

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Final Meeting Minutes
February 7th, 2019**

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

Committee Members

Kathy Chan, Cook County Health & Hospitals System
Jacenta Manley for Brittany Ward, CPS
Erin Weir Lakhmani, Mathematica Policy Research
Sherie Arriazola, Safer Foundation
Nadeen Israel, AIDS Foundation of Chicago (by phone)
Moses Tellez for Sergio Obregon, CPS

HFS Staff

Lynne Thomas
Lauren Polite
Elizabeth Lithila
Lauren Tomko
Robert Mendonsa
Arvind Goyal
Veronica Archundia

Committee Members Absent

Sue Vega, Alivio Medical Center
Ramon Gardenhire, AFC
Connie Schiele, HSTP
John Jansa, Smart Policy

DHS Staff

Gabriela Moroney
Tina Bhaga
Willie Haywood
Beatriz Gonzales

Interested Parties

Paula Campbell, IPHCA
Cyrus Winnett, IARF
Susan Gaines, IPHCA
Mikal Sutton, BCBSIL
Sara McCoy, IHCOP
Jill Hayden, Meridian
Zsa-Zsa Pimentel, ICIRR
Anna Carvalho, Consultant
Marina Kurakin, Legal Council for Health and Justice
Lisa Wiseman, Humana
Patrick Maguire, Medical Home Network
Bailey Huffman, Age Options
Carrie Chapman, LCHJ
Brielle Ostyng, Meridian
Kate Maley, Sargent Shriver National Center
James Brown, Autumn
Jessie Beebe, AFC

Interested Parties (by phone)

Judy Bowlby, Liberty Dental Plan
Juanita Brown, Next Level Health
Jessica A. Pickens, Next Level Health
Kristin Hartsaw, DuPage Federation on Humans Services Reform
Kimberly Burke, Lake County Health Department
Maria Bell, Avesis
Nelson Soltman,
Andrea Davenport, Meridian
Stephanie Seemann, DuPage M
Dalia Morales, Healthcare Access and Immigrant & Refugee Services

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Michelle Sanders, Heartland Health Services
Migdalia Ballona, Community Health Partners
Ralph Schubert, UIC Specialized Care for Children
Michelle Sanders, Heartland Health Services
Dave Lecik, Department on Aging
Robin Lavender, DuPage Health
Dave Hunter, Presence Health Partners
Karyn Britt, TC Health
Martha Jarmuz, Choices CCS
Medina Leticia,
Veronica Avila,

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1. Introductions:

Chairperson Kathy Chan conducted the meeting. Attendees in Chicago and Springfield introduced themselves.

2. Review and Approval of the Meeting Minutes from December 6th, 2018:

Kathy Chan stated that, due to the lack of a quorum, the committee will not be able to take any actions related to the December 6th draft meeting minutes. Therefore, the minutes will not be reviewed at this meeting, instead they will be discussed during the April 4th meeting.

3. Care Coordination:

Robert Mendonsa indicated that the merging of Harmony and Meridian health plans was completed as of January 1st, 2019. Members who were enrolled in Harmony are currently being served by Meridian, unless a member has requested enrollment with a different health plan. Mr. Mendonsa said that throughout the state there are four choices of health plans, in addition to two which cover the Chicago area. He added that MLTSS are in six Chicago area counties and waiting on CMS approval, as well as for the approval of an HIV/AIDS waiver, so that HFS can proceed with the statewide rollout. Nadeen Israel asked if, during the April 4th meeting, HFS can provide a status report regarding the HIV/AIDS waiver.

Robert Mendonsa said that bringing the DCFS expansion to managed care is pending the installation of the new administration, the new director and management team. Sherie Arriazola asked if there is an estimated time for data to be loaded with the MCOs so that contract with providers can be finalized. Mr. Mendonsa said the new reporting under Health Choice Illinois will be tracking MCO provider load times by provider types, as well as tracking prior authorizations and denials. He said that there will be a standard, self-reporting format for all plans. He added that the new contract provides for the state to audit and verify any MCO reported information.

Paula Campbell said that there is confusion among clients regarding the open enrollment letter, which indicate that clients “do not need to do anything to stay in their health plan”. She said that clients tend to assume that they don’t have to complete and return their redetermination paperwork, which often arrives in the mail shortly after the open enrollment notice. Robert Mendonsa said that the Bureau of Managed Care is open to anything which can make the process less confusing. Paula Campbell said that she will contact Lynne Thomas to discuss this further. Chairperson Kathy Chan indicated that committee and non-committee members are welcome to share comments on HFS communication and educational materials through this committee.

4. DHS Update:

Gabriela Moroney said that DHS is planning to issue a formal policy memorandum to DHS caseworkers so that they can receive instructions about how to process Citizenship Application fee Waiver” requests.

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Ms. Moroney indicated that, through collaboration between DHS and HFS, the fact sheet regarding how working may impact medical assistance for people with disabilities has been finalized. She said that, although the current version has been approved, any further comments, questions, or concerns should be sent to Gabriela at gabriela.moroney@illinois.gov

5. ABE & IES Update:

Lauren Polite said that the state has now made available a new alternative for individuals who have not been able to complete “Identity Proofing” through Experian. The changes are currently in production, and the state has received about 100 requests. Staff members at the Bureau of All Kids are diligently working on these requests. Lauren noted that the form will be processed between six to eight weeks.

Ms. Polite shared with the committee members the new forms, which were included in the meeting material packet, including both, the English and the Spanish versions (see the attached forms.) She noted that if a client submits an incomplete form, a notice of rejection will be issued. Lauren Polite emphasized that the client’s User Name on the form needs to match the User Name in IES (Integrated Eligibility System), otherwise the Identity Proofing indicator in IES cannot be changed to “YES” and a denial will be sent. She also noted that if the proper documentation is submitted and if everything matches, clients will be mailed an approval notice to the address indicated in IES. This notice will tell the client that when they log-into his/her account they’ll be taken directly to Manage My Case.

Lauren Polite said that, in the future, the form will be added to the ABE application, so clients can upload the document with their applications and have the form processed along with their applications. However, this option is not yet available. Patrick Maguire asked how a client can access the form. Ms. Polite said that they will be prompted to follow a link when unsuccessful with Identity Proofing through Experian. The form is also available on the DHS website at: <http://www.dhs.state.il.us/page.aspx?item=76721>

Kathy Chan asked if, during the next meeting, it would be possible to further discuss this issue.

Ms. Polite said that it is important to note that the approval or denial response will be sent to the address in IES. She noted that the form includes a checkbox asking if the client wants the state to “change their address in the system”. Any questions, comments or concerns related to the form or the new process should be sent to veronica.archundia@illinois.gov

Lauren Polite noted that DHS and HFS continue their combined effort in terms of the implementation of performance fixes to improve IES and ABE. Lauren shared the following data on MMC use and FFM applications. She will provide these in advance for future meetings:

Continue

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	10/3/2018	7/31/2018	4/10/2018	1/29/2018
ABE MMC Accounts Linked	416,010	329,244	240,780	121,361
Renew My Benefits	125,603	97,679	53,557	21,992
Report My Changes	84,882	63,762	31,187	14,254
Program Adds	31,136	22,908	10,033	3,728
Member Adds	11,758	9,753	5,173	2,644
Mid-Point Reports	47,454	34,357	11,247	2,870
Appeals submitted	24,551	<i>not available</i>	7,380	4,673
FFM cases received since 11/2017	123,550	114,885	102,618	<i>not available</i>
ABE cases transferred to FFM since 11/2017	291,706	226,422	167,766	<i>not available</i>

6. Medicaid Redetermination Update:

Elizabeth Lithila indicated that today's presentation reflects the most recent data through January 2019, related to Medicaid redetermination. She noted that this will be the first full year since IES was implemented. She presented the Redetermination Report, which is attached.

Nadeen Israel asked if it would possible to provide the data regarding Language Codes and Cancellation Reasons in advance of the April 4th meeting so the committee members can have the opportunity to review the information in anticipation to the meeting. Elizabeth said that the report to be presented during the next meeting will be included with the agenda and meeting materials. Erin Weir Lakhmani asked if the data related to form A (ex-parte) numbers will be included for the April meeting. Elizabeth said that her team will make its best effort to include in the report the items that have been requested.

Elizabeth Lithila said that her team (Elizabeth and one staffer) has been working diligently in developing a report of the data according to the format of the template that Nadeen Israel had requested. Kathy Chan and Sherie Arriazola concurred with the observation that Elizabeth and her team member have made conscientious efforts to provide the information requested by the committee members. Other committee members acknowledged the efforts undertaken by HFS.

7. Open Discussion and Announcements:

Sherie Arriazola asked for an update during the April 4th meeting regarding the services provided to clients residing in work-release centers or halfway houses, also known as Adult Transitional Center (ATC). Chairperson, Kathy Chan asked to include in the minutes the reference of the link to the federal guidance, so the committee can reference it for discussion:
<https://www.medicaid.gov/federal-policy-guidance/downloads/sho16007.pdf>

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Carrie Chapman asked if, during the next meeting, it would be possible to provide an update on case conversions.

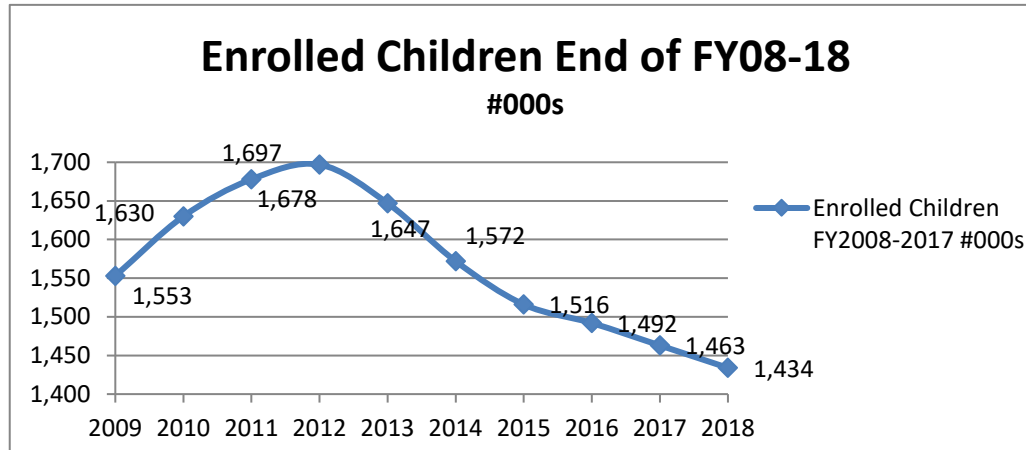
8. Adjournment:

The meeting was adjourned at 12:05 p.m. The next meeting is scheduled for April 4th, 2019, between 10:00 a.m. and 12:00 p.m.

Renewal Processing as of 1/18/2019	December 2018		Past Three Months Totals	
Renewal Disposition Data (MAGI and non-MAGI)				
	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal
Total Due for Renewal	151871	100%	459457	100%
<i>Among Total Renewals Initiated in Reporting Month:</i>				
Eligibility Renewed through Ex Parte Renewal Process	30510	20%	101156	22%
Sent Prepopulated or Other Renewal Form to Complete and Return	121361	80%	358301	78%
(Not able to be renewed through Ex Parte process)				
<i>Among Those Sent a Prepopulated/Other Renewal Form to Complete and Return</i>				
Eligibility Renewed Based on Form	30502	20%	104223	23%
(Includes transfers to other Medicaid/CHIP groups)				
Medicaid/CHIP Closed at Renewal	59576	39%	167992	37%
Closed after determination of ineligibility for Medicaid/CHIP	1217	1%	5594	1%
Closed due to failure to return form or required documents	58359	38%	162398	35%

Children's Enrollment

End of FY	Enrolled Children FY2008-2017 #000s
2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572
2015	1,516
2016	1,492
2017	1,463
2018	1,434



End of Month 2015	Enrolled Children #000s	End of Month 2016	Enrolled Children #000s	End of Month 2017	Enrolled Children #000s	End of Month 2018	Enrolled Children #000s
Jan	1,540	Jan	1,505	Jan	1,476	Jan	1,467
Feb	1,540	Feb	1,502	Feb	1,472	Feb	1,443
Mar	1,532	Mar	1,501	Mar	1,472	Mar	1,433
Apr	1,527	Apr	1,497	Apr	1,467	Apr	1,424
May	1,522	May	1,495	May	1,464	May	1,436
June	1,516	June	1,492	June	1,463	June	1,434
July	1,515	July	1,491	July	1,463	July	1,432
Aug	1,514	Aug	1,492	Aug	1,458	Aug	1,430
Sept	1,513	Sept	1,488	Sept	1,452	Sept	1,421
Oct	1,510	Oct	1,482	Oct	1,446	Oct	
Nov	1,508	Nov	1,481	Nov	1,448	Nov	
Dec	1,503	Dec	1,477	Dec	1,457	Dec	

