

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
TTY: (800) 526-5812

Medicaid Advisory Committee
Public Education Subcommittee Meeting
Thursday, October 4th, 2018
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 – 1st Floor Large/Video Conference Room

Agenda

1. Introduction
2. Report of Final Meeting Minutes from August 2nd, 2018
3. Care Coordination Update
4. Chicago Public Schools Presentation about MMC
5. Medicaid Timeline Discussion
6. DHS Update
7. Criminal Justice Update
8. Medicaid Redetermination Update
9. ABE/IES Update
10. Open Discussion and Announcements
11. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by phone at 312 793-1984 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:

<https://www.illinois.gov/hfs/About/BoardsandCommisions/MAC/News/Pages/default.aspx>

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018**

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

Committee Members

Kathy Chan, Cook County Health & Hospitals System
Sherie Arriazola, The Safe Foundation
Nadeen Israel, EverThrive Illinois
Brittany Ward, Chicago Public Schools
Ramon Gardenhire, AFC
Sergio Obregon, Chicago Public Schools
Connie Schiele, HSTP (by phone)
John Jansa, Smart Policy Works

HFS Staff

Lynne Thomas
Elizabeth Lithila
Arvind Goyal
Emma Johnson
Laura Phelan

Committee Members Absent

Margaret Stapleton, Shriver Center
Sue Vega, Alivio Medical Center
Erin Weir Lakhmani, Mathematica Policy Research

DHS Staff

Gabriela Moroney

Interested Parties

Patrick Maguire, Medical Home Network
Jessie Beebe, AFC
Leticia Galvez, PIC
Dan Rabbitt, Heartland Alliance
Inna Rubin, United Way
Idalia Flores, ICIRR
Stephanie Alban, ICIRR
Michael Lafond, ABBVIE
Abbie See, AFC
Sandy DeLeon, Ounce of Prevention
Julie Marks, BCBS IL
Meghan Carter, Legal Council for Health Justice
Michael Wilton, Meridan
Emily Chitlajallah, LaRabida
Lillian Matsuda, EverThrive
Karina Gonzalez, Molina
Lisa Wiseman, Humana
Marina Kurakin, Legal Council for Health Justice
Lauren Angeles, Alivio
Anna Carvalto, For Choices
Maria Bell, Aresis
Joshua Mark, CCHHS
Margo Holden, BCBS IL
Bailey Huffman, Age Options
L. Padgett, Chicago Public Schools

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

Interested Parties:

Susan Gaines, IPHCA
Paula Campbell, IPHCA
Judy Bowlby, Liberty Dental Plan
Kevin Atchason, IPHA
Yari Ramirez-Beccve, UIC – DSCC
LaRhonda Williams, IL Home Case Ombudsman

1. Introductions:

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

2. Report of Final Meeting Minutes from June 7th, 2018:

Chairperson Kathy Chan indicated that the meeting minutes had been discussed, approved, and finalized by the committee and subsequently posted on the HFS website.

3. Care Coordination Update:

Laura Phelan provided the update. She said that a new Managed Care Provider complaint portal has been added to the main HFS web page and the Medical Providers page of the HFS website as well (left bottom).

Laura also stated that there will be a delay in bringing the DCFS kids into managed care and therefore, no enrollment mailings are being done for DCFS kids. She was asked by Nadeen Israel why the DCFS population was not getting cards, and if a notice about this would be posted on the HFS website. She explained that she did not know but that an update would be provided by Deputy Administrator, Robert Mendonsa at the August 2, 2018 MAC meeting.

John Jansa asked Laura how many kids were impact by this decision, if there was a revised date for the mailing, and would this impact the service effective date of the children. Laura indicated that the impact was in the low thousands. It would impact the effective date but no new mailing date has been determined. The online mailing schedule will be updated once a new date was decided.

Laura was also asked if there was an update on the MFTD population. She replied there was no update and that no one was getting October notices.

4. Customer Services Concerns:

Gabriela Moroney provided an update regarding the development of the “Application for Fee Waiver Form”. This application is used for the waiver of fees related to the United States Citizenship and Immigration Services for citizenship applications. This form is currently not available as part of IES. The current process is a coversheet created for use by the caseworker confirming the client receives benefits that would qualify them for the waiver.

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

Gabriela confirmed that an approved version of the form will be made available at or by the next the subcommittee meeting. The official form name/number is not yet available as it may change. That decision will be made by the DHS Bureau of Policy and Development as part of the approval process.

Nadeen Israel asked if the process of the caseworker completing the form is how it was done before IES Phase 2. Gabriela confirmed that is was. DHS just wants to replace what was used before, not create a brand new process. When asked if the form was immigration specific or if it could be used for other reason, Gabriela confirmed that it is specific to the immigration process.

Gabriela stated that the helpline / hotline phone number is 800-843-6154. This number is on both on the DHS and ABE websites. This number serves as a broad entry point for DHS programs shared by HFS. Based on the selection made by the client, this number breaks down to different program areas. The LINK helpline phone number is 800-678-LINK. This is a dedicated line related to LINK cards and payments only. When asked, Gabriela confirmed that the first number can be used for the phone application process for all medical except AABD and LTC.

Ramon Gardenhire asked if there was any update on the long waiting times for the ABE Call Center. Gabriela indicated that she doesn't have specifics about the waiting times, peak times, and better times to call the hotlines. She confirmed that DHS management is aware of the issues and that more staffing is being done to help address them as well as an increased use of MMC by clients. She also confirmed that the information is tracked by DHS and shared with HFS but she did not have access to that specific information. Kathy Chan then asked for the opportunity to share this information when it was made available.

Sergio Obregon asked if there was anything being done to provide more MMC access and assistance within the DHS offices, such as onsite computer access. Especially for those client who don't have routine access to a computer. Gabriela acknowledged the question. She was unable to provide an answer but is not aware of anything like that as a client resource.

Jessie Beebe explained that some of the client population can't effectively use the hotline because of the long wait times and limited phone use (i.e. pay as you go minute limits) and lack of computer access. Because of this, Chicago Public Schools access help points may be an option. Sergio Obregon explained that there is currently site based assistance being provided within the CPS community. The schedule and related information is online at www.cps.edu/cfbu. Clients can also call: 773-553-KIDS for information related to eligibility. He also stated that they are in the process of putting together this information is a format that will presented to the committee at a later date.

Gabriela state there is currently a joint DHS effort with HFS to get disabled persons with benefits to get to work. There is a worksheet to address concerns about losing benefits if they

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

do find work. Gabriela indicated she will make an effort to have specific information to share at the next Pub Ed meeting.

5. Criminal Justice

Lynne Thomas provided an update on the Adult Transitional Center (ATC) item from the June meeting. She indicated that is no criteria on the medical applications for individuals in work release programs. Lynn will provide something in writing stating that adults can leave the ATC and get Medicaid services. This complies with the Level of Freedom of movement allowed. IDOC will need to contact HFS to lift Medicare restrictions for those in ATC. Kathy Chan asked if Lynne had a census for the number of members in these centers. Lynne indicated there is but she didn't have that information at the time.

6. ABE/IES Update and Feedback

Lynne Thomas reported that IES system performance is much improved with ongoing monthly releases that include fixes for improvement (12,000 since going online). Auto-cancellation is being delayed by a month to allow more time for submission to processing of information.

Lynne also stated that Cohen notices are starting to go out to applicants with cases pending over 45 days. The notices state that since an eligibility decision was not made within the timeframe they may be eligible for temporary medical coverage and to contact the local DHS office. These notices will continue to go out through the automated system. When asked, Ms. Thomas was unable to provide data regarding the number of persons that would be receiving the notice. She did indicate she would provide that information at the next meeting if she was given approval to share.

Ms. Thomas then provided the following MMC data:

	7/31/18	6/6/18	4/10/18	1/29/18
ABE MMC Accounts Linked since Go Live	329,244	256,839	240,780	121,361
Renew My Benefits	97,679	76,195	53,557	21,992
Report My Changes	63,762	46,895	31,187	14,254
Program Adds	22,908	16,177	10,033	3,728
Member Adds	9,753	7,573	5,173	2,644
Mid-Point Reports	34,357	23,514	11,247	2,870
Appeals submitted	N/A	14,734	7,380	4,673
FFM cases received since 11/2017	114,885	107,146	102,618	
ABE cases transferred to FFM since 11/20/17	304,917	237,972	167,766	

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

It was reported to Lynne Thomas that in MMC, the contact tab that allows users to contact the local office is available for some users and not for others. Lynne indicated she would look into when this tab is available and when it isn't.

Lynne also stated that there was currently no update regarding ID proofing. She was asked by Nadeen why, after almost a year post phase 2 go-live there is still no fix in place. Lynne explained that the main issue has to do with system security and that the resources available to address this needed fix are limited.

Nadeen mentioned a discrepancy with number of linked cases in MMC as indicated in the report. That discrepancy has been updated for the meeting minutes.

Brittany Ward (CPS) asked Ms. Thomas if HFS is keeping track of the number of accounts created vs. linked. How do you compare accounts created to how many account as linked? Ms. Thomas explained that created accounts are for new applications which are different from linked accounts.

Sheree comment that the MMC information reported to the committee would be more helpful if the data was formatted differently. It was determined by the committee that an official data request would be voted on by the committee and an official recommendation would be made to HFS regarding how the report should be formatted for better understanding. Kathy Chan agreed that this needs to be managed by the committee and circulated for formalization prior to the next meeting. Nadeen agreed to be the owner of this item for the committee.

Patrick Maguire asked for an update on the processing of applications. Is 30 days enough time to process an application? The Central Scanning Unit (CSU) is currently out two weeks on uploading re-determination and other high priority forms.. She indicated that if he is aware of any information or specific cases that are not being processed within the 30 days that information should be sent to veronica.archundia@illinois.gov.

Patrick Maguire also asked if late forms (submissions) are processed for re-instatement. Ms. Thomas stated there is a 90 days grace period built into the re-determination process that allow for re-instatement.

Ramon asked if the number on the report were for medical only cases. Ms. Thomas explained that the numbers show the medical piece of all cases.

7. Medicaid Redetermination Update:

Elizabeth Lithila presented the following redetermination data from May 2018:

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

Renewal Processing as of 7/10/2018	May 2018		Calendar Year 2018	
Renewal Disposition Data (MAGI and non-MAGI)				
	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal
Total Due for Renewal	140885	100%	693147	100%
<i>Among CoHort Due for Renewal:</i>				
Renewal Not Initiated				
Renewal Initiated	140885	100%	693147	100%
<i>Among Total Renewals Initiated in Reporting Month:</i>				
Eligibility Renewed through Ex Parte Renewal Process	32832	23%	155616	22%
Sent Prepopulated or Other Renewal Form to Complete and Return (Not able to be renewed through Ex Parte process)	108053	77%	537531	78%
<i>Among Those Sent a Prepopulated/Other Renewal Form to Complete and Return</i>				
Eligibility Renewed Based on Form	28156	20%	161357	23%
(Includes transfers to other Medicaid/CHIP groups)				
Medicaid/CHIP Closed at Renewal	51978	37%	275580	40%
Closed after determination of ineligibility for Medicaid/CHIP	1973	1%	13952	2%
Closed due to failure to return form or required documents	50005	35%	261628	38%
Awaiting Disposition. Pending with State	27919	20%	100594	15%

Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 2nd, 2018

Upon review of the information Elizabeth provided, Nadeen Israel noted that the Kids enrollment numbers have dropped over the last 5 years. Changes in the number are not showing an improvement even with the one month auto-cancellation delay. Is there any way to restructure the way the data is presented? Elizabeth stated that the structure of the report is how it is reported to the federal government.

8. Open Discussion and Announcements:

Kathy Chan asked if clients have questions about the Cohen notices will there be information online or someone they can talk to the local office to address? Gabriela stated she would look into this and provide an answer.

Someone asked what is supposed to happen when a client gets the temporary medical card notice. Ms. Thomas explained that clients can take the notice to the local office and the caseworker can go into IES and generate a medical card to give to the clients.

Nadeen Israel asked that an update regarding spend down notices and home service be provided at the next meeting.

10. Adjournment:

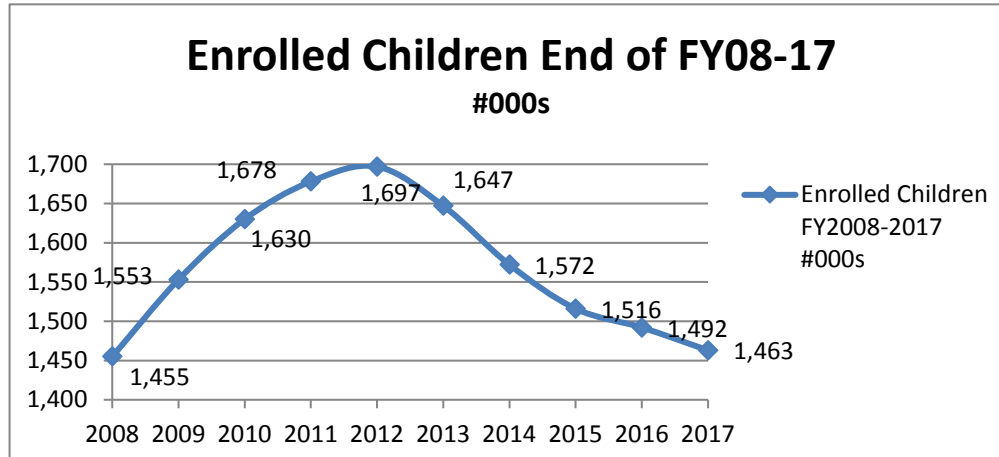
The meeting was adjourned at 12:05 p.m. The next meeting is scheduled for October 4th, 2018, between 10:00 a.m. and 12:00 p.m.

Children's Enrollment

**Enrolled Children
FY2008-2017
#000s**

End of FY

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
2017	1,463



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	1,421
May	1,522	May	1,495	May	1,464	May	1,430
June	1,516	June	1,492	June	1,463	June	
July	1,515	July	1,491	July	1,463	July	
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	

