(312) 996-7055 (Voice)
(312) 413-3896 (TDD)
(312) 996-3922 (Fax)
(800) 905-9995 (Toll Free)

Chicago - Metro North

1919 West Taylor, Room 701
Chicago, IL 60612-7254
(312) 996-2723 (Voice)
(312) 996-7584 (TDD)
(312) 996-7820 (Fax)
(800) 425-1068 (Toll Free)

Chicago - Metro South

1919 West Taylor, Room 722
Chicago, IL 60612-7254
(312) 996-5753 (Voice)
(312) 413-3894 (TDD)
(312) 996-7991 (Fax)
(800) 425-5454 (Toll Free)

Chicago - Northeastern

1919 West Taylor, Room 714
Chicago, IL 60612-7254
(312) 996-9063 (Voice)
(312) 996-3099 (TDD)
(312) 996-7334 (Fax)
(800) 924-0623 (Toll Free)

DuPage

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

East St. Louis

State Regional Office Building
#10 Collinsville Avenue, Room 102
East St. Louis, IL 62201-3005
(618) 583-2220 (Voice)
(618) 875-3902 (TDD)
(618) 875-1801 (Fax)
(800) 842-7204 (Toll Free)

Marion

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

Olney

1102A South West Street
P.O. Box 159
Olney, IL 62450-0159
(618) 395-8461 (Voice)
(618) 392-3869 (TDD)
(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 (TDD)
(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 (TDD)
(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 (TDD)
(309) 788-7780 (Fax)
(800) 651-9526 (Toll Free)

Springfield

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

DSCC

FAMILY HANDBOOK



UIC

The University of Illinois at Chicago
Division of Specialized Care for Children



WELCOME TO THE DSCC FAMILY!



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

We would like to meet you! We are available to visit with you at your convenience, wherever you choose. We like to make home visits, or we can meet you at 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 other ways to pay for services.
- Learn about your child's rights.



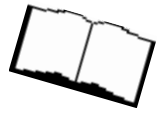
COMMON AND NOT SO COMMON QUESTIONS

1. I have so much paper from different places (insurance, SSI, school reports and DSCC). What should I do with it?

DSCC has an organizational tool available for your use. It is called a Coordinated Care Record (CCR). This workbook 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 one, please contact your Consultant.
2. My child has an appointment (doctor, therapist, for equipment). What do I need to do? See page 5.
3. I received a bill. Now what do I do with it? See page 9.
4. I had to take my child to the emergency room. What do I do? See page 6.
5. I do not have enough money for gas. How do I get to the doctor's appointment?
Call your Consultant/PCA to request travel assistance.
6. My insurance has changed. What do I do? See page 8.
7. My husband lost his job. What do I do?
Call your Consultant 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 Consultant.
9. I have a problem talking to my Consultant. What do I do?
Each office has a manager. Call _____.



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 Consultant or PCA cannot answer, please contact the Program Services Manager (PSM) at your Regional Office.



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.

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

Program Consultant 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 Consultant will work together with you to resolve your questions and 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: The state is divided into counties and DSCC has regional offices that cover all counties in the state. Your Consultant 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 a credentialed 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 complete a travel log and return it to their Regional Office immediately following travel. **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.

DSCC OVERVIEW

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 for families who have children with special health care needs.

DSCC serves 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 the provision and payment 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](tel:1-800-322-3722), visit our web page at: www.uic.edu/hsc/dsc, or call the Regional Office nearest you. (See the back of this booklet for location and phone numbers of the Regional Offices.)



How To CONTACT DSCC

There are many ways!!!



Consultant _____
(Name)

Program Consultant Aide (PCA) _____
(Name)

Phone _____

Consultant's E-Mail _____

PCA's E-Mail _____

Place 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 Offices at:

Place Satellite Sticker
Here



GLOSSARY CONTINUED



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

Explanation of Benefits (EOB): A statement from your insurance company that explains what they paid on a specific claim and why they processed the claim 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.

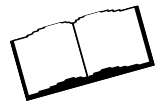
Financial Period: If you meet the financial eligibility criteria for DSCC, a financial eligibility period is established. The period may be one year, or it may be two years, depending on what documentation of income you provide. That financial period will be indicated on your eligibility letter.

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.

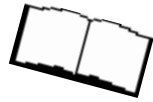
KidCare: The insurance program of the State of Illinois designed to provide medical coverage for children who have no medical insurance or who are underinsured. KidCare also provides assistance with the cost of insurance premiums when a family qualifies financially. DSCC staff can send you the application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

Maximize Benefits: DSCC requires that you maximize insurance benefits. When you follow all the rules of your insurance company, the insurance pays at 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 Human Services program that provides assistance with medical, dental and vision services for low income families.



DSCC TERMINOLOGY



Glossary

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

Authorization: A printed form mailed to you and your provider that confirms DSCC's intent to pay for services or equipment. The authorization 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 authorization will say so, and DSCC may pay for whatever charges are not covered by your health insurance.

Caps: DSCC has an annual (July 1 to June 30) maximum or cap that may be spent for each eligible child's medical care.

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

Consultant: The DSCC staff person who is the main contact for you and your child. The Consultant provides care coordination for 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 for medications. DSCC may be able to help with co-pay and deductible expenses. The family must save receipts and complete a "cost log". Directions for completion of the cost log are on the back of the form itself.

Credentialing: The process through which a provider is determined qualified to work with DSCC and to be paid by DSCC.

Diagnostic: The evaluation by a credentialed specialist that establishes medical eligibility for your child.



MEDICAL CONDITIONS COVERED BY DSCC



DSCC can help you with coverage for certain categories of medical conditions.

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 in order 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, craniosynostosis, etc.

Cystic Fibrosis

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

Hemophilia: Von Willebrand's Disease and other blood clotting impairments.



WHEN TO CONTACT DSCC



Your child's DSCC Consultant 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 contact us:

- when you schedule or change appointments with your child's specialists, therapists or other providers
- about where the care will be provided
- about 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
 - about other hospital care
 - when and for what problem?
 - inpatient or outpatient

Medical services your child may need

- 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

We need to know about changes in

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

KIDCARE, MEDICAID & DSCC

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

When a child has KidCare 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 KidCare and Medicaid. We can help you complete the application for KidCare.

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

- Assist with referrals to other agencies or community resources for services not covered by Medicaid or KidCare
- Assist finding physicians and other providers that accept Medicaid or KidCare
- Attend IEP's and doctor appointments, if requested by the family
- Assist with some services not covered by KidCare or Medicaid

DSCC cannot help with:

- KidCare co-pays
- KidCare premiums
- Any care/services covered by KidCare or Medicaid



www.kidcareillinois.com



BILLS AND DSCC



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



If you get a bill, we probably do not have that bill, call your Consultant.



Send the bill to DSCC.



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



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



Other things to call about

- how to work with/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 and Health Insurance form.
- Documentation of income, e.g., tax forms, paycheck stubs.
- Information about insurance, Medicaid/KidCare.
- Signed releases (Consent for Exchange of Information).

When 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 authorizations. When the case manager has not provided an authorization 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 authorizations in a convenient location so you may take them with you to your appointments.** When a provider bills DSCC for care that has been authorized by your Consultant, you will receive an EOB that lists those services DSCC has paid on behalf of your child.



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 pay for this care, but there are rules DSCC must follow so we need your help. **Please!**

When to call your DSCC Consultant or PCA:

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 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 DSCC know immediately if there is a change in your address, phone number, family size, income, or if you apply for Medicaid coverage or KidCare.

If rules are not followed, consequences are tough---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