

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Final Meeting Minutes
December 6th, 2018**

401 S. Clinton Street, Chicago, Illinois
201 S. Grand Avenue East, Springfield, Illinois

Committee Members

Kathy Chan, Cook County Health & Hospitals System
Margaret Stapleton
Erin Weir Lakhmani, Mathematica Policy Research
Sherie Arriazola, Safer Foundation
Nadeen Israel, AIDS Foundation of Chicago
Connie Schiele, HSTP (by phone)
Brittany Ward, CPS
Natalie Lawson for John Jansa, Smart Policy

HFS Staff

Lynne Thomas
Lauren Polite
Elizabeth Lithila
Lauren Tomko
Veronica Archundia
Kiran Mehta
Margaret Dunne

Committee Members Absent

Sue Vega, Alivio Medical Center
Ramon Gardenhire, AFC
Sergio Obregon, CPS

DHS Staff

Gabriela Moroney
Tina Bhaga

Interested Parties

Susan Hayes Gordon, Lurie Children's Hospital
Zsa-Zsa Pimentel, ICIRR
Andrea Kovach, Sargent Shriver National Center
Kelsie Landers, Ever Thrive Illinois
Megan Carter, Legal Council for Health and Justice
Marcy N, BCBSIL
Samantha Olds Frey, IAMHP
Hannon R. Access Community Health Chicago
Bailey Huffman, Age Options
Taylor Belew, Legal Council for Health and Justice
Carrie Chapman, LCHJ
Alicia K, IAMHP
Dan Rabbitt, Heartland Alliance
Patrick Maguire, Medical Home Network
Jessie Beebe, AFC
Michael Lafond, Abbvie
Lynn Seermon, Kaizen Health
Helena Lefrow, IHA
Sharon Post,
Mikal Sutton, BCBSIL
Jill Hayden, Meridian
Sara McCoy, IHCOP
Susan Gaines, IPHCA
Paula Campbell, IPHCA
Cyrus Winnett, IARF
Judy Bowlby, Liberty Dental Plan
Claudia Rodriguez, Greater Chicago Food Depository

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Interested Parties (by phone)

Alap Shah,
Dave Hunter, Presence Health Partners
Dionne Haney, Illinois Dental Society
Nelson Soltman,
Andrea Davenport, Meridian
Kristin Hartsaw, DuPage Federation on Humans Services Reform
Martha Jarmuz, Choices Coordinated Care Solutions
Stephanie Volante, Illinois Health and Hospital Association
Rose Dunaway, Gentiva
Dave Lecik, Department on Aging
Pam Cuffle, Illinois State Dental Society

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1. Introductions:

Chairperson Kathy Chan conducted the meeting. Attendees in Chicago and Springfield introduced themselves. Kathy Chan asked to move the discussion of the Proposed Public Charge Policy, which was initially scheduled to be discussed during the Open Discussion. Nadeen Israel made the motion to move this topic to agenda item number six, and this motion was seconded by Margaret Stapleton. The motion was approved by seven members with zero opposed.

2. Report of Final Meeting Minutes from August 2nd, 2018:

Kathy Chan opened the discussion of the October meeting minutes. Sherie Arriazola asked to revise the name of the organization she represents by removing the word “the”, to read: “Safer Foundation”. Following this change, Margaret Stapleton made a motion to approve the minutes from October 4th, 2018, which was seconded by Connie Schiele.

3. Proposed Meeting Schedule for 2019:

Committee members approved the meeting dates for calendar year 2019, which are the following: February 7th, April 4th, June 6th, August 8th, October 3rd, December 5th. Please see attached schedule.

4. Ethics Training:

Kiran Mehta, from the Assistant General Counsel, provided instructions indicating that all committee members must complete the mandatory ethics training by December 21st, 2018. She provided details about submitting their “Certificate of Completion” to the Bureau of Training at hfs.bureauoftraining@illinois.gov . For any additional questions or concerns committee members should contact Shannon.stokes@illinois.gov

5. Integrated Health Homes (IHH):

Lynne Thomas indicated that the Integrated Health Homes (IHH) choice enrollment initially scheduled for January 1st, 2019 has been delayed.

6. Proposed Public Charge Policy Update:

Andrea Kovach, from the Shriver Center Poverty Law, discussed a handout with members of the committee regarding the possible impact that the proposed Public Charge Rule may have among the immigrant community at the national level, and specifically in Illinois.

Ms. Kovach indicated that the proposed rule would redefine the meaning of the legal term “public charge” by denying admission to the U.S. to certain immigrants due to their likelihood to become dependent upon the government. She indicated that, currently, the benefits that are considered to constitute “public charge” are: cash assistance (TANF), Supplemental Security Income (SSI), general Assistance (GA), and Institutionalization for long-term care at government expense. Ms. Kovach said that the benefits added under the proposed rule are: food stamps (SNAP), non-emergency Medicaid (including ACA adults, Moms & Babies); public housing, house choice vouchers, project-based section 8, and Medicare part D low-income subsidy.

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Ms. Kovach also pointed out that the comment period for the proposed rule will end on December 10, 2018. She encouraged committee members to submit their comments. Please see attached handout that includes the estimated number of people potentially impacted, as well as possible impact of revenue for medical providers. Andrea said that the proposed rule is expected to be finalized and implemented in 2019.

7. Care Coordination Update:

Lauren Tomko reported that the Integrated Health Home initiative was delayed, however, she encouraged committee members to visit the IHH website, which she stated contains a great deal of information: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/IntegratedHealthHomes.aspx>

Erin Weir Lakhmani asked, once a list of IHHs is approved, if it will be possible to have it posted in time for enrollment to help enrollment assisters. Lauren Tomko said that open enrollment letters sent to people in Tiers A, B or C had mentioned that IHHs are coming. Patrick Mcguire expressed concern with respect to the staffing ratios. Lauren indicated that HFS is getting ready to post something on IHH website addressing this concern. Kathy Chan reiterated the interest that the committee has in reviewing the notices so those who work with benefits can provide input.

Ms. Tomko said that as of September 1st, 2018. Harmony purchased Meridian. She added that Meridian members will receive letters indicating that they have a period of time until January 1st, 2019 to switch plans if desired, as well as an additional 90 days following January 1st. A letter explaining this transition has not been posted on the HFS website, but a letter explaining this transition has been sent to impacted enrollees. In addition, she indicated that the administration has delayed DCFS managed care implementation. Ms. Tomko said that MLTSS expansion will not be starting on January 1st, 2019.

8. DHS Updates:

Gabriela Moroney provided the update. She began by acknowledging the partnership between DHS and staff members in the Bureau of Managed Care in troubleshooting enrollee issues in the new managed care counties. Gabriela has served as the liaison between FCRC caseworkers and the BMC to address these inquiries.

Gabriela Moroney indicated that the "Application for Fee Waiver Form", it is under review at DHS. Case workers should receive instructions about how to issue this form upon client's request by early 2019. Ms Moroney will provide an update during the February 7th, 2019 meeting.

Ms. Moroney indicated that the DHS Fact sheet regarding the impact of employment on eligibility for Medical Assistance for people with disabilities has been posted in the DHS website at: <https://www.dhs.state.il.us/page.aspx?item=115334>.

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Lauren Polite said that HFS became aware of a fraudulent flyer that asks SNAP recipients to call an area code 773 telephone number, so they can receive \$100 during the month of December. Committee members received a copy of the flyer, which included detail information. They were asked to advise clients not to respond to this scam.

9. ABE/IES Update:

Lauren Polite reported that DHS and HFS continue their combined effort in the implementation of performance fixes to improve IES and ABE. She shared the following data:

	10/3/2018	7/31/2018	4/10/2018	1/29/2018
ABE MMC Accounts Linked	416,010	329,244	240,780	121,361
Renew My Benefits	125,603	97,679	53,557	21,992
Report My Changes	84,882	63,762	31,187	14,254
Program Adds	31,136	22,908	10,033	3,728
Member Adds	11,758	9,753	5,173	2,644
Mid-Point Reports	47,454	34,357	11,247	2,870
Appeals submitted	24,551	<i>not available</i>	7,380	4,673
FFM cases received since 11/2017	123,550	114,885	102,618	<i>not available</i>
ABE cases transferred to FFM since 11/2017	291,706	226,422	167,766	<i>not available</i>

Lauren Polite indicated that a new solution to Identity Proofing will be implemented in two phases. She said that January 2019, Medicaid clients or applicants who have tried to verify their identity online at ABE.Illinois.gov but were not able to do so, will be able to request that the State “identity proof” them for the purposes of accessing Manage My Case (MMC). Lauren described in detail the process:

Step 1: The person must have an ABE Account to initiate the process.

Step 2: The person must go to ABE.Illinois.gov, click on the Green Manage My Case Button, and proceed through the process, including answering personal Information questions (to link to case) and Identity Proofing questions. If identity cannot be confirmed after calling Experian, the person can select the option to request that the State verify the person’s Identity. A link will be provided with instructions asking the person to fill out an ID Proofing Request Form.

Step 3: State staff members will open the documentation mailed, review it, confirm information against what we have in IES and what’s on the request form. If satisfied, they will enter the ABE

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User Name, upload the documents into IES and indicate that the person was successfully identity proofed.

Step 4: Once a week (on Saturday) – Deloitte will run a batch file looking for all individuals that have the check box indicating State Identity Proofing and a match in ABE for the User Name entered into the case record. If both are in place, the ID proofing indicator in IES will be switched to “yes” (like what happens when someone is identity proofed through ABE.)

Step 5: The State will mail a Notice to the requestors letting them know the outcome of their request for Identity Proofing.

- It will be a basic notice that states whether a request has been approved or denied, along with some reasons why it may have been denied. Initially, this notice will be mailed from the mailroom, so will not have identifying information on the notice itself.
- If successful, the requester needs to log into ABE with the User Name on the Request form and correctly enter the personal information to link the account to their case. At that point, clients will be taken directly to their benefit information.

Lauren Polite said that there will be a second phase to the State ID Proofing process which will be launched within a couple of months beginning 2019. It is expected that people will have the ability to upload the State ID Proofing Request form and proof documents as part of Apply for Benefits. Notices to the request will be generated by IES.

Lauren Polite answered all the questions and concerns expressed by the committee members and interested parties. Ms. Polite then asked for feedback and comments regarding the notices that will be mailed to those requesting State Identity Proofing. She asked for comments to be sent by Friday December 7th, 2018, to veronica.archundia@illinois.gov

Chair person, Kathy Chan asked to have an update provided concerning any developments during the next meeting. Nadeen Israel asked to provide a Spanish translation.

10. Medicaid Redetermination Update:

Elizabeth Lithila presented the Redetermination Report, which is attached. Committee members had the opportunity to ask questions and express concerns, and Ms. Lithila provided responses.

11. Medicaid Enrollment, Redes, Manged Care & MMC Data:

Elizabeth Lithila said that the data requested by Nadeen Israel during the previous meeting can be found in the Detailed Managed Care Enrollment Report which is posted in the HFS website: <https://www.illinois.gov/hfs/info/factsfigures/Pages/DetailedManagedCareEnrollment.aspx>

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12. Criminal Justice Update:

Lynne Thomas indicated that, with respect to Sherie Arriazola's request regarding the services provided to clients residing in work-release centers or halfway houses, also known as Adult Transitional Center (ATC). HFS is waiting to receive approval from the federal government, she will inform the committee as soon as information becomes available.

13. Open Discussion and Announcements:

Kathy Chan asked if, during the next meeting, it would be possible to discuss the new language that appears on the online ABE application. She said it seems the language change was prompted by an audit and a federal requirement. Carrie Chapman asked if the text can be modified, since some people may not want to apply due to concerns regarding the proposed public charge policy. HFS will provide an update during the next meeting.

14. Adjournment:

The meeting was adjourned at 12:03 p.m. The next meeting is scheduled for February 7th, 2019, between 10:00 a.m. and 12:00 p.m.

Illinois Department of Healthcare and Family Services

MAC/Public Education Subcommittee

The Public Education Subcommittee meetings are open to the public. All meetings take place in the Illinois Department of Healthcare and Family Services' videoconference rooms. Participants attend the meetings at either the Chicago or Springfield location, or by teleconference.

2019 Meeting Dates (Subject to Change)	Time	Location
February 7 th , 2019 April 4 th , 2019 June 6 th , 2019 August 8 th , 2019 October 3 rd , 2019 December 5 th , 2019	10:00 a.m. – Noon	Chicago: 401 South Clinton, 1 st Floor Videoconference Room Chicago, Illinois 60607 Springfield: 201 South Grand Avenue, East Bloom Building, 1 st Floor Videoconference Room Springfield, Illinois 62763

State Identity Proofing Request Form

The State of Illinois is committed to keeping your confidential information safe and secure. To do that, the State must verify your identity before you may use Manage My Case (MMC) online.

The first step that you must take to verify your identity is to create an ABE account. If you do not have an ABE Account, you can create one by going to <https://ABE.Illinois.gov>, clicking on "Login," and then clicking on "Create Account".

Once you have an ABE account, there are 2 ways that the State of Illinois can verify your identity:

1. You can verify your identity through the ABE.Illinois.gov website. If you have not tried to verify your identity through ABE, please login to your ABE account, click the Green "Manage My Case" button and complete the process. **You must do this before moving to option #2.**
2. You can verify your identity by completing and submitting this form along with acceptable identity proofing documentation (listed on Page 3). **Note: This form can only be used if you have already tried to verify your identity online at ABE.Illinois.gov but were not able to.**

Once you have an ABE Account, enter your ABE Username here: _____ and complete the following applicant or client information. Questions with an asterisk (*) are required.

*First Name _____

*Last Name _____

*Date of Birth (xx/xx/xxxx) _____

Social Security Number (very helpful) _____

Case or Application Number (9-digits) _____

*Phone Number: _____

* Mailing Address: _____

Email Address: _____

If the mailing address above does not match the mailing address in our system, are you requesting that the state change the mailing address in the system to match the mailing address listed above?

Yes, change the address in the system _____ No, do not change the address in the system, but mail this notice to the address above _____

Are you currently on or have you been selected for a Developmental Disability waiver?

Yes _____ No _____

Are you currently in a long-term care facility? Yes _____ No _____

*Is an Approved Representative, Guardian or someone with Power of Attorney acting on your behalf? Yes _____ No _____

Note: If yes, a [signed Approved Representative Form IL444-2998](#) MUST be included with this form or we cannot process it. If a signed Approved Representative form is **attached**, the Approved Representative may act on behalf of the client. An approved representative form must be provided even if one has been submitted in the past.

By submitting this request for State Identity Proofing, I am attesting that:

[mandatory checkbox] I tried and failed Identity Proofing in ABE at <https://ABE.Illinois.gov> ;

[mandatory checkbox] I am requesting that the State of Illinois verify my identity for the purposes of allowing me access to Manage My Case in the ABE system.

[mandatory checkbox] Everything on this form is true and accurate to my knowledge.

[mandatory checkbox] I am attaching proof of identity from the attached list along with this form

Signature of applicant, client, parent, guardian or Approved Representative

Printed name of applicant, client, parent, guardian or Approved Representative

Date: _____

Return this form to:

Illinois Department of Healthcare and Family Services

Attn.: ID Proofing Unit

P.O. Box 19122

Springfield, IL 62794-9122

DRAFT

Acceptable Identity Proofing Documents

To show proof of identity, please send a copy of one (1) document from column A along with the State Identity Proofing Request Form. If you don't have a document from column A, submit copies of two (2) documents from column B along with the ID Proofing Request Form. You must submit copies of these documents even if you submitted them before as part of your application for benefits.

Column A Submit One (1) of These	Column B OR, submit two (2) of these
Illinois Driver's license issued by	Birth Certificate
School identification card	Social Security card or official government document containing your social security number
U.S. military draft card or draft record	Marriage certification
Identification card issued by the federal, state or local government	Divorce decree
U.S. passport or U.S. passport card	High school or college diploma (including high school equivalence diploma)
Certificate of naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)	Property deed or title
Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	
Employment Authorization Document that contains a photograph (Form I-766)	
Military dependent's identification card	
Native American tribal document	
U.S. Coast Guard Merchant Mariner card	
Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph	

State Identity Proofing Request Process

Presented to the MAC Public Education Subcommittee on 12/6/18

Starting in January 2019, Medicaid clients or applicants who have tried to verify their identity online at ABE.Illinois.gov but were not able to, can request that the State Identity Proof them for the purposes of accessing Manage My Case (MMC).

Here's How it Will Work

Step 1: Create an ABE Account (if you don't already have one)

Step 2: Go to ABE.Illinois.gov , click on the Green **Manage My Case** Button, and proceed through the process, including answering personal Information questions (to link to case) and Identity Proofing questions.


- If identity cannot be confirmed after calling Experian, a screenshot will display linking people to a page on the DHS website:

<http://www.dhs.state.il.us/page.aspx?item=76721>

Verify Your Identity

We were unable to verify your identity based on the answers you provided.

Our Identity Verification service is hosted by Experian. Please call the Experian help desk and give them this reference number to verify your identity over the phone.

Help Desk Phone Number: 1-866-578-5409 

Reference Number: f201-01-35cd

Please answer the question below after calling Experian

Were you able to verify your identity through Experian? Yes No

If you are not able to verify your identity through Experian, you will not be able to use Manage My Case at this time.

To request that the State verify your identity, [please read the instructions and fill out the ID Proofing Request form found on this DHS webpage.](#)

Back

- **See the below proposed text for the DHS website page and the Request Form**
- The website page will link them to the State Identity Proofing Request Form. The form is accessible to anyone, but we require that someone completing the form attest to the fact that they tried and failed Identity Proofing through ABE.

Step 3: State staff will open the documentation mailed, review it, confirm information against what we have in IES and what's on the request form. If satisfied, they will enter the ABE username, upload the documents into IES and indicate that the person was successfully identity proofed.

Step 4: Once a week (Saturday) – Deloitte will run a batch file looking for all individuals that have the check box indicating State Identity Proofing AND a match in ABE for the User Name entered into the case record. If both are in place, the ID proofing indicator in IES will be switched to “yes” (similar to what happens when someone is identity proofed through ABE.)

Step 5: The State will mail a Notice to the requester letting them know the outcome of their request for Identity Proofing.

- It will be a basic Notice that says your request has been approved or denied with some reasons why it may have been denied. Initially, this notice will be mailed from the mailroom, so will not have identifying information on the notice itself.
- If successful, the requester needs to log into ABE with the username on the Request form and correctly enter the personal information to link the account to their case. At that point, they will be taken directly to their benefit information.
- **See below for draft Notice text**

Phase 2 of the State ID Proofing Process:

- There is a second phase to the State ID Proofing process which we expect to be within a couple of months.
 - That includes the ability to upload the State ID Proofing Request form and proof documents as part of Apply for Benefits if an applicant is unsuccessful in being Identity Proofed as part of the application process.
 - The Notices to the Requester will be generated by IES.

New Language on ID Proofing Request Form - for DHS webpage

<http://www.dhs.state.il.us/page.aspx?item=76721>

Not secure | www.dhs.state.il.us/page.aspx?item=76721

IDHS Illinois Department of Human Services
James T. Dimas, Secretary

DHS > for Providers > Provider Information by Division > Family & Community Services Provider Information > IES for Partners Outside FCRCs/AKU >

New ABE Portals - Provider Portal, Manage My Case (MMC) and Appeals

In 2017, DHS and HFS will roll out changes to the ABE Portal including additional functionality in the provider portal, a new manage my case portal that allows customers to manage their benefits online and a self-service appeals feature that allows customers to file and manage their appeals online. See below for more information on these changes.

ABE Provider Portal for All Kids Application Agents (AKAAs), Medical Presumptive Eligibility Providers (MPEs) and Hospital Presumptive Eligibility Providers (HPEs)

New Functionality

- MPE and HPE Providers can submit Presumptive Eligibility Applications for expedited medical benefits for clients (HPE application access may not be available right away)
- AKAAs can submit and track applications for clients

Information Available to Agents and Providers with client permission

- Benefits the client receives from the State of Illinois
- Individuals that comprise each case
- Benefit details (amounts received, medical coverage level and copays)also pending or denied status
- Dates of Coverage
- Redetermination date
- Managed Care Organization information on client

Manage My Case Client Portal

[ABE's Manage My Case and Appeals Portal\(s\) Review \(pdf\)](#)

New ABE Client Portal 'Manage My Case' - Information Available for clients and their designees ONLY:

- All of the above information PLUS ...
- Ability to update information such as address, phone number, and household members
- View upcoming appointments in next 45 days
- View notices sent in the last twelve months
- View verification requests and upload documents requested
- Renew benefits
- Apply for additional benefit
- Grant 3rd party access to your benefits information (must be an AKAA, MPE, or HPE provider)

Appeals

Requesting State Identity Proofing to Access 'Manage My Case'

- If a client or applicant has tried to set up Manage My Case, but could not pass Identity Proofing in ABE, they can request State Identity Proofing.
- To request State Identity Proofing, you must:
 1. Fill out, sign and return the State Identity Proofing Request form along with copies of proof documents.
 2. For Proof Documents - You will need a copy of **one document** from Column A **OR two (2) documents** from Column B from the list of **Acceptable Identity Proofing Documents**
 3. Mail the completed form and proof documents to:

Illinois Department of Healthcare and Family Services
Attn.: ID Proofing Unit
P.O. Box 19122
Springfield, IL 62794-9122

Draft Text for Notices mailed to those Requesting State Identity Proofing – comments due back to Veronica Archundia by COB Friday December 7th.

Approval Text:

We have received your Request for State Identity Proofing so that you can access Manage My Case through your ABE.Illinois.gov account.

Your request is approved. The State was able to verify your identity.

Go to ABE.Illinois.gov, click the green Manage My Case button, answer the personal information questions correctly and you will be able to access your information through Manage My Case.

Denial Text:

We have received your Request for State Identity Proofing so that you can access Manage My Case through your ABE.Illinois.gov account.

Your request is denied. The State was either not able to verify your identity or your username could not be found in ABE.

You may submit another Request for State ID Proofing form.

Please be aware of this Fraudulent SNAP Flyer



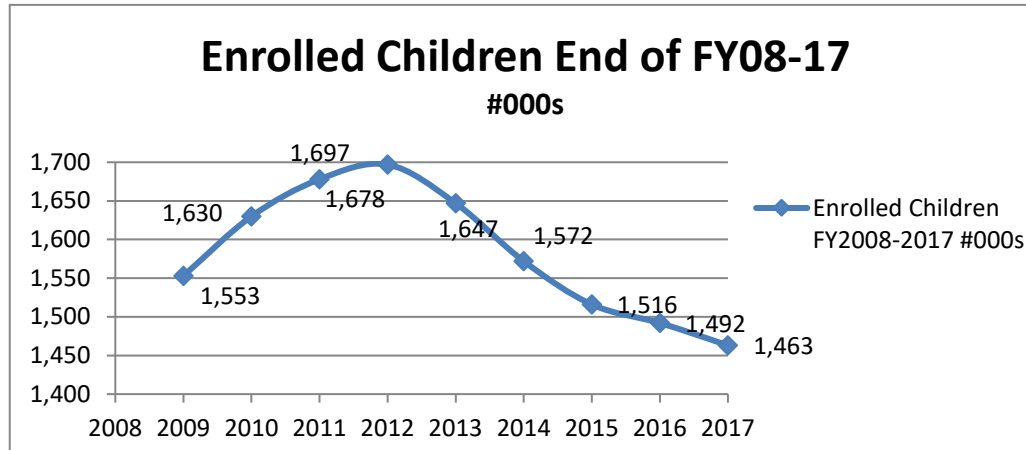
This flyer is a scam targeting SNAP participants.

The flyer claims that SNAP recipients will receive \$100 in December, if they call the above phone number.

Please advise your clients not to call the number as it is a scam.

Children's Enrollment

End of FY	Enrolled Children FY2008-2017 #000s
2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572
2015	1,516
2016	1,492
2017	1,463
2018	1,432



End of Month 2015	Enrolled Children #000s	End of Month 2016	Enrolled Children #000s	End of Month 2017	Enrolled Children #000s	End of Month 2018	Enrolled Children #000s
Jan	1,540	Jan	1,505	Jan	1,476	Jan	1,467
Feb	1,540	Feb	1,502	Feb	1,472	Feb	1,443
Mar	1,532	Mar	1,501	Mar	1,472	Mar	1,433
Apr	1,527	Apr	1,497	Apr	1,467	Apr	1,424
May	1,522	May	1,495	May	1,464	May	1,436
June	1,516	June	1,492	June	1,463	June	1,432
July	1,515	July	1,491	July	1,463	July	1,428
Aug	1,514	Aug	1,492	Aug	1,458	Aug	
Sept	1,513	Sept	1,488	Sept	1,452	Sept	
Oct	1,510	Oct	1,482	Oct	1,446	Oct	
Nov	1,508	Nov	1,481	Nov	1,448	Nov	
Dec	1,503	Dec	1,477	Dec	1,457	Dec	

