

201 South Grand Avenue East  
Springfield, Illinois 62763-0002

**Telephone:** (217) 782-1200  
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Medicaid Advisory Committee  
Public Education Subcommittee Meeting  
Thursday, December 1<sup>st</sup>, 2016  
10:00 a.m. to 12:00 p.m.

**401 S. Clinton St., Chicago – 1<sup>st</sup> Floor Video Conference Room**  
**201 S. Grand Ave. East, Bloom Bldg., Springfield – 3<sup>rd</sup> Floor Video Conference Room**

## **Agenda**

1. Introductions
2. Approval of the Meeting Minutes from October 13, 2016
3. Ethics Training
4. Proposed Meeting Schedule for 2017
5. Care Coordination Update
6. Medicaid Redetermination Data in HB2731 - Update
7. ABE/IES Update
  - IES Phase Two
8. Open Discussion and Announcements
9. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by responding to the HFS Website via e-mail at [HFS.webmaster@illinois.gov](mailto:HFS.webmaster@illinois.gov) or by phone at 312 793-5270 or 312 793-2932. This will help us to ensure the distribution of meeting materials and record your presence accurately. You will receive meeting instructions and the access code when you confirm. The conference call telephone number is 1-888-494-4032.

This notice is also available online at:  
<http://www2.illinois.gov/hfs/PublicInvolvement/BoardsandCommissions/MAC/News/Pages/default.aspx>

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
October 13, 2016**

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

**Committee Members Present**

Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton, Shriver Center  
Sue Vega, Alivio Medical Center  
Sherie Arriazola, TASC  
Erin Weir, Age Options  
Nadeen Israel, EverThrive Illinois  
John Jansa, WKG Advisory  
Brittany Ward, Primo Center for WC  
Ramon Gardenhire, AFC  
Hardy Ware, East Side Health District (by phone)  
Connie Schiele, HSTP (by phone)  
Sergio Obregon, CPS (by phone)

**HFS Staff**

Jacqui Ellinger  
Lauren Polite  
John Spears  
Amy Harris-Roberts  
Arvind Goyal  
Mark Huston  
Bertha Wallace  
Karen Hall  
Margaret Dunne  
Veronica Archundia

**Committee Members Absent**

**Interested Parties**

Alison Stevens, IHC  
Carol Leonard, Denta Quest  
Alap Sham, IAFP  
Dan Rabbitt, Heartland Alliance  
Amy Sagen, UI Health  
Carrie Chapman, LAF  
Michael Lafond, Abbott  
Shannon Ackenhauser, LCNJ  
Sandy DeLeon, Ounce of Prevention  
Alicia Donegan, Age Option  
Lynn Seermon, Kaiser Health  
Sheri Cohen, Chicago Department of Public Health  
Dione Creal, CHS  
Enrique Salgado Jr., WellCare Health Plans

**Interested Parties (by phone)**

Jennifer Pinkwater, American Academy of Pediatrics  
Andrea Davenport, Meridian Health Plan  
Kelly Carter, IPHCA  
Susan W, Melczer, Illinois Health and Hospital Association  
Kim Burke, Lake County Health Department and Community Health Center  
Paula Campbell, IPHCA  
Judy Bowlby, Liberty Dental Plan  
Kristin Hartsaw, DuPage Federation on Humans Services Reform  
Lynne Warszalek, Stickney Health Department  
Ariel J. Thomas, Metropolitan Chicago Breast Cancer Task Force  
Andrew M. Weaver, Land of Lincoln Legal Assistance Foundation  
Heather Scalia, Humana

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October 13, 2016**

**1. Introductions**

Chairwoman Kathy Chan, from CCHHS, conducted the meeting. Attendees in Chicago and Springfield introduced themselves.

**2. Review of Minutes**

Margaret Stapleton made a motion to approve the minutes from the June 9<sup>th</sup> and October 13<sup>th</sup> meetings, and it was seconded by Sue Vega. The minutes were unanimously approved by the 12 members of the committee.

**3. Care Coordination Update**

Amy Harris-Roberts provided the care coordination report. She indicated that over 60% of 2.2 million clients have enrolled in care coordination within the five mandatory managed care regions: Rockford, Central Illinois, Metro East, Quad Cities, and the greater Chicago area. She said that all ACE and CCE plans have completed the transition into MCOs. Nadeen Israel thanked HFS for securing a smooth transition, especially for counties that only had one option.

Ms. Harris-Roberts indicated that Health Alliance would no longer participate in the ICP or FHP managed care programs after December 31, 2016. She noted that information about managed care for Medicaid enrollees is now available on the HFS website,

<https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCErollmentforAllPrograms.aspx>

She also reported that an online complaint portal which medical providers can use to register concerns about MCOs will soon be launched. She announced that, during the Quality Care Subcommittee meeting, scheduled for November 1<sup>st</sup>, 2016, HFS will discuss the topic of Auto Assignment Algorithm Outline. More information can be found at:

<https://www.illinois.gov/hfs/SiteCollectionDocuments/QC%20Agenda%20110116.pdf>

Amy also provided her contact information to follow-up regarding any additional concerns:

[Amy.Harris-Roberts@Illinois.gov](mailto:Amy.Harris-Roberts@Illinois.gov)

**4. Illinois Medicaid Redetermination Project (IMRP) Enhanced Eligibility Verification (EEV) Update**

John Spears reported that the statistics regarding the redetermination process continue to be consistent with previous months. He mentioned that the Broadway redetermination office has moved, explaining that this affected production for couple of days. Mr. Spears noted that the IMRP reports continue to be published on the HFS web site:

<https://www.illinois.gov/hfs/MedicalClients/medrede/Pages/default.aspx>

Mr. Spears said that, at this time, HFS has not determined a new IES Phase Two Go-Live Date. The Department continues evaluating many factors in order to establish a new date. Consequently, the redetermination process will remain the same. Members of the committee asked to be provided with a more detailed IMRP report.

**5. The Illinois Rx Portal Website**

In response to a request from committee members, Mark Huston provided an overview of the new Illinois Rx Portal Website, and discussed a handout with the committee which is attached. He indicated that this will serve as a web-based collection of tools for prescribers and pharmacies created to support the new Pharmacy Benefits Management System (PBMS) which will be online in 2017. This is part of the new Medicaid Management Information System (MMIS) upgrade and will allow for faster and more efficient processing of fee-for service pharmacy claims.

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Mr. Huston clarified that the new portal is intended for providers serving the needs of clients who are enrolled in the Medicaid fee-for-service program and that it does not apply to Care Coordination and Managed Care Organizations (MCOs). The Illinois Rx Portal will be used for the following functions:

- Submit prior authorizations (PA) requests and upload any supplemental information needed
- View the status of submitted PAs, including reasons for denial
- Look up participant eligibility, drug history, and PA history
- View the Preferred Drug List (PDL)
- Submit pharmacy claims and receive a real-time approval or denial notification

HFS will provide updates through the [ILLINOIS Rx Portal](#) website about the new system, including: features, requirements for registration, frequently asked questions as well as, training and webinar opportunities.

## **6. ABE/IES Update**

### **IES Phase Two**

Jacqui Ellinger indicated that as previously announced, unfortunately, the launching of IES Phase Two did not Go-Live as planned. She said that after finding errors in batch process, the project team evaluated the possible consequences, and made the decision to postpone. She added this was a prudent decision that had to be taken in consideration of the potential consequences upon clients and the project as a whole. Jacqui said there have been several repercussions because the legacy system was off-line for couple of days in order to accommodate the transition to IES. Once the determination was made to postpone, the legacy system had to be restored to operate as it had before.

Ms. Ellinger indicated that, in order to comply with new federal standards and regulations, the state of Illinois is implementing enhanced security features for the ABE Partner Portal and (previously known as the Provider Portal). Currently, the ABE Partner Portal is used by AKAAs and MPE providers, as well as Application Assistors at Stroger Hospital, to submit medical and MPE applications to the state through the Partner Portal user account. She added that, due to the sensitive personal information stored in each Partner Portal ABE account, users will need to complete Multi-Factor Authentication (MFA) every time they visit the ABE Partner Portal. Lauren Polite reported that overnight, on October 12<sup>th</sup>, new enhancements were deployed to increase the security to the ABE Partner Portal.

## **7. Open Discussion and Announcements**

The committee made several recommendations to be taken into consideration for future meetings:

- Nadeem Israel and Sue Vega asked to add a “narrative to the IMRP report”.
- John Jansa asked if the Children’s Enrollment Report can be expanded in order to include other populations, such as ACA Adult group, pregnant women, disabled individuals, AABD.
- John Jansa asked with regard to language access, and readability, if HFS can provide a report regarding the requests that the MCOs are receiving in terms of English as a Second Language (ESL), interpreters, and translations of written communication.
- John Jansa asked if HFS can provide a report about how successful the MCOs are when they have to reach out to members. Do the MCOs meet the timelines, and what do the numbers show?
- Sue Vega asked if there have been any candidate appointment to the MAC.

Finally, Chairperson Kathy Chan asked members of the committee to send their agenda topic recommendations to [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

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**8. Adjournment**

The meeting was adjourned at 12:00 p.m. The next meeting is scheduled for December 1<sup>st</sup>, 2016, between 10:00 a.m. and 12:00 p.m.

# Illinois Department of Healthcare and Family Services

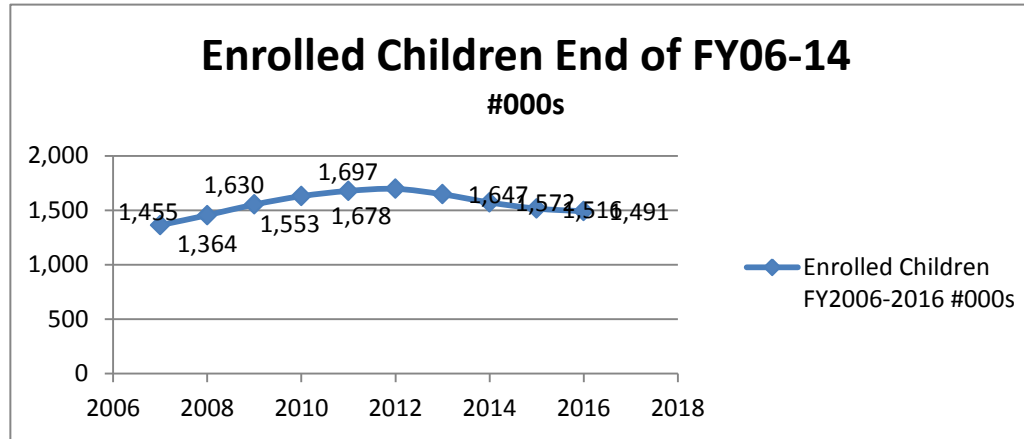
## MAC/Public Education Subcommittee

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.

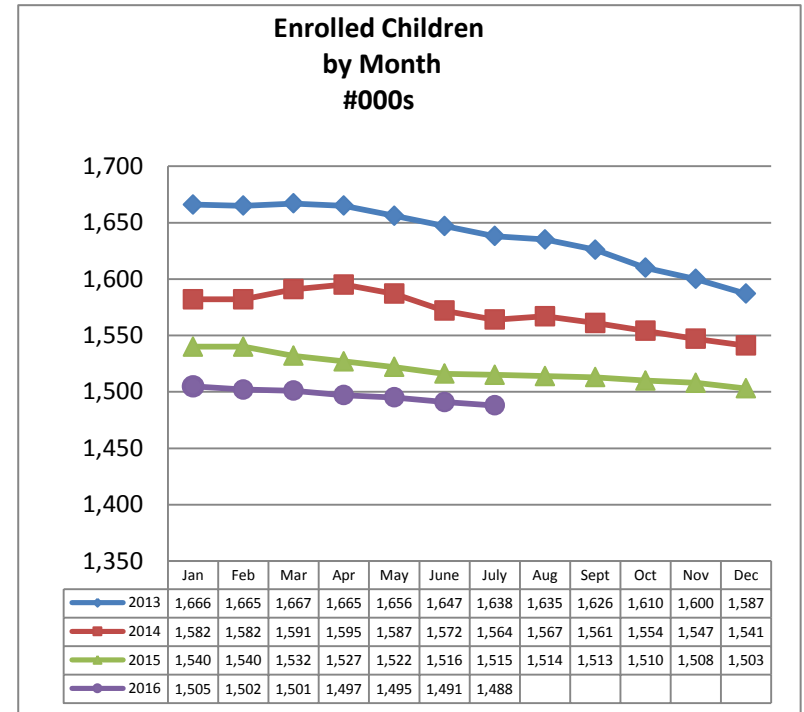
<b>2017 Meeting Dates (Subject to Change)</b>	<b>Time</b>	<b>Location</b>
February 9 <sup>th</sup> , 2017  April 13 <sup>th</sup> , 2017  June 15 <sup>th</sup> , 2017  August 10 <sup>th</sup> , 2017  October 12 <sup>th</sup> , 2017  December 7 <sup>th</sup> , 2017	10:00 a.m. – Noon	<p><b>Chicago:</b>            401 South Clinton, 1<sup>st</sup> Floor            HFS Side Director's            Videoconference Room            Chicago, Illinois 60607</p> <p><b>Springfield:</b>            201 South Grand Avenue, East            Division of Medical Programs            Videoconference Room            Springfield, Illinois 62763</p>

### Children's Enrollment

End of FY	Enrolled Children FY2006-2016 #000s
2007	1,364
2008	1,455
2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572
2015	1,516
2016	1,491



End of Month 2013	Enrolled Children #000s	End of Month 2014	Enrolled Children #000s	End of Month 2015	Enrolled Children #000s	End of Month 2016	Enrolled Children #000s
Jan	1,666	Jan	1,582	Jan	1,540	Jan	1,505
Feb	1,665	Feb	1,582	Feb	1,540	Feb	1,502
Mar	1,667	Mar	1,591	Mar	1,532	Mar	1,501
Apr	1,665	Apr	1,595	Apr	1,527	Apr	1,497
May	1,656	May	1,587	May	1,522	May	1,495
June	1,647	June	1,572	June	1,516	June	1,491
July	1,638	July	1,564	July	1,515	July	1,488
Aug	1,635	Aug	1,567	Aug	1,514		
Sept	1,626	Sept	1,561	Sept	1,513		
Oct	1,610	Oct	1,554	Oct	1,510		
Nov	1,600	Nov	1,547	Nov	1,508		
Dec	1,587	Dec	1,541	Dec	1,503		



Coming in 2017...

## ILLINOIS Rx Portal



**The ILLINOIS RxPortal is a powerful web-based collection of tools for prescribers and pharmacies** created to support the new Pharmacy Benefits Management System (PBMS) which will be online in 2017. This new system will allow for faster and more efficient processing of pharmacy claims billed fee-for-service.

**The ILLINOIS RxPortal provides a secure, web-based interface for providers to:**

- Submit Prior Authorization (PA) requests and upload any supplemental information needed.
- Check the status of PA requests
- Look up participant eligibility
- View participant drug history
- View the Preferred Drug List (PDL)
- Submit pharmacy claims and receive a real-time approval or denial notification.



**Visit the ILLINOIS Rx Portal website** to learn more about the new system including features, requirements for registration, frequently asked questions and training and webinar options. The Department will be updating this site frequently as the launch of the new PBMS gets closer.

**<https://www.illinois.gov/hfs/MedicalProviders/Pharmacy/illinoisrx/>**



# ILLINOIS RX PORTAL FAQ

## WHO CAN ACCESS THE ILLINOIS RX PORTAL?

The ILLINOIS Rx Portal is limited to prescribers, pharmacists, and their staff who are enrolled and approved in the Illinois IMPACT system. For access to the Illinois Rx Portal, please refer to the Registering with the State of Illinois section of the Healthcare and Family Services (HFS) Web site. (<http://www.illinois.gov/hfs/impact/Pages/default.aspx>)

## HOW WILL I KNOW IF I AM APPROVED TO ACCESS THE ILLINOIS RX PORTAL?

The ILLINOIS Rx Portal uses the Illinois IMPACT system to verify the identities of prescribers and pharmacies accessing participant data. You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal. Once the ILLINOIS Rx Portal comes online, prescribers and pharmacies will receive an email providing them with details on how to access the ILLINOIS Rx Portal.

## I AM REGISTERED WITH MEDI. DO I NEED TO REGISTER AGAIN?

Yes. The ILLINOIS Rx Portal is a new system. You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal.

## WILL THE DATA I'VE ENTERED IN MEDI BE PRELOADED INTO THE NEW PORTAL?

No. The data from your IMPACT enrollment will be the basis for access to the ILLINOIS Rx Portal.

## WHAT INFORMATION DO I NEED TO REGISTER FOR THE ILLINOIS RX PORTAL?

You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal. Once the ILLINOIS Rx Portal comes online, prescribers and pharmacies will receive an email providing them with details on how to access the ILLINOIS Rx Portal.

## CAN I HAVE SEVERAL PEOPLE IN OUR ORGANIZATION ACCESS THE ILLINOIS RX PORTAL?

Yes. Once you are registered as a prescriber or pharmacy in the ILLINOIS Rx Portal, you can create additional user accounts and control the type of access for each of your staff in the Portal.

## CAN I CHECK THE STATUS OF MY PRIOR AUTHORIZATION (PA) REQUEST?

The status of any PA entered can be checked in the ILLINOIS Rx Portal.

## CAN I SUBMIT A PHARMACY CLAIM?

Pharmacies have the ability to submit claims through the Illinois Rx Portal and to review claim status and results immediately after adjudication.