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Public Education Subcommittee Meeting Minutes

Date | Time: Wednesday, March 1st, 2023, | 10:00 a.m. to 12:00 Noon

Location: Due to COVID 19Concerns, this meeting was held virtually via WebEx

Audience: Public Education Subcommittee (Pub Ed)

Pub Ed members Present:

Chair (*)

Brittany Ward, Lurie Children's Hospital

Chantel Bowen, SIU School of Medicine

Edith Avila Olea, ICIRR

Kristin Gharst, designee for Nancy Aguirre, Community and Residential Services Authority

(*) Nadeen Israel, AIDS Foundation of Chicago

Sherie Arriazola Martinez,

Rick Enriquez, designee for Sue Vega, Alivio Medical Center

Marcelino Garcia, designee for Kathy Chan, Cook County Health

Pub Ed Members Absent:

Connie Schiele, HSTP

Erin Weir Lakhmani, Mathematica Policy Research

State Staff Members Present:

(**) Acting Administrator Division of Eligibility

Arvind Goyal

Ben Winick

Danni Mendez

Evan Fazio

George Jacaway

Jacqueline Myers

Jamie McCoy

Jesse Lava

Jose Jimenez

Keshonna Lones

Kristin Hartsaw

Leslie Cully

Lauren Polite

Melishia Bansa

Patrick Hostert

Sergio Obregon

Tracy Keen (**)

Tracy Withrow

Veronica Archundia

Public Education Subcommittee Meeting Minutes: March 1st, 2023

- I. **Call to Order:** The meeting was called to order by Melishia Bansa, Special Assistant to Director of HFS on Wednesday, March 1st, 2023, at 10:00 a.m. The meeting was held on the WebEx Platform. Ms. Bansa addressed housekeeping and ground rules for the meeting.
- II. **Introduction of New Public Education Chair:** Sergio Obregón, Special Assist to Director of HFS introduced Nadeen Israel as the new Public Education Subcommittee chairperson.
- III. **Roll Call of Committee Members:** Nadeen Israel, Madam Chair, facilitated the roll call of committee members.
- IV. **Introduction of HFS Staff:** Melishia Bansa, Special Assistant to the HFS Director, introduced presenters from the HFS.
- V. **Review and Approval of December 15, 2022, and January 25, 2023, Meeting Minutes:**

Motion: Nadeen Israel, Madam Chair, moved approval of the meeting minutes. Committee member: Sherie Arriazola seconded the motion. No oppositions. No abstentions. **Motion carried.**
- VI. **State Updates:** The complete presentation can be referenced and reviewed on the HFS MAC Website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)
 - A) **Eligibility Updates:** Sergio Obregón provided information about the following items:
 - a) Timeline
 - The redetermination process will begin for the State of Illinois medical on 04/12/2023.
 - First Group of redeterminations letters will be mailed by 05/01/2023.
 - First date Medicaid customers could lose coverage is 07/01/2023.
 - b) Eligibility Flexibilities

As requested by the Public Education Subcommittee, Mr. Obregón provided details about the Medical Eligibility Flexibilities, please refer to: [Presentation Decks | HFS \(illinois.gov\)](#).
 - c) Homeless Individuals
 - Customers can check their renewal dates online, by phone, or in person at a Family Community Resource Center (FCRC).
 - Customers can complete renewals online or by phone without needing to get the renewal form through the mail.
 - If customers provide phone numbers and email addresses for texting/emailing, electronic notices will be sent when their renewals are due.
 - d) Manage My Case: Margaret Dunne from the Medical Programs Division provided details about how to set-up MMC and ID Proofing.
 - A new enhancement in MMC will attempt to verify identity using a state of Illinois Driver's License or State ID card information. It is very important to note that information such as weight and height need to be indicated exactly as it appears on the driver's license or ID. Variations can result in an unsuccessful match.

- For individuals who do not have an Illinois Driver's License or State ID card, identity verification failure through SOS will advance them to the Experian Identity Proofing Process.
 - ABE will access Experian and a series of multiple-choice questions specific to a customer's credit history will be asked for the customer to answer. If unsuccessful, customers will have the option of completing Manual ID Proofing.
 - It is important to note that in the Manage My Case "Renew My Benefits" section, the button also known as the "Rede Button" will display on the first day of the month, 60 days prior to a customer's certification period end date.
- e) Outreach Efforts and Communication: Evan Fazio, Communications Director discussed details about the Phase One Campaign "Update Your Address" and Phase Two Campaign "Ready to Renew". HFS has been reaching out to external stakeholders.

The state campaign involves:

- Paid Ads that are omnichannel yearlong, and multilingual; Digital Media providing regular, proactive, localized outreach; Grassroots and Institutional Outreach through e-mail, phone calls, presentations, and commitments; Texts and Alerts sent using ABE and MCOs and will go out on a rolling basis which are scheduled before and after customer renewal due dates; Public Services Announcements (PSAs) on both TV and radio which are aligned with ads.
 - Providing monthly reports to MCOs detailing who is due and over-due.
 - Training Application Agents to use MED1 to pull lists of their customers who are due for renewal.
 - Assisting providers with agent-specific messaging to perform outreach to customers and offer personalized technical assistance completing their renewals.
- f) DHS Update was provided by Leslie Cully, Associate Director, IDHS Division of Family & Community Services
- SNAP Emergency Allotments ended in February. IDHS has issued communications by mail, text messages, emails, and social media to customers.
 - The Biden Administration announced the Federal PHE is ending May 11, 2023. IDHS will implement its plan for resuming normal administration of the SNAP and medical programs.
 - IDHS is launching a communication campaign to inform customers on how to protect their Link cards from fraudulent activities such as card cloning and card skimming. Customers can sign up to receive alerts on their phones when their Link card has been used and lock their card between transactions.
 - Currently, the IDHS Call Center (800-843-6154) is open from 8:00 a.m. to 5:00 p.m. IDHS is exploring the possibility of expanding to evening hours. The wait time at the Call Centers are 8 to 10 minutes, which is a significant improvement with respect to prior years. An average SNAP redetermination interview may take about 30 minutes.
 - It is important to note that when customers contact the IVR for any reason, the IVR can also identify whether they are due for a redetermination and offer them the option to complete the redetermination over the phone.
 - The statewide phone system routes calls to the appropriate queue based on the input from the customer; this includes applying for benefits, completing redeterminations, and updating address information, as well as speaking with a caseworker. It is important to note that the IDHS call system has the capacity to reroute calls based upon demand, in real time to better respond to calls.

- g) Metrics: Sergio Obregón presented the update, reports can be viewed and referenced on the HFS website at [Reports | HFS \(illinois.gov\)](#)
- HFS has 15,329 applications which are older than 45 days, and 4,989 Redeterminations on hand.
 - HFS transitioned approximately 55,000 customers in IES the week of 2/20/2023. These were individuals who turned 65 years of age and/or started receiving Medicare during the PHE. These customers were placed in AABD or AABD Spenddown.
 - HFS launched the Family Planning Program on November 30, 2022 and has nearly 1,301 enrollees.

Chairperson Nadeen Israel requested reviewing client notices in order to make committee members aware of the various notices that customers will receive once redeterminations are resumed.

B) Managed Care Updates: The presentation was provided by Lauren Polite Medicaid Program Analyst.

- Managed Care plans are developing outreach initiatives that include:
 - Updating websites and customer newsletters with information
 - Phone banking for customer engagement (if a customer contacts their MCO and is known to have a renewal due, the MCO will offer to transfer the caller to the DHS Call Center to complete the redetermination over the phone.
- HFS is providing member information to the MCOs to target customers, the list includes:
 - 1) Customers up for renewal in a given month
 - 2) Customers who need extra outreach because redes were not received
 - 3) Customers who missed cutoff and will be cancelled but who are still within the reinstatement period
 - 4) Ineligible customer who MCOs can assist to transition to the Marketplace or other resources like S.H.I.P.

B) **ILOGIN:** Margaret Dunne from the Division, Medicaid Program Analyst provided the update.

- HFS and DHS will transition to a new Ioin and Multiple Factor Authentication (MFA) process in the Spring of 2023.
- This enhancement will improve protection of private information. It will make account recovery easier. And it will be used across multiple state platforms.

Chairperson Nadeen Israel asked if there is a more concrete timeframe when this will be implemented. Although a specific date has not been established, HFS will maintain a close communication about “I Login” for Customers and providers.

The various questions and answers provided during this meeting can be found at the MAC Public Education Subcommittee webpage [Illinois Medicaid and the End of Continuous Coverage FAQ](#)

VII. Public Comments: There were no public comments.

VIII. **Additional Business: Old and New:** There were no items discussed.

IX. **HFS Announcements:** Melishia Bansa, Special Assistant to Director of HFS presented this segment.

a) Speaker's Bureau: HFS Community Events Participation Request Form:

Ms. Bansa provided an overview of the purpose of the form, which is to support the efforts of HFS staff participation in community events and trainings. The request should be submitted at least 15 business days prior to the event date.

[Link: HFS Community Events Participation Request Form](#)

b) Outreach to Subcommittee Members:

HFS will continue collaborative efforts across the MAC and its subcommittees. Ms. Bansa will schedule follow-up phone calls with all Pub Ed subcommittee members to review "the address Update Messaging Toolkit", and to provide feedback regarding lessons learned as well as the progress of pre-existing outreach plans.

c) Resources MAC and Subcommittee Membership Questionnaire:

HFS has several vacancies across the MAC and its subcommittees. Melishia Bansa provided instructions about the new user-friendly application process for anyone interested in submitting an application to serve in the MAC or its subcommittees. Please visit the MAC webpage:

[Medicaid Advisory Committee \(MAC\) & Subcommittee Application \(Page 1 of 5\) \(office.com\)](#)

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[MAC and Subcommittees E-mail Notification Request \(illinois.gov\)](#)

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X. **Concluding Directives and Wrap UP**

XI. **Adjournment:** Meeting was adjourned at 12:08 p.m.

A) Motion: Nadeen Israel, Madam Chair moved a motion to adjourn the meeting. Edith Avila-Olea, Public Education Subcommittee member, seconded. No opposition. No abstentions. **Motion Carried.**

B. The next meeting is scheduled for April 26, 2023.