



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Acting Director

## MISSION

Helping Families Succeed

We work together to help Illinoisans access high quality healthcare and fulfill child support obligations to advance their physical, mental, and financial well-being.

## KEY PROGRAMS

- ▶ Medicaid
- ▶ Child Support Services

More than **1 in 4 Illinoisans** are served by HFS.

HFS provides healthcare to more Illinoisans than any other insurer.



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**WE IMPROVE LIVES.**

- ▶ We address health-related social needs.
- ▶ 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.



# Spotlight on Health Transformation

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- ▶ The **East St. Louis Health Transformation Partnership** is one of 14 Healthcare Transformation Collaboratives (HTCs) funded by the Department to advance equity in our healthcare delivery system in Illinois.
- ▶ The Collaborative brings together Touchette Regional Hospital (the area's sole safety net provider) and SIHF Healthcare (largest primary care provider) with multiple specialty and social care providers to realign the health delivery system in Metro East.
- ▶ Accomplishments include:
  - ▶ Opened East St. Louis' first and only Urgent Care Clinic in December 2023, which is already averaging 300 patient visits per month.
  - ▶ Established specialty care services in Centreville and Belleville.
  - ▶ Deploying community health workers to help manage chronic conditions and respond to health-related social needs.
  - ▶ Developing a 16-unit permanent supportive housing site in Cahokia Heights, with construction commencing this year.

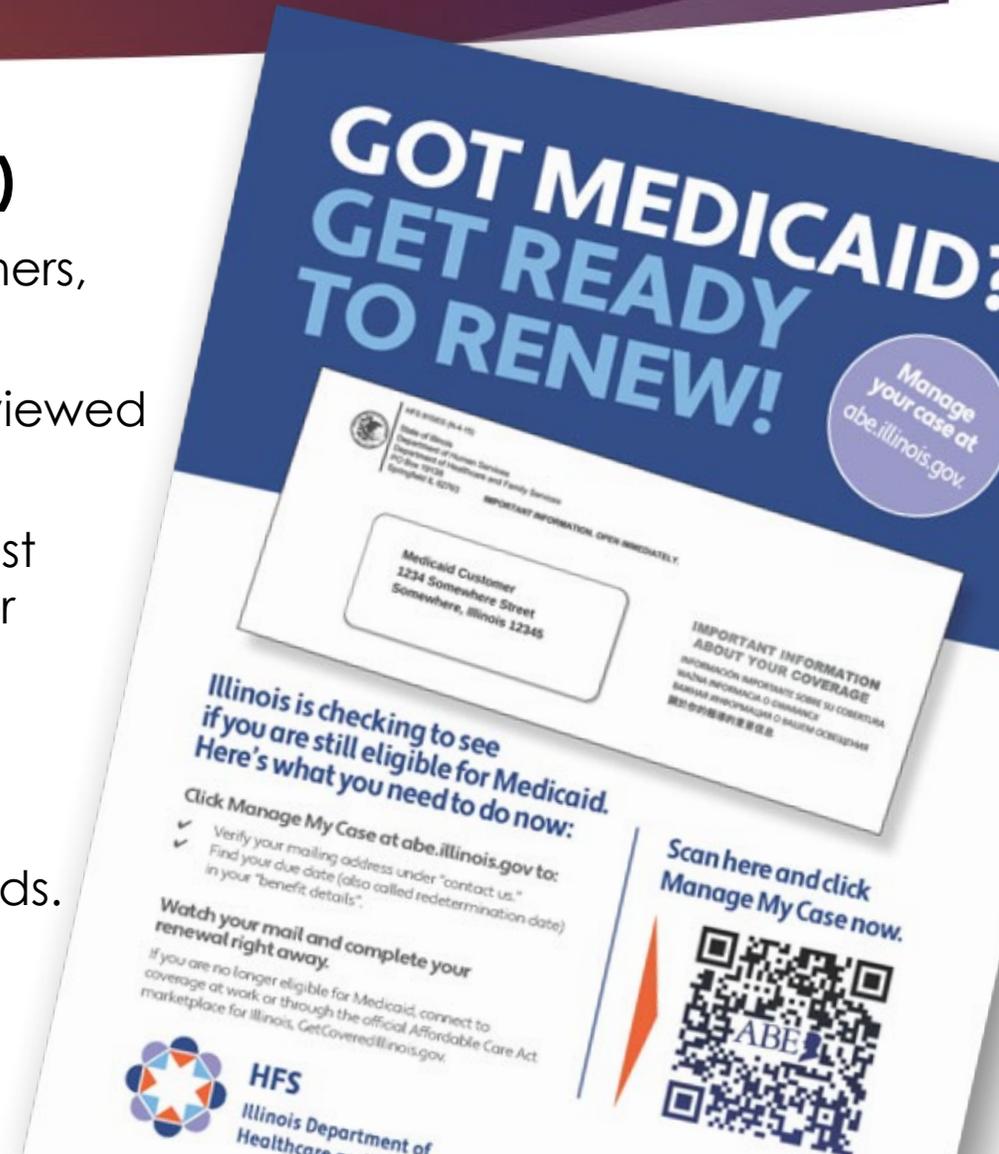


# FY24 Accomplishments

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## Redeterminations – Unwinding from pandemic-era continuous coverage (an IDHS and HFS partnership)

- ▶ Medicaid redeterminations have resumed for all customers, marking a return to annual eligibility checks.
- ▶ 72% of 2+ million individuals whose cases have been reviewed retained coverage.
- ▶ **Illinois has been leading the nation** with one of the lowest percentages of customers with coverage terminated for procedural reasons.
- ▶ Implemented multiple flexibilities to help ensure eligible customers stay covered.
- ▶ Outreach campaign includes emails, texts, billboards, ads.



# FY24 Accomplishments

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## Expansion of Maternal and Child Health Services

- ▶ Submitted lactation consultant and doula State Plan Amendments to federal CMS, collaborated with community doulas and SIU on a doula certification program, and developed enhanced training and supports for new maternal health providers through the Medicaid Technical Assistance Center (MTAC), an HFS + U of I partnership.
- ▶ Continued planning to implement additional maternal health provider types in 2024, including home visiting, certified professional midwives, and postpartum medical caseworkers.
- ▶ Added bonus payments to providers who complete preventive postpartum visits within ACOG recommended timeframes (0-3 weeks, 4-12 weeks).
- ▶ Achieved a 10% increase in timely prenatal and postpartum care visits over the past three years due to our focus on this HFS Quality Strategy measure as an MCO Performance Improvement Project aimed at closing health disparity gaps.



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# FY24 Accomplishments

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## Ensuring access to comprehensive reproductive health care

- ▶ Launched the Complex Abortion Regional Line for Access (CARLA) with IDPH and hospital partners, a **first in the nation** provider-led navigation program to connect people seeking abortion services at clinics to a higher level of care.
- ▶ Expanded access to the HFS Family Planning Program by implementing a new check box to opt-in to the program on Medicaid redetermination forms and adding 43 more presumptive eligibility provider sites (now 201 total sites) across the state to offer immediate access to comprehensive family planning and family planning-related services.
- ▶ Added a new *contraceptive care access* measure to the HFS Quality Strategy and the Medicaid MCO Pay for Performance/Pay for Reporting (P4P/P4R) program, further increasing the Medicaid MCO's focus on access to reproductive healthcare.



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# FY24 Accomplishments

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## Healthcare Transformation

- ▶ Developed and submitted 1115 waiver application to add coverage for a broad range of health-related social needs (HRSN) addressing critical priorities like housing and food insecurity.
- ▶ Worked with the Children's Behavioral Health Transformation Initiative to begin implementing blueprint recommendations, including a resource referral tool; continued to implement Pathways to Success.

## Long Term Care

- ▶ Implemented PACE, a comprehensive model blending Medicare and Medicaid funded services, to create another alternative for eligible seniors to live safely at home.

## Managed Care

- ▶ Supported innovations in our managed care program to address health-related social needs and other barriers to care. (For example, the establishment of a care coordinator-controlled Member Care fund used to pay for needs like food, clothing, cell phones, or furniture to help stabilize members and improve health outcomes.)

## Child Support

- ▶ Implemented new laws designed to secure continued child support payments for those who may not be receiving it today by connecting parents to career opportunities in partnership with the Illinois Department of Employment Security (IDES) and Central Management Services (CMS) and requiring new hire reporting for private contractors.



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# Meet Maria and Owen

## Challenges:

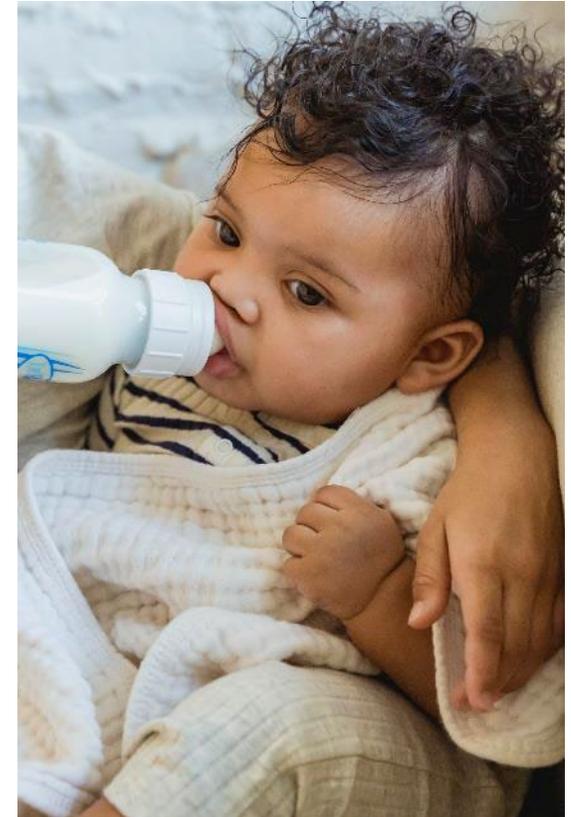
▶ Homeless and diagnosed with bipolar disorder, Maria\* called her MCO to report being pregnant. She had not been taking her medications and felt her current OB/GYN wasn't helpful.

## MCO intervention:

▶ After a Health Risk Assessment and new care plan, Maria soon had stable housing, a Maternity Care Package, food assistance, home visits through the Better Birth Outcome program and transportation to a new OB/GYN.

## A better life:

▶ Healthy little Owen was born last year, and Maria went to all her postpartum appointments. She now has the resources and confidence to rebuild her social support system and pursue her goal to become a CNA.



\* All names changed for privacy.



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# Meet Dan

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## Challenges:

▶ A 15-year-old trans male, Dan\* has had multiple psychiatric hospitalizations and a history of suicidality. His struggles have been even harder from years of receiving minimal support around his gender identity.

## YouthCare intervention:

▶ Dan's YouthCare Care Manager is specialized in LGBTQ+ affirming care. During his most recent hospitalization, the Care Manager learned that the facility offered limited gender-affirming care. YouthCare made a referral to the DCFS LGBTQ+ Specialty Team.

## A better life:

▶ Since moving to a more supportive setting, Dan has not required any inpatient hospitalization. YouthCare and DCFS continue to hold regular meetings to support his continued community stabilization and coordinate care.



\* Name changed for privacy.



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# HFS FY25 Budget Highlights

## New Investment

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- ▶ **Establish a Medical Debt Relief Program** – Includes **\$10 million to erase nearly \$1 billion** in medical debt for at least 300,000 eligible low-income Illinois residents.
- ▶ **Increased Federal Medicaid Dollars to Local School Districts** - Includes \$200 million in additional funding to account for a federal CMS policy change allowing for all Medicaid services provided in school settings to receive reimbursement of federal matching funds on an actual cost basis.
- ▶ **State-Based Marketplace Transition** - Includes \$6 million for staff and Navigator grants to support the first phase of the transition from a federally-facilitated Health Insurance Marketplace to a State-based exchange.
- ▶ **Create a Tiered Safety-Net Add-On** - Targets an additional \$50 million to safety net hospitals through an approach that links the amount of the add-on to the hospital's Medicaid Inpatient Utilization Rate.
- ▶ **Practitioner Rate Increases** – Includes the annualization of comprehensive physician rate increases now under review with federal Centers for Medicare and Medicaid Services (CMS).



# HFS FY25 Budget Highlights

## Ongoing Investments

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- ▶ **Child Support Pass-Through Law** - HFS is now required to pass through all child support to families receiving Temporary Assistance for Needy Families (TANF). The budget includes an increase to ensure over \$30 million will be available to pass through to families once the Act becomes effective July 1, 2024.
- ▶ **Healthcare Transformation Collaboratives** - Includes \$150 million in funding for continued investment in collaborations of healthcare providers and community partners to improve healthcare outcomes, reduce healthcare disparities, and realign resources.
- ▶ **Programmatic and Reimbursement Additions** - Includes \$1.1 billion for full year cost of Spring 2023 legislation and negotiated program enhancements - Medicaid Omnibus Bill (SB1298), FY24 BIMP Bill (HB 3817) and FY25 appropriations bill (SB 250).
- ▶ **Health Benefits for Immigrant Adults and Seniors** – Includes \$440 million in GRF funding and approximately \$189 million in other revenue to continue providing health benefits to enrolled immigrants 42 and older who would otherwise be eligible for Medicaid if not for their immigration status.
- ▶ **Continued investments In** - Childrens Behavioral Health, the Pathways program, Maternal and Child Health, Williams and Colbert, Certified Community Behavioral Health Clinics and Medicaid Technical Assistance Center (MTAC).



# Meet Lindsey and Nathan

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## Challenge:

▶ Leopold\* planned to leave the country for a destination wedding. But HFS put a hold on his passport because of past-due child support.

## Child Support intervention:

▶ After talking with HFS staff, Leopold paid the entire \$15,423 he owed. The very next day, this was directly deposited into the account of his former wife Lindsey.

## A better life:

▶ HFS staff called Lindsey who was able to pay off debts she owed to support 11-year-old Nathan. HFS circled back with Leopold and he decided to set up auto-pay for the future.



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# HFS FY25 All Funds Budget

<b>ALL FUNDS (\$ MILLIONS)</b>			
<b>TOTAL BY PROGRAM</b>	<b>FY 2024 APPROPRIATION W/SUPPLEMENTAL</b>	<b>FY 2025 REQUEST</b>	<b>\$ CHANGE</b>
<b>Medical Assistance</b>	\$38,138.4	\$38,731.1	\$592.7
<b>Child Support Services</b>	\$303.5	\$329.8	\$26.2
<b>Administration</b>	\$339.0	\$348.6	\$9.6
<b>Public Aid Recoveries</b>	\$31.6	\$33.1	\$1.5
<b>Office of Inspector General</b>	\$31.5	\$35.1	\$3.6
<b>TOTAL</b>	<b>\$38,844.1</b>	<b>\$39,477.6</b>	<b>\$633.5</b>

Numbers may not appear to add due to rounding.

# HFS FY25 General Funds Budget

<b>GENERAL FUNDS (\$ MILLIONS)</b>			
<b>TOTAL BY PROGRAM</b>	<b>FY 2024 APPROPRIATION W/SUPPLEMENTAL</b>	<b>FY 2025 REQUEST</b>	<b>\$ CHANGE</b>
<b>Medical Assistance</b>	\$9,594.4	\$9,231.7	(\$362.7)
<b>Child Support Services</b>	\$63.2	\$83.8	\$20.6
<b>Administration</b>	\$59.1	\$60.8	\$1.7
<b>Office of Inspector General</b>	\$5.8	\$7.0	\$1.2
<b>TOTAL</b>	<b>\$9,722.5</b>	<b>\$9,383.3</b>	<b>(\$339.2)</b>

Numbers may not appear to add due to rounding.

# Goals for FY25

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- ▶ Ensure all Illinoisians have **access to the health care services** they are eligible for by focusing on consumer retention through the redetermination process and by growing program areas like family planning.
- ▶ Continue to **hold MCOs accountable** for high quality care by monitoring and incentivizing quality outcomes, partnering on innovations that address health-related social needs, and ensuring practices that reduce disparities and promote racial equity.
- ▶ Prepare for the implementation of **Illinois State Based Health Insurance Marketplace** by partnering with the Illinois Department of Insurance (DOI) to procure technology, infrastructure support and design integrated enrollment practices for successful implementation in 2026.
- ▶ Implement innovations in the **Williams and Colbert** consent decrees service delivery model to ensure quality outcomes and program sustainability.
- ▶ Continue to innovate with sister agencies, stakeholders, and providers to prioritize areas including **maternal and child health, behavioral health, reproductive health, health equity, and health-related social needs.**
- ▶ Continue to enhance the financial and emotional well-being of families by **ensuring child support payments are passed through in full** to families entitled to funds.