

## CountyCare Member website

# Glossary of Terms

### Terms throughout website:

**Adult Day Service** – A place for adults who cannot safely be home alone during the day. These programs offer activities, meals and the chance to meet others.

**Adult Day Service Transportation** – Rides to and from an adult day service center.

**Advance Directive/Power of Attorney** – A legal document. It has two parts: a “living will” and a “power of attorney.” A living will states your wishes about medical care when you can’t speak for yourself. Power of attorney names someone you trust. This person can make medical decisions for you if you cannot. Filling out an advance directive is a good idea for all adults.

**Assisted Living** – Housing for elderly or disabled people that provides nursing care, housekeeping, and prepared meals as needed for those who cannot or chose not to live independently.

**Authorization to Disclose Protected Health Information (PHI)** – A form you sign that says it’s okay to share your health information. If you want your doctors to discuss your health with a family member, this is the form you would sign.

**Authorized Representative Form** – A form you sign that names someone you trust to act on your behalf. This form gives that person the power to apply for medical benefits for you.

**Behavioral Health Services** – These include mental health issues such as depression as well as substance use issues and other types of addictions.

**Care Coordination** – A way to connect you with health care providers, find services and set health goals.

**Care Manager** – Someone who helps connect you with health care providers and services. He or she also helps you set health goals.

**Certificate of Coverage** – Provides proof of participation and coverage in your health plan and includes details about what your insurance covers. This paper also gives you important phone numbers and word definitions.

**Chronic Illness** – A disease or sickness that lasts a long time. Diabetes, asthma or cancer are a few examples of a chronic illness.

**Complex Pregnancy** – A pregnancy that puts a mother’s health or baby’s health at risk. A pregnancy that needs special medical care.

**Critical Incident Reporting** – A form to fill out if you think your health or safety were put in danger. Once you fill it out, send it to CountyCare immediately.

**Day Habilitation** – A program that helps people with developmental disabilities improve skills and form better relationships.

**Environmental Accessibility/Adaptions-Home** – Changes made to your home to make daily living safer and easier. Examples include ramps and hand rails.

**Family Skills Training** – A way to reduce risk factors and help parents who care for children with illnesses or problems.

**Health Insurance and Portability Act (HIPAA)** – A law that helps keep your healthcare information private.

**Home and Community-Based (HCBS Waiver) Services** – Allows you to get health care services in your home or a community setting, such as an adult day care. You do not need to move to a nursing home or hospital to receive care.

**Home Health Aid** – A health care worker who comes to your home to help with daily activities. This includes helping with bathing and dressing.

**Long-Term Services and Supports (LTSS)** – Services for people who need extra help for daily tasks. These services assist with eating, getting dressed, using the toilet and more.

**Long-Term Services and Supports (LTSS) Program Overview** – LTSS stands for “long-term services and supports.” This type of care can be provided by a home and community-based service or a nursing facility. CountyCare provides a detailed [overview](#) of how this program works and what is covered.

**Managed Care** – A type of healthcare in which patients see doctors and use the facilities within their plans provider network.

**Medical Home** – Your medical home is where your PCP is located and where you go for primary and preventive care. Having a medical home helps make sure you are getting the best care possible in the most efficient way.

**Medically Necessary** – A service or item your doctor believes is needed to care for you. This can be a treatment, a test or a supply, and should be covered by your plan.

**Medically Supervised Day Care** – A place for adults who are unable to be left home alone during the day. Here, they get care from licensed health care providers.

**Non-discrimination Statement** – A sign or piece of paper that says decisions are made fairly. They are not made because of your skin color, religion, sex, age, ability level or where you come from. It also gives phone numbers if you need help.

**Nurse Intermittent** – Part-time skilled care nursing in the home.

**Nursing Facility Services** – Skilled Nursing, Rehabilitation and Long Term Care services provided in a Medicaid certified nursing home.

**Occupational, Physical and Speech Therapy** – Treatments that help improve how you move, think and speak. Treatments may be needed for an ongoing problem or after an injury or illness.

**Out-of-Plan Coverage** – Healthcare services received outside of your healthcare plan.

**Personal Assistant** – Provides home care services to people with disabilities.

**Personal Emergency Response System (PERS)** – A home device that allows you to call for help by pushing a button.

**Preferred Drug List** – A list of drugs covered by CountyCare that do not need special approval. These drugs have been shown to be effective and safe. To make sure your medications are covered, simply look at the list on our [Resources](#) page.

**Prevocational Services** – A program aimed at teaching an individual with disabilities job skills for paid or unpaid employment.

**Primary Care Network** – Health care providers and locations that serve CountyCare members. Learn who is in the [CountyCare Primary Care Network](#) and how it works.

**Primary Care Provider (PCP)** – A healthcare provider, including physicians, Federally Qualified Health Center (FQHCs), Rural Health Clinics (RHCs), nurse practitioners, hospital-based clinics, local health departments, school based clinics, and Women’s Health Care Providers (WHCPs) who is responsible for providing all of your preventive and primary care services and refer you to specialists when needed.

**Primary Care Site** – Your place to go for providing all of your preventive and primary care services and refer you to specialists when needed. Primary Care Sites include Federally Qualified Health Center (FQHCs), Rural Health Clinics (RHCs), hospital-based clinics, local health departments, school based clinics.

**Prior Authorization** – Approval from your health plan to see a special doctor, get a special test or have treatment.

**Redetermination** – An annual review to see if you still qualify for Illinois Medicaid. If you do not complete your redetermination with the State you will lose your healthcare coverage.

**Release of Authorization Form** – A paper you sign that allows your health information to be shared.

**Respite care** – Short-term care designed so caregivers can take a break and get rest.

**Revocation Form** – If you no longer want to share your health information you should [fill out this form](#) and send it to CountyCare.

**Skilled Nursing** – Daily care provided by registered nurses.

**Specialized Medical Equipment and Supplies** – Items your health care team says are needed for your plan of care.

**Specialty Care** – Services provided by a doctor who has been trained in a particular area such as a cardiologist who treats heart patients or an oncologist who treats cancer patients.

**Supported Employment** – A program that gives jobs to people with disabilities.

**Waiver Services/Waiver Program** – Allows you to get health care services in your home. You do not need to move to a nursing home or hospital to receive care.

## Durable Medical Equipment terms

**Anticoagulation Monitoring** – Home devices that measure how well your blood clot medicine is working.

**Breast Pumps** – A breast pump is a mechanical device that extracts milk from the breasts of a lactating woman.

**Diabetic Shoes** – Extra deep shoes that help stop skin problems in people with diabetes.

**Durable Medical Equipment** – Equipment and supplies ordered by your health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics along with many other supplies.

**Enteral Feeding Supplies** – Items used to deliver liquid nutrition to your stomach or intestines. This includes formula as well as tubes and pumps.

**Home Modifications** – Changes needed in your home due to your health. Examples include hospital beds that lift your head and feet, and special chairs so you can go to the bathroom.

**Infusion Supplies** – Items needed to deliver drugs and food through your blood vessels. These include infusion pumps as well as tubing and other supplies.

**Insulin Pumps** – Small devices that deliver insulin to people with diabetes. These can be worn on the belt or in a pocket and use batteries. Tubes attached to the pump are inserted under a person's skin.

**Left ventricular assist device (LVAD)** – A device inserted in the chest to help a weak heart pump.

**Mastectomy Prosthetics and Supplies** – Items for women who have had surgery to remove their breasts. These include special bras and items that fit inside bras.

**Mobility Equipment** – Devices to help you if you cannot walk or have trouble walking. These include wheelchairs, walkers, crutches and canes as well as splints. Splints keep broken bones from moving and support muscles so they don't swell and hurt.

**Occupational Therapist** – A health care worker who uses everyday activities to help patients meet their health care goals.

**Orthotics/Prosthetics** – Devices to help those with bone fractures, missing limbs and back problems. Examples include shoe inserts, braces and artificial limbs.

**Pediatric and Youth Supplies** – Items made just for babies and young children. These include catheters (tubes that remove urine and other fluids), diapers and disposable underwear. Nutrition drinks and pills may also be included. -

**Physical Therapist** – A health care worker who helps improve movement and lessen pain. They use exercise, massage and heat to help patients.

**Respiratory Equipment** – Items that help you breathe. This includes items that hold and deliver oxygen, such as a "ventilator." It also includes tubes and devices that help provide oxygen and keep your airways clear.

**Social Worker** – A health care worker who counsels people and connects them to services. Social workers help the sick and elderly. They also help people who are abused, use drugs and have other problems.

**Speech Therapist** – A health care worker who helps people talk and swallow. This therapy can be needed during childhood. It can also be needed after an injury or illness.

**Transcutaneous Electrical Nerve Stimulation (TENS) Supplies** – Items needed for a treatment that uses small electric shocks to lessen pain. This includes the machine that creates the electricity as well as electrodes and electrode pads. Electrodes are wires that pass the energy from the machine to the body.

**Urology and ostomy Supplies** – Items for people who cannot go to the bathroom normally. These include catheters that help people urinate and urine bags. Special bags and supplies are also needed for those with "ostomies." Ostomies are surgical cuts that help get rid of body waste. Adult diapers are also included.

**Wound Supplies** – Dressings and other supplies to drain wounds. For example, "wound vacs." Also, items that help healing, provide comfort and stop infection.