



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Lizzy Whitehorn, Director

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Public Meeting Notice

Medicaid Advisory Committee (MAC) Meeting: HCI MCO Customer & Stakeholder Listening Session

Friday, Nov 1, 2024 | 10:00 A.M. to 12:00 P.M.

This meeting will be held virtually using WebEx.

- **To join by link:** Please register in advance of the meeting & join the WebEx Meeting a few minutes before the meeting starts. Please use the following meeting link to register:
<https://illinois.webex.com/weblink/register/r28f844c73d76dc4a01bb56cdcbbd858d>
During this brief registration your (name and email) will be required.
 - Once registered, WebEx will provide you access to the meeting link.
- **To join by phone:** +1-312-535-8110 (Chicago) Toll, +1-415-655-0002 US Toll
- **Meeting Number & Access Code:** 2868 276 0475 **Password:** MAC110124

Agenda

- I. **Call to Order**
 - A. General Meeting Operations and Communications
- 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 and Stakeholder Engagement Listening Session (please register for public comments)**
- VII. **Healthcare & Family Services Executive Report**
 - A. **Innovations & Equity**
 1. CCBHC – Certified, Community, Behavioral Health Clinic Application
 2. Active Solicitations
 - B. **Program Updates**
 1. Medical Debt
 2. State-based Marketplace
 3. Status of Rede Activity
 4. HBIA/HBIS/VTTC Update

5. IES Multifactor Authentication Update
6. Other Administrative Comments or Updates

- VIII. Subcommittee Reports & Recommendations**
 - A. Health Equity and Quality Care Subcommittee
 - B. NB Stakeholder Subcommittee
 - C. Public Education Subcommittee
 - IX. Public Comments**
 - X. Additional Business: Old & New**
 - A. Items for future discussion
 - B. HFS Announcements
 - XI. Adjournment**
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HFS is committed to ensuring that this MAC session meets the disability access needs of all participants. Please contact Melishia.Bansa@illinois.gov with any disability access requests as early as possible. Please use the following subject line in your email: **Request for MAC Disability Support for MAC Meeting: Friday, November 1, 2024.**

WebEx Tips

- Closed Captioning will be available during the meeting.
- We strongly suggest using the WebEx link to attend the meeting so that you will have full functionality and capabilities during the meeting.
- You may use your computer's audio or the phone option for sound; in our experience the "Call me" option has the best sound quality.
- If you are calling-in and not using the WebEx link, please email Melishia.Bansa@illinois.gov **before 7:00 a.m. on Friday, November 1, 2024.** Please use the following subject line in your email: **Request for MAC Attendee Support for MAC Meeting: Friday, November 1, 2024.** You will then receive any last-minute meeting materials if applicable.
- Individuals participating through WebEx may use the "chat" function to communicate with the meeting host and/or co-host.

To Provide Public Comments, You Must Register in Advance As follows:

- To speak during the meeting, interested parties must email Melishia.Bansa@illinois.gov And register **by no later than 5:00 p.m. on Wednesday, October 30, 2024.**
- Please title your email correspondence with the following statement in the subject line: **Request to Provide MAC Public Comment during MAC Meeting: Friday, November 1, 2024.**
- All public speakers must provide their name, title, organization name, email address and contact number when signing up to speak.
- **Speaker Requirements During the Meeting:** The Department will try to accommodate as many requests as possible, however there is limited availability for public comments. Comments must be short in length. At the Department's discretion and based upon the public comment time allotted, each speaker will be given **less than 3 minutes** to provide comments during the meeting.
- Speakers on the same subject are encouraged to collaborate and have a single spokesperson, if possible.

- Once your request has been reviewed, you will receive a confirmation email from Melishia Bansa.
- Registrants will be provided with details of how to join the meeting to provide comments by **no later than 5:00 p.m. on Thursday, October 31, 2024.**

Regarding the Submission of Written Comments:

- Additionally, interested parties may also provide written comments to the Department in lieu of speaking during the meeting.
- Comments will be read into to record by the Chair or administrative personnel.
- **Comment Requirements:** Comments must be short in length and **must not** exceed 3 minutes when read during the meeting.
- Please email request to provide written comments to Melishia.Bansa@illinois.gov by **5:00 p.m. on Wednesday, October 30, 2024.**
- Please title your email correspondence with the following statement in the subject line: **Request to Provide MAC Written Comment on Friday, November 1, 2024.**

Postponing the WebEx Meeting:

- If in the event of any technical errors with the Virtual WebEx platform that could impede upon the virtual operations of the meeting experience, the meeting will be postponed until further notice.
- Registered Attendees will receive an email notification informing them the meeting has been postponed until further notice.
- Registered Attendees will receive an email notification regarding the new date of the rescheduled meeting.

This notice is available at: [2024 MAC and Subcommittee Meeting Notice | HFS \(illinois.gov\)](#)