

**Illinois Department of Healthcare and Family Services
Care Coordination Subcommittee Meeting**

January 6, 2015

401 S. Clinton, Chicago, Illinois
201 S. Grand Avenue East, Springfield

Members Present

Edward Pont, Chair, ICAAP
Kathy Chan, CCHHS
Kelly Carter, IPHCA
Alvia Siddiqi, IHC
Art Jones, LCHC

Members Absent

Diana Knaebe, Heritage BHC
Mike O'Donnell, ECLAAA, Inc.
Josh Evans, IARF

HFS Staff Present

Julie Hamos, Director
Dr. Arvind Goyal
James Parker
Molly Siegel
Kai Tao
Patrick Lindstrom
Lauren Polite

Interested Parties Present

Philippe Largent, Consultant
Paula A. Dillon, Illinois Hospital Assoc.
Keith Kudla, FHN
Alicia Siani, Ever Thrive IL
Ann Cahill, Illinicare Health
Scott Nance, Access Living
Franchella Holland, Advocate ACE
Deb Matthews, UIC-SCC
Chris Haen, Lurie Children's Hospital
Mary Hayes, ICAAP
Kathryn Shelton, LAF
Mikal Sutton, Cigna-HealthSpring
Dr. David Sand, Harmony-WellCare
Marvin Hazelwood, Consultant
Jill Hayden, BCBS IL
Gary Thurnauer, Pfizer
Dawn Lease, J&J
Erin Weir, Age Options
Luvia Quinones, ICIRR
Laura Minzer, Cigna-HealthSpring
Luceno Gomez, Cigna-HealthSpring
Dr. W. Daniel Perez, Pediatrician
Nadine Israel Ever Thrive IL

Sharon Post, HMPRG
Gwendolyn Odom, NextLevel Health CCE
Amy Sagen, UI Health Plus ACE
Andrea Kovach, Shriver Center
Tom Wilson, Access Living
Jeanine Solinski, University of Chicago
Samantha Olds Frey, IAMHP
Jill Fraggos, Lurie Children's Hospital
Alexa Herzog, Ever Thrive IL
John Jansa, Molina
Justin Hayford, AIDS Legal Counsel
Mary Kaneaster, Lilly
Paul Frank, Harmony-WellCare
Phil Mertis, Gilead
Sally Szumlas FHN
James Kiamos, FHN
Karen Brach, BCBS IL
Eric Foster, IADDA
Alison Stevens, LAF
Sandy De Leon, The Ounce
Jennie Pinkwater, ICAAP
Dr. Ehrman, Will County (WCCHC)
Diane Montanez, Alivio

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Andrew Fairgrieve, HMA
Anna Carvello, La Rabida
Lindsey Artola, IlliniCare
Winston Laverson, Gilead

Jessie Beebe, AFC
Wes Venteicher, Tribune
Renee Dubois, HMPRG

I. Call to Order

Chair, Dr. Edward Pont called the meeting to order at 10:10 am.

II. Introductions

The members of the Medicaid Advisory Committee Care Coordination Subcommittee and attendees in Chicago and Springfield and those participating via telephone were introduced.

III. Review of October 7, 2014 Meeting Minutes

After a brief discussion, the minutes from October 7, 2014 were reviewed by the Subcommittee and approved. One minor edit was made.

IV. FHN Health Plan Presentation

Family Health Network (FHN) provided the Subcommittee with a presentation on its quality care initiatives. The presentation included information about FHN's HEDIS scores, based on the plans own review, and the plans determination that there is a lack of data that is driving the quality concerns. In addition, the plan discussed what efforts are being put forth to improve their overall HEDIS scores and quality of care for their members.

V. Harmony Presentation

Dr. Sand also provided the Subcommittee with a presentation about Harmony's steps for a quality health plan. Dr. Sand discussed many different ways in which Harmony has made efforts to provide higher quality care to its members and improve HEDIS scores. He stated that 58% of the measures had shown improvements based on the steps Harmony is taking to improve overall quality for its members.

VI. Expansion Update

The Bureau of Managed Care provided the Subcommittee with updates on the agencies managed care expansion efforts. At this time, the Department is still mailing initial enrollment packets to Family Health Plan populations and ACA Adults primarily in Cook County. It is estimated that all initial enrollment packets will be mailed by the end of January 2015. In addition, of the individuals enrolled in a managed care plan under expansion (FHP, ACA and CSN), approximately 54% of the enrollments are due to auto assignment rate and 46% are due to voluntary choice. Currently the Client Enrollment Services call center continues to have periodic spikes in call volumes and talk times for each call have remained fairly consistent.

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Jim Parker clarified that at this time the Department has enrolled 1.4 million individuals into a managed care plan, and there are 1.7 million additional Medicaid individuals in other plans or in fee-for-service, totaling an estimated 3.1 million individuals currently participating in Medicaid. Jim Parker also clarified the process the Department has implemented to handle “for cause” switch requests outside of a client’s 90-day switch period and open enrollment period, such as letting clients switch health plans because their PCP is not in the current network they were assigned. This is a manual process and will require a case-by-case review by Department staff before allowing the for cause switch.

A Subcommittee member requested choice and auto-assignment rates for Cook County for the expansion populations. As the expansion efforts are on-going in Cook County at this time, Jim Parker confirmed the Department would provide choice and auto-assignment rates by Region to the Subcommittee and also post the information on the HFS web site once expansion has been completed and the data is available.

VII. Active Provider Discussion

Dr. Pont led a discussion on ACE’S. He expressed concern that he is losing 30 to 40% of his patients due to issues with ACE’S, including the concern that clients cannot select a health plan and PCP if the client does not reside in the area of service that the health plan is contracted to operate within for care coordination services.

Open to Sub-Committee

Additional discussion occurred during this time regarding the Medicaid enrollment estimates.

In addition a Subcommittee member requested an update on the Illinois Health Connect Bonus program for 2013. Jim Parker confirmed that the Bonus Program was pending additional funding and that it was anticipated that Bonus checks would be issued to PCPs sometime in January 2015.

VIII. Adjournment

The meeting was adjourned at 12:05 PM.