



FACT SHEET

Enhanced YouthCare HealthChoice Program For Foster Children To Begin September 1

- YouthCare system designed to improve access and continuity of care
- Provider network more than triple the size of old DCFS fee-for-service network
- Care coordination critical new benefit to help families navigate health care
- Care under old fee-for-service system was often inconsistent and difficult to access

Expanded benefits, improving outcomes:

- YouthCare is a specialized healthcare program designed specifically to address the needs of DCFS youth in care and former youth in care.
- The YouthCare network offers more than 3x as many medical and behavioral health providers as the old system. Additionally, Northwestern facilities and approximately 3,300 affiliated physicians recently completed a contract for YouthCare.
- YouthCare also offers specialty providers not currently available, as well as additional dental care and more resources on LGBTQ issues, developmental disabilities, care for survivors of human trafficking and expanded telehealth options.

Ensuring a smooth transition:

- YouthCare, HFS and DCFS launched an outreach program to reach families through mail, phone, text and in-person sessions. These include notification and welcome information as well as outreach to ensure providers are contacted and offered the opportunity to join the YouthCare network.
- To help ensure a smooth transition, YouthCare established a continuity of care period to allow families access to all current providers through February 28, 2021, even if those providers are out of the YouthCare network. The program also reaches out to out of network providers.
- Even those not choosing to join the network may be offered single-case agreements to care for an individual child.
- Complex and high need youth were identified by DCFS for additional support
- For assistance with YouthCare network, call 844-289-2264 or visit www.ilyouthcare.com



Since November 2019...

- ✓ More than 62,000 outreach calls complete
- ✓ More than 12,000 health risk screenings and assessments complete
- ✓ 99% of all issues/inquiries received by DCFS resolved within 3 days
- ✓ More than 50 town hall meetings held
- ✓ Provider network increased more than 3x

Accountability and Oversight:

- HFS and DCFS built the program cooperatively with parents and other stakeholders.
- In January, the agencies committed to a legal agreement that bolsters several components of the program's operations, including DCFS caseworker training, YouthCare staff in DCFS' Advocacy Office, additional managed care options and added privacy components.
- A court appointed special master approved the transition in March. Agencies delayed launch voluntarily during first few months of the Covid-19 pandemic.
- The agreement was developed in conjunction with ACLU of Illinois. HFS and DCFS have also addressed questions and issues raised by the Cook County Public Guardian and others.
- By contract, YouthCare must meet a range of specific requirements in serving these youth. These include standards on the size and scope of the network, distance to providers, response times to address concerns, provider payment schedules and appeals processes. HFS has reporting systems in place that monitor these performance measures, and penalties can be applied if they are not met.

Outreach to Families:

- YouthCare sent letters and fact sheets to foster and adoptive parents and purchase of service (POS) agencies to inform them of their options and opportunities:
 - Several mailings including the welcome packet with PCP card
 - Thousands of calls to foster and adoptive parents
 - Several rounds of text messages about the program generally
 - Additional text messages offering to help bring providers into network
- In-person and virtual sessions with parents, providers and stakeholders:
 - More than 50 Town Hall meetings in communities throughout the state
 - 17 Child Welfare Medicaid Managed Care Implementation Workgroup meetings
 - Meetings statewide with foster parent advisory councils and support groups
 - Regular meetings with key stakeholders, including Cook Co Public Guardian
- Rapid Response Hotline system to resolve concerns within 48 hours