

# HEALTH EQUITY & QUALITY SUBCOMMITTEE MEETING

September 24, 2024

VIRTUAL WebEx Meeting

10 am – 12 pm



**HFS**

Illinois Department of  
Healthcare and Family Services



**HFS**

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.

# Welcome To Health Equity & Quality Care Subcommittee

The Health Equity and Quality Care subcommittee is established to advise the Medicaid Advisory Committee concerning strategies to improve customer outcomes by ensuring that populations covered under Healthcare and Family Services' Medical Assistance program have efficient, cost effective, and timely access to quality care that meets their need without discrimination based on race/ethnicity, gender, primary language, disability, sexual orientation, or socio-economic status.

- *This subcommittee shall:*
- Identify and Review evidence-based practices and programs that can improve patient care, population health outcomes by addressing strategies supporting the social determinants of health.
- Examine barriers that impact customer access to care and utilization of health care services and recommend strategies to mitigate these barriers.
- Recommend Improvements to quality metrics and indicators.
- Assess streamlined approaches to identifying gaps in the delivery of services to Medicaid Customers.
- Identify methods that can be modified or adapted to strengthen continuity of care.
- Develop data informed recommendations to improve program implementation and evaluation metrics.
- Recommend methods to improve provider participation and network adequacy.
- Review and provide recommendations on how the Department can mitigate health disparities and the impact on communities disproportionately affect by COVID-19.
- Consider and make recommendations on the definition of a "community" safety-net designation of certain hospitals
- Make recommendations on the establishment of a regional partnership to bring additional specialty services to communities.
- Review and make recommendations to address equity and healthcare transformation.

# 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, however, if you call in & need materials, please email [Melishia.Bansa@Illinois.gov](mailto:Melishia.Bansa@Illinois.gov) & [Kyle.Daniels@illinois.gov](mailto:Kyle.Daniels@illinois.gov) as soon as safely possible.
  - 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.
  - 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.
  - If you have a question during the meeting please utilize the Webex chat feature to send your question directly to the Subcommittee 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 will be provided. Please email [Kyle.Daniels@illinois.gov](mailto:Kyle.Daniels@illinois.gov) & [Melishia.Bansa@Illinois.gov](mailto: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.
- Minutes of the prior meeting have been circulated to subcommittee members in advance of this session. Once approved, they will be posted to the website.

# Agenda

- I. Call to order**
- II. Roll call of subcommittee members**
- III. HealthChoice Illinois MCO Customer and Stakeholder Engagement Listening Session**
- IV. Managed Care Presentations: BEP Impact on Member Health Equity**
- V. Public Comments**
- VI. Additional Business: Old & New**
- VII. HFS Announcements**
- VIII. Adjournment**

# Roll Call

## \*Chair

- Amber Kirchoff | Illinois Primary Health Care Association
- Craig Chico | Back of the Yards Neighborhood Council | Chicago Housing Authority
- Howard Peters | HAP, Inc. | (MAC Member) \*
- Karen Aguilar | Chicago Hearing Society | Anixter Center
- Larry McCulley | SIHF Healthcare | (MAC Member)
- Lauren Krause | University of Illinois Chicago
- Lisa Green | Family Christian Health Center
- Melissa Simon | Northwestern University, Feinberg School of Medicine, Robert H. Lurie Comprehensive Cancer Center
- Ned Budd | Thorek Hospital

# HealthChoice Illinois MCO Customer and Stakeholder Engagement Listening Session



**HFS**  
Illinois Department of  
Healthcare and Family Services



# Meeting Summary

- I. Housekeeping**
- II. Intro to Customer and Stakeholder Listening Sessions**
- III. Procurement Code Overview**
- IV. Public Comments**
- V. Announcements: Upcoming Listening Sessions**
- VI. Adjournment**



# HCI Listening Session Housekeeping



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Healthcare and Family Services



# House Keeping

- Welcome!
- Meeting basics:
  - Please note, this listening session is being recorded.
  - Today's recording will be posted to the HFS website in the following location: [Customer and Stakeholder Listening Session: Medicaid MCO Experience \(illinois.gov\)](#)
  - HFS is committed to hosting meetings that are accessible and ADA compliant.
- Comments or questions during the meeting:
  - If you have a comment during this listening session, please complete a Virtual public comment request card by entering your information into the chat.
  - Staff will be monitoring the chat throughout the meeting to take note of your request to make public comments.
  - 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](mailto: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.

# 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, director name (Elizabeth M. Whitehorn), and language selector (English). The navigation bar includes links for 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... The main content area features a sidebar with links to Procurement Home, Illinois BidBuy, and Customer and Stakeholder Listening Session: Medica... The main article title is "Customer and Stakeholder Listening Session: Medicaid MCO Experience". The text states: "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." A section titled "We want to hear from you!" follows, stating: "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?"

# 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

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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.**

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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.

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

# Procurement Code Compliance TODAY

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

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

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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](mailto:il.bidbuy@illinois.gov) or call the Vendor Helpdesk at 866-455-2897.

# Public Comments



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Illinois Department of  
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# 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 HCI 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

# 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



# Announcements: Upcoming Listening Sessions

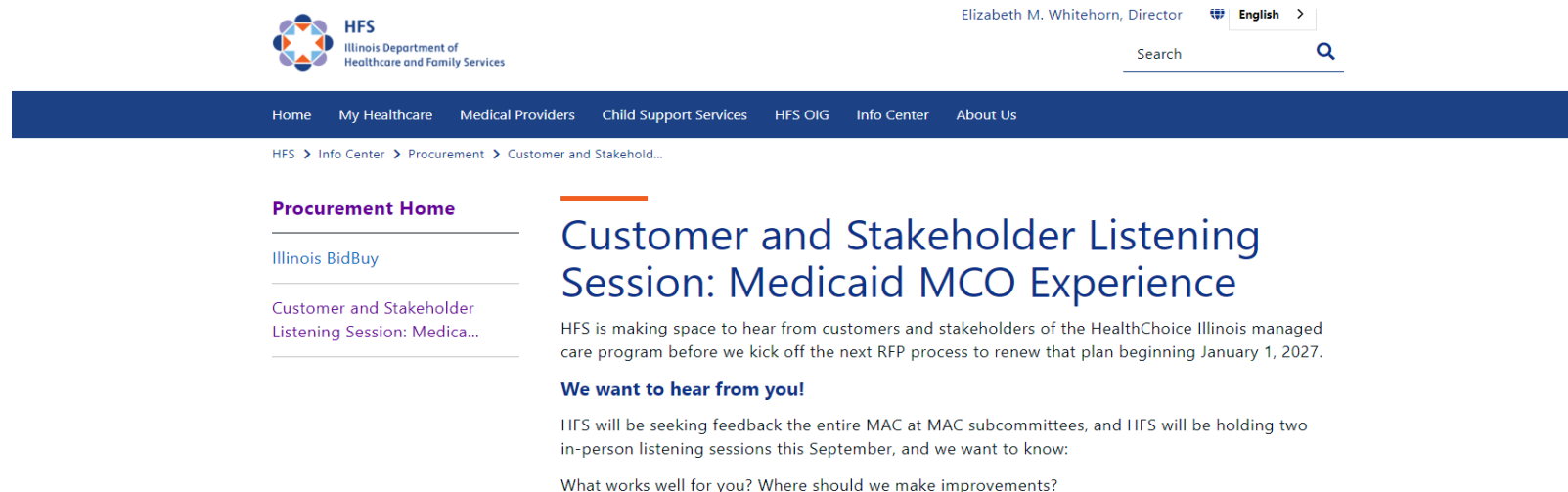


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# Timeline: Customer & Stakeholder Experience in Medicaid Managed Care Listening Session

2024 Timeline	Meeting Modality	Audience	Meeting Purpose	Registration Details
Aug 2 10am-12pm	Virtual	MAC	Intro to Concept	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
August 21 10am-12pm	Virtual	Discussion: Pub Ed Subcommittee of the MAC	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
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	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
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	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
September 24	Virtual	Discussion: Health Equity and Quality Care Subcommittee of the MAC	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Oct 4	Virtual	Discussion: MAC Special Meeting	Full Discussion	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>
Nov 1	Virtual	MAC	Final Wrap Up	<a href="#">2024 MAC and Subcommittee Meeting Notice   HFS (illinois.gov)</a>

# 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](mailto:HFS.Procurement@illinois.gov)



# Managed Care Presentations: BEP Impact on Member Health Equity



**HFS**  
Illinois Department of  
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# Molina BEP Program

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Presented by Molina Healthcare of Illinois

Dani Brazee



## BEP Goal

- Molina exceeded BEP goal for SFY 2024 by over \$9M
- 4<sup>th</sup> consecutive year of BEP achievement
- 60% of SFY 24 was with minority owned businesses



## Improving Health Outcomes through BEP

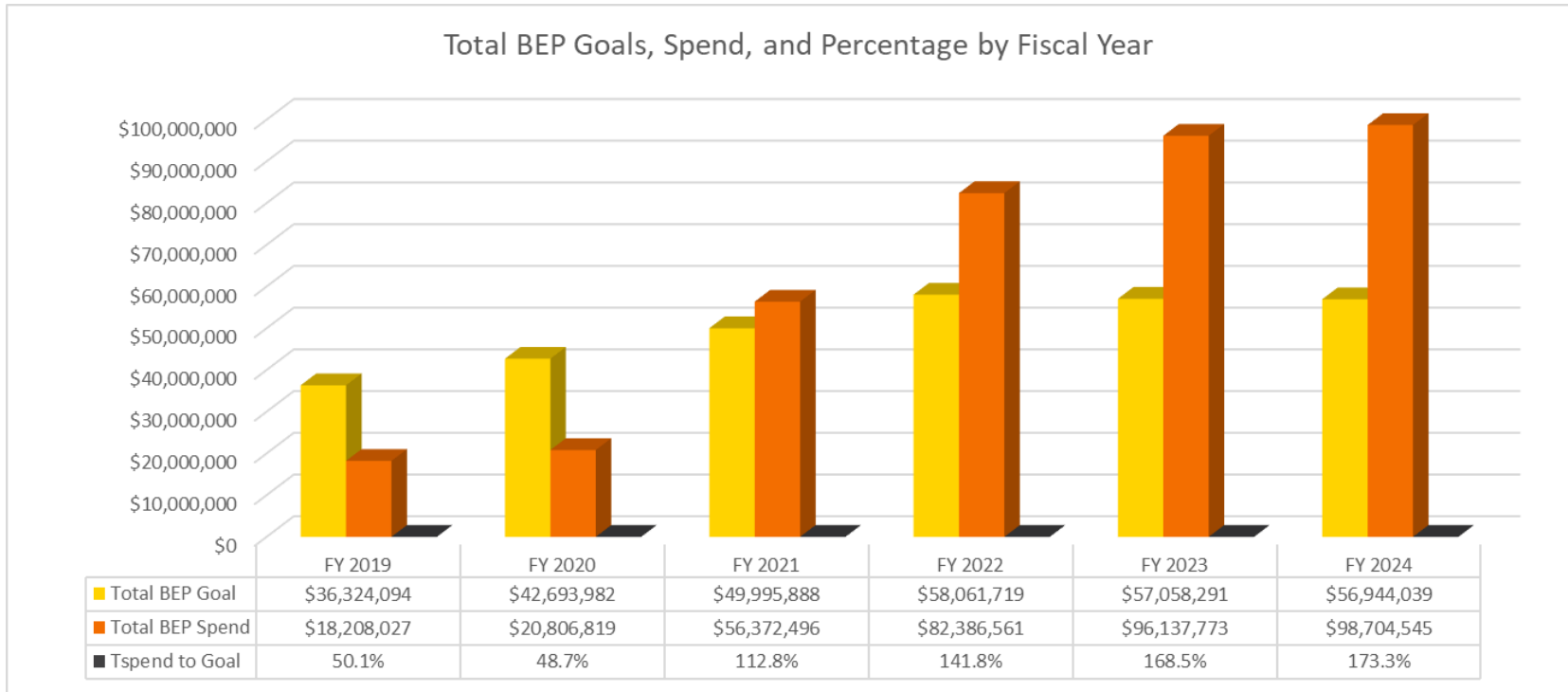
BEP Vendor	Health Initiative	Results
In Home Medical Group	Molina Mobile Unit	2023: 31 clinics & 155 wellness exams 2024: 32 clinics & 189 wellness exams
In Home Medical Group	Behavioral Health Adult	2023: 1,192 referrals 7.5% improvement 2024: 561 referrals 6.4% improvement
In Home Medical Group	Behavioral Health Child	2023: 466 referrals 27.9% improvement 2024: 191 referrals 10.1% improvement 2024: 1,340 SASS referrals 25.2% improvement
Clark Resources	Quality Improvement	Care Gap Outreach <ul style="list-style-type: none"> <li>• 140k calls</li> <li>• 2.5k appointments scheduled</li> <li>• 1.1k appointments completed</li> </ul>
Clark Resources	Redetermination	<ul style="list-style-type: none"> <li>• Embedded in team making outbound calls to members about REDE</li> <li>• For IL over 305k calls</li> </ul>
GLOBO	Translation Services	<ul style="list-style-type: none"> <li>• Translation &amp; Interpreter Services</li> </ul>



# Meridian Health Plan of Illinois (Meridian) Business Enterprise Program (BEP) Impact on Member Health Equity



# Our total spending on BEP continues to surpass our goals.



# Vheda Health High Risk Maternity Program results in better birth outcomes for women in DIA zip codes and maternal care deserts.

- Participants receive **mobile device** equipped with mobile app providing level of support assessment, **video conferencing**, scheduling and **appointment reminders**, biometric device access, educational materials and **care plan**
- Vheda Health has supported the delivery of over 2,000 babies, **86% of which were full-term**

Meridian is **committed to addressing the maternal health crisis** in which **58% of members referred are black or Hispanic women.**

17%

Decrease in NICU stays

57%

Decrease in NICU days

12%

Decrease in ED visits

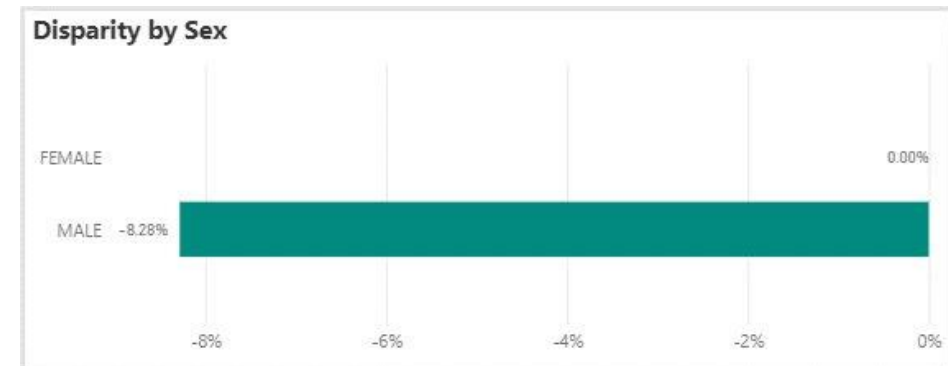
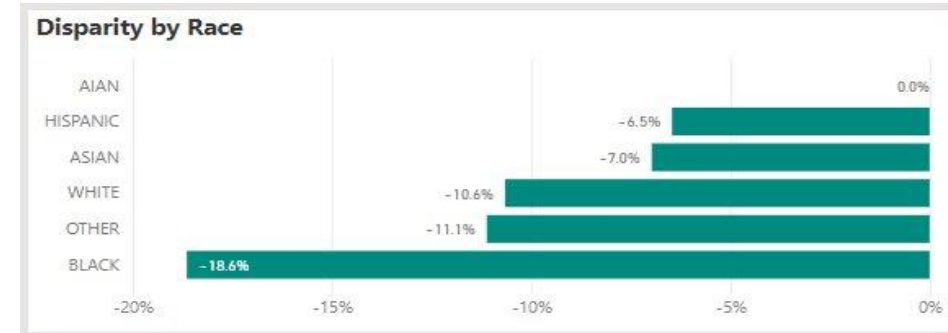
11%

Decrease in admissions

# SNT Biotech is helping us address colorectal cancer disparities by making screenings easier.

- Working with SNT Biotech to increase compliance with colorectal screening measure (COL) by offering fecal immunochemical test (FIT) kits
- Colorectal cancer is the fourth leading cause of cancer deaths in Illinois
- Quality measure data shows disparity in screening rates for black men

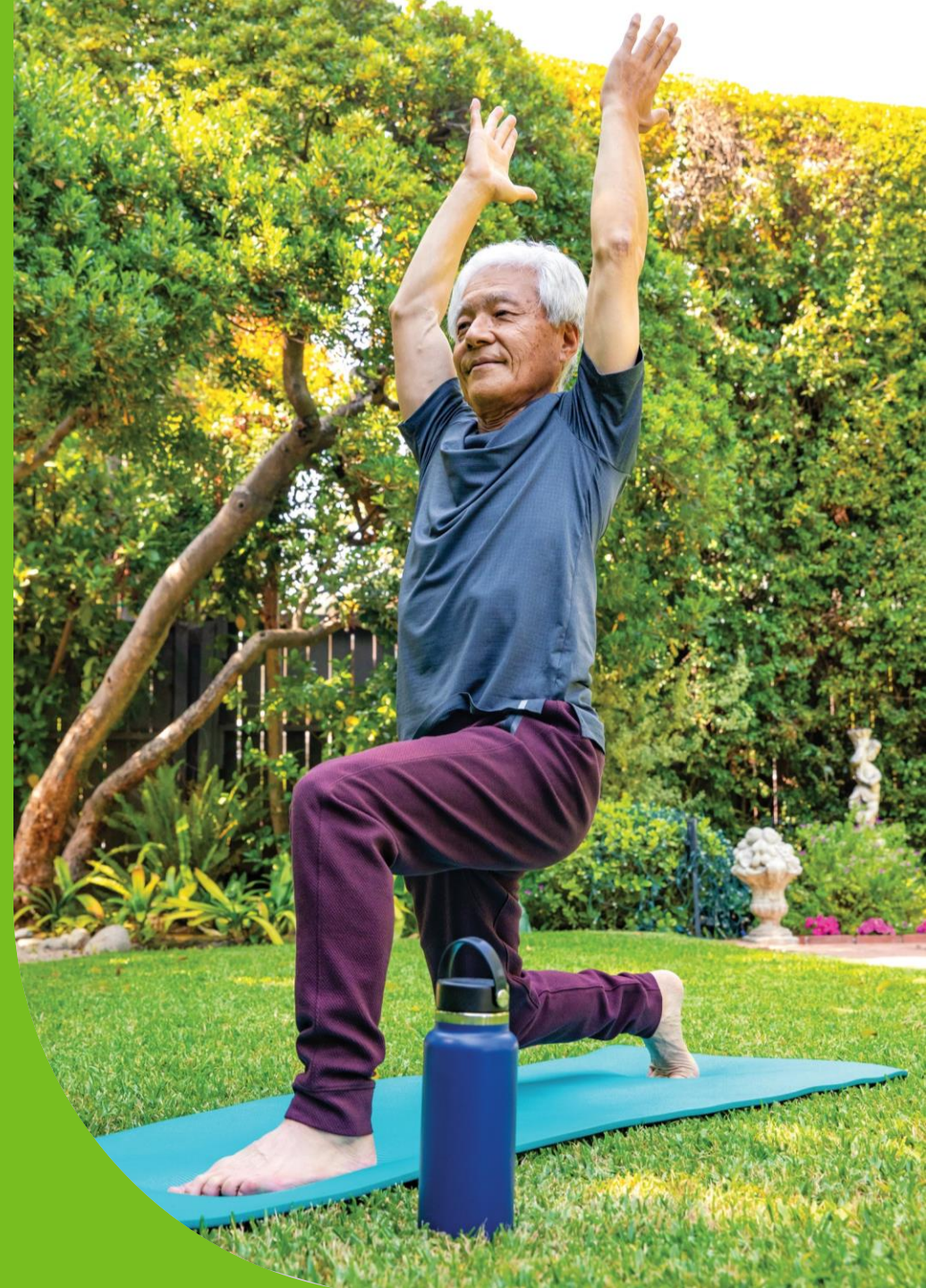
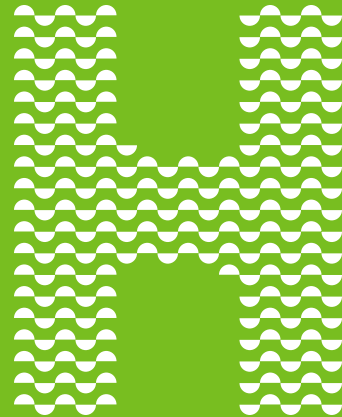
We are equipping our Community Resource Coordinators with FIT kits for members resistant to traditional screening or unable to secure a timely appointment.



Humana®

# Business Enterprise Program (BEP) Impact on Member Health Equity

September 24<sup>th</sup>, 2024



# Humana - BEP Impact on Member Health Equity

- ❖ MMAI Plans are required to spend 20% of Administrative Cost on BEP certified vendors
- ❖ Humana exceeded our MMAI SFY24 BEP goal and expects to exceed our SFY25 BEP goal by a larger margin

	BEP Spend Target	BEP Spend	Variance to Goal
SFY 2025*	\$1.1M	\$1.6M	\$500K
SFY 2024	\$1.1M	\$1.4M	\$300K
SFY 2023	\$1.1M	\$1.2M	\$100K

\* Estimated

## BEP Impact on Health Equity

- ❖ Humana prioritizes BEP vendors to administer services to our members
- ❖ The majority of Humana's BEP partners service DIA (Disproportionally Impacted Areas)
  - ❖ For example, nearly 2/3 of Humana's non-emergent transportation BEP spend went to trips for members in DIA zip codes

## New Health Equity Strategy Lead Hired

- ❖ Celi Esquivel, MBA – February 2024 start
- ❖ Closely aligned with the Community Engagement area and also supports BEP efforts
- ❖ Her strategy deliverables also focus on BEP advancement within our IL communities/counties



## Health Equity Think Tank: *Advancing Health Plan Impact Thru Innovation in Community Giving, Grants, and Ideation that Includes the Social Determinants of Health*

- Held on May 2024 and led by Celi Esquivel; Included discussion focused on expenditures/contributions relevant to BEP

Why am I so focused on the value proposition of Health Equity (HE) integration throughout our Health Plan industry?

“As a Health Economist, I am focused on our differentiated capabilities to effectively serve our members and the communities where they live, work and play. It requires a view of resource allocation, as well as noted by the John Hopkins University: ‘health economics is used to promote healthy lifestyles and positive health outcomes through the study of health care providers, hospitals and clinics, managed care and public health promotion activities.’

In my role as Health Equity Strategy Lead, I especially rely on Humana’s Associates to help me build an agile and can-do mindset in how we address the needs of those experiencing healthcare disparities. By creating the Health Equity Think Tank, we all have an opportunity to brainstorm on various HE needs and engage with the Social Determinants of Health (such as food insecurity, transportation, housing, limited socioeconomic levels—low income, rural access to care, etc.).”

-- **Celi Esquivel**, Health Equity Strategy Lead, Humana

## Additional Discussion from Health Equity Think Tank

Humana is prepared to collaborate with the State to transform the managed care delivery system through dedicated resources that drive sustainable, community-driven solutions.

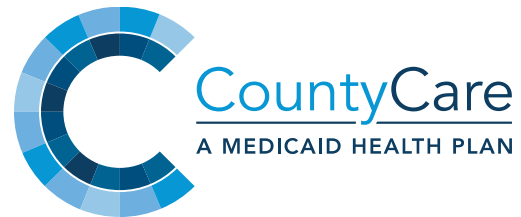
Humana has dedicated funds for the Health Related Social Needs (HRSN) to support nontraditional healthcare providers, such as community-based and BEP-certified organizations, in building capacity to deliver HRSN services, including Community Based Organizations (CBOs). This is part of our BEP Utilization Plan.



# CountyCare BEP Program

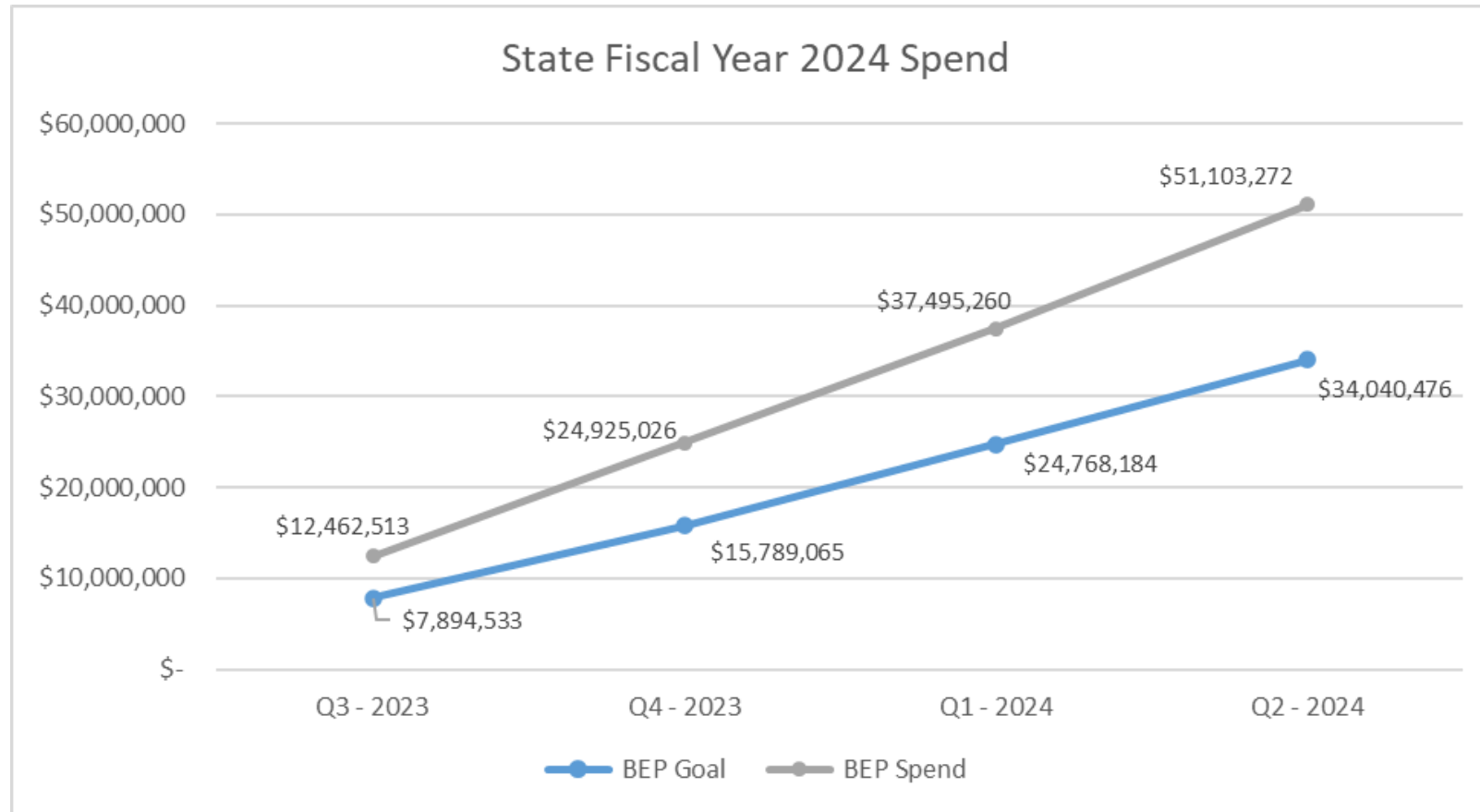
**Aaron Galeener - Chief Administrative Officer**

September 2024





# CountyCare's BEP Commitment

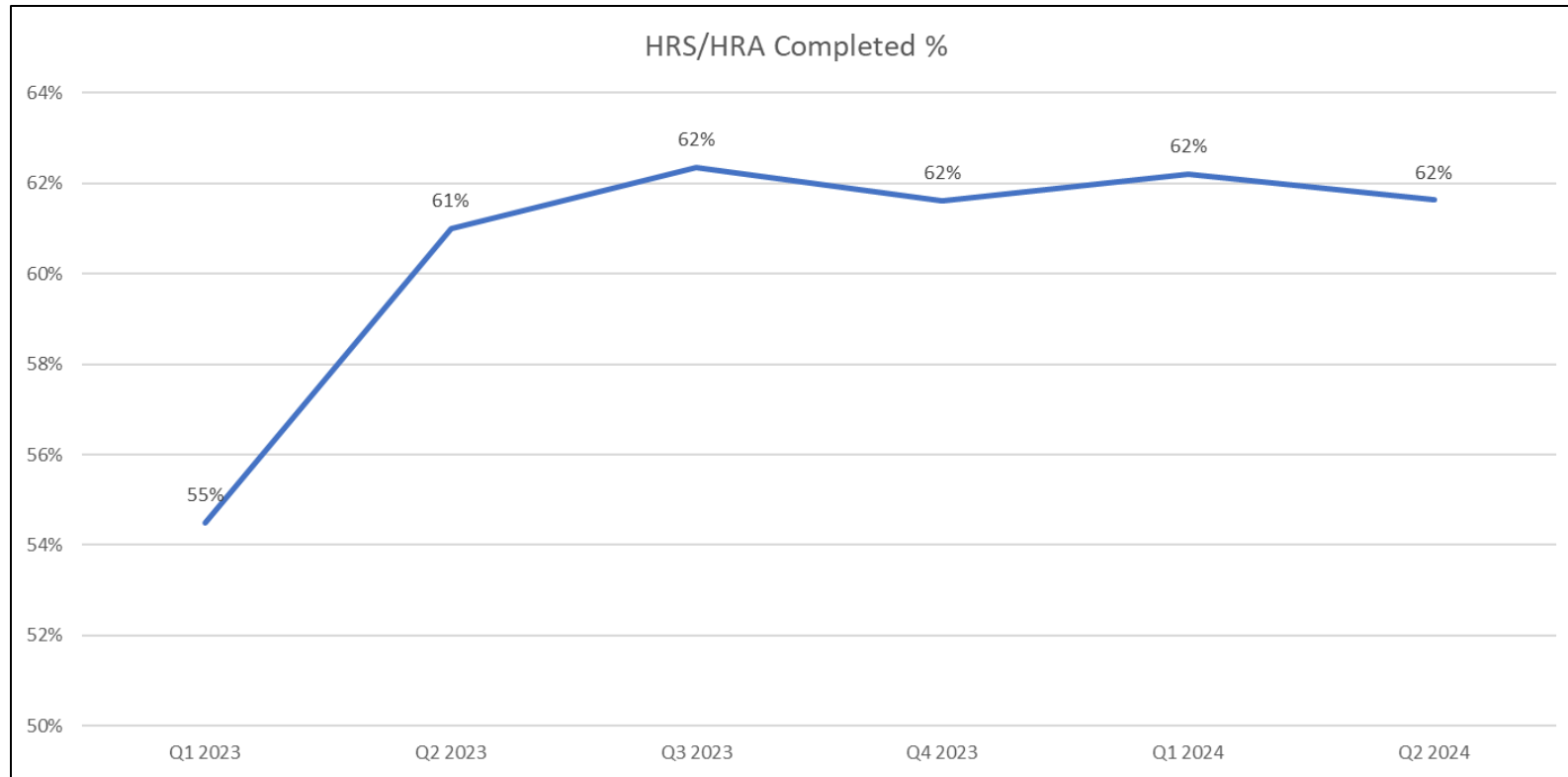


- CountyCare is committed to spending 20% of administrative spend with BEP certified vendors
- In SFY 2024, CountyCare exceeded this goal by \$17M

# BEP Vendor Impact

- CountyCare contracts with a BEP vendor to close care gaps and perform enhanced in-home screenings for members.
- Member Impact Stories:
  - During an enhanced screening that occurred in fall 2023, a case worker attempted to call the member enroute but the member did not answer. When arriving at the home, the case worker found the member lying on the couch with a low blood sugar and unable to get up. The member refused EMT services, however, the case worker did get them some orange juice which made the member feel much better. Once stabilized the case worker was able to complete the screenings and also asked confirmed that the member was ok prior to leaving the home. The member stated how grateful they were for the caseworker going the extra mile to check on things inside and calling 911.

# BEP Vendor Impact



- CountyCare contracted with a BEP vendor in Q2 2023 to provide skip-tracing services to successfully outreach and complete health risk screening within 60 day and/or warm transfer members to schedule a PCP appointment.
- This vendor has been most effective in outreaching to CountyCare's hard to locate member and has significantly improved CountyCare's HRS completion percentage.



**BlueCross BlueShield  
of Illinois**

# **BCBSIL BEP PARTNERSHIP PROGRAM**

**COURTNEY BOILEAU, EXECUTIVE DIRECTOR MEDICAID PROGRAM**

## BCBSIL Commitment and Program Highlights

BCBSIL has a **longstanding commitment** and dedication to the Illinois Business Enterprise Program (“BEP”) and will continue to meet the goals of the BEP. Our BEP focus is a critical component of our commitment to diversity and inclusion which permeates **all areas of our company** – from how we hire, to how we manage and interact with our members and customers, to how we help create a positive impact on the economic and physical needs of the people and geographies we serve.



BCBSIL consistently partners with diverse owned businesses, including those with and without BEP certification. For SFY 24 BCBSIL exceeded our 30% BEP Spend goal for the 3<sup>rd</sup> consecutive year.



Significant increase and inclusion of BEP vendors in BCBSIL supply chain. In 2018, there were 40 vendors. Today there are over 150 vendors.



The BCBSIL Medicaid uses the BEP Program as a strategic pillar to support Illinois Medicaid members that experience health inequities and barriers to health from social determinants.

**ADVANCING OUR  
PURPOSE**

## Housing

- Partnership with an organization who will support members in **locating appropriate housing** to meet their needs including housing location, site tours, leasing coordination, utility assistance (verification of eligibility, credit checks, set up), facility move-out support including packing and transportation of personal items, household set up, on-site support on move-in day.



## Food/Nutrition

- BCBSIL **Food Vault** at our Blue Door Neighborhood centers pairs several BEP suppliers to offer food boxes for pickup that is available to 125 families per week. A key goal is to enroll diabetic members to improve measures for **HbA1c Control**.
- Partnership with an organic farm located in Englewood. BCBSIL enrolled families in their produce delivery program at no cost. This organization also has an employment and training program.
- **Nourishing Maternal Wellness** created in collaboration with several BEP suppliers, the program supports nutritional wellness during pregnancy through delivery of food boxes; and a 24/7 digital platform that offers wellness education, exercises, recipes, and dietician support for nutrition counseling.



## Access to Culturally Competent Care

- **My Own Doctor** a virtual care platform and telemedicine provider through an advanced appointment program. Tracking of care gaps and SDOH needs for members who have visits with My Own Doctor.
- Partnership with an organization to provide a drop in men's group facilitated by a male a Licensed Clinical Professional Counselor to help with post hospitalization follow up (**FUH Measures**). This group is focusing on males in DIA zip codes on the South and West Sides of Chicago to create a safe space to feel supported, remove the stigma surrounding therapy and the means for learning coping skills.



## Employment Support

- Partnership with a BEP coding company who offers a range of three (3) to six (6) month online technical training programs and career services to help people career growth and job placement. BCBS covers the full cost of tuition.
- Partnered with several BEP vendors to support an end-to-end **Health Equity Workforce Development Program**. The program conducts career fairs, mock interviews, assists in job training, refresher's training (post hiring), etc.


# Aetna Better Health of Illinois




# ABH IL: Our Commitment to BEP

ABH IL has met BEP requirements since program inception, exceeding target for the last 3 consecutive fiscal years. Our deep commitment to BEP is woven throughout our business, ensuring sustainable programs and partnerships with BEP vendors aligned to key state and health plan priorities.


**Vendor Highlights**



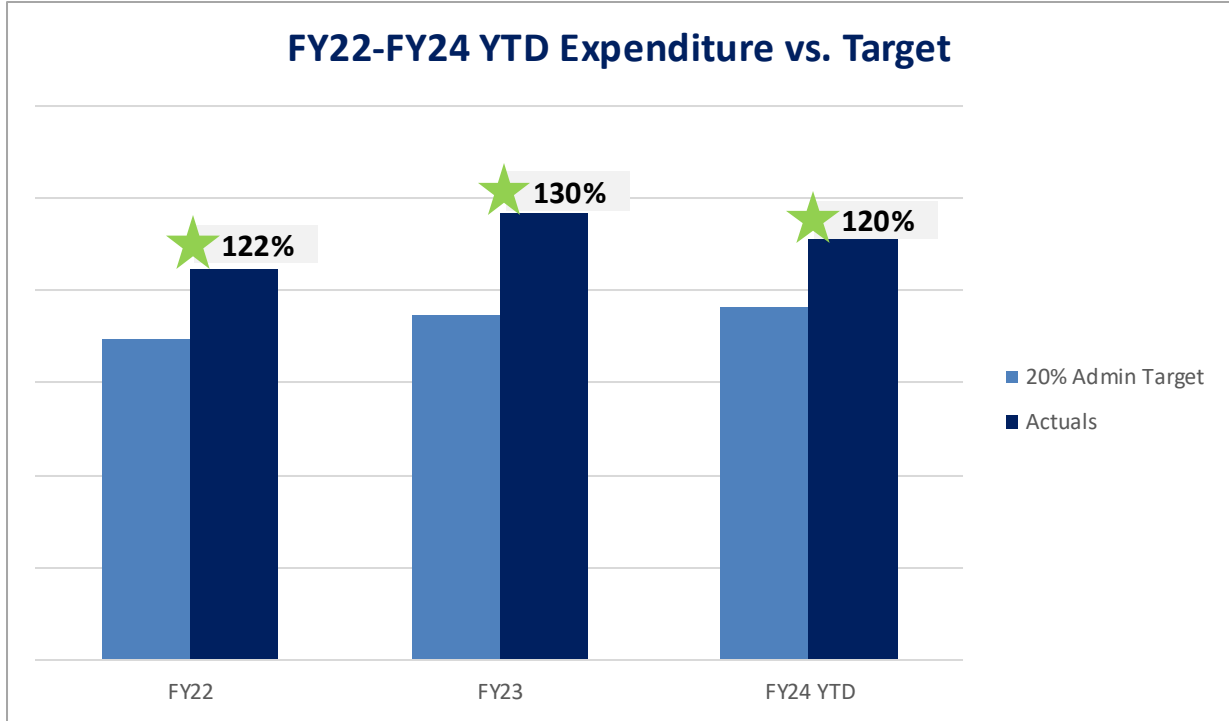
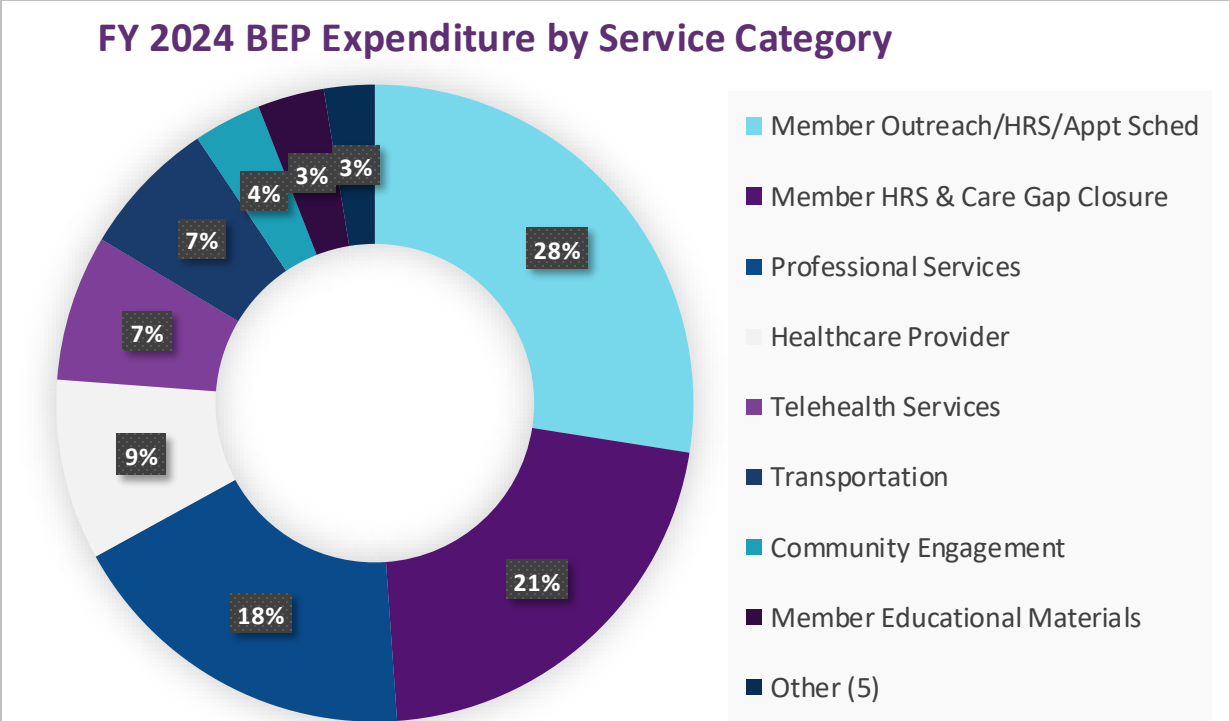
**Affinity & SCCP** are notifying members of gaps in care and getting them to the doctor via telephonic and in person engagement



**Wyn Wyn and All Terrain** are bolstering our presence in the community and supporting health objectives through member engagement strategy & events



**Mae Health** is offering culturally competent doula and maternal health services to support black women on Chicago's south side.







# Meeting Members In Their Communities Through Local BEP Partners

BEP Partners are offering services integral to addressing health disparities

## Social Determinants of Health

SDOH services include food assistance (produce and meal delivery), completion of SDOH screenings, & development of actionable health equity data and analytics to drive targeted interventions

## Culturally Informed Care

High touch care coordination and clinical programs leveraging diverse clinicians and local resources for our highest need members with a focus on maternal and behavioral health, and chronic conditions

## Member Concierge

Individually tailored customer service for members with the need for high touch support including inbound and outbound communications

## Transportation

Transportation services to and from medical appointments, health plan events and other qualifying activities from local BEP transportation providers

## Member Incentives

Procurement and fulfillment of population health and quality incentives for qualifying members

## In Home Services

Deploying on the ground community health workers and clinicians to meet members where they are and provide needed services

## Digital Health Solutions

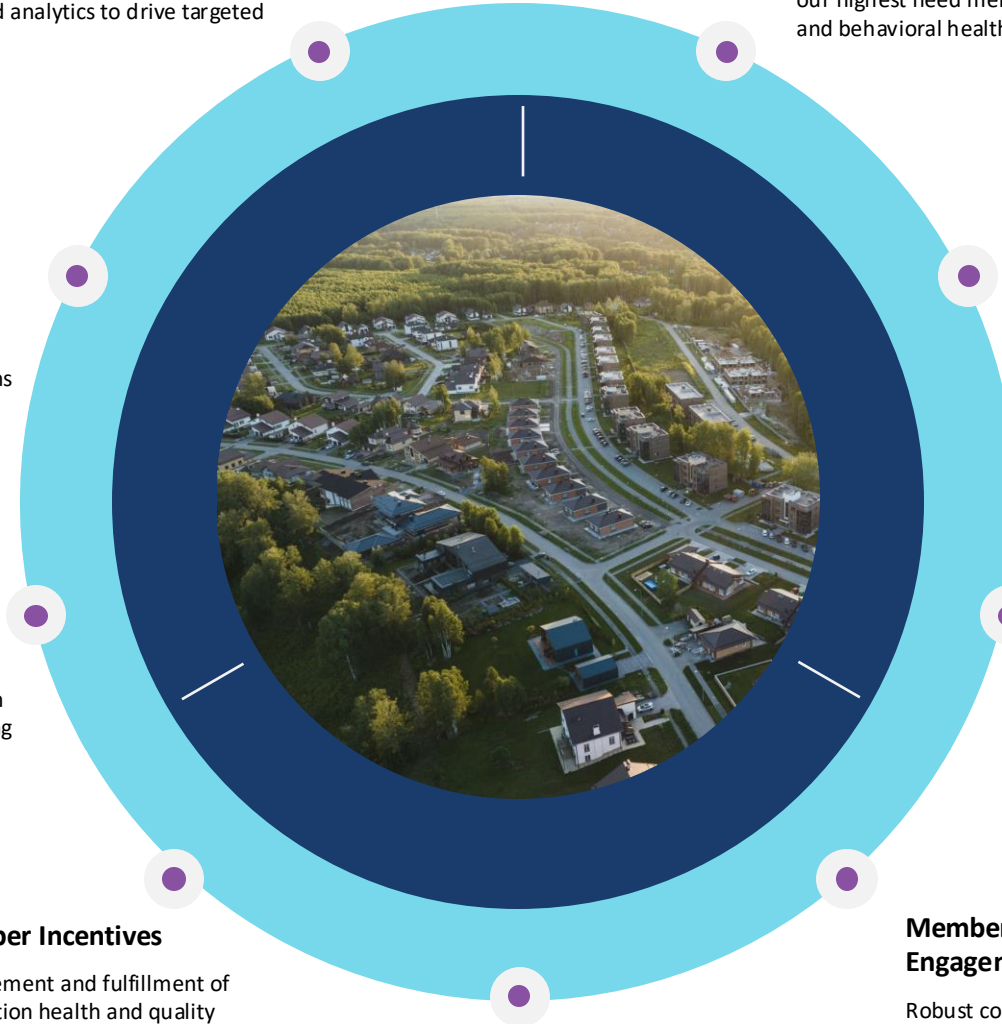
Digital clinical solutions accessible 24/7 providing physical, mental and community resource support for members regardless of their location

## Prescription Delivery & Management

Complex pharmacy regimen management support and medication delivery directly to member's homes

## Member & Community Engagement

Robust community engagement strategy development and execution leveraging strong and trusted BEP ties to the community increase member participation in managing their health. Development of member population health educational materials



# BEP Vendor Programs Member Impact

Reducing Disparities in the Community



## High Risk Maternal Health Program

*YTD 2024, BEP vendor has enrolled **110 high risk pregnant members located in DIA zip codes on Chicago's South Side** engaged in high touch program including pre and post partum services and in home doula care resulting in **5% improvement** in quality measures*



## Population Health Value Added Benefits

*In 2023 & YTD 2024, **4K+ Maternal, Chronic Conditions & Behavioral Health Member Incentives** procured & distributed by BEP Partner*



## Pop Up Farmer's Markets

*In 2023 & YTD 2024, partnered with BEP Vendor to host **41 pop-up produce markets in DIA zip codes, distributing 4,100 bags of produce***



## Community Engagement

*BEP Partner drove engagement strategy for **207 community health events in DIA zip codes from Aug '23-Jun '24 resulting in 40K attendees and 2K assistances with redetermination***



## Connection to Care & Community Resources

*From Aug '23-Aug'24, BEP partner completed **over 17K health risk screenings and facilitated connection of 10K community resource needs (50% in DIA zip codes, 25% people of color)***



## Quality Care Gap Closure

*YTD 2024, outreached over **7K members and scheduled over 1.4K healthcare appointments (64% of appointments for members in DIA zip codes)** to close quality gaps in care*

**ABH IL partners closely with BEP vendors to increase access to healthcare services and community resources and improve member engagement**

# Public Comments



# **Additional Business: Old and New**



# HFS

# Announcements



# Adjournment



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