

**FINAL**

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**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee  
February 12, 2015  
Approved Final Meeting Minutes**

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

**Committee Members Present**

Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton, Shriver Center  
Sherie Arriazola, TASC (via phone)  
Erin Weir, Age Options  
Kathy Waligora, EverThrive Illinois (for Nadeen Israel)  
Hardy Ware, East Side Health District  
Brittany Ward, Primo Center for WC  
John Jansa, WKG Advisory

**HFS Staff**

Jacqui Ellinger  
Patrick Lindstrom  
Amy Harris-Roberts  
Bridget Stone  
Lauren Polite  
Mariah Balaban  
Arvind K. Goyal  
John Hoffman  
John Spears  
Gabriela Moroney  
Jeanette Badrov  
Veronica Archundia

**Committee Members Absent**

Sue Vega, Alivio Medical Center  
Connie Schiele, HSTP  
Sergio Obregon, CPS  
Ramon Gardenhire, AFC

**Interested Parties**

Deb Matthews, DSCC  
Jessie Beebe, AFC  
Sonia Robins, Molina HC  
Carrie Chapman, LAF  
Michael Lafond, Abbvie  
Luvia Quiñones, ICIRR  
Ana Carvallo, LaRabida  
Diane Montañez, Alivio Medical Center  
Dan Rabbitt, Heartland Alliance  
Susan Gaines, IPHCA  
Heather O'Donnell, Thresholds  
Lynne Warszalek, Stickney Health Department (by phone)  
Alison Stevens, LAF (by phone)  
Sheila Simon, Land of Lincoln Legal Assistance (by phone)  
David Abdik, Illinois Department on Aging (by phone)

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**1. Introductions**

Kathy Chan, CCHHS, chaired the meeting. Attendees in Chicago and Springfield introduced themselves.

**2. Review of Minutes**

Margaret Stapleton made a motion to approve the minutes from the meeting held on December 12<sup>th</sup>, and it was seconded by John Jansa. The minutes were approved by a vote of nine in favor and zero opposed.

**3. A guide for Applicants & Clients Receiving Health Care Coverage from HFS**

Mariah Balaban discussed a project with the Subcommittee that involves the development of a consumer guide for clients who have applied for medical coverage in Illinois. The guide would be written in very general terms and include an overview of the medical programs and the basic services offered. She indicated the goal would be to provide all the basics with regard to introducing people to the system, from the time they apply for coverage through what happens as they are waiting for eligibility determination and accessing care, as well as how to stay enrolled. The guide would include topics such as how a client can renew benefits and how to report changes, in addition to providing answers to a list of the most frequently asked questions. A section including the most useful terms and acronyms would also be provided. Consumers would be informed about how to apply in three different ways: online, in-person at the FCRCs, and by mail. A list of resources, such as partner agencies and phone numbers, as well web addresses, would also be provided.

Members of the committee were enthusiastic about making this resource available for clients, commenting that this is an ambitious project. Ms. Balaban said the target for completion of this project would be June of 2015. She asked for committee members to provide feedback and to send any additional suggestions by the end of February to: [Mariah.Balaban@illinois.gov](mailto:Mariah.Balaban@illinois.gov)

**4. ACA Health Care Reform Updates**

**ABE Usability Improvement Webinar**

Lauren Polite stated that the usability team continues making progress with improvement to the ABE web site. She observed that the first wave of changes was implemented on December 17<sup>th</sup>. It included enhancements to the Frequently Asked Questions section, as well as an added segment summarizing “What to Expect Next,” which appears after a client has submitted an application. The second release, which is expected to be made available in March, will include enhancements to increase readability, focusing on language and the streamlining of the application process.

In response to a request submitted by the committee during the last meeting, HFS is currently working in collaboration with EverThrive Illinois to host a webinar. This webinar will share information about the improvements accomplished in the first two releases. The session will provide an overview of recent enhancements to the ABE website, as well as new functionality which is expected to be available in the fall of 2015. This will be the first of a series of webinars intended to inform agency partners about the latest developments improving the ABE website, such as “Manage My Case” and “Renew My Case” functionalities. The webinar is scheduled for April 9<sup>th</sup> and is titled “Starting Strong for Community Health.” An invitation and more details regarding how to register to attend the webinar will be forthcoming.

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**Application Process Status**

Jacqui Ellinger reported that open enrollment for individuals seeking health coverage through The Marketplace ended on February 15<sup>th</sup>, however, applicants who waited in line at the call center or experienced technical problems will be able to sign-up until February 22<sup>nd</sup> through a special enrollment period. She stated that, in spite of the increase in traffic, the ABE website did not experience any disruptions. She added that the state has a huge volume of applications coming from healthcare.gov and that, currently, state case workers are in the process of sorting through them.

Ms. Ellinger indicated that one of the highlights of this second year of open enrollment which is worth noting is that HFS and DHS case workers are getting more experienced and are becoming better able to more rapidly process applications, which is helping the process take place more smoothly.

**Integrated Eligibility System (IES) Phase Two Update**

Jacqui Ellinger led the discussion. She indicated that the Department is currently under pressure to develop Phase Two of the Integrated Eligibility System. DHS and HFS staff members continue working in partnership with Deloitte Consultants to review thousands of case scenarios in order to ensure that IES is able to support the processing of these cases as scheduled so that the system can be fully put in place. The committee asked if there would be any disruptions that could interfere with phase two of IES due to the proposed budget cuts that have recently been announced by Governor Rauner. Ms. Ellinger replied that the IES project will not be affected.

**5. Illinois Medical Redetermination Project (IMRP) Enhancement Eligibility Verification (EEV) Update**

John Spears discussed a handout (Attachment 1.) He indicated that the goal of IMRP is to improve the eligibility integrity of the Medicaid program and to confirm, on an annual basis, that clients who qualify for medical benefits receive them, while those who are not qualified are disenrolled.

Mr. Spears indicated that statistical information for monthly and quarterly reports about the IMRP project can be found at: <http://www2.illinois.gov/hfs/MedicalCustomers/eev/Pages/default.aspx> Luvia Quiñones, from ICIRR, expressed concern about cases that had been canceled, allegedly due to miscalculations. John Spears responded that, if it is suspected that mistakes have occurred, a client should contact his/her case worker immediately. He remarked that, per federal law, a case can be reinstated within the first three months of cancellation if the appropriate information is provided, which makes the client eligible for medical coverage without there being a gap in coverage. However, after the first day of the fourth month, clients will have to reapply for medical coverage.

**6. Care Coordination Update**

Amy Harris-Roberts made a presentation update on the managed care expansion. She reported that about 1.5 million individuals have been enrolled in managed care organizations, either through choice or as a result of having been auto-assigned. She noted that about 70,000 individuals who were enrolled in the Cook County Waiver are receiving enrollment packets from the Client Enrollment Broker (CEB) to inform them about their options with respect to selecting a managed care organization. Participants will have two months to make a selection.

Ms. Harris-Roberts indicated that the Department has identified two health plans which were sanctioned during this enrollment process. As part of the quality control measures, the Department

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identified some quality concerns, resulting in these health plans being temporarily withdrawn. The letters sent to entities involved can be found in the HFS website under the “Care Coordination” tab. Upon addressing the deficiencies and meeting the requirements stipulated by their contracts, both health plans were once again reinstated. Ms. Harris-Roberts responded to various questions about the CEB assisting clients to find alternative medical providers. In addition, the committee requested more details about the “Managed Care and Patients’ Rights Act,” concerning the 90-day transition of care information included in the MCO and MCCN contracts. This information, it was stated, would be made available to the committee members through an e-mail upon conclusion of the meeting.

**7. Open Discussion and Announcements**

Kathy Chan announced that Ramon Gardenhire, Health Advocate from the Aids Foundation of Chicago (AFC), is a new member of the committee.

The committee approved the originally proposed meeting date of December 10th to be changed to December 3<sup>rd</sup>, 2015, in order to avoid a schedule conflict. Erin Weir made a motion that the change should be adopted which was seconded by Brittany Ward. The vote was taken with nine being in favor of the motion and none opposed. Chairperson, Kathy Chan announced that she will not be attending April 9<sup>th</sup> meeting, and John Jansa volunteered to chair the meeting.

John Jansa expressed concerned about clients with limited English skills. He suggested that the Department should provide data regarding how many people indicated Spanish or “other” as their “language of choice.” In the absence of Ramon Gardenhire, Kathy Chan expressed his request for data regarding enrollment by population category (kids, pregnant women, parents and relative caregivers, SPDs, etc.) Jacqui Ellinger indicated that the department publishes enrollment information on its website. She also indicated that the department will explore the possibility of conducting a webinar or tutorial so that interested parties can access this information. More information about the transparency website can be found at: <http://www2.illinois.gov/hfs/agency/Transparency/Pages/default.aspx>

**8. Adjourn**

The meeting was adjourned at 12:04 p.m. The next meeting is scheduled for April 9, 2015, between 10:00 a.m. and 12:00 p.m.

# Illinois Medicaid Redetermination Project (IMRP)

Phase 1 – 1/13 – 12/13

Phase 2 – 1/14 - present

# Phase 1

- Case reviews based on available electronic information and existing case information
- Maximus employees contacted client about any other required information and made recommendation about on-going eligibility
- State rede units established

<b>Recommendations</b>	<b>342,000</b>
Continued Cases	46%
Changed Cases	11%
Canceled Cases	43%
Non-response	85%
Eligibility Factors	15%

# State Rede Units

- Broadway – Hunter offices
  - AABD community
  - Family Health Plans except Share/Premium
  - Medical Extensions
  - Medicare Savings Plan
  - ACA Adult
  - Former Foster Care
- Medical Field Operation
  - Long-term care cases in Regions 1 & 2
- Macon LTC Hub
  - Long-term care cases in Region 3, 4 & 5
- HFS Bureau of All Kids
  - Share & Premium

# Phase 2

- Case reviews based on available electronic information and existing case information
- Maximus makes an electronic recommendation about on-going eligibility based on cross-match information. All client contact is by state caseworkers. Clients must complete rede form.

<b>Recommendations</b>	<b>549,000</b>
Continued Cases	44%
Changed Cases	11%
Canceled Cases	45%
Non-response	84%
Eligibility Factors	16%
Persisting Cancelations	58%

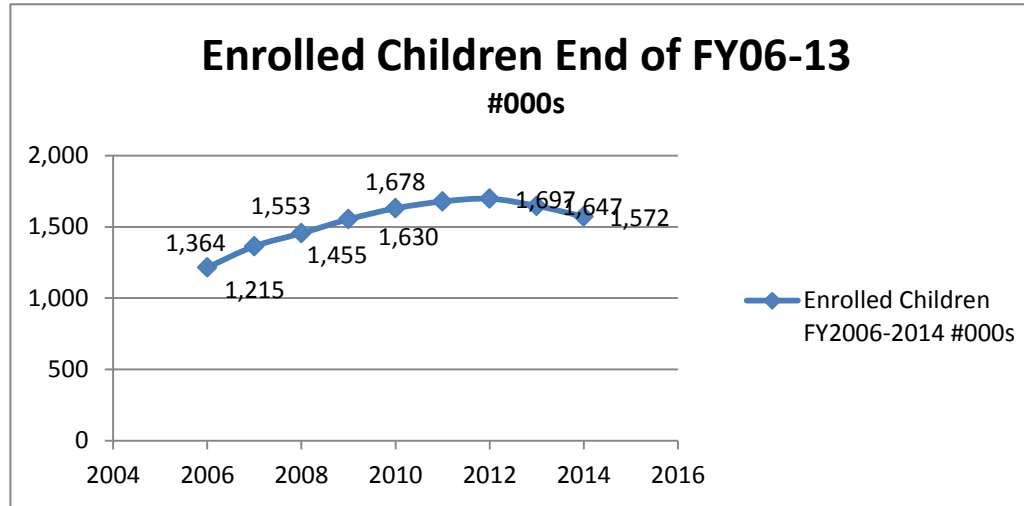


# IMRP Contact Info

- **Phone Numbers:**
  - 1-855-HLTHYIL (1-855-458-4945)
  - TTY: 1-855-694-5458
  - FAX: 1-866-661-7025
- **Hours of Operation:**
  - Monday – Friday, 7 a.m. – 9 p.m., Central Time
  - Saturday, 8 a.m. – 1 p.m., Central Time
- **Mailing Address:**
  - Illinois Medicaid Redetermination, P.O. Box 1242, Chicago, IL 60690-9992
- **E-mail Address:**
  - [HFS.Medredes@illinois.gov](mailto:HFS.Medredes@illinois.gov)
- **Submitting Documents:**
  - <http://www.medredes.hfs.illinois.gov>

### Children's Enrollment

End of FY	Enrolled Children FY2006-2014 #000s
2006	1,215
2007	1,364
2008	1,455
2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572



End of Month 2012	Enrolled Children #000s	End of Month 2013	Enrolled Children #000s	End of Month 2014	Enrolled Children #000s
Jan	1,696	Jan	1,666	Jan	1,582
Feb	1,699	Feb	1,665	Feb	1,582
Mar	1,701	Mar	1,667	Mar	1,591
Apr	1,701	Apr	1,665	Apr	1,595
May	1,698	May	1,656	May	1,587
June	1,697	June	1,647	June	1,572
July	1,694	July	1,638	July	1,564
Aug	1,694	Aug	1,635	Aug	1,566
Sep	1,689	Sept	1,626	Sept	1,558
Oct	1,681	Oct	1,610		
Nov	1,674	Nov	1,600		
Dec	1,668	Dec	1,587		

