

MEDICAID ADVISORY COMMITTEE (MAC)

November 17, 2023
VIRTUAL WebEx Meeting
10AM – 12PM



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 The MAC

The Medicaid Advisory Committee (MAC) advises the Department of Healthcare and Family Services with respect to policy and planning related to the health and medical services provided under the department's Medical Programs including Medical Assistance, All Kids and FamilyCare pursuant to federal Medicaid requirements established at 42 CFR 431.12.

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 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.
 - Please state your full name when asking a question or passing a motion.
 - 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 Committee 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 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 will be circulated to Committee members in advance of each session. Once approved, they will be posted to the website.

Agenda

- I. Call to order**
- II. Roll call of MAC Committee Members**
- III. Introduction of HFS staff**
- IV. Review and Approval of Meeting Minutes**
- V. Healthcare & Family Services Executive Report**
- VI. Subcommittee Reports & Recommendations**
- VII. Nominating Committee**
- VIII. Public Comments**
- IX. Additional Business: Old & New**
- X. Adjournment**

V. Healthcare & Family Services Executive Report



V.A. Innovations & Equity



HFS

Illinois Department of
Healthcare and Family Services



V.A.1 Status of Redetermination Activity

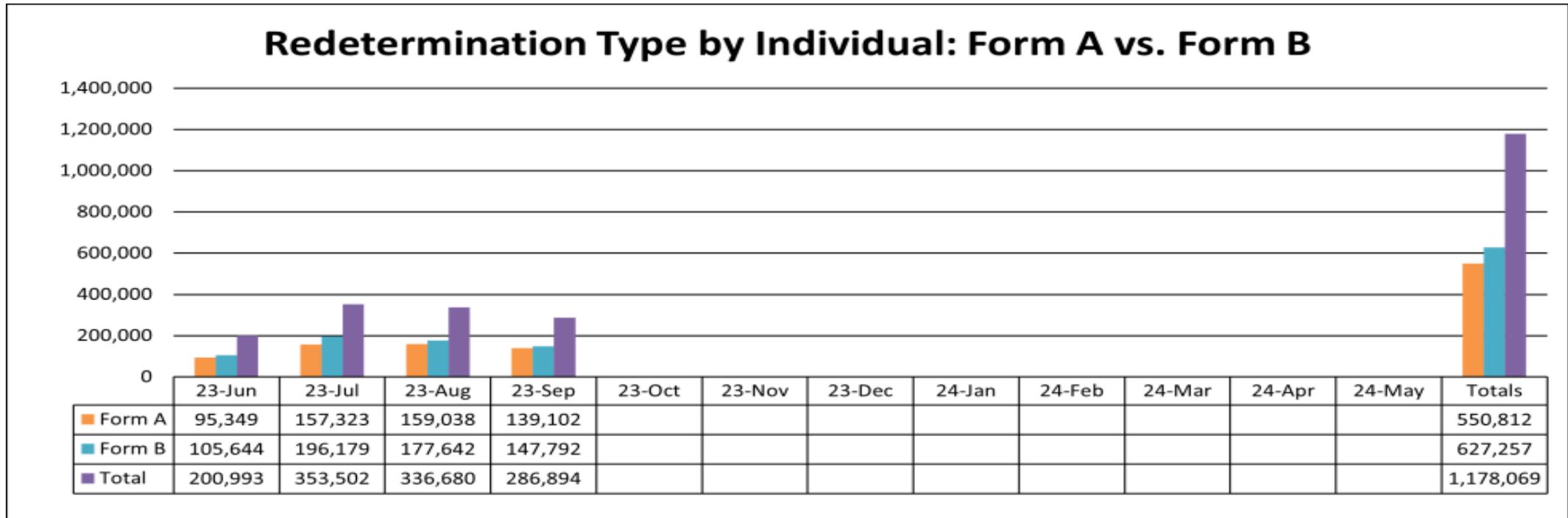
Redetermination Status by Individual

Redetermination Status by Individual - September 2023

Status Type	23-Jun	23-Jul	23-Aug	23-Sep	23-Oct	23-Nov	23-Dec	24-Jan	24-Feb	24-Mar	24-Apr	24-May	Totals
Completed - Retained	157,653	256,795	247,153	194,918									856,519
Pending	2,909	9,965	15,915	25,928									54,717
Closed - Procedural	24,876	57,314	50,007	47,595									179,792
Closed - Ineligible	15,555	29,428	23,605	18,453									87,041
Totals	200,993	353,502	336,680	286,894									1,178,069

Status Type	Status Type Defined
Completed - Retained	Approved (Medical Benefits Continue)
Pending	Redetermination is received, but not yet processed
Closed - Procedural	Failed to respond to redetermination or failed to provide supporting information
Closed - Ineligible	Over income, deceased, left the home, moved out of state, customer requested withdraw or case closure

Form A vs. Form B Statistics by Individual





Ex-Parte by Individual

- As of mid-September, Illinois is determining eligibility for ex-parte at the individual level rather than the case level.
- Members who lost coverage for procedural reasons were re-evaluated using ex-parte logic, and those found eligible were reinstated with no break in coverage.
- The ex-parte rate increased to 60% with this change.



V.A.2 HBIA/HBIS



Questions?





V.A.3 Communications | Outreach and Stakeholder Engagement

Are You Covered

Toolkit

November 2023

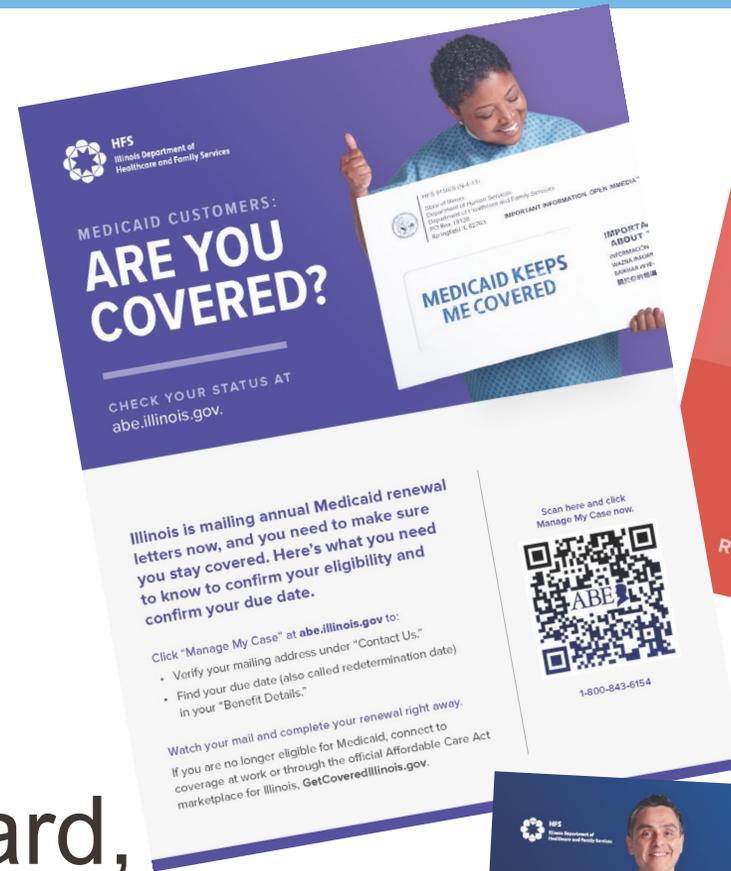


HFS
Illinois Department of
Healthcare and Family Services



Toolkit Details

- 14 Languages
- Zip File Downloads
- User Guide for each language
- Includes Flyer, Palm Card, Social Media Graphics



Medicaid.Illinois.gov

Home My Healthcare Medical Providers Child Support Services HFS OIG Info Center About Us

HFS > Medical Clients > Report Medicaid Chang...

Medicaid Client Renewals

Report Medicaid Change of Address

Understanding the Renewal Process

Three-Part Webinar Series: Training for the End of...

Ready to Renew Messaging Toolkit

Ready to Renew Frequently Asked Questions

Unwinding Operational Plan - Coming Soon

Are You Covered Toolkit

Illinois Medicaid Renewals Information Center

For Medicaid Customers

There are two ways to change your Medicaid address:

Click Manage My Case at abe.illinois.gov to:

- Verify your address (under 'Contact Us')
- Find your renewal due date (under 'Benefit Details')
- Complete your renewal when you are due

Manage my case at abe.illinois.gov

- Or for an even quicker way for Medicaid Customers to update their address with us:

Quick Medicaid Address Change Form

Are you covered?

"Are you Covered?" Toolkit





TRAINING (SERIES TWO) FOR THE END OF THE CONTINUOUS COVERAGE REQUIREMENT
A THREE-PART WEBINAR SERIES

First Session: A review of ABE Manage My Case (MMC) setup, navigation, and functionality

TRAINING (SERIES TWO) FOR THE END OF THE CONTINUOUS COVERAGE REQUIREMENT
A THREE-PART WEBINAR SERIES

Second Session: Previously Submitted Questions answered by HFS Subject Matter Experts

TRAINING (SERIES TWO) FOR THE END OF THE CONTINUOUS COVERAGE REQUIREMENT
A THREE-PART WEBINAR SERIES

Third Session: Language Accessibility: training customers, providers, and stakeholders on how to access translation services for medical redeterminations

Home My Healthcare Medical Providers Child Support Services HFS OIG Info Center About Us

HFS > Medical Clients > Continuous Coverage W...

Medicaid Client Renewals

- Report Medicaid Change of Address
- Understanding the Renewal Process
- Three-Part Webinar Series: Training for the End of...
- Ready to Renew Messaging Toolkit
- Ready to Renew Frequently Asked Questions
- Unwinding Operational Plan - Coming Soon
- Are You Covered Toolkit

Three-Part Webinar Series Two: Training for the End of the Continuous Coverage Requirement

Below is our second series of virtual webinars designed to help you understand the resources available to help Medicaid customers stay connected to coverage.

Session One: A review of ABE Manage My Case (MMC) setup, navigation, and functionality

Margaret Dunne Melisha Bansa Lauren Polite

Top Eight Reasons Customers Call the Helpline

- Account is locked
- Password problems
- Don't remember answers to secret questions
- Error message
- Trouble linking account
- Uploading documents
- Renewals
 - finding date
 - completing renewal
 - Reverting changes using MMC

The three webinars from Series Two have been posted – videos and slide decks.
<https://hfs.illinois.gov/medicalclients/continuouscoveragewebinar.html>



V.A.4 1115 Waiver Application Status



1115 Transformation Waiver Update

- HFS renewal application is pending with federal CMS
- CMS recent sent a set of *preliminary* questions regarding the application
 - Formal negotiations with CMS expected to begin early 2024
- Currently engaged in implementation planning, including stakeholder engagement plans
 - HFS will utilize multiple strategies for stakeholder engagement

1115 waiver, cont.

- HHS and HUD recently announced the launch of the Housing and Services Partnership Accelerator
 - TA Opportunity for states who are developing housing supports for Medicaid eligible people
 - HFS has submitted a letter of intent and is working with sister state agencies to prepare an application



V.A.5 HTC Collaborative Update

A. More to come in 2024

V.B. Program Updates



HFS

Illinois Department of
Healthcare and Family Services



V.B.1: Transportation Policy Updates

HIGH LEVEL DIFFERENCES BETWEEN FFS and MCOs

FEE-FOR-SERVICE (FFS)

- FFS Medicaid uses a PA Vendor Transdev (formerly as First Transit) is FFS Prior Approval Vendor (not a broker)
- FFS requires Prior Approval (PA) for non-emergency transports
- FFS non-emergency transports include Medicar, Service Car, TNCs, **Ground Ambulance**, etc.
- FFS does NOT provide Care Coordination in case of issues with transportation
- FFS Transportation Providers cannot be paid unless they have a PA number

MANAGED CARE ORGANIZATIONS (MCOs)

- There are many different MCOs and brokers
- Some MCOs and MCO brokers require Prior Approval (PA) for non-emergency transports (ex: standing orders)
- MCO non-emergency transports include Medicar, Service Car, TNCs, etc. (carve out of ambulance)
- MCO care coordinators may provide alternative care when issues occur, etc.
- MCOs no longer responsible for ground ambulance payments.



POLICY RECOMMENDATIONS...

- Distribute notice to reiterate additional passenger(s) policy to allow passenger(s), especially small children, to travel with their parent if alternative options for childcare are not available. (Provider notice should be released soon)
- Update “underage pregnancy” policies to allow for transportation for any pregnant women (even if under 18 years of age) without requirement of a consent by another adult (FFS only effective 08/31/23)
- Develop a transportation customer page on HFS and MCO websites with pertinent information, including a “transportation provider portal” (In process)
- Work with HFS provider enrollment team streamline enrollment process and update list of providers.
- Develop an educational webinar to educate members and providers on important non-emergency transportation policies, procedures, information, etc.
- Continue to work with MCOs on uniform policies/rules for handling transportation issues
- Effective 11/01/23, Transportation Network Companies have been permanently added as a service (Provider notice issued 10/31/23)

Contacts

HFS

HFS.Transportation@illinois.gov

TRANSDEV

www.netpap.com

Customers: 877-725-0569

Providers: 866-503-9040

IAMHP

www.iamhp.org

Aetna

HealthChoice Phone: 1-866-913-1265 (ModivCare)

MMAI Phone: 1-888-513-1612 (MTM)

Blue Cross Blue Shield of Illinois

Phone: 1-877-831-3148 (ModivCare)

CountyCare

Member Phone: 1-630-403-3210 (Transdev)

Provider Phone: 1-833-502-5813 (Transdev)

Humana

Phone: 1-855-253-6867 (MTM)

Meridian

YouthCare Phone: 1-844-289-2264 (MTM)

MMAI Phone: 1-866-796-1165 (MTM)

Molina

HealthChoice Phone: 1-844-644-6354 (MTM)

MMAI Phone: 1-844-644-6353 (MTM)



HFS

Illinois Department of
Healthcare and Family Services



V.B.2: Other Administrative Comments or Updates



IAMHP Conference: Stronger Together

- Ensure eligible customers retain coverage
- Prepare for the future of Medicaid-reimbursable social services
- Increase communication and collaboration with HFS
- Expand engagement with Healthcare Transformation Collaboratives
- Adapt your services to fit the Medicaid population
- Be dogged in your pursuit of customer engagement



V.B.3: Director Eagleson's Resolution



V.B.4: Director's Comments

VI. Subcommittee Reports & Recommendations





VI.A. Community Integration Subcommittee

Community Integration Update

A. Recommendations under review by HFS



VI.B. Health Equity and Quality Care Subcommittee

Health Equity and Quality Care Update

A. Public Meeting Posting is Forthcoming containing Meeting Details

1. Meeting will cover 2024 Quality Strategy



VI.C. NB Stakeholder Subcommittee Update



NB Stakeholder Subcommittee Update

A. Enrollment Numbers as of 10/31/2023:

1. Number of DSAs with a CCSO that is taking referrals: 29 of 32
2. Total number of unique referrals made to CCSOs: 2675
3. Tier 1 referrals: 382
4. Tier 2 referrals: 293
5. Total number of declines: 929

B. HFS provided temporary guidance to CCSOs on reducing the Tier 2 caseload from 1:25 to 1:16; and updated exceptions for when a family does not have to change care coordinators

NB Stakeholder Subcommittee Update

- C. Second round of ARPA dollars will be provided to CCSOs in the next few weeks
- D. HFS completed a statewide survey of providers who may be interested in providing Pathways to Success services. HFS has begun outreach to the providers who indicated they were interested to begin the enrollment process. HFS will consider providing Conflict of Interest Waivers to CCSOs after enrollment of interested providers.
- E. Recently covered topics at the N.B. Subcommittee: Public Reporting, Quality Plan, and Communication Plan
- F. HFS will begin reviewing the Behavioral Health Decision Support Model in early 2024



VI.D. Public Education Subcommittee

Public Education Subcommittee Update

A. Next Meeting will be – December 13, 2023 – Public Meeting Posting is Forthcoming

VII. Nominating Committee



A. Presentation of MAC: 2024 Chair Nominee – Audrey Pennington

As the Chief Operating Officer of Aunt Martha’s Health & Wellness, Audrey Pennington is responsible for ensuring the efficiency and excellence of the organization’s integrated model of health care, child welfare and community wellness services.

In addition to working with the President & CEO to advance Aunt Martha’s mission, vision, core values and strategic priorities, she is responsible for the day-to-day operations of more than 30 locations, including 23 community health centers, and over 800 employees. Aunt Martha’s operations generate more than \$70 million annually, reaching nearly 70,000 patients and clients from over 650 communities across Illinois.

With close to 30 years of health care, finance, and executive experience, Audrey’s role at Aunt Martha’s has continued to evolve to meet the leadership demands of a tightly integrated organization and the increasingly complex needs of its patients, clients, partners and employees. She coordinates the leadership teams of the agency’s three operating groups, including direct oversight of all health care services, supporting operational and clinical excellence, and fostering strong working relationships across all levels of the organization as well as with key partners.

She is at the forefront of the movement to promote a value-based, integrated model of services that cares for the whole person – body, mind and spirit. She has played an integral role in the use of technology to advance the accessibility, integration and quality of care. Her commitment to quality and total dedication to caring for the underserved is part and parcel of the culture of teamwork and accountability that drives Aunt Martha’s forward.

Audrey originally joined Aunt Martha’s in 2001 as Controller, and has held several senior administrative positions, including Executive Vice President of Health Services, Interim-Chief Financial Officer and Director of Health Finance. She earned a Bachelor of Science in Business Administration from the University of Illinois.



A. Presentation of MAC: 2024 Vice Chair Nominee: Amber Smock



Amber has served as Access Living’s Director of Advocacy since 2010 and was promoted this year to Vice President of Advocacy. Amber executes Access Living’s advocacy vision through policy, community organizing, and issue education. She guides Access Living’s strategic disability advocacy partnerships at all levels of government across a range of topics, including healthcare, home and community-based services, mental health, housing, education, transportation, immigration, and diversion/reentry.

Amber was the original facilitator of the federal-state working group Disability Power for Community Integration. She also supports international disability learning exchange, particularly through the U.S. Professional Fellows Programs. Amber is a skilled presenter and trainer, a member of ADA25 and Leadership Greater Chicago, and a recipient of numerous local and national awards for her disability advocacy.

Amber is a proud member of the Deaf community who grew up in mainstreamed schools, learned ASL as a young adult, and now relies on lip-reading, ASL interpreters, and video relay technologies for communication access.

A. Presentation of New MAC Members: January 2024

New MAC Members	January 2024
Kimberly A Hefner - Riverside School District 96 & Parent	Dan S. Lustig - Haymarket Center
Lettie Beatrice Hicks – COFI & Parent	Mary Cooley - Aetna Better Health of Illinois
John J Spears – Foster Parent	Flavia Lamberghini - UIC Pediatric Dentistry Department / Apple Dental Care

VII. Public Comments



A. Katie Thiede
Executive Director, ICAN!
Alliance Chicago
(she/her/hers)

B. Elizabeth Durkin
Manager of Health Care Education and Counseling
Age Options
She/her/hers

IX. Additional Business: Old & New





A. Items for Future Discussion



B. HFS Announcements

B. HFS Announcements

A. Buprenorphine PA Change for pregnant individuals with OUD

B.1. Mandatory Ethics Training

A. All MAC & Subcommittee Members must complete the following trainings on OneNet:

1. Diversity, Equity, and Inclusion Training
2. HIPAA and Privacy Training
3. Security Awareness Training
4. Harassment and Discrimination Prevention Training
5. Ethics Training

You can access the trainings at the following link: <http://onenet.illinois.gov/mytraining>
Please complete the trainings through OneNet no later than December 15, 2023

All members should have received a memo containing these details along with the contact information of our Assistant Ethics Officer: Kiran Mehta

B.2. MAC Resources

A. To receive MAC email notifications regarding public meeting notices, sign up for our MAC and Subcommittee Listserv:

1. [Medicaid Advisory Committee \(MAC\) | HFS \(illinois.gov\)](#)
2. [MAC and Subcommittees E-mail Notification Request | HFS \(illinois.gov\)](#)

B.2.A Social Media

A. The Illinois Department of Healthcare and Family Services (HFS) utilizes a range of social media accounts to better reach our customers and stakeholders. We encourage you to follow us on:

1. Twitter: <https://twitter.com/ILDHFS>
2. Facebook: <https://www.facebook.com/ILDHFS>
3. LinkedIn: <https://www.linkedin.com/company/ildhfs/>

for important news, announcements and alerts. And please spread the word to your own followers.

Together, let's keep those we serve well informed, educated and empowered!

X. Adjournment

THANK YOU

