



**HFS**

Illinois Department of  
Healthcare and Family Services

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## **Public Education Subcommittee Meeting Minutes**

**Date | Time:** Wednesday, April 26, 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

(\*) Nadeen Israel, AIDS Foundation of Chicago

Sherie Arriazola Martinez,

Sue Vega, Alivio Medical Center

Kathy Chan, Cook County Health

Connie Schiele, HSTP

Erin Weir Lakhmani, Mathematica Policy Research

### **Pub Ed Members Absent:**

Nancy Aguirre, Community and Residential Services Authority

### **State Staff Members Present:**

(\*\*) Acting Administrator Division of Eligibility

Arvind Goyal

Avery Dale

Danni Mendez

Evan Fazio

Jamie Munks

Jesse Lava

Jose Jimenez

Kristin Hartsaw

Laura Phelan

Laura Polite

Melishia Bansa

Patrick Hostert

Sergio Obregon

Tracy Keen (\*\*)

Tracy Withrow

Veronica Archundia

## Public Education Subcommittee Meeting Minutes: April 26, 2023

1. **Call to Order:** The meeting was called to order by Melishia Bansa, Special Assistant to the Director of HFS on Wednesday, April 26, 2023, at 10:00 a.m. The meeting was held on the WebEx Platform. Ms. Bansa addressed housekeeping and ground rules for the meeting.
2. **Roll Call of Committee Members:** Nadeen Israel, Madam Chair, facilitated the roll call of committee members.
3. **Introduction of HFS Staff:** Melishia Bansa, Special Assistant to the HFS Director, introduced staff members from HFS and DHS.
4. **Review and Approval of March 1st, 2023, Meeting Minutes:**

**Motion:** Nadeen Israel, Madam Chair, moved approval of the meeting minutes. Committee member: Erin Weir Lakhmani seconded the motion without opposition and only one abstention by Kathy Chan who had not been in attendance. **Motion was carried.**

5. **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 further insight into the following items:

I. Call Center Customer Services

- Call Center Operations and Functionality; this included how the state will be able to dynamically triage customers who need to renew their medical benefits.
  - a) Until April 30<sup>th</sup>. The Call Center Hours are Monday -Friday, 8:30 am - 4:30 pm.
  - b) In response to a request made by the Public Education Subcommittee, the hours of operations are being extended. Beginning May 1<sup>st</sup>, the hours will be 8:00 am – 6:30 pm, Monday through Friday except on state holidays.
- Details were provided about “Completing my Rede through the DHS Call Center vs Finding my Rede Date in MEDI and the AVRS)”. Clients who complete their redetermination through the DHS Call Center can request a copy of their redetermination, which can serve as confirmation that they completed their redetermination by phone.

II. Restarting Redeterminations

Mr. Obregón provided a succinct detail of the redetermination timeline process by month in Illinois. In response to a request from Nadeen Israel a column specifying the “status of each of the Medical Eligibilities Flexibilities was added. Please refer to slide 18: [Presentation Decks | HFS \(illinois.gov\)](#)

The various questions and answers provided during this and previous meetings can be found at [Illinois Medicaid and the End of Continuous Coverage FAQ](#)

III. Customer Notifications

Mr. Obregón introduced this section by highlighting components of the various Customer Notifications:

- Ex-parte Renewal Form (HFS 2381A – Medical Benefits Redetermination Notice): sent to customers who have electronically verifiable information such as income that does not require customer action unless there has

been a change in circumstances. Sergio Obregón reflected on the increment of customers who now qualify for the ex-parte renewal. The pre pandemic numbers were 30% to 40%, and currently for “the June 2023 due date” has increased to 51%. Chairperson, Nadeen Israel praised DHS and HFS staff members for their collaborative efforts to make this possible; committee members and interested parties echoed the positive sentiment.

- Form B Redetermination (HFS 2381- Medical Benefits: Time to Renew Notice): sent to customers who do not have electronically verifiable information such as income that does require customer action.
- Verification Check List (VCL) (0267): sent to customers to request information, when the information is due, the name of the person from whom information is needed, what is needed, examples that can be used as verification, and the program for which proof is required.
- Denial Notice (0360C): sent to customers who are no longer eligible.
- Cancellation Notice (0360): sent to customers who do not respond to renewal.

Mr. Obregón encouraged members of this committee and interested parties to participate on a webinar that HFS will be hosting a webinar on May 3<sup>rd</sup>, during which a through discussion of these notices will be offered, along with aspects related to the timely submission of redetermination forms:

[HFS3PartCCRTraining04122023.pdf \(illinois.gov\)](#) –

#### IV. Special Populations.

This segment was presented by Lauren Polite from the Bureau of Managed Care:

- Almost 53,000 individuals who turned 65 and/or started receiving Medicare during PHE were transitioned on 02/20/23.
  - a) Most were placed in AABD, although some were placed in AABD Met Spenddown.
  - b) Customer notices were generated the week of 02/20/23.
  - c) Customer will stay in status until redetermination has been completed.

The state of Illinois has increased income and resources standards for the benefit of this population applying for AABD. For details in these amounts please reference slide 43 of the [Presentation Decks | HFS \(illinois.gov\)](#)

- HFS sent Spenddown Notices, which only specifically affects about 400 customers who were transitioned from the ACA to AABD. Clients are encouraged to read the entire notice, not just the text in the box that reads, “the spenddown deductible is met”.

#### V. HFS Application Agents.

Sergio Obregón provided a brief overview of the MEDI system about how to find renewal dates. He shared screenshots of how to read the renewal dates in MMC. HFS is offering training opportunities on April 27<sup>th</sup>. For anyone interested in viewing the “Part 2- End of Continuous Coverage Requirements. The recording of this webinar can be reviewed at:

[Continuous Coverage Webinars \(illinois.gov\)](#)

#### VI. DHS staff were not able to attend: Update was not provided.

#### VII. Communications and Outreach.

A presentation regarding the new HFS Website was made by Evan Fazio, Communications Director at HFS. Mr. Fazio showed screenshots of the HFS website which includes a new URL: [New Infonet | HFS Infonet \(illinois.gov\)](#) The new HFS website is Mobil-friendly and ADA complaint. Mr. Fazio also provided highlights of the HFS/DHS Text Messaging campaign. The complete

presentation can be referenced and reviewed on the HFS MAC website at the following link, slides 52 through 63:

[Presentation Decks | HFS \(illinois.gov\)](#)

Evan Fazio announced that he has accepted a position with federal CMS indicating that it has been a pleasure working for HFS and adding that Tracy Windthrow and the communications team will continue the campaign. Nadeen Israel thanked Mr. Fazio for his work and effort to the advancement of HFS. This sentiment was echoed by committee members and interested parties.

- B) **Managed Care Organizations Updates:** The presentation was provided by Lauren Polite from the Bureau of Managed Care. HFS has been supporting MCOs who are fully engaged in the redetermination efforts with outreach, education, and engagement of members.

Examples include:

- Sharing updated contact information for Medicaid enrollees with the state.
- Developed mailers, emails, text messages, media campaign and phone banks to target Form B members.
- Scheduling community events -where they will help anyone to set-up Manage My Case and/or complete a redetermination and get into the State.
- ⊖ Developing personalized videos to capture the attention of members, educate them on the process and let them know when to watch for mail, their rede due date and how to submit.
- IAMHP has developed a Medicaid Redetermination Toolkit that summarizes key information, including MCO member services phone numbers where members can check renewal due dates, information for providers, type of redetermination forms, and more.

- C) **Metrics:** Sergio Obregón provided the update.

- There is a total of 6,709 applications, which are older than 45 days.
- There are 6,619 on hand redeterminations, which include redeterminations with Form A that is being returned (but are not required) and combines Medicaid/SNAP.
- In relation to the Health Benefits for Immigrants 67% of enrollees reside in Cook County. Since inception, 46 of payments have gone to Cook County Health and Hospital System. For more details refer to slide 68 of the [Presentation Decks | HFS \(illinois.gov\)](#)
- In regard to the Family Planning Program, there are 1,994 enrollees since the program was launched on November 30, 2022.

6. **Public Comments:** Melishia Bansa read a comment provided by Robin Lavender from DuPage County Health Department.

7. **Additional Business: Old and New:** There were no items discussed for this segment.

8. **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 and Resources:**

Melishia Bansa made an announced about the three-part webinar series, training for the End of the Contiguous Coverage Requirements. These informative webinars series have been designed to help providers understand the resources available for providers to help Medicaid d customers stay connected to care. The webinars will be held on, April 19, April 27, and May 3, from 10:00 to 11:00 a.m. Recording of these webinars can be found at:

[Continuous Coverage Webinars \(illinois.gov\)](https://www.illinois.gov/continuous-coverage-webinars)

**9. Concluding Directives and Wrap UP**

**10. Adjournment:** Meeting was adjourned at 11:58 p.m.

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

**B)** The next meeting is scheduled for June 28, 2023.