

# Navigating the HealthCare System



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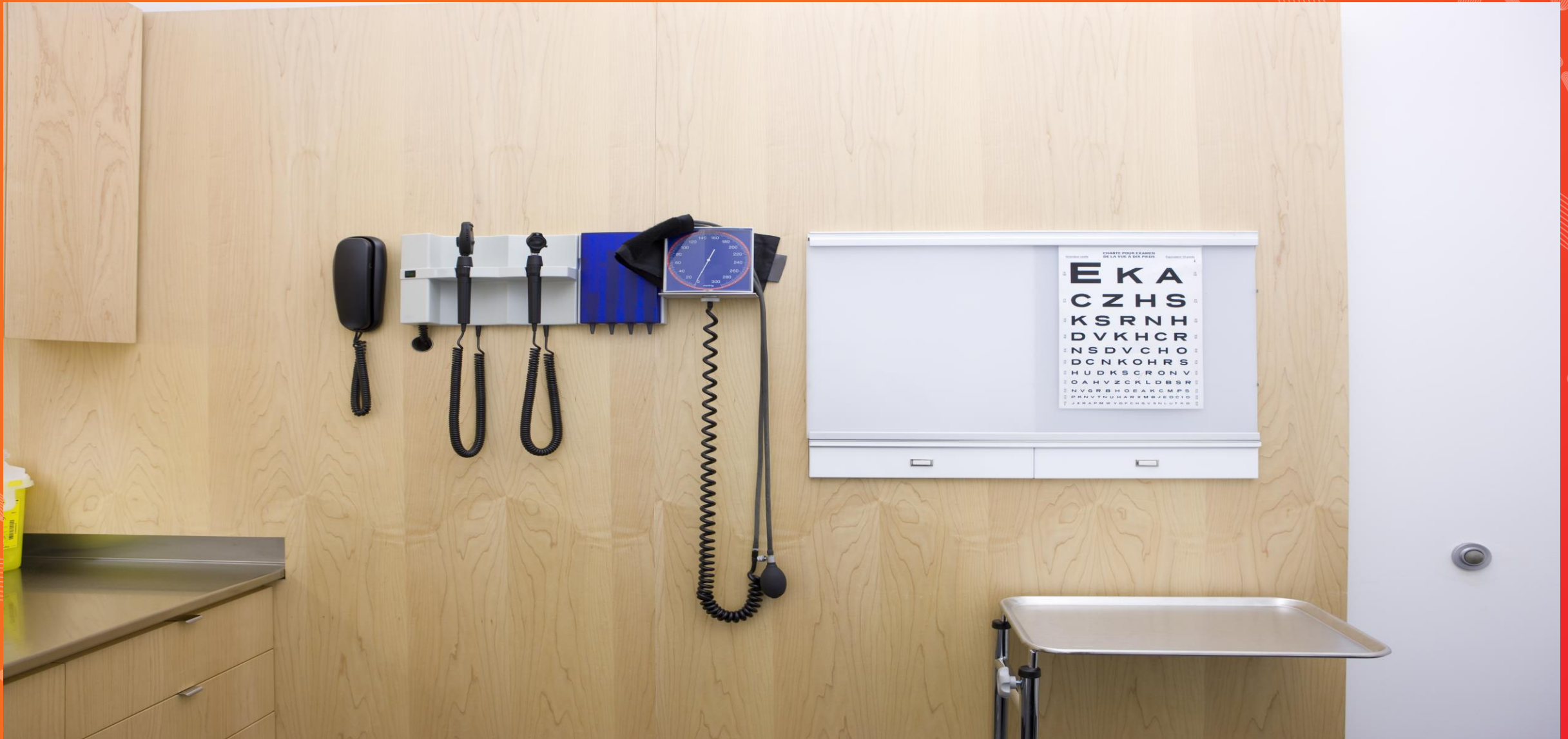
# Objectives



1. Describe the role of a Primary Care Physician and how to schedule an appointment
2. Learn how to arrange transportation to medical appointments
3. Investigate options for medication management and prescription assistance
4. Comprehend use of patient portal for communicating with medical providers



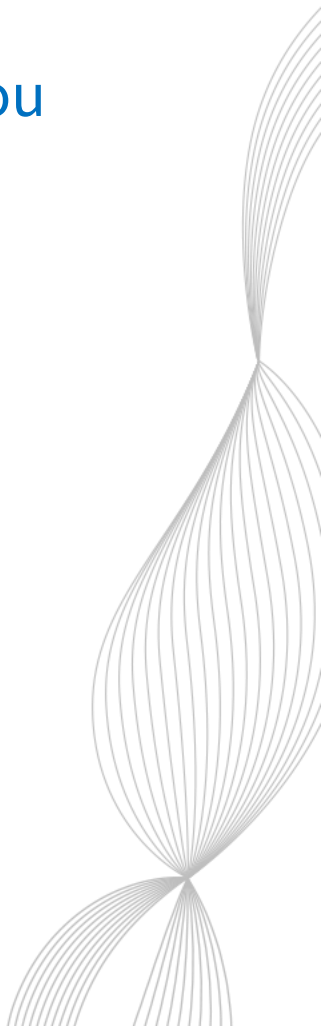
# PRIMARY CARE PHYSICIAN



# What does a Primary Care Physician Do?



- A primary care physician practices general healthcare, addressing a wide variety of health concerns for patients. They are typically the first person you talk to if you have a health concern. You might turn to them for:
  - Preventive care
  - Treatment of common illnesses
  - Early detection of illnesses or conditions
  - Management of chronic conditions
  - A referral to a medical specialist
  - Prescription refills



# When to Contact PCP vs. Specialist



- **A Primary Care Physician** is your first point of contact in the health care system. They are trained to be able to diagnose a wide variety of medical conditions. They're also the person you call when you are feeling ill. They can track your health over time and refer you to specialists. Contact your PCP with general health concerns.
- **Specialists** are doctors who have advanced training in a specific area of healthcare. For example, your physiatrist is a physician with advanced training in pain management and physical rehabilitation medicine. Contact a specialist for specific concerns relating to their area of expertise.
  - For example, contact your physiatrist with questions relating to therapy, musculoskeletal issues, pain management, mobility, and more.



# Locating a PCP

- If you have a Medicaid Managed Care Plan you are assigned a primary care provider
- This information can be found on the front of your insurance card
- If you want to change your assigned primary care provider, call your insurance company's member services number. This is found on the back of your card



**Member Name:**

**Medicaid ID#:**

**Effective Date:**

**PCP Name:**

**PCP Number:**

If you have an emergency, call 911 or go to the nearest emergency department (ED). You do not have to contact CountyCare for an okay before you get emergency services. If you are not sure whether you need to go to the ED, call your PCP or CountyCare's nurse line at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY). The nurse line is open 24 hours a day.

**Members:**

Member Services, Behavioral Health &  
24/7 Nurseline:  
312-864-8200 / 855-444-1661 (toll-free)  
TDD/TTY: 711

**Providers:**

24/7 IVR Eligibility Inquiry and Prior Auth:  
312-864-8200 / 855-444-1661

**Provider claims and EFT/ERA information via web:**  
[www.CountyCare.com](http://www.CountyCare.com)

**Payer ID#:** 06541

**Medical and Behavioral Health Claims:**  
CountyCare  
Attention: CLAIMS  
PO Box 211592  
Eagan, MN 55121-2892

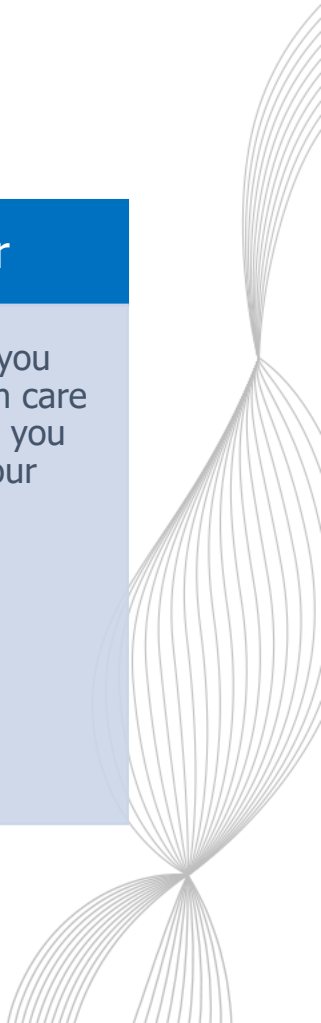
**Rx: MedImpact**  
**RxBIN:** 017142  
**RxPCN:** ASPROD1  
**RxGroup:** CCX01

# Locating a PCP



You can also find and schedule with a PCP on your own. A few major medical institutions in Chicago include:

| Northwestern   | UI Health   | RUSH   | U of C   | Loyola   | Other  |
|--|---|--|--|--|--|
| <p>If you'd like to establish care with a PCP within the Northwestern network, please call 312-926-8400.</p> | <p>If you'd like to establish care with a PCP within the UI Health network, please call 312-355-1700.</p> | <p>If you'd like to establish care with a PCP within the Rush network, please call 888-352-7874.</p> | <p>If you'd like to establish care with a PCP within the UofC network, please call 888-824-0200.</p> | <p>If you'd like to establish care with a PCP within the Loyola network, please call (888) 584-7888.</p> | <p>Alternately, you can establish care with anyone you choose in your community.</p> |



# MAKING MEDICAL APPOINTMENTS





# Making Medical Appointments



To make an appointment with your PCP or any specialist, you will call the office to make an appointment

When making your appointment, have your ID, your insurance card, and your calendar with you

Once you made an appointment if you need to cancel or reschedule, be sure to do it as soon as possible as some offices charge a fee for "no show"

Zoc Doc: [Zocdoc](https://www.zocdoc.com) can be a helpful website to locate in network providers and make appointments online



# TRANSPORTATION



# Transportation Options

- Within the city of Chicago and suburbs there are many options for transportation to and from medical appointments
- Options include:
  - CTA and Metra Public Transit
  - PACE Paratransit
  - Medicaid Managed Care Transportation Services
  - Taxi/WAV Taxi
  - Private Rides



# CTA/PACE/Metra Public Transit

- CTA/PACE/Metra
  - Chicagoland public transportation provides a high degree of accessibility to persons with disabilities
  - The RTA offers a training program for those who wish to learn how to ride the transit system
  - People with disabilities who use service animals are allowed to board with their service animals
  - Ventra App helpful for real-time arrivals for CTA buses, Metra ticket purchases



# CTA / Metra / PACE Public Transit

- **Reduced Fare and Ride Free Permits**
  - **Seniors**
    - If you are 65 years or older and not enrolled in the Illinois Department on Aging's Benefit Access program, you are eligible for a reduced fare permit.
    - Apply in person, call 312-913-3110, or by mail
    - Visit RTAChicago.org
  - **Persons with Disabilities**
    - All persons with a qualifying disability who are not enrolled in the Illinois Department on Aging's Benefit Access program are eligible for reduced fare permit.
    - To qualify, individuals must complete an application and submit proof of disability. If receiving disability payments from Social Security, a printout from Social Security dated this year with the word "disabled" is required.
    - If not receiving disability payments from Social Security, a doctor must attach a letter of diagnosis and must also fill out the proof of disability form located within the application.

**APPLICATION: RIDE FREE PERMIT**

**REDUCED FARE PERMIT**

**All Applicants must complete this page:**

Status (check one):  New applicant  
 Renewal - Card #:   
 (begins with a D or F on your card)

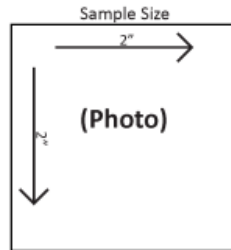
Applying for (check one):  Ride Free Permit (I am enrolled in the Benefit Access Program)  
 Reduced Fare Permit (I am not enrolled in the Benefit Access Program)

**PLEASE PRINT LEGIBLY IN CAPITAL LETTERS AND COMPLETE ALL INFORMATION:**

Legal Name: FIRST   
 M.I.  LAST   
 (SUFFIX)   
 Email Address:   
 Mailing Address: (include all information required for mail delivery)  
 STREET ADDRESS or PO BOX #:   
 APT/UNIT:  CITY:   
 STATE:  ZIP CODE:   
 Date of Birth (mm/dd/yyyy):  /  /   
 Telephone #: (  )  -

**Be sure to include ALL of the following items:**

- 2" by 2" color photo (clearly shows face)
- Proof of disability (for Persons with Disabilities Reduced Fare Permit)
- Clear copy of both sides of current government-issued ID card
- If applying for ride free, please include a copy of your Benefit Access eligibility certificate



*Sample Size (Any one of the following: Driver's License, Passport\*, State issued ID, Chicago CityKEY card, U.S. Immigration\*, Alien registration card\*, or any other official government ID with your picture, date of birth and signature)  
 \*These items not accepted for Ride Free Permits.*

Application must be signed: I understand that the purpose of this certification is to determine eligibility for the RTA Reduced Fare or Ride Free Permit Program, and agree to release the information from the Illinois Department on Aging Benefit Access Program for that purpose. The information requested on this application is exempt from public disclosure to the extent permitted by paragraph 207 of the Illinois Freedom of Information Act (5 ILCS 140/1 ET SEQ.). I understand that any information falsely presented on the application may result in my prosecution to the fullest extent allowable under the law. I understand that if I am issued an RTA Reduced Fare or Ride Free Permit that the permit is for my personal use only, and that if I allow another person to use my card, then the card could be revoked, I could be removed from the program, and I may be prosecuted to the fullest extent allowable under the law.

Date:  /  /  Signature: \_\_\_\_\_

**CENTER USE ONLY**

CENTER CODE:  TAKEN BY: (INITIALS)



ATTACH HERE

Only applicants applying for a Persons with Disabilities Reduced Fare permit, using a doctor's statement as proof of disability, must complete this page:

**TO BE COMPLETED BY A LICENSED MEDICAL PROFESSIONAL**

Applicants do not qualify if their condition is related to pregnancy, obesity, impairment due to illegal drugs/ alcohol abuse, or a symptom that can be controlled through medication. Please check the appropriate box. Applicant is eligible for a Reduced Fare Permit if one of the following criteria listed below applies:

- A physical disability, including but not limited to: respiratory, cardiac, or neurological disabilities a person receiving dialysis, living with AIDS, MS or a chronic progressive debilitating disease
  - A disability that effects mobility, including but not limited to: people who are non-ambulatory, use a mobility aid, have arthritis or an amputation
  - A person who is blind or visually impaired
  - A person who is deaf or has a hearing disability (Audiologist approval only)
  - An intellectual disability or developmental disability
  - A psychiatric disability that is chronic in nature
- Please indicate the duration of temporary disability  
 6 mths  9 mths  1 year  4 years  
 Applicant's impairment does not meet any of the functional limitations listed above. therefore, I cannot certify that the applicant's impairment meets the criteria for receiving the RTA Reduced Fare Permit at this time.

**ATTENTION MEDICAL PROFESSIONALS:** If applicant meets the eligibility criteria, please attach a statement on your professional letterhead or prescription form (please type or print) noting the diagnosis of the applicant and describing in detail why he/she meets the eligibility criteria. Photocopies and form letters are not acceptable. This statement is required in order to process this application. **Check One:**

- Physician  Psychiatrist  Optometrist  Audiologist  LCSW
- Psychologist  Physician Assistant  Nurse Practitioner  Chiropractor

**PLEASE PRINT LEGIBLY IN CAPITAL LETTERS AND COMPLETE ALL INFORMATION:**

FIRST NAME:   
 LAST NAME:   
 BUSINESS ADDRESS:   
 APT/UNIT:  CITY:   
 STATE:  ZIP CODE:   
 PATIENT'S NAME (FIRST):   
 (LAST):   
 PATIENT'S D.O.B:  /  /   
 WRITE YOUR LICENSE NUMBER:  STATE:

This number will be verified by your State Department of Professional Regulation. Please note temporary numbers are not accepted. Information falsely presented on this application by a licensed medical professional may result in their prosecution to the fullest extent allowable under the law. In addition, any falsification of information on this form may be considered grounds for revocation, suspension, reprimand or other disciplinary action. RTA reserves the right to (1) contact the licensed medical professional to verify the information provided, (2) make the final determinations on an applicant's eligibility for a Reduced Fare Permit and (3) have an applicant submit to a second exam by a licensed medical professional selected by the RTA. I hereby certify to the best of my knowledge the information on this application form is true and correct.

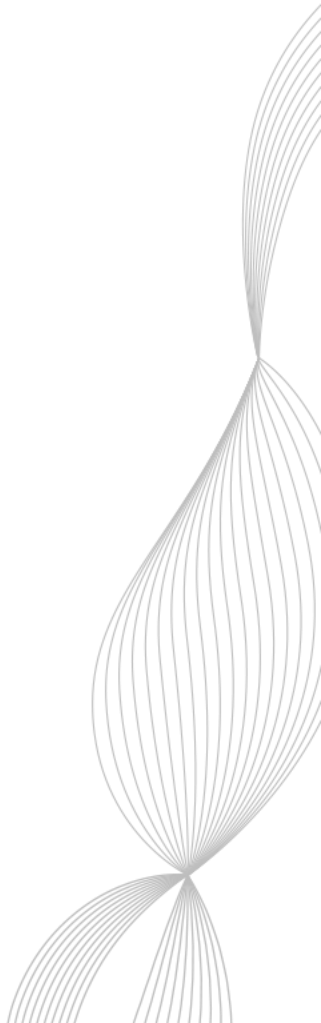


Date:  /  /  Signature: \_\_\_\_\_

# PACE Para-Transit Services



- ADA Paratransit Service is provided for riders whose disability or health prevents them from using the CTA or fixed route services for travel. Para-Transit is an application-based program.
- Types of Eligibility – There are 3 types of eligibility which you will be evaluated for:
  - **Unconditional Eligibility** - Your disability/health condition always prevents you from using the fixed route buses/elevated trains and you qualify for Paratransit service for all of your trips.
  - **Conditional Eligibility** - You are able to use the fixed route buses or elevated trains for some of your trips, but qualify for Paratransit service for other trips when your disability or environmental barriers prevent the use of fixed route transit service.
  - **Temporary Eligibility** - You have a health condition or disability that temporarily prevents you from using the fixed route buses or elevated trains.



# PACE Para-Transit Services

To apply:

1. To initiate the application process, call the RTA's ADA Paratransit Certification program at 312-663-HELP (4357 voice) to request an application between 8:30 a.m. and 5:00 p.m. Monday through Friday.
2. Once you have filled out as much of the application as you can, call RTA's ADA Paratransit Certification program at 312-663-HELP (4357 voice) to schedule an in-person interview. If needed, you can request Paratransit to provide transportation to the interview.
3. On your interview day, bring the application and a photo ID with you to the appointment. During the interview, Paratransit staff will review your application form and/or help you complete it. The staff will also discuss your travel abilities and limitations in more detail. You may be asked to take a "mock" bus trip. This will take about 30 to 45 minutes. It can give the evaluator a better idea of your travel abilities and limitations. Please dress for the weather.
4. The Paratransit Service Office will notify you by letter within 21 days of the completion of the interview and assessment. If you are determined to be eligible for ADA Paratransit service for some or all of your trips, you will receive a Certification Letter, a Customer Guide with information about how to use the service and a photo ID card



# Medicaid Managed Care Plans

- If you have a Medicaid Managed Care Plan you have access to transportation services through your insurance provider
- In order to access this service, you must contact your insurance provider
- Some insurance companies require forms to be completed by your medical team in order to verify your need for transportation
  - Should this be requested, notify your outpatient team as soon as possible to complete
  - These forms may include a “Standing Order for Transportation”, “Certification of Transportation Services”, or “Physician Certification

| Insurance Company                 | Transportation Service                   | Details   |
|-----------------------------------|--|---|
| <b>County Care or IL Medicaid</b> | <u>First Transit</u><br>1-877-725-0569   | <ul style="list-style-type: none"> <li>• Must schedule ride 72 hours in advance of your appointment</li> <li>• Monday – Friday 8am – 5pm</li> <li>• Transport available on weekends and holidays</li> </ul> |
| <b>Aetna Better Health</b>        | <u>Member Services</u><br>1-866-600-2139 | <ul style="list-style-type: none"> <li>• Must schedule ride 72 hours in advance of appointment</li> <li>• Monday- Saturday 8am-6pm</li> <li>• Transport available on weekends and holidays</li> </ul>       |
| <b>Blue Cross Community</b>       | <u>Logisticare</u><br>1-877-831-3148     | <ul style="list-style-type: none"> <li>• Must schedule ride 72 hours in advance of your appointment</li> <li>• Monday – Friday 8am – 8pm</li> <li>• Transport available on weekends and holidays</li> </ul> |
| <b>Meridian</b>                   | <u>Member Services</u><br>1-866-796-1165 | <ul style="list-style-type: none"> <li>• Must schedule ride 72 hours in advance of your appointment</li> <li>• Monday – Friday 8am – 5pm</li> <li>• Transport available on weekends and holidays</li> </ul> |
| <b>Molina</b>                     | <u>Member Services</u><br>1-844-644-6354 | <ul style="list-style-type: none"> <li>• Must schedule ride 72 hours in advance of your appointment</li> <li>• Monday – Friday 8am – 5pm</li> <li>• Transport available on weekends and holidays</li> </ul> |

# Accessible Taxi Services



- Many taxi companies provide transportation services for those needing accessible taxis. This service is usually private pay.
- You can call Curb Taxis at 888-928-2227 or use Curb app for central dispatch for all taxi companies and ask for an accessible/WAV taxi.
- Wait times will vary.
- In addition to confirming that they have accessible vehicles, you should specify what accommodations you will need, such as a ramp, wheelchair fasteners and safety belts.



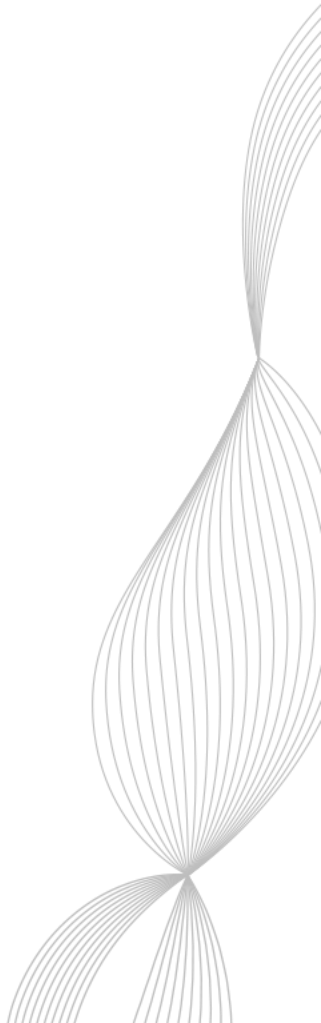
# MEDICATION MANAGEMENT



# Medication Refills



- It is extremely important to stay up to date on your medications and watch for when refills are due
- When it is time for a refill, contact your doctor to send an updated prescription to your pharmacy. **Do this about 7 days before you run out!** This also gives your medical team time to get insurance authorization if needed.
- If taking multiple medications, use of a pill box can be helpful for organization and help you realize when refills are due



# Medication Assistance Programs

If your insurance does not cover a medication, these resources might be helpful:

- **Needy Meds**
  - Search by medication for patient assistance programs, coupons and generic assistance programs. Usually there is an application for patient assistance programs that will give low cost or no cost to patient. This will take some time to apply and receive meds, thus start sooner than later: <http://www.needymeds.org/>
- **Good Rx**
  - Searches by medication to find nearby pharmacies with discounted coupons or programs: <http://www.goodrx.com/>
- **Walmart**
  - \$4 Generic medications. Talk to your pharmacist or doctor about changing to medications on this list to save money. List of medications can be printed at: <https://www.walmart.com/cp/1078664>
- **Meijer**
  - The Meijer pharmacy helps lower your health care costs with select free prescriptions. The following are free with your doctor's prescription, regardless of insurance or co-pay: Antibiotics, Diabetic medication and prenatal medications: <https://www.meijer.com/services/pharmacy/free-prescriptions.html>
- **Community Clinics**
  - Research community clinics in your area- these often provide low cost or no cost meds or contacting the public health department in your County.

# PATIENT PORTAL



# Patient Portal

- The Patient Portal is a tool that can be accessed via your computer or phone
- It is an online way to stay up to date on your health information
- At Shirley Ryan Ability Lab, all patients who are 18 years of age or older and do not currently have access to the portal can visit <https://ric.ighealth.com/self-enroll/> to enroll.

**View Health Record:**  
Allergies, Medications Problems  
View Clinical Notes and Documents  
View Lab and Radiology Results  
Download Health Record

**Secure Messaging:**  
Send a general message  
Request Rx renewals or refills  
Update personal information  
Receive email notification for message

**Appointments:**  
Request new appointment  
Cancel existing appointment  
View appointment details and save to your calendar  
Complete a clipboard form

**Consent Forms**  
Link to View/Download consent forms

**Portal Dashboard**

The screenshot shows the Shirley Ryan AbilityLab Patient Portal Dashboard. The top navigation bar includes 'Send a Message', 'Update My Personal Info', 'FAQ's', and 'Refill My Medications'. The left sidebar menu lists: Dashboard, My Health Record (highlighted), Health Profile, Lab Results, Documents, Medications, Download & Send, Imaging Results, Inbox and Messaging (1), Appointments, Shirley Ryan AbilityLab, and View Consent Forms (highlighted). The main content area features a large image of a modern hospital interior with a wheelchair in the foreground. On the right, there is a section for 'Viewing health record for PETER ZZZTEST' with sub-sections for 'Allergies' (listing shellfish, Pollen), 'Latest Results' (stating 'No information recorded'), and a 'View Lab Results' link.



# How to Use the Patient Portal



## Health Record

Here you can update your allergies, medications, and current health problems

You can also view test results and clinical MD notes.

## Messaging

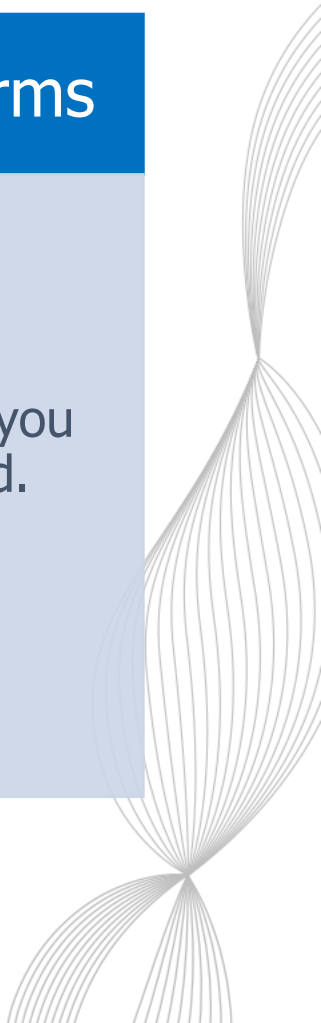
On the portal you can securely message your medical team or request a prescription refill.

## Appointments

In the portal you can view all your scheduled and previous appointments

## Consent Forms

Lastly you can view and download any consent forms you have completed.



# Examples of Using the Portal

<https://www.sralab.org/patient-portal-step-step-instructions>

Shirley Ryan  
**Abilitylab**

## Patient Portal

CONNECT WITH YOUR CARE TEAM



### SELF-ENROLLMENT

Patients who are 18+ and do not currently have access to the portal can enroll using the self-enrollment feature. Visit [sralab.org/self-enroll](https://www.sralab.org/self-enroll) to get started!



### HEALTH RECORD — VIEW YOUR RESULTS

View your health records, clinical notes, lab & radiology results and download a copy of your health records.



### MESSAGE YOUR CARE TEAM

Securely message your care team to ask questions and request a prescription renewal or refill. Setup email notifications when your care team responds.



### MANAGE APPOINTMENTS

Manage appointments online. Request a new appointment, cancel an existing appointment, view appointment details and complete clipboard forms.



### CONSENT FORMS

View and download Shirley Ryan AbilityLab patient consent forms.

### FIND US ON THE APP STORE



You can access your portal by mobile device by downloading the HealthLife App.



### LEARN MORE

- Visit [sralab.org/patient-portal](https://www.sralab.org/patient-portal)
- Call 312.238.1000
- Ask your care team



# QUESTIONS?

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