

Medicaid Managed Care Oversight Commission

12:00 – 2:00PM

Thursday, April 23, 2026

Virtual Webex Meeting



HFS

Illinois Department of
Healthcare and Family Services

I. Call To Order



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OUR VISION FOR THE FUTURE

We improve lives.

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

▶ **We value our staff as our greatest asset.**

We do this by:

Fully staffing a diverse workforce whose skills and experiences strengthen HFS.

Ensuring all staff and systems work together.

Maintaining a positive workplace where strong teams contribute, grow and stay.

Providing exceptional training programs that develop and support all employees.

▶ **We are always improving.**

We do this by:

Having specific and measurable goals and using analytics to improve outcomes.

Using technology and interagency collaboration to maximize efficiency and impact.

Learning from successes and failures.

▶ **We inspire public confidence.**

We do this by:

Using research and analytics to drive policy and shape legislative initiatives.

Clearly communicating the impacts of our work.

Being responsible stewards of public resources.

Staying focused on our goals.

II. Welcome by Co Chairs

Presenter: Melishia Bansa
Deputy Director of Community Outreach – Boards &
Commissions



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Mattie Hunter

Assistant Majority Leader



Illinois State Senator

Years served: 2003 - Present

Welcome by Our Commission Co-Chairs

(1/2)

Biography

Senator Hunter, a native Chicagoan, has served in the IL GA since 2003. Hunter holds a leadership position as the Assistant Majority Leader, is Vice-Chair of the Executive Appointments and Public Health Committees, serves on the Senate Appropriations – Public Safety and Infrastructure, Energy and Public Utilities, Executive, and Health and Human Services Committees, and is a member of the Illinois Legislative Black Caucus.

As state senator of the 3rd District, Hunter's priorities remain focused on protecting schools, increasing public safety, creating economic opportunities, expanding access to health care and fighting for equality. Over 400 bills regarding breast cancer, childhood vaccines, health care access, substance abuse treatment, youth employment, environmental issues and education have been passed during Hunter's career.



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Camille Lilly

Assistant Majority Leader



Illinois State Representative

Years served: April 2010 - Present

Welcome by Our Commission Co-Chairs

(2/2)

Biography

Rep. Camille Lilly was born and raised in the 78th IL House district and has served as its Representative since 2010. Lilly holds a leadership position as the Assistant Majority Leader, Chair of Approp-Health & Human Services, and Vice-Chair of Appropriations-Public Safety. Lilly's other committees include Labor & Commerce Mental Health & Addiction, Veterans' Affairs, Public Health, Minority & Women Inclusion Analysis.

Lilly is known for her ability to build coalitions and develop creative, sustainable solutions to improve people's lives and communities. Lilly has spent her professional career advocating for and working toward economic opportunity, community development, health and wellness, and educational advancement for district residents.



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General Meeting Operations and Communications

(1 of 3)

Meeting basics

- Please note, this meeting is being recorded.
To ensure accurate records, please type your name and organization into the chat.
- If possible, members are asked to attend meetings with their camera's turned on, however, if you call in & need materials, please email HFS.Boards.and.Commissions@illinois.gov as soon as safely possible.
- Please be sure to mute your audio except when speaking.
- Please note that HFS staff may mute participants to minimize any type of disruptive noise or feedback.





General Meeting Operations and Communications

(2 of 3)

Comments or questions during the meeting

- If you are a Commission member and wish to make a comment or ask a question during the meeting, please use the WebEx feature to raise your hand, contact the host/co-host, or unmute yourself during QA sections facilitated by the Co-Chairs.
- Please state your full name when asking a question or passing a motion.
- If you are a member of the general public and wish to make a comment, please register to make a public comment prior to the meeting. Instructions to make public comments have been provided for you in the public meeting posting located on the MCO Oversight Boards and Commissions webpage.
- If you have a question during the meeting, please utilize the Webex chat feature to send your question directly to the meeting host.





General Meeting Operations and Communications

(3 of 3)

Meeting basics Cont.

- The Co-Chairs will try to address as many questions as possible during designated sections of the meeting. We recognize that due to the limited allotted time, your questions may not be answered during the meeting, therefore be sure to visit the HFS Webpage for a list of helpful resources. Your questions are important to us and will help inform the development of future presentations and informational materials.
- HFS is committed to hosting meetings that are accessible and ADA compliant. Closed captioning has been made available to you today via the WebEx Platform. Please email HFS.Boards.and.Commissions@illinois.gov in advance to report any requests or accommodations you may require or use the chat to alert me of challenges you may have encountered during the meeting. Patience, please – many meeting attendees may be new to these proceedings.
- Meeting minutes of the prior meeting have been circulated to commission members in advance of today's session. Once approved, they will be posted to the website along with today's MCO Oversight Commission presentation deck.



Summary of Agenda

- I. Call to Order
- II. Welcome by Co-Chairs
- III. Roll Call of Members
- IV. Introduction to HFS Staff
- V. Review of Meeting Minutes
- VI. Healthcare and Family Services Executive Presentations
- VII. Discussion
- VIII. Public Comments
- IX. Additional Business Old & New
- X. Adjournment



III. Roll Call of MCO Members

Presenter: Melishia Bansa
Deputy Director of Community Outreach – Boards & Commissions



Roll Call of MCO Commission Members

Anthony (Tony) LoSasso	Senator Mattie Hunter	Co-Chair
Audrey Tanksley	State Rep. Camille Lilly	Co-Chair
Caprice Carthans		
Charles (Matt) Hartman		
Cornetta Levi	Jordan Powell	
David Sharar (Proxy: Melissa Woodbury)*	Mark Corey	
Garth Reynolds	Marie Rucker	
Gerald (Jud) DeLoss	Matthew Wolf – <i>Resigned</i>	
Jennie Pinkwater	Nadeen Isreal	
Nina Davis - DCFS	Olumide Idowu	
Joushua Gottlieb – <i>Resigned</i>	Rual Garza	
	Senator Dave Syverson Proxy Cheryl	
	Keshonna Lones – HFS (Proxy: Sarah Sugar)	
	Williams Simon	
	Arti Barnes - IDPH	
	Representative Ryan Spain	



IV. Introduction of HFS Staff & Leadership Comments

Facilitator: Melishia Bansa
Deputy Director of Community Outreach – Boards
& Commissions
Presenter: Dana Kelly, HFS Chief of Staff



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Introduction of HFS Staff

A. Dana Kelly

Chief of Staff, HFS

B. Melishia Bansa

Deputy Director of Community Engagement |
Boards & Commissions

C. Helena Lefkow

Deputy Administrator, Managed Care Performance

D. Sarah Sugar

Special Assistant for Managed Care



V. Review of Meeting Minutes

Presenter: Melishia Bansa
Deputy Director of Community Outreach – Boards
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A. Additional Feedback From Previous Meetings

Facilitator: Co-Chairs



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VI. Healthcare & Family Services Executive Presentations

Presenters: Keshonna Lones, Bureau of Managed Care and Sarah Sugar, Special Assistant to the Director for Managed Care





Point 9



Review compliance of all MCOs with state contracts and penalties for non-compliance



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Sanctions Overview

Key Policies and Processes

The HCI contract grants the Department the authority to impose the following sanctions:

- Civil Monetary Penalties (i.e., financial penalties)
- Suspension of new enrollment, including default enrollment (auto assignment); and
- Contract termination.

Sanctions may require a corrective action plan (CAP), depending on the type of contract violation. For sanctions requiring a CAP, the HFS Account Management team monitors and confirms the appropriate remediation steps were taken (as applicable) and determines if further compliance action is required.

Sanctions are considered closed upon receipt of payment of the penalty by the MCO and correction of the action that caused the sanction to be issued.

Examples of Past Sanctions

- **Auto Assignment:** An MCO received a statewide auto-assignment enrollment sanction for not having a sufficient provider network to provide adequate access to all Covered Services statewide, including network adequacy issues with hospitals, specialists, and primary care providers.
- **Provider Resolution Sanction:** An MCO was issued a monetary penalty of \$5,000 for not responding to a disputed claim from the Department's provider complaint portal within the required 30 days.
- **Encounter Data Sanction:** An MCO was issued a monetary penalty of \$100,000 for not meeting the 92% threshold for transportation data to support Encounter Utilization Monitoring (EUM).
- **Ad-Hoc Report Sanction:** An MCO was issued a monetary penalty of \$5,000 for submitting inaccurate and untimely data in response an ad-hoc request by the Department for a Mental Health Parity (MHP) report.

All sanctions are publicly available on the HFS website:
<https://hfs.illinois.gov/medicalproviders/cc/sanctions.html>

Sanctions in 2026 and Beyond

Key Changes to Oversight Strategy Under the New Contract

- Refocusing MCO oversight efforts to align with **quality strategy** and ensure **performance-related actions** are prioritized, in addition to administrative actions.
- Clearly **integrate corrective action plans into the sanction structure**. This includes standard documentation requirements that will apply uniformly across all MCOs demonstrating the specific actions taken to remediate the deficiency.
- The **Account Managers** will continue to be a key resource to verify the documentation through routine monitoring, follow up communications, and review of any required data or reports.



Point 3

Review and assess the appropriateness of metrics used in the Pay-for-Performance programs



2024 – 2027 Quality Strategy

Using the Comprehensive Medical Programs Quality Strategy as a framework for quality improvement activities, HFS focuses on equity and other quality strategy objectives to improve health outcomes and health equity for all customers.





Vision for Improvement in the Quality Strategy

Adult Behavioral Health

- Improve the health outcomes and management of behavioral health services and supports for adults.

Child Behavioral Health

- Improve the health outcomes and management of behavioral health services and supports for children.

Maternal and Child Health

- Improve the health outcomes of birthing persons, babies, and children.

Equity

- Eliminate disparities and ensure equitable access to primary and preventive care services across the Medicaid population.

Community and Health Promotion

- Provide person-centered services and supports to ensure care is delivered in the least restrictive environment.
- Promote whole person wellness, preventive care, and management of chronic conditions.



How the Quality Strategy Informs the HCI Quality Withhold Program

- The Quality Strategy identifies Pillars, Goals, and Objectives focused on improving customer outcomes
- A way to quantify improvement is using performance measures, which are a significant focus of the Quality Strategy.
- Performance measures help address gaps in care, promote whole person wellness, preventive care, and management of chronic conditions.
- Quality Withhold Program performance measures align with the Quality Strategy and aim to improve health and quality outcomes for customers.
- Measures in the Quality Strategy and in the Quality Withhold Program use nationally recognized measures and some custom measures specific to Illinois.

HCI Quality Withhold

Program: Pay For Performance (P4P)

Pay For Reporting (P4R)

- The Quality Withhold Program is comprised of two components: P4P and P4R
- In the P4P and P4R Program, each MCO will be subject to a 2 percent withhold which may be earned back based on performance on the P4P measures (1 percent of the withhold) and accurate reporting of the P4R measures (1 percent of the withhold).



HCI Quality Withhold Program: P4P and P4R

- P4P requires MCOs to meet set benchmarks on identified measures.
- P4R requires MCOs to report on identified measures by race, ethnicity, gender, and zip code.
- The reporting measures were chosen to expand the measures included in the P4P program in subsequent years to better align with HFS' five pillars of improvement.

HCI Quality Withhold Program: Unearned Funds

- MCOs will be eligible to earn back unearned funds based on performance and improvement on the P4P measures in the Maternal and Child Health pillar.
- To be eligible to receive unearned funds, MCOs must complete the Maternal Child Health quality and equity improvement project evaluation report.

HCI Quality Withhold Performance Measures



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Adult Behavioral Health P4P/P4R

P4P

- Follow Up After Hospitalization for Mental Illness (**FUH**)
- Follow Up After Emergency Department Visit for Substance Use (**FUA**)
- Pharmacotherapy for Opioid Use Disorder (**POD**)

P4R

- Follow Up After High-Intensity Care for Substance Use Disorder (**FUI**)
- Clinical Depression Screening and Follow Up (**CDF**)



Child Behavioral Health P4P/P4R

P4P

- Follow Up After Hospitalization for Mental Illness (**FUH**)
- Follow Up After Emergency Visit for Mental Illness (**FUM**)
- Initiation and Engagement of Substance Use Disorder Treatment (**IET**)

P4R

- Follow Up After Mobile Crisis Response Services (**MCR**)
- Clinical Depression Screening and Follow Up (**CDF**)
- Follow Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication (**ADD**)



Maternal and Child Health P4P/P4R

P4P

- Timeliness of Prenatal Visit (**PPC**)
- Timeliness of Postpartum Visit (**PPC**)
- Childhood Immunization Status (**CIS-10**)
- Child and Adolescent Well-Care Visits (**WCV**)
- Oral Evaluation, Dental Services (**OED**)

P4R

- Prenatal Depression Screening (**PND**)
- Postpartum Depression Screening (**PDS**)
- Contraceptive Care – All Women – 21- 44 Years (**CCW**)
- Unexpected Complications in Term Newborns (**PC 06**)



Equity P4P/P4R

P4P

- Breast Cancer Screening (**BCS**)
- Cervical Cancer Screening (**CCS**)
- Controlling High Blood Pressure (**CBP**)

P4R

- Breast Cancer Screening - Disparities Focus (**BCS**)
- Colon/Rectal Cancer Screening (**COL**)



Community and Health Promotion

P4P/P4R

P4P

- Adult Access to Preventive/Ambulatory Health Services (**AAP**)

P4R

- Long Term Services and Supports (LTSS) Successful Transition After a Long-Term Stay (**LTSS Tran**)
- Long Term Services and Supports (LTSS) Minimizing Facility Length of Stay (**LTSS MLOS**)

Analysis of Performance Measures

- Analysis of quality performance identifies disparities and care gaps.
- Analysis is done regularly throughout the year by MCOs and includes available demographic information such as gender, geography, race, and ethnicity.
- Analysis drives targeted interventions to narrow disparity and close gaps in care.



ANY QUESTIONS?



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MCO Oversight Commission Annual Report

[6374RSGAEmail14093RSGAAttachMCO Commission
Report December 31 2025.pdf](#)



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VII. Discussion

Facilitator(s:) Co-Chairs





VIII. Public Comments

Presenter: Melishia Bansa
Deputy Director of Community Outreach – Boards & Commissions



Public Comments

Name	Title	Org	Comment
None			





IX. Additional Business: Old & New

Facilitators: Co-Chairs



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Additional Business: Old & New



a. Items for future discussion?



b. HFS announcements?

i. Meeting Dates

**Presenter: Melishia Bansa, Deputy Director of Community Engagement |
Board and Commissions**



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For Future Meetings:

- 2026 Meetings will meet quarterly
- [MCO Oversight Commission Meeting Schedule \(illinois.gov\)](https://www.illinois.gov/mco-oversight-commission-meeting-schedule)

Next Year Meeting Date & Times

- July 8, Sept 9, Dec 9
- (Please note: meeting dates are subject to change)

HFS Announcements

- Please complete your mandatory training

ii. Boards and Commission Resources

Facilitator: Melishia Bansa, Deputy Director of Community Engagement |
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1. Rules

Presenter: Omar Shaker, Chief of Administrative Rules, Office of the General Counsel, OMA Designee





2. Bureau of Training

Presenter: Tony Crain, Bureau of Training



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Mandatory Ethics Trainings Reminder Email

All appointees must complete the following trainings on OneNet:

- 1 Security Awareness Training 2026
- 2 Diversity, Equity, Inclusion and Accessibility Training 2026
- 3 LGBTQIA+ Equity and Inclusion 2026
- 4 Ethics Training Program for State Employees and Appointees 2026
- 5 Harassment and Discrimination Prevention Training 2026
- 6 HIPAA & Privacy Training 2026

You can access the trainings at the following link: <http://onenet.illinois.gov/mytraining>

Please see attached memo for additional details. Please complete the trainings through OneNet no later than December 23, 2026. If anyone has any issues logging into OneNet, please email HFS.BureauofTraining@Illinois.gov

MCO Oversight Commission Member Resources

Website and resources

- [Medicaid Managed Care Oversight Commission \(illinois.gov\)](https://www.illinois.gov/medicaid-mco-oversight-commission)



The screenshot shows the official website of the Medicaid Managed Care Oversight Commission. The header includes the HFS logo, the text 'HFS Illinois Department of Healthcare and Family Services', the name 'Elizabeth M. Whitehorn, Director', a language selector set to 'English', and a search bar. The main navigation bar lists links: Home, My Healthcare, Medical Providers, Child Support Services, HFS OIG, Community, Info Center, and About Us. The breadcrumb trail reads: HFS > About Us > Boards and Commissions > Medicaid Managed Care... The left sidebar contains links to 'Medicaid Managed Care Oversight Commission Home', 'MCO Oversight Commission Legal Description', 'MCO Oversight Commission Membership', 'MCO Oversight Commission Meeting Schedule', and 'MCO Oversight Commission Meeting Notice'. The main content area is titled 'Medicaid Managed Care Oversight Commission' and features a table with details about the commission.

TITLE	Medicaid Managed Care Oversight commission
FUNCTION	The Medicaid Managed Care Oversight Commission is created within the Department of Healthcare and Family Services to evaluate the effectiveness of Illinois managed care program.
TERMS	Determined by Senate President and Speaker of the House
COMPENSATION	None
CHAIRPERSONS	Senate President appointment and Speaker of the House



Commission Resources

The Illinois Department of Healthcare and Family Services (HFS) utilizes a range of social media accounts to better reach our customers and stakeholders. We encourage you to follow us on:

1. Twitter: <https://twitter.com/ILDHFS>
2. Facebook: <https://www.facebook.com/ILDHFS>
3. LinkedIn: <https://www.linkedin.com/company/ildhfs/>

for important news, announcements and alerts. And please spread the word to your own followers.

Together, let's keep those we serve well informed, educated and empowered!



X. Adjournment

Facilitator(s): Co-Chairs



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