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Medicaid Advisory Committee

James R. Thompson Center
100 W. Randolph
2nd Floor, 2025
Chicago, Illinois

And

201 South Grand Avenue East
1st Floor Video Conference Room
Springfield, Illinois

May 5, 2017
10 a.m. - 12 p.m.

Agenda

- I. Call to Order
- II. Introductions
- III. New Business
- IV. Old Business
 - a. Behavioral Health Transformation Update – Director Norwood & Howard Peters
 1. 1115 Waiver – Related State Plan Amendments
 2. Advisory Group
 - b. Legislative Update – Shaw McGady
 - c. Budget Update – Mike Casey
 - d. IES Phase II Update – Jacqui Ellinger
- V. Subcommittee Reports
 - a. Public Education Subcommittee Report – Kathy Chan
 - b. Quality Care Subcommittee Report
- VI. Approval of February 3, 2017, (Meeting Minutes Approved)
- VII. Other Business
- VIII. Adjournment

Illinois Department of Healthcare and Family Services

Medicaid Advisory Committee February 3, 2016

MAC Members Present

Karen Brach, Meridian/IAMHP
Kelly Carter, Illinois Primary Health Care Association
Kathy Chan, Cook County Health and Hospitals System
Jan Grimes, Illinois Home Care & Hospice
Marla Coquillette for Arnold Kanter, Barton Management
Janine Hill, EverThrive Illinois
Thomas Huggett, Lawndale Christian Health Center
Howard Peters, HAP Inc. Consulting
Glendean Sisk, Department of Human Services
Neli Vazquez-Rowland, A Safe Haven
David Vinkler, Molina

MAC Members Absent

Tyler McHaley
Verletta Saxon, Centerstone

HFS Staff Present

Felical F. Norwood, Director
Arvind K. Goyal
Teresa Hursey
Shawn McGady

Robert Mendonsa
John Spears
Catina Latham
Cheryl Easton

Interested Parties

Sherie Arriazola, TASC
Jessie Beebe, AFC
Kelly Boedeker, Carematix
Eric Boklage, Chicago Family Health Center
Nick Boyer, Otsuka
Molly Brown, Fresenius Medical Care
Kim Burke, Lake Co. Health Dept
Grant Cale, BMS
Terry Carmichael, CBHA
Anna Carvalho, LaRabida
Carrie Chapman, LAF
Mike Chavers, Indian Oaks, Nexus
Joe Cini, AHS
Gerri Clark, DSCC
Sheri Cohen, Chicago Dept of Public Health
Laurie Cohen, Civic Federation
Marsha Conroy, Aunt Martha's
Alison Coogan, LAF
Sandy DeLeon, Ounce of Prevention
Magda Derisma, Shriver Center
Andrew Fairgrieve, Health Management Assoc.

Tanya Ford, Nextlevel Health
Eric Foster, IADDA
Jill Fragos, Lurie Childrens
Paul Frank, Harmony Wellcare
Vivian Gonzalez, Illinois Health Connect
Jill Hayden, BCBSIL
Franchella Holland, Advocate
David Hurter, Presence Health Partners
Ollie Idowu, Harmony Wellcare
Nadeen Israel, EverThrive IL
Nicole Kazee, Univ of IL Health
Jeanette Kebisekj, eMed Apps
Sukhwant Khanuja, Carematix
Keith Kudla, FHN
Michael LaFond, Abbvie
Ronald Lampert, Thresholds
Brianna Lantz, PCMA/ISDS
Dawn Lease, Johnson&Johnson
Helena Leftkow, IHA
Carol Leonard, DentaQuest
Danielle Leonard, Janssen
Mona Martin, PhRMA
Deb McCarrel, ICOY

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Jill Misra, Impact Solutions, Inc.
Diane L. Montonez, North Shore University
Phil Mortis, Gilead
Roberta Neuwirth, Glaxo Smith Kline
Heather O'Donnell, Thresholds
Charles Owen, FHN/CCAI
John Peller, AIDS Foundation of Chicago
David Porter, ISMS
Sharon Post, HMPRG
Dan Rabbitt, Heartland Alliance
Lori Reimers, PCMA
Jessica Rhoades, Legal Council for Health Justice
Sam Robinson, Canary Telehealth
Rachel Sacks, Leading Healthy Futures
Heather Scalia, Humana
Ralph Schubert, Il Public Health Association
Lynn Seermon, Kaizen Health
Rachel Self, Otsuka
Alvia Siddiqi, Advocate

Tim Smith, MPAG
Renee Smith, Otonomy
Jacquelyn Smith, Nextlevel Health
Nelson Soltman, Attorney
Mackenzie Speer, Shriver Center
Felicia Spivack, BCBSIL
Alison Stevens, IL Hunger Coalition
Anita Stuart, BCBSIL
Jennie Sutcliffe, Shriver Center
Sally Szumlas, FHN
Gary Thurnauer, Pfizer
Michael Toscano, BMS
Mara Vankanegan, Heartland Health Outreach
Brittany Ward, Primo Center
Mike Welton, Meridian Health Plan
Cheryl Whitaker, Nextlevel Health
Sarah White, Abbott
Tom Wilson, Access Living
Linnea Windel, VNA Healthcare

Meeting Minutes

- I. **Call to Order:** The regular quarterly meeting of the Medicaid Advisory Committee was called to order February 3, 2017 at 10:00 a.m. by chair Kathy Chan. A quorum was established.
- II. **Introductions:** MAC members and HFS staff were introduced in Chicago and Springfield.
- III. **New Business:**

N/A
- IV. **Old Business:**
 - Update on Behavioral Health Transformation Process –** Director Norwood and Teresa Hursey.
 - a. Continuance of discussions with CMS on the Waiver submission process and the IDPA part of the transformation.
 - b. 1115 Waiver and the Advisory Group. The Advisory group has met twice now and both times the conversations were centered on integrated health homes.
 - i. 1115 Wavier Advisory Council created. Howard Peters agreed to chair the Advisory Council.
 - ii. The council is made up of about 30 individuals that represent a cross-section of various entities across the state of Illinois and that group has met twice.
 - iii. Integrated Health Homes meetings. Two meetings to date, a third meeting to be scheduled in the near future.
 - iv. What are the qualifications for being in an integrated health home?
 - v. What are we looking for around integrated health home between outcomes, and financial structures?

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Medicaid Advisory Committee February 3, 2016

- vi. Benefits and Initiatives
 - vii. Rule 132 is being altered or changed into Rule 160.
- c. **Legislative Update** – Shawn McGady. Not much to report on at this time. He will have more to report on next time. Not much going on at this time. Nothing has been finalized.
 - d. **Budget Update** – Mike Casey. No update at this time. Budget address is set for February 15, 2017. The Department is processing payments for providers as they come in.
 - e. **IES Phase II Update** – Jacqui Ellinger. Currently not up and running. There is a public education subcommittee meeting scheduled for next week.
 - f. **IMPACT** – Teresa Hursey. Very good success since the last MAC meeting
 - g. **Provider Complaint Portal** – Robert Mendonsa reported: Started development; launched last fall. Will be completely roll-out within the next two weeks.
- V. **Subcommittee Reports**
- a. **Public Education Subcommittee Report: (Attached)**
 - b. **Quality Care Subcommittee Report: (Attached)**
- VI. **Approval of February 3, 2017** - Minutes approved
- VII. **Other Business:**
- VIII. **Adjournment:** The meeting was adjourned at 11:15 p.m. Next meeting date: May 5, 2017.

Summary of MAC Public Education Subcommittee Meeting
Thursday, April 13, 2017
10am-noon

- Mark Huston provided an update on PBMS
 - This is a new claim-processing system for fee-for-services pharmacy claims only
 - On March 26, 2017, HFS switched from the Legacy system to the new PBM software and the change-over was successful
 - This system has the ability to check for adverse drug reactions
 - A question was asked about transgender people and them potentially being denied prescriptions because the prescription is deemed only appropriate for a specific gender. A discussion took place on this issue. Jacqui Ellinger indicated that at some point, the state systems may need to be changed to distinguish gender from sex but it is an issue that affects many state programs.
- Laura Phelan provided an update on Care Coordination
 - Laura shared that Medicaid Managed Care enrollment numbers for Feb. 2017 are now up on HFS' website and that the enrollment numbers for March 2017 would be up on HFS' website by end of week.
 - She also shared that the Provider Portal is up and running and that HFS has received 950 issues by the time of the meeting. She shared that 46% of the issues received were already resolved, 36% were closed or deemed duplicative, and 13% of the issues were in the process of being resolved by the MCOs. Laura shared that 84% of the issues reported in the provider portal were related to payment/claims.
 - Laura Phelan also gave an update on Medicaid Managed Care within Central IL. The update reflects the provider notices that were sent out by HFS regarding the [ICP](#), [FHP](#), and [MMAI](#) populations in Central IL.
 - Laura Phelan also shared that the statewide care coordination map will be updated as of May 1, 2017 by end of April 2017.
- Lauren Polite gave an update on Medicaid Related Contact Information
 - Lauren led a discussion and asked for feedback on a document she's been working on to outline resources to assist individuals in need of or receiving medical benefits.
- Jacqui Ellinger and Lauren Polite gave an update on ABE/IES
 - Jacquie shared that HFS is continuing to work on IES Phase II but has no new launch date to share with the group. She shared that HFS' goal is to have IES Phase II go live some time in calendar year 2017.
- Jacqui Ellinger gave an update on the Medicaid Redetermination Project
 - Jacquie shared that the current MAXIMUS contract for IMRP ends in June 2017 and that HFS is going through the procurement process right now to extend this contract since IES Phase II is not live yet. The contract extension will be for at least another year.
- Jamie Ursch gave an update on Criminal Justice Forms
 - Jamie shared a draft version of the IDOC Community Release Change Form and asked for feedback on the form as well as the "What's Next?" document shared.
- Open Discussion and Announcements
 - Nadeen Israel requested that an update on the Medicaid Managed Care RFP be provided in the next MAC Public Education Subcommittee meeting
- Next meeting will take place on June 15, 2017

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Illinois Department of Healthcare and Family Services MAC Quality Care Subcommittee November 1, 2016

MAC Quality Care Subcommittee Members Present

Kelly Carter, Illinois Primary Health Care Association
Kathy Chan, Cook County Health and Hospital systems
Margaret Kirkegaard, Illinois Academy of Family Physicians
Edward Pont, Illinois Chapter of American Academy of Pediatrics
Alvia Siddiqi, Advocate Physician Partners

MAC Quality Care Subcommittee Members Absent

Barrett Hatches, Chicago Family Health Center

HFS Staff Present

Julie Doetsch
Arvind Goyal
Catina Latham
Robert Mendonsa
Wendie Medina
Sharon Pittman
Sylvia Riperton-Lewis

- I. **Call to Order:** The regular quarterly meeting of the MAC Quality Care Subcommittee was called to order November 1, 2016 a.m. by Kelly Carter.
- II. **Introductions:** Quality Subcommittee members and HFS staff were introduced in Chicago and Springfield.
- III. **New Business**
 - a. **Consumer report card (previous known as STAR report):** Catina Latham and Sylvia Riperton-Lewis from HFS and the Health Services Advisory Group (HSAG), the state's external quality reviewer required by CMS for all states with Medicaid managed care, presented an overview of the draft 2015 Consumer Report Card. The Healthcare Effectiveness and Data Information Set (HEDIS) and the Consumer Assessment of Health Plans satisfaction survey form the basis for the data presented in the report card. HFS is seeking feedback from this subcommittee, MCOs, and others on how to improve consumer health report card. This report will be presented to MAC, consumers and legislators. The final 2015 report card will be posted on the HFS website in January 2017. The report card for 2016 will be expanded upon to follow HB6213 and will be published by January 2018.
[See meeting materials at <https://www.illinois.gov/hfs/SiteCollectionDocuments/QC%20Agenda%20110116.pdf>]

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Illinois Department of Healthcare and Family Services MAC Quality Care Subcommittee November 1, 2016

Although the development of this report card predates the consumer comparison tool outlined in HB6213, HFS aligned the report to closely follow those requirements as much as possible. The new Medicaid managed care regulations also require states to create a consumer report card.

- b. **Quality Strategy Report:** HFS will be posting quality strategy document online for comment for a 30-day period. This quality strategy is required by CMS as a blueprint for states. HFS will email the members of the quality subcommittee when it is posted.
- c. **Auto-Assignment Algorithm:** Robert Mendonsa from HFS provided an overview of the Department's new auto assignment algorithm. This new algorithm only impacts those who are new to Medicaid and/or wo do not have a history with a provider or an MCO, as well as those who lost Medicaid because of redetermination and did not get reinstated within a two month period. [See meeting materials at <https://www.illinois.gov/hfs/SiteCollectionDocuments/QC%20Agenda%20110116.pdf>]
- d. **MCO Performance Dashboard:** Robert Mendonsa from HFS provided an overview of the Department's new performance dashboard that tracks MCOs on operational and administrative metrics on a quarterly basis. HFS aims to have it online by January 1, 2017 for data from July-Sept 2016. HFS will have a report for FHP in addition to ICP. [See meeting materials at <https://www.illinois.gov/hfs/SiteCollectionDocuments/QC%20Agenda%20110116.pdf>]

IV. Old Business

- a. **Approval of Meeting Minutes:** Kelly Carter, Chair made a motion to approve the July 19, 2016 minutes; the motion was seconded by another member with all committee members voting to approve the minutes.

V. Other Business

None.

- VI. **Adjournment:** The meeting was adjourned at 12:00 pm.