

Medicaid Managed Care Oversight Commission

10:30 – 12:30 PM

Wednesday, Dec. 10, 2025

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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Facilitator: Co-Chairs

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

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

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

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	Joshua Gottlieb — Resigned
Audrey Tanksley	Jordan Powell*
Caprice Carthans	Mark Corey
Charles (Matt)Hartman (prox – Ashley Snavely)	Marie Rucker
Cornetta Levi*	Matthew Wolf — Resigned
David Sharar*	Nadeen Israel
Garth Reynolds	Olumide Idowu
Gerald (Jud) DeLoss*	Raul Garza
Jennie Pinkwater*	Sen. Dave Syverson*
Nina Davis*	Keshonna Lones
	William Simon

Senator Mattie Hunter

Co-Chair

State Representative Camille Lilly

Co-Chair



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. Keshonna Lones

Bureau Chief, Bureau of Managed Care

E. Sarah Sugar

Special Assistant to the Director for Managed
Care



V. Review of Meeting Minutes

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





VI. Healthcare & Family Services Executive Presentations

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



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A. HCI Procurement Update



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Overview of the HCI Contract

**Population Health and
Enrollee-Centric Care**

**Benefits and Services
Delivery**

**Quality Management &
Incentives**

**Availability &
Accessibility of Care**

Operations



B. Review Summary of all points presented thus far





Point 1

- Reviewed data on health outcomes of Medicaid MCO members

Point 2

- Reviewed care coordination and management efforts, focusing on SDOH

Point 5

- Examined performance in meeting diversity contracting goals

Point 6

- Reviewed effectiveness of medical claims processes



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Point 7

- Reviewed member access to services, including speciality care

Point 8

- Examined performance in value-based care and APMs

Point 11

- Reviewed data on provider availability

Point 12

- Examined capacity for culturally competent services





Remaining Points to be Discussed

Quality
Metrics

Prior
Authorization

Contract
Compliance

Safety Net
Hospitals



C. Annual Report

**Facilitators: Patrick Hostert, Deputy Director of Legislative Affairs
Melishia Bansa, Deputy Director of Community Engagement | Board and
Commissions**



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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 Reported			





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

- TBD

HFS Announcements

- Please complete your mandatory training

ii. Boards and Commission Resources

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



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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 2025
- 2 Diversity, Equity, Inclusion and Accessibility Training 2025
- 3 LGBTQIA+ Equity and Inclusion 2025
- 4 Ethics Training Program for State Employees and Appointees 2025
- 5 Harassment and Discrimination Prevention Training 2025
- 6 HIPAA & Privacy Training 2025

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, 2025. 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/medicaidmanagedcareoversightcommission)

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

