



# APOGEE HEALTH PARTNERS

## Network **UPDATES** – February 2020

### HEALTH PLAN UPDATES & CHANGES:

The health plans and providers are responsible to meet **Cultural Competency guidelines** when providing or coordinating care for their members and to:

**Inform** patient's that all Health Plans offer access to Interpreters, assistance with sign language, and assistance with transportation to and from appointments.

**Document** in the chart that they are requesting services or that they are refusing these services.

**Facilitate** the services by calling or directing the patients to call their health plan. Health plan phone numbers to contact or provide to your members are:

BCBS Member Services: **1-877-860-2837** (Transportation - call 3 days in advance)

CountyCare Member Services: **1-312-864-8200**

Public Transportation Passes: **1-312-864-8200** (Call 2 weeks in advance)

Transportation: **First Transit at 1-630-403-3210** (Call 3 days in advance)

IlliniCare Health Member Services: **1-866-329-4701**

Meridian Health Plan Member Services: **1-866-606-3700**

Transportation: **1-866-796-1165** (Call 3 days in advance)

### QUALITY:

**A key focus for health plans in 2020 will be Social Determinants of Health (SDOH).**

SDOH is defined as the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life.

Attached you will find a "cheat sheet" of ICD-10 Diagnosis codes that can, and should be, utilized when providing services to your members.

These diagnoses are an important piece of telling the patient's "whole story". They are determined by asking difficult but important questions of the patient.