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Medicaid Advisory Committee
Public Education Subcommittee Meeting
Thursday, April 13th, 2017
10:00 a.m. to 12:00 p.m.

401 S. Clinton St., Chicago – 1st Floor Video Conference Room
201 S. Grand Ave. East Bloom Bldg., Springfield - 3rd Floor OGC Law Library - Conference Room

Agenda

1. Introduction
2. Approval of the Meeting Minutes from February 9th, 2017
3. Pharmacy Benefits Management System (PBMS)
4. Care Coordination Update
5. Medicaid Related Contact Information
6. ABE/IES Update
7. Medicaid Redetermination Update
8. Criminal Justice Update
9. Open Discussion and Announcements
10. Adjourn

Due to scheduling problems affecting the HFS Office in Springfield, videoconference capabilities will not be available for the April 13th, 2017. Attendees in Springfield will meet at the OGC Law Library, from which they can participate by conference call. Anyone who cannot attend in person and who wishes to participate by conference call, please confirm your attendance by responding to the HFS Website via e-mail at HFS.webmaster@illinois.gov or by phone at 312 793-1948 or 312 793-5270. This will help to ensure the distribution of meeting materials and to accurately record your participation. 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
Final Meeting Minutes
February 9th, 2017

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
Lauren Angeles, for Sue Vega Alivio Medical Center
Sherie Arriazola, TASC
Erin Weir, Molina Healthcare
Kathy Waligora, for Nadeen Israel, EverThrive Illinois
Connie Schiele, HSTP (by phone)
Sergio Obregon, CPS (by phone)
Ramon Gardenhire, AFC
Brittany Ward, Primo Center for WC
Hardy Ware, East Side Health District (by phone)
John Jansa, Health & Disability Advocates

Committee Members Absent**Interested Parties**

Paula Campbell, IPHCA
Dave Herman, Ameri Health
Jason Brokaw, Ameri Health
Ralph Schubert, UIC DSCC
Jill Hayden, Meridian
Cyrus Winnett, IAMHP
Sandy DeLeon, Ounce of Prevention
Anna Wojeik, VI Health
Nicole Kazee, Erie Family Health
Enrique Salgado Jr., WellCare Health Plans
Jessie Beebe, AFC
Jackie Jackson, Blue Cross & Blue Shields
Jessica Rhoades, Legal Council for Health and Justice
Luvia Quiñones, ICIRR
Anna Carvallio, LaRabida Children Hospital
Tammy Smith, Blue Cross & Blue Shields
Laura Jones,
Chris Gu, Patient Innovation Center

Interested Parties (by phone)

Susan Melczer, Illinois Health and Hospital Association
Christy Johnston, Premier Governmental Health Services
Nelson Soltman,
Dave Lecik, Illinois Department of Aging
Kristin Hartsaw, DuPage Federation on Humans Services Reform

HFS Staff

Jacqui Ellinger
Lauren Polite
Elizabeth Lithila
Avery Dale
Arvind Goyal
Margaret Dunne
Veronica Archundia

DHS

Patricia Reedy

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1. Introductions

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

2. Review of Minutes

Ramon Gardenhire made a motion to approve the minutes from the December 1st meetings, which was seconded by Margaret Stapleton. The minutes were approved by a vote of ten members in favor and zero opposed.

3. Care Coordination Update

Robert Mendonsa provided a care coordination report. He announced that the Managed Care Provider Complaint portal is expected to be up and running by the third week of February. He noted that this portal will provide an avenue through which medical providers will be able to submit complaints to HFS about issues encountered with any of the Illinois Medicaid Managed Care Organizations (MCOs). He added that the complaint portal will offer a secure way to report any unsuccessful attempt to resolve a concern involving a Managed Care Organization. Mr. Mendonsa asserted that the main goal of this initiative is to address and answer MCO-related questions in a secure, electronic format. It is expected that MCOs will respond to urgent complaints within two business days (such as the case of immediate prescription needs or access to care needs) and 15 business days for all other issues.

Mr. Mendonsa emphasized that in order to have a complaint reviewed by an HFS staff member, it is imperative that the issue must first have been taken to the MCO involved. He advised that detailed instructions about the provider complaint portal can be found at:

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

He noted that there is no change in protocol for the resolutions of any complaints involving clients in Medicaid Fee-for Service, which should be directed to HFS at: 877-782-5565.

Robert Mendonsa indicated that during December of 2016, HFS temporarily suspended the mandatory managed care enrollment into the Family Health Plans (FHP) and ACA Health Plans in the Central Illinois Region. The counties affected are Champaign, Christian, DeWitt, Ford, Logan, Macon, Menard, Piatt, Sangamon, and Vermilion. He indicated that individuals who were dis-enrolled from Health Alliance Connect, as of December 31, 2016, became regular fee-for service, and therefore, they can access services using the Healthcare and Family Services Medical card. Members are not permitted to enroll in Molina at this time since there is not a choice of MCOs. However currently enrolled Molina members can remain enrolled. Robert Mendonsa ended his presentation indicating that the Quality Care reports will be published during the summer of 2017.

4. Public Education Subcommittee Charge

Chairperson Kathy Chan led a discussion about the Public Education Subcommittee Charge. She indicated that, in accordance with the Medicaid Advisory Committee (MAC), anytime during the first two meetings of the year, committee members should have the opportunity to discuss, offer, and proposed changes to the Public Education Subcommittee charge. Sherie Arriazola asked if issues related to access could be included within the domain of the Public Education Subcommittee or Quality Care Subcommittee. Kathy Chan suggested providing specific details regarding this inquiry so that they can be further discussed with the MAC, which is the entity that has the authority to amend the charge of any of the subcommittees. Ms. Chan encouraged committee members to offer any additional suggestions to veronica.archundia@illinois.gov

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John Jansa recommended improving communication among the subcommittees in order to ensure awareness of issues discussed in the various subcommittees. Kathy Chan noted that she presented a summary of the issues discussed during the Public Education Subcommittee to the full MAC meeting held on December 1st, 2016. This report was published along with the agenda and meeting materials for the Medicaid Advisory Committee. Mr. Jansa's recommendation will be scheduled for further discussion at the next Medicaid Advisory Committee on May 5th, 2017.

5. ABE/IES Update

Jacqui Ellinger provided an ABE/IES update, indicating that HFS and DHS will continue efforts at identifying any potential coding problems in the system in the effort to lower the risk of errors for the completion of the Integrated Eligibility System (IES). Kathy Chan indicated that, even though medical providers are eager to see that IES Phase Two is launched, it is more important to get it right than rushing it. Ms. Ellinger noted that, although IES will not be perfect, it has been a huge endeavor to replace a complex system that has been operating for the past 30 years. HFS has not yet made a decision as to when IES Phase Two will be launched.

6. Medicaid Redetermination Update

Elizabeth Lithila discussed a handout regarding the redetermination report; she noted that the numbers remain consistent with those of previous reports. Erin Weir suggested that, in order to have a better understanding of the tendencies and trends concerning the clients' redetermination process and outcomes, it would be helpful to indicate a specific number of clients instead of percentages. Elizabeth Lithila will take the suggestion into consideration. She also noted that the IMRP reports continue to be published on the HFS web site:

[https://www.illinois.gov/hfs/SiteCollectionDocuments/IMRPQtrlyReport\(Q2FY2017\).pdf](https://www.illinois.gov/hfs/SiteCollectionDocuments/IMRPQtrlyReport(Q2FY2017).pdf)

7. Criminal Justice Update

Elizabeth Lithila reported on the combined efforts among DHS, HFS, and DOC to develop a pilot project accessing state medical benefits for IDOC inmates. She said that the main focus has been to ensure that all inmates are enrolled before their release. Currently, HFS and DHS are waiting for the Department of Corrections and the Department of Innovation and Technology (DoIt), in order to complete the installation of special computers so that inmates will be able to submit their applications electronically.

Kathy Chan asked if the DOC applications are being processed like a regular ABE application. Elizabeth indicated that DHS selected two FCRCs to process these applications to identify issues and identify best practices. Sherie Arriazola asked about the letter that inmates will receive prior to their release. Elizabeth indicated that the IDOC Community Release Change Form will be printed by the DOC facility as part of the paperwork that inmates receive upon their release.

Elizabeth also provided her contact information in order to address any additional concerns:

Elizabeth.Lithila@illinois.gov

8. Open Discussion and Announcements

Avery Dale discussed a notification recently sent to a selected group of clients, titled "HFS Courtesy Letter to Clients with Medicaid Spenddown." Mr. Dale said that this notice targeted 8,300 individuals who have received Medicaid through Spenddown for at least one month during 2016. The notice explains that getting Medicaid coverage through Spenddown is not considered MEC (Minimum Essential Coverage) by the IRS. Therefore, recipients could be subject to a tax penalty. However, having Medicaid through Spenddown does make these individuals eligible to apply for a hardship exemption from the personal responsibility tax, as is indicated within the letter.

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Avery Dale reported that HFS sent 2.2 million 1095-B forms to every household in which at least one person had minimum essential coverage through Illinois Medicaid for at least one month during 2016. Avery said that the 1095-B form shows the months in which someone was covered by Medicaid and is used for informational purposes to help people fill out their tax returns. He added that people may also use a printout from MEDI which shows coverage for the year, or some other proof of insurance. Mr. Dale suggested that if a customer does not receive the letter or receives it but suspects that the information is not accurate; the individual should call the ABE Customer Call Center (1-800-843-6154) or contact a staff member at any FCRC who can review the coverage indicated within the system to check for any errors. Local Office staff members can update an address and send another copy as well as reprint a form that was misplaced or never received.

Chairperson Kathy Chan stated that she will be absent during the next Public Education Subcommittee scheduled for April 13th, 2017. Ramon Gardenhire recommended that Nadeen Israel chair the meeting. Although Nadeen was not present at the February 9th meeting, Kathy Waligora, who was representing Nadeen, stated that she had received an e-mail confirmation that Nadeen had agreed to chair the April meeting.

Lauren Polite reported that there has been a positive response to the 2017 Get Covered Illinois campaign during Open Enrollment on the Marketplace. She indicated that upon conclusion of the open enrollment period and beginning February 1st, there would no longer be staff answering the Get Covered Illinois phone number. Instead there would be an automatic message telling people to contact Healthcare.gov (1-800-318-2596) for marketplace questions or the ABE Customer Call Center (1-800-843-6154) for Medicaid questions. A small staff of 3-4 remains at GCI under the Illinois Department of Insurance.

Jacqui Ellinger stated that there has been an effort to make the ABE Call Center more responsive by hiring additional staff members. They have received appropriate IES training. Managers have adjusted how phone calls are being queued in order to improve customer service. Kathy Chan inquired if it is possible to provide a grid showing the different customer service numbers and describing the various program functions and purposes.

Sergio Obregon reported that during the upcoming weeks, the Chicago Public Schools will resume providing assistance to families interested in applying for medical coverage and food stamps benefits. He added that CPS, in partnership with community organizations, will be coordinating efforts so that families can receive the assistance needed to apply for and maintain their benefits.

John Jansa asked what materials HFS needs to review before MCOs are authorized to send announcements to their members, particularly in terms of client brochures and promotional materials. He asked if there will be an opportunity for the Public Education Subcommittee to review any of these materials. He is specifically interested in any materials that focus on care coordination and access to care.

Finally, Chairperson Kathy Chan reminded members of the committee to send their agenda topic recommendations to veronica.archundia@illinois.gov

9. Adjournment

The meeting was adjourned at 12:02 p.m. The next meeting is scheduled for April 13th, 2017, between 10:00 a.m. and 12:00 p.m.

What's Next?

For My Medical Coverage

It is important to make sure your HFS medical card remains active. If you do not keep your address updated, it may keep you from getting health care that you need.

You can get these medical services with your medical card:

- Prescription medicine
- Doctor or clinic visits
- Treatment for substance abuse or mental illness
- Lab tests and x-rays
- Hospital services
 - Emergency Room
 - Inpatient hospital care
 - Outpatient hospital care
- Medical transportation (ambulance and non-emergency transportation)
- Other medical services

Check with your medical provider to make sure they accept your medical card or that the medical service is “in-network” through your managed care plan.

Important! If you have not provided your community address to IDOC as part of your discharge plan, you must report your address right away to your DHS Family Community Resource Center (FCRC). IDOC will not forward any of your DHS mail to your new address. If your DHS FCRC cannot reach you by mail because your address is not updated, your medical coverage will stop.

Did you know that the U.S. Post Office will report your new address to the DHS FCRC? Report your new address to the U.S. Post Office by:

- Filling out a ***‘Change of Address’*** card at your local U.S. Post Office; or
- Visiting the internet at www.USPS.com (go to Quick Tools/Change My Address) to update your new address with the U.S. Post Office electronically.

Within 60 days (2 months) of your release to the community, you may need to pick a managed care health plan or primary care doctor. To find out if you are required to pick a plan, call 1-877-912-8880 (TTY: 1-866-565-8576). The health plans you can choose depend on the address we have on file for you.

IDOC Community Release Change Form

To remain eligible for medical assistance, I understand I must report changes in my circumstances. In anticipation of being released to the community, I am reporting the following:

Name: _____
first name last name

Date of Birth: ____/____/____
Month Date Year

Write in your Medical Case Number **or** your Social Security Number (SSN) below:

Case Number: ____ - ____ - ____ - ____ Or ____
Cat. L.O. Group Basic 9-digit number

Your case number can be found on the first page of your Notice of Decision.

Or SSN: ____ - ____ - ____ (not required if your case number is listed above)

New Address _____
street address city state zip

Mailing Address (if different) _____
street address city state zip

Do you expect to file an income tax return for the current year? Yes No

If you are married, will you be filing taxes jointly? Yes No

Will you be claimed as a tax dependant by anyone? Yes No If yes, by whom? _____

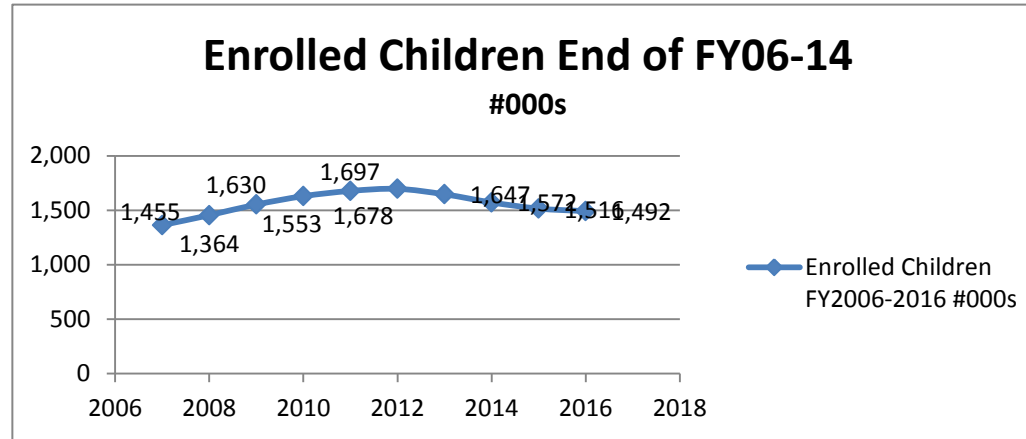
Will you be living with any relatives? Yes No If yes, please tell us who they are:

Name (Last, First, MI)	Birth date	SSN (optional)	Relationship to You	Claiming as tax dependant?
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

IDOC faxed this form to the DHS Family Community Resource Center (FCRC) at 217-____-_____.

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	1,492



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	1,492
July	1,638	July	1,564	July	1,515	July	1,490
Aug	1,635	Aug	1,567	Aug	1,514	Aug	1,491
Sept	1,626	Sept	1,561	Sept	1,513	Sept	1,487
Oct	1,610	Oct	1,554	Oct	1,510	Oct	1,481
Nov	1,600	Nov	1,547	Nov	1,508	Nov	1,479
Dec	1,587	Dec	1,541	Dec	1,503		

