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**Medicaid Advisory Committee
Quality Care Subcommittee**

January 9, 2018
10:00 AM – 12:00 PM

James R Thompson Center
100 West Randolph
2Nd Floor, 2025
Chicago, IL

And

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

Conference Call

1-888-494-4032

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Agenda

- I. Welcome and Call to order
- II. Introductions
- III. New Committee Members
- IV. Review of **August 8, 2017** and October 10, 2017 Minutes
- V. Implementation Long-term Services and Supports **Workgroup**
- VI. **Population Health**
- VII. **HCBS Summary**
- VIII. **Status of Complaint Portal**
- IX. **Status of CAHPS questions**
- X. Adjournment
- XI. Next meeting: 4.3.2018

**Illinois Department of Healthcare and Family Services
Quality Care Subcommittee Meeting Minutes
October 10, 2017**

Members Present

Ann Lundy – Chair, ACCESS Community Health
Beverly Hamilton-Robinson – Licensed Clinical Social Worker/Certified Alcohol Consultant
Kathy Chan, Cook County Health and Hospitals System
Barrett Hatches, Chicago Family Health Center
Jennifer Cartland, Lurie Children’s Hospital

Members Absent

Edward Pont, Illinois Chapter American Academy of Pediatrics
Margaret Kirkegaard, Illinois Academy of Family Physicians
Alivia Siddiqi, Advocate ACE/MCCN
Krishna Das, Cook County Health and Hospitals System

HFS Staff Present

Arvind K. Goyal
Kyle Daniels
Sylvia Riperton-Lewis
Cheryl Easton

Interested Parties

Kaylan Szafranski, Everthrive
Carrie Chapman, Legal Council
Laurel Chadde, County Care
Caitlin Lueck, Meridian
Amanda Ginther, HCCI
Ravi Grivois-Shah, IAFP
Moriel McClerkin, SCCP
Michael Lafond, Abbvie
Dana Flood, Avesis
Amanda Batzold, Avesis
Traci Powell, Harmony
Sherrie Arriazola, TASC
Maria Bell, Avesis
Robin Jones, Wellcare
Kate Maley, Shriver Center
Molly Hoffman, DSCC
Katie Shaffer, UIC – DSCC
Dionne Haney, Denta Quest
Chris Manion, ISDS
Dru O’Bourke, ICAHP
Amy Lulich, UI Health
Sam Robinson, Canary Telehealth
Sandy DeLeon, Ounce of Prevention
Elizabeth Diaz-Castillo, DHS
Mona Vankanegan, IDPH
Andrea Kovach, Shriver Center
Michael Gerges, UIC
Judy Bowlby, Liberty
Emily Chittajallu, LaRabida
Kathy Liam, CCHHS
Kenita Bell, UIC
Tayla Hellman, Access
Jennie Pinkwater, ICAAP
Jill Hayden, Meridian Health Plan
Mikal Sutton, BCBSIL
Ralph Schubert, UIC Division of Specialized Care for Children
Greg Johnson, ISDS
Cyrus Winnett, IAMHP

Illinois Department of Healthcare and Family Services
Quality Care Subcommittee Meeting Minutes
October 10, 2017

I. **Call to order:** The regular bi-monthly meeting of the Medicaid Advisory Committee Quality Care Subcommittee was called to order October 10, 2017 at 10:00am by chair Ann Lundy.

II. **Introductions:** A quorum was not present, so no votes or actions will take place at today's meeting. Ann Lundy reiterated the goals of the committee are to serve in an advisory capacity and provide recommendations on the quality of the Medicaid program with an emphasis on vulnerable and high needs populations. The committee does not have an oversight role.

III. **New Committee Members:** Beverly Robinson, a specialist in Human Service Program Development and Staff Training, was introduced as a new committee member.

IV. **Review of August 8, 2017 Minutes:** Approval of the minutes was postponed until the January, 2018 meeting as a quorum was not present.

V. **Report card CY2016, HY2017: HSAG provided the following:** The purpose of the presentation was to provide an update on the proposed methodology and format of the score card. Individuals will be able to use the report card to compare the quality of the six plans that will cover services from January, 2018 onwards. The quality information is based on 2016 data. The report card will have six domains:

- Communication and Patient Engagement
 - Access to Care
 - Women's Health
 - Living with Illness
 - Behavioral Health
 - Keeping Kids Healthy
- Measures within each domain will include selected HEDIS and CAHPS measures which will be combined to produce an overall weighted score for each domain. The score will ultimately be rated 1 through 5 with one being the worst quality and five being the highest.
- Currently, HFS uses the Child Medicaid Health Plan survey with the Healthcare Effectiveness Data and Information Set (HEDIS) Consumer Assessment of Healthcare Providers (CAHPS) Report supplemental item set which includes the Child with Chronic Conditions (CCC) measures set. The previous year's reports can be found on the HFS website at:
<https://www.illinois.gov/hfs/CollectionDocuments/2015ILCAHPSChildCAHPSAggregateReport.pdf>. Quality data on services provided through fee for service will not be featured on the report card.
- It was also noted that CMS is expected to issue a new rule regarding new definitions for quality measures. These definitions may influence the methodology for developing future report cards.
 - The format of the current report card will be similar to the previous year and will also include questions to help consumers when choosing a plan as well contact information. The template will be posted to the MAC website and the final report card will be available for consumers to use the information when selecting a new plan.

VI. **Response to recommendations re: Quality Measures:** The Quality Care Subcommittee has been invited to recommend additional CAHPS survey questions for children with special needs to address transitions of care. The comments from committee members favored questions addressing the following general areas when determining transitions of care:

- Benefits
- Providers (transitioning from pediatric to adult providers)

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- Education (since many healthcare services are provided in an educational and training environment for this population)

A comment was made that it was important to select measures that the plans can actually influence, while at the same time, ensuring that an overall view on quality of care, including social determinants of health is taken into consideration. The committee will make recommendations for the final measures to be included at its next meeting.

Another comment was made requesting the status of the oral health measures for the plan. Ms. Riperton-Lewis confirmed:

- One single HEDIS measure that is available to look at annual dental visits for children aged 0 to 20 years will be used.
- Additional analyses on oral health looking at the following populations will be conducted: maternal, emergency dental; diabetic.

VII. Overview of long-term services and supports (LTSS): John Jansa from HDA provided an overview of LTSS (slides will be provided with the minutes). Key quality issues identified through the presentation were:

- Assessing quality in LTSS is very challenging, particularly for home-based care services (HBCS).
- There are multiple state waivers in place for LTSS which should be taken into consideration when tracking LTSS programs and connecting data points.
- Targeting conditions that are predictive of hospitalizations could help improve utilization/prevention.
- The assessment process needs to be streamlined.
- Data collected through the Minimum Data Set (MDS) on community supports should be fed back through other venues so that it is actionable.
- Customer satisfaction measures should be evaluated.

CMS is already trying to address many of these issues – see National Core Indicators. This existing national work could be adapted to meet the quality improvement goals of the state.

A comment was made that LTSS and care in nursing homes should also be included as part of the committee's review process.

VIII. Adjournment: The meeting was adjourned at 11:57am.

IX. Next meeting: January 9, 2018 at 10am.