

MEDICAID ADVISORY COMMITTEE (MAC) | HCI MCO Listening Session

November 1, 2024

Special Meeting | Virtual WebEx

10AM – 12PM



HFS

Illinois Department of
Healthcare and Family Services



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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. We also have live captions available as well. Please email 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.

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 and Stakeholder Engagement Listening Session**
- VII. Healthcare & Family Services Executive Report**
- VIII. Subcommittee Reports & Recommendations**
- IX. Public Comments**
- X. Additional Business: Old & New**
- XI. Adjournment**

II. Roll Call of 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 Dental 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
- Ex-Officio Non-Voting Member
- Arti Barnes – Illinois Department of Public Health

III. Introduction of HFS Staff



IV. Review and Approval of Meeting Minutes



V. HFS Leadership Comments



New Staff Announcements

HFS Promotions

- **Melishia Bansa** - Deputy Director for Community Outreach,
- **Monique Wantland** - Agency Procurement Officer

New To HFS

- **Clare Fisher** – Lead, Medical Debt Relief
- **Melissa Kula** - HFS Media Relations Officer
- **Emma Watters Reardon**- Policy Director
- **Kate Yager** - Administrator of the Division of Eligibility

Special Thanks For Years of Service to HFS

- Tracy Keen – has retired as administrator of the Division of Eligibility
 - **Jacqueline Myers** Interim administrator since August
- **Terri Shawgo** – Former Director of Human Resources
 - **Ruth Ann Day** - New interim Deputy Director of Human Resources
- **Janene Brickey** Former Deputy Administrator for Long-Term Care in the Division of Medical Programs
 - **Sarah Myerscough-Mueller** – New Interim Deputy for Long Term Care
- **Katie Hill** – Former General Counsel at HFS
 - **Chris Gange** New interim General Counsel

VI. HealthChoice Illinois MCO Customer and Stakeholder Engagement Listening Session



Meeting Summary

- I. Housekeeping**
- II. Intro to Customer and Stakeholder Listening Sessions**
- III. Procurement Code Overview**
- IV. Public Comments**
- V. Announcements: End of Listening Sessions**
- VI. 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 for the purposes of capturing your feedback.
 - HFS is committed to hosting meetings that are accessible and ADA compliant.
 - Closed captioning is available to you today via live close captioners. You can also experience the closed captioning features in multiple languages via the WebEx platform.
- 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. We will be publishing an FAQ document on our website that will be updated with answers to any questions we receive.



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

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.**

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.

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

Procurement Code Compliance TODAY

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

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

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 or call the Vendor Helpdesk at 866-455-2897.



Public Comments

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:

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





End of Listening Sessions

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	2024 MAC and Subcommittee Meeting Notice HFS (illinois.gov)
August 21 10am-12pm	Virtual	Discussion: Pub Ed Subcommittee of the MAC	Full Discussion	2024 MAC and Subcommittee Meeting Notice HFS (illinois.gov)
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	Customer and Stakeholder Listening Session: Medicaid MCO Experience
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	Customer and Stakeholder Listening Session: Medicaid MCO Experience
September 24 10am-12pm	Virtual	Discussion: Health Equity and Quality Care Subcommittee of the MAC	Full Discussion	2024 MAC and Subcommittee Meeting Notice HFS (illinois.gov)
Oct 3 6pm-8pm	Virtual	Discussion: MAC Special Meeting	Full Discussion	2024 MAC and Subcommittee Meeting Notice HFS (illinois.gov)
Nov 1 10am-12pm	Virtual	MAC	Final Wrap Up	2024 MAC and Subcommittee Meeting Notice HFS (illinois.gov)



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, Director" and a language selector for "English" are visible. 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 reads "HFS > Info Center > Procurement > Customer and Stakehold...".

Procurement Home

- Illinois BidBuy
- Customer and Stakeholder Listening Session: Medica...

Customer and Stakeholder Listening Session: Medicaid MCO Experience

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.

We want to hear from you!

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?

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





THANK YOU



VI. Healthcare & Family Services Executive Report



VI A. Innovations & Equity



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VII B. Program Updates



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VII.B1 Medical Debt



Medical Debt in Illinois

- People with medical debt often forgo needed medical care, have difficulty meeting basic needs, and face an increased risk of bankruptcy.
- While any person can accumulate medical debt, people of color are disproportionately affected.
 - Nationally, 13% of the population has medical debt in collections, but 15% of people in communities of color have medical debt in collections.
 - **In Illinois, 14% of the population has medical debt in collections, but 20% of the population in communities of color have medical debt in collections.**

Source: Urban Institute



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State Medical Debt Relief Pilot Program - Timeline

- **February 21, 2024:** Governor Pritzker announces the proposed Medical Debt Relief Program in his annual budget address
- **May 26, 2024:** Legislation to implement medical debt relief program & appropriation passed IL General Assembly
- **July 2, 2024:** Bill signed by Governor
- **October 1, 2024:** Contract with Undue Medical Debt began



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State Medical Debt Relief Pilot Program - Details

The State, via HFS, grants \$10M to Undue Medical Debt to purchase and absolve medical debt for eligible low-income Illinois residents held by hospitals and other medical care providers. This funding has 100x impact and can eliminate up to \$1B of medical debt.

Eligible residents include those with:

1. A household income at or below 400% of the Federal poverty guidelines OR
2. Medical debt equal to five percent or more of the individual's household income.



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State Medical Debt Relief Pilot Program – Partners

The Medical Debt Relief Pilot Program can only cancel medical debts if hospitals and health systems in Illinois sell or donate their debt portfolios to Undue Medical Debt.

Undue Medical Debt is actively working to establish partnerships with hospitals and other providers.

Interested in learning more? Email Clare.C.Fisher@Illinois.gov



Questions?





VII.B2 State-Based Marketplace

Marketplace Open Enrollment Begins Today, November 1

- Illinois is officially operating as a State-Based Marketplace on the Federal Platform (SBM-FP).
 - With this change, Illinois took on additional consumer assistance responsibilities, including awarding Navigator grants.
 - Consumers will continue to use Healthcare.gov as the Marketplace enrollment platform for the 2025 Plan Year.
- Illinois will transition to a full State-based Marketplace and an Illinois enrollment platform beginning with the Plan Year 2026.
 - An SBM will allow better and more seamless coordination between the Marketplace and Medicaid.



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Illinois Navigator Grantees

- HFS and DOI announced the award of \$6.5 million to 5 Navigator Grantee Organizations with 59 sub-grantees on September 30.
 - With these grants, Navigator coverage extends across the state, covering all 102 counties.
 - 140 Navigators are available to educate and assist Illinois applicants and that number continues to grow.
- Navigators are trained to help customers find and apply for Medicaid and Marketplace health insurance coverage.
- The Get Covered Illinois Navigator Program is particularly focused on serving individuals who would have difficulty enrolling without the help of a Navigator.

**Federacion de Clubes
Mochoacanos en
Illinois**



**Illinois Primary Health
Care Association**



Rincon Family Services



**Sinai Community
Institute**



**Springfield Urban
League, Inc.**





Languages Available Through Navigators

The following languages are available through Illinois Navigators. Free translation services are also available.

- Amharic
- Arabic
- Bosnian
- Burmese
- English
- Filipino
- French
- Ga
- Gujarati
- Haitian Creole
- Hausa
- Hindi
- Mandarin
- Puerto Rican
- Spanish
- Urdu

How Customers Can Find Navigators

The image shows a screenshot of the Illinois Government website (ILLINOIS.gov) with the GetCoveredIllinois logo and navigation menu. The 'Get Free Help' link is circled in orange. An orange arrow points from this link to a pop-up window titled 'GET COVERED CONNECTOR'. The pop-up window features a 'FIND LOCAL HELP' section with a map icon and text: 'Need help with your health insurance application? Enter your ZIP code below to find appointments with local application assisters.' Below this is a form with a 'Enter your ZIP code' input field, a '25 miles away' dropdown menu, and an 'Any Language' dropdown menu. A 'SEARCH FOR HELP' button is at the bottom of the form. The footer of the pop-up window includes the text 'Brought to you by YOUNG & INVINCIBLES' and links for 'Questions?', 'Privacy Policy', 'Terms of Service', and 'Report a Problem'.

Through the [GetCoveredIllinois](#) Connector, customers can find assistance using their Zip code, miles able to travel, and by requesting their preferred language.



Questions?





VII.B3 Status of Rede Activity

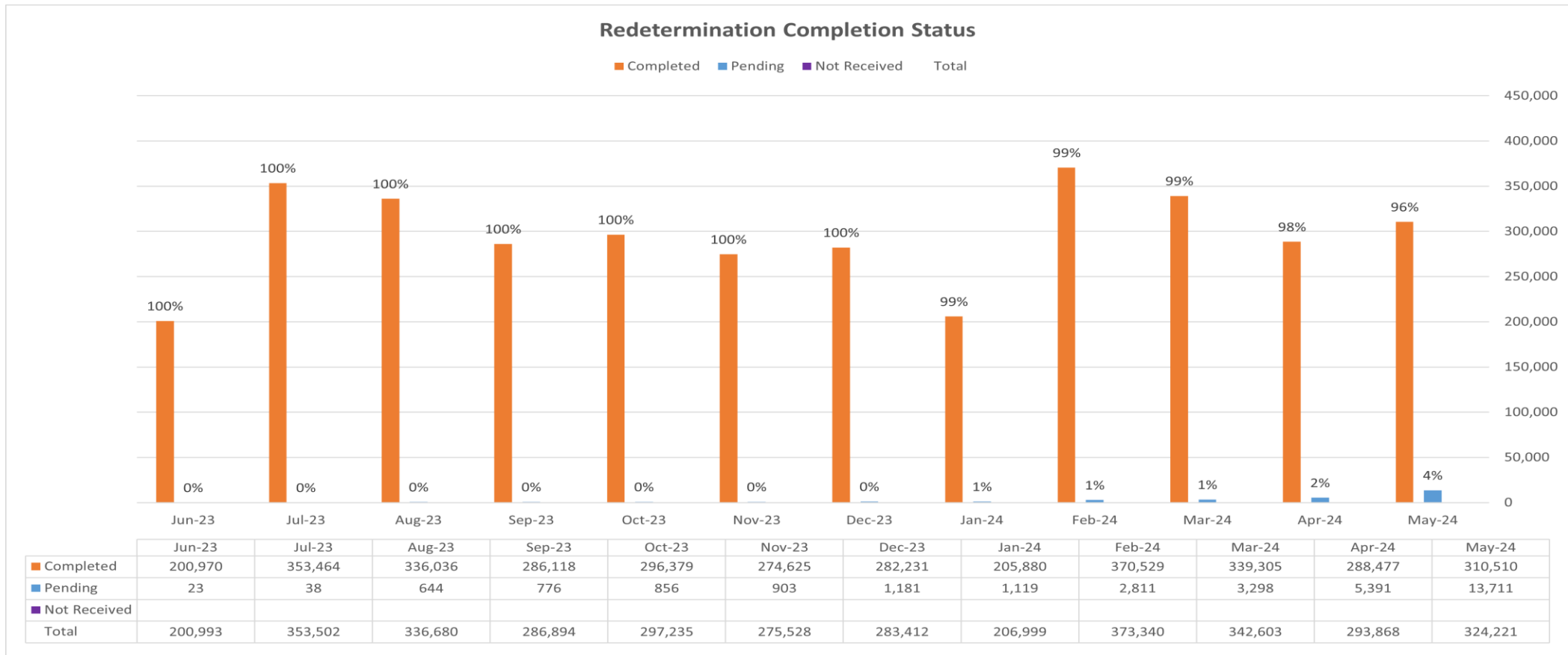
Status of the PHE Unwinding

Illinois is among the leading states in the country with a retention rate of 78 percent, one of the highest in the entire nation.

Redetermination Status by Individual													
As of October 31, 2024													
Outcome	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Grand Total
Completed - Retained	168,821	280,607	274,873	230,771	238,595	215,118	223,862	161,130	272,654	262,169	216,285	236,084	2,780,969
Pending	23	38	644	776	856	903	1,181	1,119	2,811	3,298	5,391	13,711	30,751
Pending - Not Received													-
Closed - Procedural	17,345	42,207	34,818	32,639	33,325	38,174	36,752	27,452	61,630	49,720	48,878	51,333	474,273
Closed - Ineligible	14,804	30,650	26,345	22,708	24,459	21,333	21,617	17,298	36,245	27,416	23,314	23,093	289,282
Grand Total	200,993	353,502	336,680	286,894	297,235	275,528	283,412	206,999	373,340	342,603	293,868	324,221	3,575,275

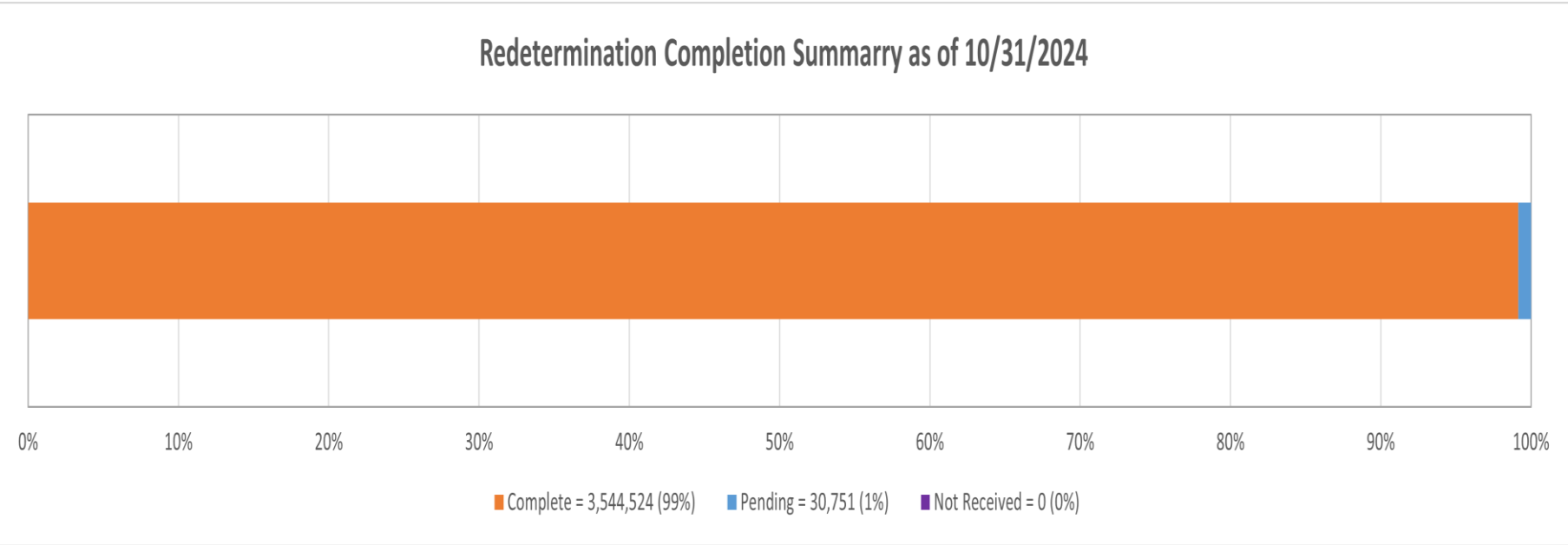
Status Type	Status Type Defined
Completed - Retained	Approved (Medical Benefits Continue)
Pending	Redetermination is received, but not yet processed
Pending - Not Received	The Pending - Not Received in the May 2024 represents the number of individuals extended to August 31, 2024.
Closed - Procedural	Failed to respond to redetermination or failed to provide supporting information
Closed - Ineligible	Over income, refused to provide information, deceased, left the home, moved out of the state, customer request to withdraw/close case

Overview of the work to be done



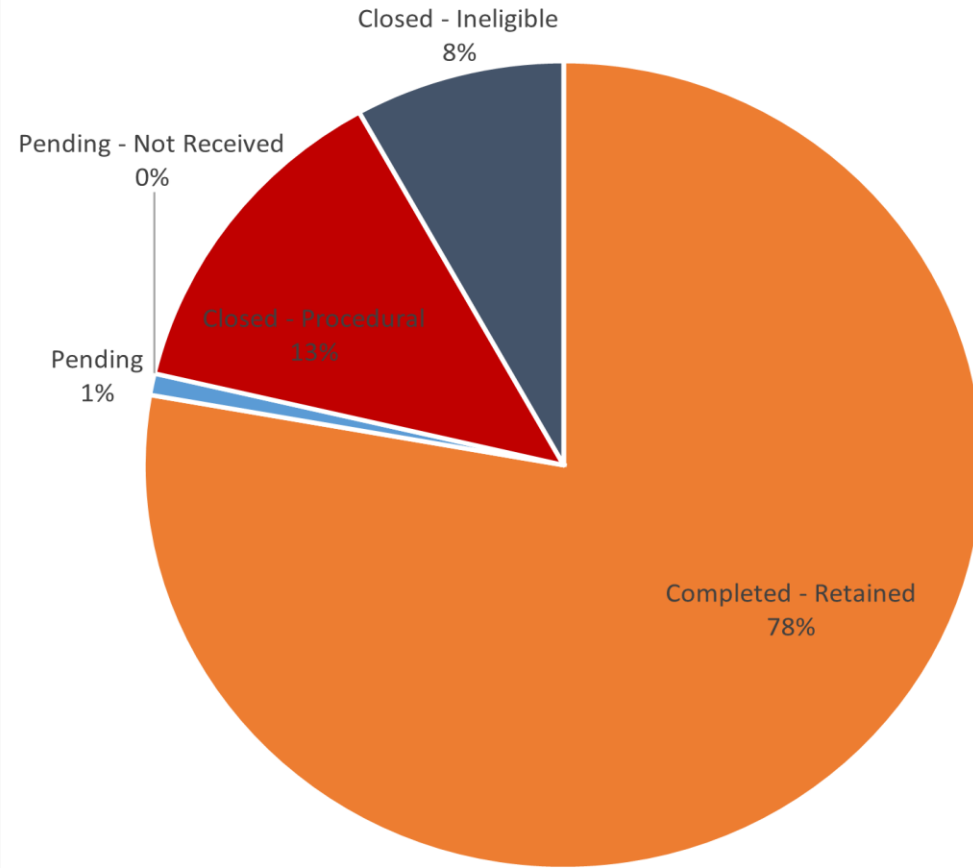


Redetermination Completion Summary as of 10/31/2024





% of Redetermination Outcome by Individual Year To Date





Accomplishments

- Retained 78% of individuals renewed during the unwinding
- Ex-Parte renewal rate is staying above ~65%
 - This is due to several strategies employed during the unwinding, including:
 - Allowing \$0 income households to be considered for ex-parte (currently approved through 06/2025)
 - Addition of the Asset Verification System to the ex-parte decision – which means more AABD customers are eligible for ex-parte.
 - And the change required by CMS to determine ex-parte by individual rather than by case.



Questions?





VII.B4 HBIS/HBIA/VTTC Update



Questions?





VII.B5 IES Multifactor Authentication Update

What is Multi-factor Authentication?

- Multi-factor means "two or more factors."
- This means you must take two steps instead of one to log in.
- The second factor or step is another way to make sure that you are the person signing in.
- It prevents anyone from using your private information to access state programs and benefits.
- Examples of MFA:
 - When a user logs in with their password and is also required to enter a six-digit code that is sent to their home phone or mobile device.
 - Other phone applications like Google Authenticator or Okta can be used
 - In ABE a user can also chose a Question as their security method



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Why the Change to ILogin for Customers?

- Improved protection of private information
- Easier account and password recovery
- Consistency across multiple state systems
- Compliance with National Institute of Standards and Technology (NIST) Guidelines as required by federal CMS



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Launch of ILogin and ILPartner

- Sept 27, 2024,
- Successful transition
- Working with some Providers and customers
- Safari/iPhone issue – problem identified
- Working on a Guide for the “Apply for Benefits without an Account”




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No Account Application

Apply For Benefits

Request for Cash Assistance - Medical Assistance - Supplemental Nutrition Assistance Program (SNAP)

Cash - 

Medical - 

SNAP - 

- You have the right to submit your application with only Name, Address and Signature.
- You may avoid delays in processing your applications by filling out as much information as possible.
- The date we receive your application is your application date which affects the date your benefits will start. If the application is filed on the first day of business (not on a weekend, holiday, or after 5:00 PM on business days), the date of the application is the date of the application.
- NOTE:** Please do not move within AE

Approved Representative

You can choose an Approved Representative by completing and signing this section. An approved representative means you give permission for this person (1) to sign your application for you, (2) to receive official information about this application, and (3) to act for you on all matters with this agency.

It is not necessary to be an Approved Representative to help someone complete this application to apply for benefits.

If you have an approved representative, complete the following:

Approved Representative First Name:

Approved Representative Last Name:

Organization Name: ID # if applicable:

Address: Apartment Number:

City: State: Zip Code: County:

I am giving this person above permission to act as an Approved Representative on my behalf.

First Name: Middle Initial: Last Name:

Applicant Information

* First Name:

Former Name, if any:

Present Address:

* Address:

Fraud Penalty Affidavit

Before you will be able to complete the online application, you must read the following Penalty Affidavit and provide certification of your understanding and acceptance.

I understand that the information on this form is subject to verification by federal, state, and local officials. If I intentionally give false or misleading information, I may be subject to criminal or civil prosecution.

I also understand that I may be prosecuted for fraud, be required to repay the amount wrongfully received and/or be disqualified from program participation. I understand I may be asked to show proof of any information I have given.

By checking this box you are certifying that you have read, understand and accept the penalty statement above.

[Report fraud for Cash, SNAP & Healthcare Coverage](#)

Electronic Attestation

I have agreed to submit this application by electronic means. By signing this application electronically, I declare under penalties of perjury that my answers are correct and complete to the best of any knowledge and belief. I also declare the following:

- I understand the questions and statements on this application.
- I have read and understand my Rights and Responsibilities in the box above.
- I understand that I am submitting this application electronically.
- I understand that I am submitting this application electronically.

Final Steps – Read Entire Page!

Congratulations, your application was successfully submitted!
Here are your next steps:

Your Application Tracking Number is : **AS1Lc2ubdNob28J**
Write down your application number or print your application for your records.

By checking this box you are certifying that you have read, understand and accept the penalty statement above.

* First Name:



You will also need to talk with a worker by phone or in person if required by the department.

Full Application PDF: [Print My Application](#)



What to Expect Next

You can also contact the DHS Help Line at 1-800-843-6154 if you have a question or need to report new information like a change in address.

Print a copy of our "What's Next Guide". This will give you helpful information while you wait for your application to be processed.

[Print What's Next Guide](#)

Illinois Voter Registration

- If you or a family member are a U.S. citizen age 18 or older and would like to register to vote, fill out one of the below forms and give it to your DHS office or your local election official.
 - [English Illinois Voter Registration Application SBE R-19 \(PDF\)](#)
 - [Spanish Illinois Voter Registration Application SBE R-19 \(PDF\)](#)
- For help filling it out or for translation services, contact your DHS Family Community Resource Center. You may also call the Helpline at 1-800-843-6154, or 1-866-324-5553 (for TTY). For information online, see www.dhs.state.il.us or www.elections.il.gov.



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Questions on No Account Application

- **Where does the Application go?**
 - The Applications will be sorted by address and zip code and dropped into the appropriate office Caseworker queue as if it were a regular paper application.
- **Is there tracking?**
 - Yes, though not a “T” Number as what is given for a standard ABE application.
 - The number will start with AS, for example AS75aae5a323saa.
 - Lookup will be easier by name, Dob, etc.
- **Will it be handled as quickly as other ABE submissions?**
 - Yes, same rules will apply!
- **Can an MMC account be created if we use this application?**
 - Yes, an ABE Account using ILogin can always be created later, and account information can be linked in MMC.



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No Account Applications

- 5037 Submitted
9/28/24 – 10/24/2024

Date	Submissions
09/28/2024 - 09/29/2024	109
9/30/2024	238
10/1/2024	361
10/2/2024	288
10/3/2024	246
10/4/2024	226
10/05/2024-10/06/2024	117
10/7/2024	271
10/8/2024	299
10/9/2024	289
10/10/2024	244
10/11/2024	175
10/12/2024-10/14/2024	125
10/15/2024	264
10/16/2024	254
10/17/2024	203
10/18/2024	211
10/19/2024-10/20/2024	71
10/21/2024	230
10/22/2024	289
10/23/2024	240
10/24/2024	222
10/25/2024	65



ILogin and ABE Profile – Medicaid Customer Information

- Toolkit has launched in English and Spanish.
- Other languages will be added.

Your ILogin & ABE User Account

CREATE. CONNECT. CHOOSE.

ILogin

Creating an ILogin Account and ABE Profile is a 3-step process: **Create, Connect, and Choose**. This is an improved process that requires Multi-factor Authentication (MFA). It is more secure and protects your private information while also offering an easier way to change passwords.

CREATE your ILogin:

1. From the **ABE Homepage**, select the **Apply for Benefits** or the **Manage My Case** button in the middle of the page.
2. Select **Create an ILOGIN Account** I do not have an ILogin account with state of Illinois and press **Next**. If you do not want to create an email account, you can still click the “**Apply for Benefits without an Account**” link or apply in person, by paper or by phone.
3. Complete the **ILogin** account creation.
 - Enter your **Email** and **Name** and choose a **Password** and press **Sign Up**.
 - Verify with email and return to ILogin
 - Choose the security option that works best for you. Mobile or home phone, security question, or another phone application.



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Additional Helpful Links:

[Creating an ILogin & ABE User Account](#)

[ILogin Questions & Answers for ABE Customers](#)

[IDHS: ABE Customer Support \(state.il.us\)](#)

[ILogin Help Desk](#)

After the transition [ILogin Help Desk](#) will be your access support for any login issues.

An updated guide to ABE Manage My Case (MMC) will be available on the LTSS and HFS Application Agent pages soon!



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Submitting a Ticket for ILPartner or ILogin Account Assistance

- Include required information and short description of problem – do NOT include SSNs, passwords, or any other private information in your ticket!

Requestor Information

Name *

e.g. First Last

E-Mail *

Phone *

XXX-XXX-XXXX

Ext.

Problem Details

Issue *




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Questions?





VII.B6 Other Administrative Comments or Updates

Provider Revalidation Summary

- **Cycle 1 (Sep '24 thru Nov '24)**

Total Providers in Cycle: 9052

- **Not started by Provider: 4555 (50%)**
- **Started by Provider: 437 (5%)**
- **Submitted by Provider: 1025 (11%)**
- **Approved by State: 3035 (34%)**

- **Cycle 2 (Oct '24 thru Dec '24)**

Total Providers in Cycle: 11281

- **Not started by Provider: 8196 (73%)**
- **Started by Provider: 281 (2%)**
- **Submitted by Provider: 2449 (22%)**
- **Approved by State: 355 (3%)**



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Questions?



VII. Subcommittee Reports & Recommendations





VII.A. Health Equity and Quality Care Subcommittee

Previous Meeting

September 24, 2024

- I. HealthChoice Illinois MCO Customer and Stakeholder Engagement Listening Session**
- II. Managed Care Presentations: BEP Impact on Member Health Equity**
 - A. Review of health equity outcomes**
 - B. Utilization of minority vendors to improve quality and equity**



VII.B. NB Stakeholder Subcommittee Update

B. NB Subcommittee

1. Next Meeting is December 16, 2024



VII.C. Public Education Subcommittee

C. Public Education Subcommittee

1. Next Meeting is Nov 21, 2024

IX. Public Comments



MAC Public Comments

- **Dalia Galvan Morales**
Associate Director of Strategy
& Government Relations
Erie Family Health Centers
Provided during HCI Listening Session
- **Sebastian Nalls**
Healthcare/HCBS Policy Analyst
Access Living
Provided during HCI Listening Session
- **Maria Kostas, Medicaid Member**
Provided during the HCI Listening Session
- **Kristina Lewis, Medicaid Member**
Provided during HCI Listening Session
- **Lureatha Jackson, Medicaid Member**
Provided during HCI Listening Session
- **Caroline Chapman**
Deputy Executive Director of Program and Policy
Legal Council for Health Justice
Provided during HCI Listening Session

X. Additional Business: Old & New





X.A. Items for Future Discussion



VIII.B. HFS Announcements

MAC & Subcommittee Resources

1. **Launching of new MAC Autism Workgroup**
 - **First Meeting will be Friday, November 22, 2024**
 - **Interested in applying for more information, Please Contact Melishia.Bansa@Illinois.gov for more information**
2. **Looking for Applicants for the Breakthrough Therapies for Veteran Suicide Prevention Advisory Council**
 - **Please Contact Melishia.Bansa@Illinois.gov for more information**
3. **HFS is Hiring a Director of HR**
 - **For more Information, please visit [Careers | HFS](#)**

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



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!

XI. Adjournment

THANK YOU

