

COVID-19 UPDATE



Virtual Care Program: State of Illinois Partnership

Advocate Aurora Health is partnering with the State of Illinois to deliver a comprehensive virtual patient care program for northern Illinois residents. This program is a critical component of the state's broader recovery plan, which includes community testing and contact tracing.

Who qualifies for the state of IL virtual care program?

As part of our contract with the State of Illinois, this program is available to all Illinois residents, over the age of 12 months, regardless of insurance coverage with no cost associated and focused on serving high prevalence communities. Advocate Aurora will enroll patients in virtual monitoring who have come into known exposure or who have COVID symptoms. This program is available for Advocate and Non Advocate patients.

How are patients enrolled in the program?

Illinois residents may be enrolled by calling the COVID-19 hotline: 866-4HEALTH (866-443-2584).

How do patients access the program?

All patients will need a MyAdvocateAurora account and will access the program via the LiveWell app or the MyAdvocateAurora website.

What does the program include?

The program runs for 14 days and includes virtual daily check-ins via the LiveWell app or MyAdvocateAurora website and education and 24/7 alert monitoring. Eligible patients enrolled in the program may be provided a free home monitoring kit that may include a thermometer, blood pressure machine, pulse oximeter and mask based on an initial assessment of patient needs.

How will PCPs be notified their patients are being cared for through this program?

For those patients with an established Advocate Aurora PCP, results of initial intake and significant clinical changes will be sent to PCPs. If information regarding non-Advocate Aurora PCP is available, every attempt will be made to notify them.

Are we using virtual care tools in other areas of the organization?(Removing for external use)

We are also using virtual care tools within employee health for COVID symptom monitoring among team members and within enterprise population health and post acute to provide virtual care and support for COVID and other conditions.

Will this program be expanding to Wisconsin residents? (Removing for external use)

We are focusing our efforts on getting the State of Illinois program up and running and will evaluate opportunities for expanding the partnership.

Resources:

- [State of Illinois initial program announcement](#)
- [LiveWell and MyAdvocateAurora FAQ \(includes download instructions\)](#)