

FAMILY HANDBOOK



*Serving Children with
Special Health Care Needs*

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 goal is to 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 may be able to help you:
 - find specialized medical care
 - learn how to use your insurance and All Kids / Medicaid
 - find resources and information
 - develop a care plan for your child
 - talk to doctors, specialists and schools
- If your income qualifies, we may be able to 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:

- Cardiac Impairments
- 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 (urethral 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 a 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's Care Coordination Team includes nurses, social workers, speech pathologists, audiologists and Program Coordinator Assistants (PCA).

Our Care Coordination Team 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 / Medicaid 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 or attend an Individualized Education Plan (IEP) meeting.
- Write a plan to help you identify services to meet your child's medical needs.

Care coordination services are provided at no cost to you.



Our DSCC Care Coordinator helps make all special appointments, coordinates 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 physician who provides medical home services works in partnership with you. A medical home supports families as they make decisions and plan their child's treatment. DSCC's Care Coordination 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's Care Coordination Team 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 Coordination Team member 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?

Assessment

Your DSCC Care Coordination Team will be contacting you to ask a number of questions about your child and family to help us understand your child's and family's needs.

Questions the team will be asking include:

- Who are the health care providers your child sees?
- What preventive care has your child had?
- How does your child function?
- What equipment does he/she have or need?
- How do you get to medical appointments?
- What developmental or educational services is your child receiving or needing?
- How is the rest of the family doing?
- Is there a change or transition coming soon?



You only have to answer those questions you feel might help us to help you.

Individualized Service Plan (ISP)

Your Care Coordination Team talks with you about the needs that have been identified through the assessment and what your goals and priorities are for your child and family. All of this information helps you and your Care Coordination Team to develop a service plan for your child that will be written and sent to you and others that you identify, such as your child's doctor. The plan helps everyone that has a copy know who is working on what to help your child.

Care Coordination Organizer (CCO)

When you have a child with special health care needs, you may find you have a lot of paperwork to keep organized such as school records, medical records and insurance information. The CCO is a tool we can give you to help you keep track of all those important papers. You can request a CCO from your Care Coordination Team. He/she can also help you identify other ways of keeping all that important information organized.

WHEN SHOULD I CALL MY DSCC CARE COORDINATION TEAM?

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:
Appointments - (with specialists, therapists or other providers)	<ul style="list-style-type: none"> – when and where the care will be provided
Hospitalizations	<ul style="list-style-type: none"> – when, where and for what problem – whether it is inpatient or outpatient
Surgeries	<ul style="list-style-type: none"> – 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
Referrals from your primary care doctor to a specialist	<ul style="list-style-type: none"> – who, where, when and for what problem
Recommendations from your primary care doctor for equipment, supplies, medications or services	<ul style="list-style-type: none"> – what equipment, supplies, medications or services are needed

WHEN SHOULD I CALL MY DSCC CARE COORDINATION TEAM?

DSCC's Care Coordination Team is prepared to work with you to find the help your child needs.

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

- Health insurance / All Kids / Medicaid eligibility or coverage
- Child's address or phone number
- Medical 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 assistance with 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 your child's.
- You want to start a plan to transition your child to independence and adulthood.
- 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 children 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 change the information on your tax form, talk to your Program Coordinator Assistant (PCA) about sending paycheck stubs
- Information about insurance and All Kids / Medicaid
- Releases (authorization) to give us permission to share information

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 may be able to 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 / Medicaid 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 Notice of 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 is approved to provide the service
- The date the service takes place

We will process the bill for service after your insurance 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 Coordination Team.
- 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 voice message at the DSCC Regional Office.
- If your child sees a doctor in the emergency room, ask the ER doctor to call your child's specialist.
- Call your Care Coordination Team 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 / MEDICAID?

- You need to use your insurance or All Kids / Medicaid 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 / Medicaid pays for medicines and pharmacy items, you must use your insurance or All Kids / Medicaid 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 / Medicaid doesn't cover.
- If you lose or get insurance, your insurance company changes, or your child reaches a lifetime cap, please call us.
- If you lose or get All Kids / Medicaid, please call us.

What If I Don't Understand My Insurance Policy or All Kids / Medicaid?

Call us. We have staff and information to help you.



DSCC AND ALL KIDS / MEDICAID

If your child does not have insurance, you must apply and enroll (if eligible) in All Kids (for ages birth to 18) or Medicaid (for ages 18-21) if you want DSCC to help pay for your child's care. We can help you complete the All Kids application.

The All Kids / Medicaid Program offers benefits for a wide range of medical, dental and vision services, including school physicals, immunizations, routine and preventive medical and dental care, mental health services and services for chronic health conditions.

If Your Child Has All Kids or Medicaid, We May be Able To:

- Help you find doctors and other providers that take All Kids / Medicaid
- Help your child link to other agencies or community resources not covered by All Kids / Medicaid
- Help you pay for some services not covered by All Kids / Medicaid
- Help with co-pays for children who have All Kids Share or Premium



WORDS AND DEFINITIONS TO HELP You Work with DSCC

As you work with DSCC, you may find some terms 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: An Illinois Department of Health Care and Family Services (HFS) insurance program that provides medical insurance for children ages birth to 18.

Approval: The process that a doctor or other health provider completes to work with DSCC and DSCC - enrolled families.

Authorization to Release Health Information (Release): Special written permission from you to get or share your child's medical information with those specific individuals you indicated.

Care Coordination: The process by which your Care Coordination Team 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.

Care Coordination Team: The team includes you, your child, the DSCC Care Coordinator and Program Coordinator Assistant. Your Care Coordination Team will provide assistance to you and your child, answer your questions and talk with you about your concerns.

WORDS AND DEFINITIONS TO HELP You Work with DSCC

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.
Eligibility Letter:	A letter 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 1 or 2 years, depending on what documentation of income you provide. Your financial period will be indicated on your eligibility letter.
HIPAA:	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.

WORDS AND DEFINITIONS TO HELP You Work with DSCC

**Insurance
Referral:**

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.

**Maximize
Benefits:**

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.

Medicaid:

An Illinois Department of Health Care and Family Services (HFS) 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.

WORDS AND DEFINITIONS TO HELP You Work with DSCC

Prior Approval:

A 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.

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 the application to you. The PCA will determine your financial eligibility for DSCC and will update that financial eligibility periodically. The PCA and the Care Coordinator will work together as a team to answer your questions or concerns.

Regional Office:

Illinois is divided into 102 counties. DSCC has 13 regional offices that cover all 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.



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

Call the DSCC Regional Office nearest you.

Can I E-mail My Care Coordination Team?

If you want to e-mail a member of your Care Coordination Team, we want you to know that we cannot promise that e-mail is private. It is also important for you to know how we handle e-mail. Please call us and ask us to send you our e-mail guidelines.

Can DSCC E-mail Me?

If you want us to e-mail you, we will need special written permission from you since we cannot promise e-mail is private. Please call us and ask us to send you our e-mail guidelines and a release form (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 voice message at the DSCC Regional Office.

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



My CHILD's

Regional Office Phone Number: _____

Care Coordinator's Name: _____

Care Coordinator's
E-mail Address: _____

Program Coordinator
Assistant's (PCA's) Name: _____

PCA's E-mail Address: _____

Satellite Office Information:

Other Notes: _____

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 62959-1196
(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

7013 N. Stalworth Dr.
Peoria, IL 61615-9465
(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

3135 Old Jacksonville Road
Springfield, IL 62704-6488
(217) 524-2000 (Voice)
(217) 524-2011 (TTY)
(217) 524-2020 (Fax)
(800) 946-8468 (Toll Free)