

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
Approved Final Meeting Minutes
October 10, 2013**

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

Committee Members Present

Kathy Chan, Cook County Health & Hospital System
Margaret Stapleton, Shriver Center
Margaret Dunne, Beacon Therapeutic
Nadeen Israel, Heartland Alliance
John Jansa, Molina HealthCare (by phone)
Hardy Ware, East Side Health District (by phone)
Sue Vega, Alivio Medical Center
Henry Taylor, Mile Square Health Center
Jacqueline Gonzalez, CHHC

HFS Staff

Jacqui Ellinger
Lynne Thomas
Mike Koetting
Lauren Polite
Gabriela Moroney
Mike Jones
Sally Becherer
Veronica Archundia

Committee Members Absent

Tanni Lovelace, SIU School of Medicine
Erin Weir, Age Options

Interested Parties

Debra Matthews, DSCC
Kelly Carter, IPHCA
Helena Lefkow, MCHC
Kevin McFadden, Astrazenela
Sheri Cohen, Chicago Department of Public Health
Carrie Chapman, LAF
Alexa Herzog, LAF
Diane Montañez, Alivio Medical Center
Roger Doornbos, Department of Aging
Teresa Larsen, Meridian Health (via phone)
Josh Evans, IART
Sergio Obregon, CPS

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1. Introductions

Vice-chairperson Kathy Chan chaired the meeting. Attendees in Chicago and Springfield introduced themselves.

2. Review of Minutes

The minutes from August 8th, 2013 were approved.

3. ACA Update

Status of the October 1 launch of ABE and FFM. Mike Koetting reported that ABE and IES launched nicely on October 1st. HFS choose to prioritize this effort and made strategic decisions in terms of the functions that needed to be in place by 10/01. He indicated that ABE is working fine, (although it is not perfect) but acknowledged that there still are some aspects that need to be addressed. However more applications than ever are being electronically submitted, documents are being uploaded, and electronic signatures are working well. Mr. Koetting said that, people can apply for Medicaid, SNAP, and TANF through the multi-benefit ABE web-based application at any of the FCRCs locations, and over the phone. He also stated that the ABE Call Center can take applications over the phone, as well as answer clients' questions.

Mr. Koetting indicated that on October 1, ABE received 1,500 to 2,000 applications, and had about 4,000 hits per day. There was a peak the first few days and then interest gradually declined. The Federal Marketplace is still experiencing problems but it seems to be making progress. The GetCoveredIllinois site also went live 10/1 and began sending people to ABE or the Marketplace, as did the GetCoveredIllinois help desk. Lynne Thomas reported that staff at the All Kids Unit received training on IES and practiced in advance. This is a big change for staff members, but they are equally excited and invested about implementing healthcare reform in Illinois.

Kathy Chan congratulated HFS for its efforts to tackle the challenges of launching ABE. She reported that she has not heard about their having been many issues regarding the launching of ABE. Margaret Stapleton talked about the smooth enrollment into Medicaid for the selected group of SNAP recipients. Nadeen Israel noted that National Public Radio (NPR) highlighted the hidden success of states like Illinois that took advantage of early Medicaid enrollment. Sue Vega indicated that there remain long lines at the FCRCs and many clients are being denied the benefits that they eligible for.

Jacqui Ellinger indicated that DHS has opened a "Call Center" staffed by nearly 100 people. The Call Center has a large complement of trained case workers but, she acknowledged that in terms of case loads, the local offices may still be understaffed. Ms. Ellinger observed that the creation of a centralized call center and quality improvement of IES should increase the consistency of decisions because more things are being handled by electronic means. The number of the Call Center is 1-800-843-6154. Hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday, and from 8:00 a.m. to noon on Saturdays, for both English and

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Spanish, with the capacity to link to the translation hotline for other languages. Through the Call Center medical cards can be requested, update address changes, and provide status of an application. Anyone interested in applying for SNAP and Medicaid benefits must follow the prompts and select the option to complete an application over the phone.

Landing Page, Outreach, Marketing ABE Guides.

Lauren Polite reported that the Landing Page is working well. It asks potential applicants some screening questions about their household and income. Based on the answers to those questions, it will guide the applicant to the right place, whether this would be the Health Insurance Marketplace, or to the ABE website.

Lauren indicated that HFS has developed three guides to the new ABE web portal.

- A guide for user or applicants:
<http://www2.illinois.gov/hfs/SiteCollectionDocuments/CompletingABEApplication.pdf>
- An Introduction for Community Partners, including Certified Illinois Assistors (Navigators, In-Person Counselor and Certified Application Agents):
<http://www2.illinois.gov/hfs/SiteCollectionDocuments/GuideABECommPartners.pdf>
- An introduction for AKAAs and MPE providers:
http://www.allkids.com/assets/abe_mpe_aka.pdf

Ms. Polite also made reference to an excellent resource, which will be continually updated, titled: Answers to Frequently Asked Questions (FAQs):
<http://www2.illinois.gov/hfs/SiteCollectionDocuments/ACAFAQ.pdf>

She noted the availability of a recorded webinar, titled "Introduction to ABE", which explains the log-in and application process: <http://www.hfs.illinois.gov/assets/IHIMWebinar.wmv>

Finally, she indicated that, the HFS website offers several other resources which are available for individuals who do not qualify for Medicaid from which they can obtain information about the Affordable Care Act and the Health Insurance Marketplace:
<http://www2.illinois.gov/hfs/PublicInvolvement/AffordableCareAct/Pages/default.aspx>

Nadeen Israel asked HFS to look into the possibility of having some type of authorized representative form available for people who speak a certain dialect and cannot understand the DHS translator so that the Assistor can talk to the DHS translator on behalf of the applicant. Ms. Polite will look into this with the DHS translation services.

Sue Vega commented that the printed information and power point presentation in Spanish provided by the governor's office were idiomatically inappropriate and at too high a reading

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level. Jacqui Ellinger offered to relay this information to Brian Gorman. She also asked for any recommendations concerning the ABE application, since the department will be revising the application to remove any unnecessary questions in a quality improvement effort to make ABE more useful. Any inquiries and suggestions should be sent to: abe.questions@illinois.gov

Emergency Rules. Jacqui Ellinger informed committee members that essential rules for the ACA rollout had been filed with the Secretary of State. There were four parts, which were scheduled to be published in the Illinois Register on Friday, October 11, 2013.

89 IL Adm Code 110 – Related to applications
89 IL Adm Code 120 – Related to ACA Adult Group and MAGI
89 IL Adm Code 123 – Related MAGI
89 IL Adm Code 125 – Related to MAGI and more Rebate Applications

4. Updates

Children's Enrollment

Lynne Thomas referred the group to a handout that was provided to the committee which shows cumulative children's enrollment, starting in 2006, with 1,215,000 children who were initially enrolled, and increasing to 1,697,000 children who were enrolled in 2012.

The second table illustrates enrollment, beginning in January of 2012, with 1,696,000 children enrolled, and continuing through May, 2013, when 1,656,000 children were enrolled.

Enhanced Eligibility Verification (EEV)/ Illinois Medicaid Redetermination Project

Mike Koetting reported that, as indicated in the previous meeting, AFSCME had filed a grievance regarding the retention of Maximus as a vendor to assist the IMRP. The grievance was sustained by the arbitrator, who ordered the state to terminate the contract with Maximus by December, 2013. The state did not agree with that decision. The department is proposing a "hybrid model" that is consistent with the spirit of the arbitration decision. It also protects several of the functions performed by Maximus, like retaining the call center and mailroom and software until the IES implementation is completed, presumably by the summer of 2015.

There are three things that need to happen in order to take that approach:

1) AFSCME has to agree, 2) Maximus has to agree to a new approach, 3) there can be no legislative action that would prohibit it. Mr. Koetting added that it is not yet known what the outcome will be in veto session, but AFSCME, and the administration are genuinely trying to work out a sustainable solution.

Mr. Koetting reminded the committee members that every Tuesday, HFS publishes weekly reports on work completed by the State and Maximus, which can be found at: <http://www2.illinois.gov/hfs/MedicalCustomers/eev/Pages/default.aspx>

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Nadeen Israel recommended that the committee continue to receive updates and suggested that this should be kept as an agenda item.

5. Open Discussion and Announcements:

Kathy Chan also mentioned that there will be a webinar for the Starting Strong Coalition titled “The ACA & Application for Benefits Eligibility (ABE),” sponsored by the Shriver Center and EverThrive (formally, the Illinois Maternal & Child and Health Coalition.) This webinar is intended to provide additional details about the ABE enrollment process. The webinar is scheduled for November 21st; from 11:00 a.m. to 12:00 p.m. Registration: <https://www3.gotomeeting.com/register/779940006>

Jacqui Ellinger invited committee members to send any agenda items to HFS staff for the next meeting.

6. Adjourn

The meeting was adjourned at 12:04 p.m. The next meeting is scheduled from 10:00 a.m. to 12:00 p.m. on December 12th, 2013.