



ILLINOIS DEPARTMENT OF
Healthcare and
Family Services

MISSION

Helping Families Succeed

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

KEY PROGRAMS

- ▶ Medicaid
- ▶ CHIP
- ▶ Child Support Services

About **1 in 4 Illinoisans** are served by HFS

HFS provides healthcare to more Illinoisans than any other insurer



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.

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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.



Meet Julia

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Challenges:

- ▶ After surviving pediatric cancer, Julia has over two dozen doctors and specialists. She needed very specialized medicine that was difficult to find in the early days of the pandemic.

Working together:

- ▶ Julia's care coordinator helped find the medicine and regularly calls her mom before and after her many surgeries to check on her progress.

A better life:

“With help from our care coordinator, YouthCare has been absolutely amazing. She made the whole transition easy. To have someone in my corner to help out has given us peace of mind.”



* Names changed for privacy.

COVID-19 Response Efforts

- ▶ CARES Act funding distribution (\$700 m)
- ▶ MCO enhanced community reinvestment, especially behavioral health (\$100 m)
- ▶ Emergency flexibilities to preserve enrollment for customers and increase provider capacity
- ▶ Telehealth expansion (emergency to permanent)
- ▶ Emergency support for hospitals (\$75 m)
- ▶ Statewide remote patient monitoring & pandemic health workers to support individuals in the community
- ▶ COVID uninsured testing group and trying to add vaccination benefits
- ▶ Surge Staffing Contracts



[COVID-19 Updates Page](#)

Medical Programs

- Ensured no one lost Medicaid coverage during the pandemic
- Worked with DHS to reduce the backlog of new applications for Medicaid by 90%
- First in the nation to cover undocumented older adults with Medicaid-like coverage
- Collaborated with DCFS to rollout the YouthCare program which ensures coordinated care services for medically complex children and current or former foster youth
- Developed overarching quality strategy to prioritize data-driven outcomes in behavioral health, moms & babies, community-based supports, and equity
- Created an MCO claims clearinghouse for greater transparency into claim rejections
- During FY20, invested \$66.2 million in minority & women owned businesses through MCOs (+37% increase) over fiscal year 2019

Division of Child Support Services

- HFS's child support program made an equity-centric policy change eliminating unadjudicated interest on balances, rectifying inequity between its low-income families and customers of color who were automatically charged 9% interest on balances and families with private arrangements who were not
- Served 424,000 families and 582,000 children
 - ✓ 3rd largest state program, after only Medicaid and SNAP
- Collected over \$1.3 billion for children and their families
- Was one of the most cost-effective government programs with \$5.62 collected for every \$1 dollar invested in the critical services provided

Meet the Caufield kids

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Challenges:

- ▶ A non-custodial parent owed several years of delinquent back-child support and no payments were being made

Working together:

- ▶ The non-custodial parent's passport application was denied and over \$80,000 in overdue child support was paid

A plan moving forward:

- ▶ Agreements were also reached to support the children until they graduated from high school



* Names changed for privacy.

HFS FY22 Budget Highlights

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Total budget: \$29.3 Billion

- ▶ -1.86% change over FY21 (without one-time COVID funds)
 - Less appropriation needed due to extension of enhanced federal matching funds and the reduction of one-time COVID-related appropriation authority in FY 22
- ▶ We are **maintaining our current commitments** and building for the future.
- ▶ While HFS will be challenged with operational cuts in FY22, this proposal **includes NO reductions to eligibility or providers.**

HFS FY22 Budget Highlights

ALL FUNDS (\$ MILLIONS)			
TOTAL BY PROGRAM	FY 2021 APPROPRIATION	FY 2022 REQUEST	\$ Change
Medical Assistance	\$30,147.2	\$28,724.4	(\$1,422.8)
Child Support Services	\$227.7	\$245.4	\$17.6
Administration	\$251.6	\$269.3	\$17.7
Office of Inspector General	\$26.9	\$28.0	\$1.0
Public Aid Recoveries	\$31.0	\$32.5	\$1.5
TOTAL	\$30,684.4	\$29,299.5	(\$1,384.9)

* Numbers may not appear to add due to rounding.



HFS FY22 Budget Highlights

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GENERAL REVENUE FUNDS (\$ MILLIONS)			
TOTAL BY PROGRAM	FY 2021 APPROPRIATION	FY 2022 REQUEST	\$ Change
Medical Assistance	\$7,938.6	\$7,296.3	(\$642.3)
Child Support Services	\$32.7	\$35.6	\$2.9
Administration	\$38.0	\$39.0	\$1.1
Office of Inspector General	\$5.2	\$5.3	\$0.1
TOTAL	\$8,014.4	\$7,376.2	(\$638.2)

* Numbers may not appear to add due to rounding.



- ▶ Broad customer-focused services to help Illinoisans access high quality healthcare and fulfill child support obligations to advance their physical, mental, and financial well-being, including emergency pandemic response.
- ▶ Collaborate with provider and managed care (MCO) partners to ensure high quality, integrated, holistic health outcomes, addressing social determinants of health, reducing health disparities, and promoting racial equity.
- ▶ Implement a multi-year Healthcare Transformation program with \$150 million dollars annually targeted towards person-centered, community-driven innovative healthcare collaborations in distressed communities, prioritizing safety-net and critical access hospitals.

HFS – FY22 Goals (con't)

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- ▶ Work with the Department of Human Services, Department of Innovation & Technology, and other partners to ensure customers who are eligible for medical assistance programs obtain and maintain access and the shared eligibility systems are robust and supported.
- ▶ Provide child support services to custodial and non-custodial parents by establishing paternity and establishing, enforcing, and modifying child support obligations to strengthen families emotionally and financially.
- ▶ Maximize federal funding for Medical Assistance and Child Support Services and related programs, prioritize data-based fiscal and policy decisions, and effectively deploy our staff and resources.

Meet Alice

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Challenges:

- ▶ After 40+ years in the workforce, Alice lost her job due to downsizing. She and her husband were able to get healthcare through Medicaid.

Working together:

- ▶ She worked with her caseworker to understand her coverage and to access healthcare.

Very Thankful:

“I thank you so much for all your help. The world needs a lot more people like you!”



* Name changed for privacy