



HFS

**Illinois Department of
Healthcare and Family Services**

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Public Education Subcommittee Meeting Minutes

Date | Time: Wednesday, December 13, 2023, | 10:00 a.m. to 12:00 Noon

Location: The 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

Connie Schiele, HSTP

Edith Avila Olea, ICIRR

Kristin Gharst, designee for Nancy Aguirre, Community and Residential Services Authority

(*) Nadeen Israel, AIDS Foundation of Chicago

Sherie Arriazola Martinez,

Sue Vega, Alivio Medical Center

Kathy Chan, Cook County Health

Pub Ed Members Absent:

State Staff Members Present:

Arvind Goyal

Sergio Obregon

Angela Ryan

Tracy Withrow

Ben Winick

Veronica Archundia

Danni Mendez

Jammie Munks

Jenna King

Jesse Lava

John Hoffman

Jose Jimenez

Kristin Hartsaw

Lauren Polite

Margaret Dunne

Melissa Black

Melishia Bansa

Patrick Hostert

Public Education Subcommittee Meeting Minutes: December 13, 2023

- I. **Call to Order:** The meeting was called to order by Melishia Bansa, Special Assistant to Director of HFS on Wednesday, December 13, 2023, at 10:00 a.m. The meeting was held on the WebEx Platform. Ms.Bansa addressed housekeeping and ground rules for the meeting.
- II. **Roll Call of Committee Members:** Nadeen Israel, Madam Chair, facilitated the roll call of committee members.
- III. **Introduction of HFS Staff Members:** Melishia Bansa introduced HFS staff members.

IV. Review and Approval of the August 23, 2023, Meeting Minutes

Motion: Nadeen Israel, Madam Chair, moved approval of the meeting minutes. Committee member: Sherie Arriazola seconded the motion. No oppositions. No abstentions. **Motion carried.**

V. The 2024 Tentative Meeting Schedule was approved [Schedule | HFS \(illinois.gov\)](#)

VI. State Updates:

A. **Eligibility Updates:** Sergio Obregón, Bureau Chief, BMESP, provided an introduction of this segment:

I. **Customer Services**

- a) **Translation and Interpretation Services.** Margaret Dunne, Medical Program Analyst, provided a brief overview of services available for Limited English Proficient (LEP) individuals in order for them to have a meaningful access to DHS and HFS programs, services, and activities. It was also stated that the services provided by MCOs enable members to request translation for in-person or virtual medical appointments.

II. **YTD Full Cycle Redetermination Updates and Data**

- a) **New Ex-parte Process and Redetermination Process.** As of 10/01/2023, in order to be in compliance with the Federal Code of Regulations, redeterminations will no longer be conducted on a collective case level, instead; each individual on a case due for a medical redetermination will be evaluated for ex-parte eligibility.
- b) **Redetermination Data** was presented by status type, such as: retained, pending, procedurally closed, ineligible closed.
- c) **Address Updates and MMC Stats:** Data were shared concerning the number of Address Updates requested by customers, as well as indicated by Manage My Case statistics. The complete presentation can be referenced and reviewed on the HFS MAC Website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)

III. **The DHS Update will be provided at a future meeting.**

IV. **Communications: Outreach and Engagement.**

- a) **HFS Communications Update:** Details about the state of Illinois Paid Campaign. This segment was presented by Tracy Withrow, Communications and Marketing Coordinator. The complete presentation

can be referenced and reviewed on the HFS MAC Website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)

- b) **Web Series Training, 1,2, and 3:** Melishia Bansa shared information concerning the three-webinar series regarding:
- Review of Manage My Case (MMC)
 - Language Accessibility
 - Previously Submitted Questions answered by HFS Subject Matter Experts.

The three webinars have been posted with videos and slide decks.

<https://hfs.illinois.gov/medicalclients/continuouscoveragewebinar.html>

- c) **MCO Updates:** Lauren Polite, Medical Program Analyst, provided a report concerning progress regarding REDE responses from each individual MCO since October 2023.
- d) **Feedback from Committee Members:** Melishia Bansa facilitated the discussion with the committee members with regard to outreach efforts and how HFS can best support its outreach efforts.

B. HBIA HBIS Updates: the segment was presented by Lauren Polite. The complete presentation can be referenced and reviewed on the HFS MAC website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)

C. Other Program Enrollment Sergio Obregón provided a brief overview of the medical applications received within the last quarter, as well as enrollment numbers of the Family Planning program.

Please follow the HFS MAC Website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)

VII. Public Comments: There were no public comments.

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

IX. HFS Announcements: Melishia Bansa, Special Assistant to Director of HFS presented this segment.

A) Outreach to Subcommittee Members:

Melishia Bansa discussed that all MAC & Subcommittee Members must complete Mandatory training no later than December 15, 2023, on OneNet:

<http://onenet.illinois.gov/mytraining>

These are the trainings that must be completed:

- Diversity, Equity, and Inclusion Training
- HIPPA and Privacy Training
- Security Awareness Training
- Harassment and Discrimination Prevention Training
- Ethics Training

B) 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](#)

C) MAC Resources:

To Receive MAC: Public Education Subcommittee Email Notifications Regarding Public Meeting Notices, sign up for our MAC and Subcommittee Listserv at the following links:
[MAC and Subcommittees E-mail Notification Request | HFS \(illinois.gov\)](#)

Social Media:

[Illinois Department of Healthcare and Family Services | Springfield IL | Facebook](#)

[ILDHFS \(@ILDHFS\) / Twitter](#)

[Illinois Department of Healthcare and Family Services | LinkedIn](#)

X. Concluding Directives and Wrap UP

XI. Adjournment: Meeting was adjourned at 12:01 p.m.

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

B) The next meeting is scheduled for April 24, 2024.