

# MEDICAID ADVISORY COMMITTEE (MAC) | HCI MCO Listening Session

October 3, 2024

Special Meeting | Virtual WebEx

6PM – 8PM



**HFS**

Illinois Department of  
Healthcare and Family Services



**HFS**

Illinois Department of  
Healthcare and Family Services

## 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.

# I. Call To Order



## A. MAC: 2024 Chair – Audrey Pennington

As the Chief Operating Officer of Aunt Martha’s Health & Wellness, Audrey Pennington is responsible for ensuring the efficiency and excellence of the organization’s integrated model of health care, child welfare and community wellness services.

In addition to working with the President & CEO to advance Aunt Martha’s mission, vision, core values and strategic priorities, she is responsible for the day-to-day operations of more than 30 locations, including 23 community health centers, and over 800 employees. Aunt Martha’s operations generate more than \$70 million annually, reaching nearly 70,000 patients and clients from over 650 communities across Illinois.

With close to 30 years of health care, finance, and executive experience, Audrey’s role at Aunt Martha’s has continued to evolve to meet the leadership demands of a tightly integrated organization and the increasingly complex needs of its patients, clients, partners and employees. She coordinates the leadership teams of the agency’s three operating groups, including direct oversight of all health care services, supporting operational and clinical excellence, and fostering strong working relationships across all levels of the organization as well as with key partners.

She is at the forefront of the movement to promote a value-based, integrated model of services that cares for the whole person – body, mind and spirit. She has played an integral role in the use of technology to advance the accessibility, integration and quality of care. Her commitment to quality and total dedication to caring for the underserved is part and parcel of the culture of teamwork and accountability that drives Aunt Martha’s forward.

Audrey originally joined Aunt Martha’s in 2001 as Controller, and has held several senior administrative positions, including Executive Vice President of Health Services, Interim-Chief Financial Officer and Director of Health Finance. She earned a Bachelor of Science in Business Administration from the University of Illinois.



# Welcome To The MAC

The Medicaid Advisory Committee (MAC) advises the Department of Healthcare and Family Services with respect to policy and planning related to the health and medical services provided under the department's Medical Programs including Medical Assistance, All Kids and FamilyCare pursuant to federal Medicaid requirements established at 42 CFR 431.12.

# House Keeping

- 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. 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.
- Comments or questions during the meeting:
  - If you are a Committee 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 chair.
  - 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 MAC webpage. During the HCI MCO listening Session any member of the public will be allowed to make a comment.
  - If you have a question during the meeting, please utilize the Webex chat feature to send your question directly to the Committee chair or any of the host or co-host.

# House Keeping

## Meeting basics Cont.

- The chair 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 question 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 provided for you today in the WebEx platform in several languages. Please email [Melishia.Bansa@Illinois.gov](mailto:Melishia.Bansa@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 MAC proceedings.
- Minutes of the prior meeting will be circulated to Committee members in advance of the November MAC. Once approved, they will be posted to the website along with today's MAC presentation deck.

# Summary of Agenda

- I. Call to Order**
- II. Roll call of MAC Committee Members**
- III. Introduction of HFS staff**
- IV. Review and Approval of Meeting Minutes**
- V. HFS Leadership Comments**
- VI. HealthChoice Illinois MCO Customer & Stakeholder Engagement Listening Session**
- V. Public Comments**
- VI. Additional Business: Old & New**
- VII. Adjournment**



# II. Roll Call of MAC Committee Members



### A. Roll Call

\*Chair

\*\*Vice Chair

- Amber Smock\*\* - Access Living
- Audrey Pennington\* - Aunt Martha's Health & Wellness
- Brian Cloch - Oak Street Health | Transitional Care Management
- Howard Peters III - HAP, Inc.
- Kathy Chan - Cook County Health
- Kim Mercer-Schleider- Illinois Council on Developmental Disabilities
- Larry McCulley - SIHF Healthcare
- Dan S. Lustig- Haymarket Center
- Flavia Lamberghini – UIC Pediatric Dentistry Department | Apple D Care
- John J. Spears - Foster Parent
- Kimberly A. Hefner - Riverside School District 96 | Parent
- Lettie Beatrice Hicks - COFI | Parent
- Mary Cooley- Aetna Better Health of Illinois

# III. Introduction of HFS Staff



# IV. Review and Approval of Meeting Minutes



# V. HFS Leadership Comments



# VI. HealthChoice Illinois MCO Customer and Stakeholder Engagement Listening Session



# Meeting Summary

- I. Introduction of HFS staff**
- II. Housekeeping**
- III. Intro to Customer and Stakeholder Listening Sessions**
- IV. Procurement Code Overview**
- V. Public Comments**
- VI. Announcements: Upcoming Listening Sessions**
- VII. Adjournment**

# Housekeeping for the MCO HCI Listening Session



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# House Keeping

- Welcome!
- Meeting basics:
  - Please note, this listening session is being recorded.
  - Today's recording will be posted to the HFS website in the following location: [Customer and Stakeholder Listening Session: Medicaid MCO Experience \(illinois.gov\)](#)
  - HFS is committed to hosting meetings that are accessible and ADA compliant.
- Comments or questions during the meeting:
  - If you have a comment during this listening session, please complete a Virtual public comment request card and drop it into the chat.
  - Upon being called upon to provide your public comment, please also state your full name and contact information, as well as the name of your organization if applicable.

# Intro to Customer and Stakeholder Listening Sessions



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# Customer & Stakeholder Listening Session: Medicaid MCO Experience

**We want to hear from you!**

We want to hear from customers and stakeholders of the HealthChoice Illinois managed care program before we kick off the next RFP process to renew that plan beginning in late 2024.

***What works well for you? Where should we make improvements?***

**Why are we doing this?**

Hearing customer and stakeholder input about their experiences with Medicaid managed care will enable HFS to better serve enrollees by improving access and quality within our Medicaid program.



# Customer & Stakeholder Listening Session: Medicaid MCO Experience

## Who should join these listening sessions?

We especially want to hear from HealthChoice Illinois managed care customers.

While we strongly prefer the information to be presented from the customer's point of view, we welcome input from advocates, providers, stakeholders and other associations.

## What would HFS like to learn?

We want to hear about your experiences with HealthChoice Illinois managed care. How is it working for you? Where do you see opportunities to improve? How else can we meet your needs?

We are here to listen to your comments only. We will not be able to respond to your comments or answer any questions. If you have any questions regarding the HCI procurement, please submit via email to: [HFS.Procurement@illinois.gov](mailto:HFS.Procurement@illinois.gov). We will be publishing an FAQ document on our website that will be updated with answers to any questions we receive.

# Visit our Website to Learn More

## Customer and Stakeholder Listening Sessions:

<https://hfs.illinois.gov/info/procurement/customer-and-stakeholder-listening-session--medicaid-mco-experie.html>

The screenshot shows the HFS website header with the logo and name: "HFS Illinois Department of Healthcare and Family Services". The director's name, Elizabeth M. Whitehorn, is listed. A search bar is present. The navigation menu includes: Home, My Healthcare, Medical Providers, Child Support Services, HFS OIG, Info Center, and About Us. The breadcrumb trail is: HFS > Info Center > Procurement > Customer and Stakehold... The main content area features a sidebar with links to "Procurement Home", "Illinois BidBuy", and "Customer and Stakeholder Listening Session: Medica...". The main article title is "Customer and Stakeholder Listening Session: Medicaid MCO Experience". The text states: "HFS is making space to hear from customers and stakeholders of the HealthChoice Illinois managed care program before we kick off the next RFP process to renew that plan beginning January 1, 2027." A section titled "We want to hear from you!" follows, with the text: "HFS will be seeking feedback the entire MAC at MAC subcommittees, and HFS will be holding two in-person listening sessions this September, and we want to know: What works well for you? Where should we make improvements?"

# Procurement Code Overview



# Procurement Code Compliance

- This listening session is designed to solicit feedback regarding your experience with managed care.
- It is NOT a session to discuss the MCO contract, or the specifics of the next MCO contract.
- This is to ensure that we comply with Illinois Procurement rules.

# HCI and the Illinois Procurement Code

## 305 ILCS 5/5- 30.6

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305 ILCS 5-30.6. Beginning on March 12, 2018 (the effective date of Public Act 100-580), any new contract between the Department and a managed care organization as defined in Section 5-30.1 **shall be procured in accordance with the Illinois Procurement Code.**

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This presentation will not provide a full overview of all Procurement Code rules. Potential vendors and interested parties are advised to read and thoroughly familiarize themselves with all the Procurement Code rules.

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A complete list of procurement statutes and rules can be found at <https://cpo.illinois.gov>.



# Procurement Code Compliance TODAY

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To ensure compliance with the Procurement Code, this meeting is being held as an open meeting and is a listening only session.

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HFS personnel cannot answer any questions or field any suggestions regarding the HCI procurement or what will appear in an RFP in the future.

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Participants should avoid sharing personal health information, complaints about particular providers, or any other personally identifying information regarding your health care.

# Procurement Code Compliance FUTURE

- The RFP design work is anticipated to begin in late 2024, with an RFP published Summer 2025. The new contract opportunity for HCI will begin January 1, 2027.
- After that point, HFS staff will be strictly limited in their ability to engage in stakeholder feedback.
- All State of Illinois procurement opportunities are run through the State's eProcurement system, BidBuy.
- State law prohibits any State employee from discussing a procurement's specific details prior to it being published to the public on BidBuy. Questions asking for procurement-specific information cannot be answered.
- State law requires that any written or oral communication received by a State employee who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract must be reported to the Procurement Policy Board. 30 ILC 500/50-39.
- Improper communications can result in disqualification from the procurement process.
- Please thoroughly review 30 ILCS 500/50-10.5(e) for more information on these restrictions.
- Vendors with questions about the BidBuy system can contact [il.bidbuy@illinois.gov](mailto:il.bidbuy@illinois.gov) or call the Vendor Helpdesk at 866-455-2897.

# Public Comments



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# Customer & Stakeholder Listening Session: Medicaid MCO Experience

## Please tell us:

- Name (first and last)
- Affiliation
- Job title
- Email address
- In your own words, your experience with Medicaid Managed Care.
- Where can we improve?

## Do NOT share the following:

- Comments from ANY PARTY affiliated with an entity that may bid on the HCl procurement
- Personal Health Information, such as specific client details, name, provider, address, SSN, etc.
- Comments regarding a specific healthcare provider
- Detailed language suggestions regarding particular contract provisions
- Inappropriate, foul language, or references to specific plans or staff by name

# HCI Customer & Stakeholder: Public Comment Card

Please select the topic area of your public comment:

- Care Coordination
- Health Related Social Needs
- MCO Oversight
- Enrollment
- Benefits
- Communications
- Long-term care
- Maternal and Child Health
- Provider Network Adequacy
- Payment & Provider Rates
- Other

Full Name:

Organization:

Email:

Phone:

If you selected other, please provide the name of the topic area of your public comment:

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# Customer & Stakeholder Listening Session: Topic Areas

1. Care Coordination
2. Health Related Social Needs
3. MCO Oversight
4. Enrollment
5. Benefits
6. Communications



7. Long-term care
8. Maternal and Child Health
9. Provider Network Adequacy
10. Payment & Provider Rates
11. Other



# Announcements: Upcoming Listening Sessions



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# Visit our Website to Learn More

**Customer and Stakeholder Listening Sessions:**  
<https://hfs.illinois.gov/info/procurement/customer-and-stakeholder-listening-session--medicaid-mco-experie.html>

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# Timeline: Customer & Stakeholder Experience in Medicaid Managed Care Listening Session

2024 Timeline	Meeting Modality	Audience	Meeting Purpose	Registration Details
Aug 2 10am-12pm	Virtual	MAC	Intro to Concept	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
August 21 10am-12pm	Virtual	Discussion: Pub Ed Subcommittee of the MAC	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Sept 12 1pm-4pm	In-Person	Town Hall Chicago Location: College of Pharmacy 833 S Wood Street, Chicago, IL 60612   Room 134-3   Time 1-4pm	Full Listening Session	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Sept 17 1pm-4pm	In-Person	Town Hall Springfield Location: Illinois Department of Agriculture   801 E. Sangamon Avenue Springfield, IL 62702   John Block Building – Auditorium, Illinois State Fairgrounds, Gate 11  Time 1-4pm	Full Listening Session	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
September 24 10am-12pm	Virtual	Discussion: Health Equity and Quality Care Subcommittee of the MAC	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Oct 3 6pm-8pm	Virtual	Discussion: MAC Special Meeting	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Nov 1 10am-12pm	Virtual	MAC	Final Wrap Up	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>

# Contact HFS or Submit Written Comment

Please visit our website:

<https://hfs.illinois.gov/info/procurement/customer-and-stakeholder-listening-session--medicaid-mco-experie.html>

**You can submit comments in writing here.**

If you have questions about the HCI procurement process, please submit those at:

[HFS.Procurement@illinois.gov](mailto:HFS.Procurement@illinois.gov)

# THANK YOU



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# VII. Public Comments



1. Flavia Lamberghini DDS, MS, MPH  
Pediatric Dentist (MAC Member)

# VIII. Additional Business: Old & New





# VIII.A. Items for Future Discussion



# VIII.B. HFS Announcements



# Mandatory Ethics Trainings Reminder Email

All appointees must complete the following trainings on OneNet:

- 1 Security Awareness Training 2024
- 2 Diversity, Equity, Inclusion and Accessibility Training 2024
- 3 LGBTQIA+ Equity and Inclusion 2024
- 4 Ethics Training Program for State Employees and Appointees 2024
- 5 Harassment and Discrimination Prevention Training 2024
- 6 HIPAA & Privacy Training 2024

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 13, 2024. If anyone has any issues logging into OneNet, please email [HFS.BureauofTraining@Illinois.gov](mailto:HFS.BureauofTraining@Illinois.gov)



# MAC & Subcommittee Resources

1. To receive MAC email notifications regarding public meeting notices, sign up for our MAC and Subcommittee Listserv:
  - a. [Medicaid Advisory Committee \(MAC\) | HFS \(illinois.gov\)](#)
  - b. [MAC and Subcommittees E-mail Notification Request | HFS \(illinois.gov\)](#)

# MAC & Subcommittee Resources

**B. 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

THANK YOU

