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## Medicaid Advisory Committee (MAC)

Virtual WebEx Meeting| Nov 19th, 2021|10:00AM to 12:00PM.

**Due to COVID-19 concerns, this meeting will be held using WebEx**

Please Join the WebEx a few minutes before the meeting starts using the following meeting link:

<https://illinois.webex.com/illinois/j.php?RGID=rb61f884e7f269a37468fb993ba3d356f>

Brief registration (name and email) will be required.

Meeting Number: 2463 758 2806 (access code) 2463 758 2806 Password: MAC1119

Or use the Call-in Option Join by Phone: +1-312-535-8110 (Chicago) Toll, +1-415-655-0002 US Toll

### MAC Members Present:

#### Former Chair (\*)

#### Newly Appointed Chair and Vice Chair (\*\*)

Alejandro Clavier, Esperanza Health Centers at VIDA Pediatrics

Amber Smock, Access Living

Andrea Danes, Consumer Representative

\*\*Ann Lundy, ACCESS Community Health Network

Audrey Pennington, Aunt Martha's

Brian Cloch, Transitional Care Management

\*Cheryl Whitaker, Next Level Health

Derek Robinson, Blue Cross Blue Shield

Howard Peters, HAP Inc. Consulting

\*\*Kathy Chan, Cook County Health

Larry McCulley, Metro East – Southern Illinois Health Foundation

Sameer Vohra, SIU SOM

Sergio Obregon, Chicago Public Schools

### No Absences Recorded

### HFS Staff Present:

#### Director of HFS (\*)

Arvind Goyal

Ben Winick

Dan Jenkins

Dawn Wells

Eric Foster

Gabriela Moroney

Jaime Munks

Jane Longo

Jenny Aguirre

John Hoffman

Jose Jimenez

Kelly Cunningham

Keshonna Lones

Kimberly McCullough-Starks

Kiran Mehta

Kristine Herman

Latashia Johnson

Laura Phelan

Lauren Polite

Mary Doran

Melishia Bansa

Michelle Eckhoff

Patrick Lindstrom

Robert Mendonsa

Shawn McGady

Tracy Keen

Veronica Archundia

## Meeting Minutes

- I. **Call to Order:** The meeting was called to order by Cheryl Whitaker, Madam Chair at 10:02 a.m.
- II. **Roll Call of Committee Members:** Melishia Bansa, Special Assistant to Director of HFS, facilitated Roll Call of Committee Members
- III. **Introduction of HFS Staff:** Kelly Cunningham, HFS Medicaid Administrator, facilitated Introduction of HFS Staff.
- IV. **Review of Justification for Postponing Nov 5<sup>th</sup> MAC Meeting:** Melishia Bansa, provided the following justification to the Committee for postponing November 5<sup>th</sup>, 2021 Meeting:
  - A. Approval was provided by Cheryl Whitaker, Madam Chair of the MAC, in collaboration with committee members to postpone the meeting due to technical error with the WebEx virtual meeting platform. The technical error impeded upon the virtual operations of the meeting. To mitigate this occurrence, live closed captioning services were procured and utilized for the November 19<sup>th</sup> Meeting.
- V. **Review and Approval of the Aug 6<sup>th</sup> MAC Meeting Minutes Presented by Cheryl Whitaker, Madam Chair:** Howard Peters, MAC Committee Member, proposed to move a motion to approve the August 6<sup>th</sup> Meeting Minutes. This motion was approved by the Committee.
- VI. **Public Comments**
  - A. **Public Commenter- Rosa Mercedes Rosas:** These public comments have been recorded into the record. Please see the attached Appendix A to review the comments on record.
  - B. **Public Commenter- Valerie Bollini, Rueda Pediatrics:** Submitted as written public comments and were read into the record by Melishia Bansa. Please see these written comments in the attached Appendix B.
  - C. **Public Commenter - Dr. Lila Elam, 4 Kids Pediatrics:** These public comments have been recorded into the record. Please see the attached Appendix C to review the comments on record.
  - D. **Comments or Recommendations from Committee Members:**
    1. **Amber Smock, Committee Member:** Requested more information regarding options to help address provider concerns and help resolve Managed Care Organization (MCO) complaints.
      - a. **Robert Mendonsa, HFS Deputy Administrator for Care Coordination:** Provided more information regarding how provider related MCO complaints are addressed. He also offered to personally assist the public commenters in getting their MCO complaints addressed. Deputy Mendonsa also provided his direct contact information.
        - I. Information regarding the Health Benefits (for client complaints) number: 1-800-226-0768 & Resolution Portal was provided in the chat for meeting attendees.
      - b. **Alejandro Clavier, Committee Member:** Provided more insight on this topic from his own professional encounters. He categorized the provider payment glitch by MCOs as an overall system-wide issue that greatly impacts patient care and needs to be addressed. He also recommended the addition of a phone number to make the provider portal complaint process easier.
    2. **Larry McCulley, Committee Member:** Recommended that the department consider promoting various organizations across the state that have navigator programs that often

inter-work with exchange programs and MCOs for enrollments.

3. **Brian Cloch, Committee Member:** Recommended that payment reform be utilized to take into consideration reimbursement strategies that could enable providers to get paid on the front end to prevent the financial struggles providers experience when MCOs are faced with challenges with their payment technology.

**VII. Healthcare & Family Services Executive Report: All reports can be accessed [HERE](#).**

**A. Healthcare Transformation (HTC):** Kim McCullough, HFS Deputy Director of Community Outreach, provided an update regarding Healthcare Transformation to date. She also provided keen insight into the role of several key legislative partners.

**1. Comments or Recommendations from Committee Members:**

- a. **Ann Lundy, Committee Member:** Requested having the opportunity to gain further insight into early lessons learned by the HTC Collaboratives. This was adequately addressed by the presenter.
- b. **Sergio Obregon, Committee Member:** Stressed taking into account the importance of critical data when considering proposals as it relates to the impact on communities struggling the most. This was adequately addressed by the presenter.
- c. **Sameer Vohra, Committee Member:** Recommended the department consider measures referenced in *Public Health 3.0* and how such measures could be utilized or tie into HTC collaboratives and the overall department's quality strategy.
- d. **Andrea Danes, Committee Member:** Requested that additional metrics considering wellbeing also include supportive services.

**B. Nursing Home Rate Reform and Process:** Kelly Cunningham, HFS Medicaid Administrator, provided an update regarding Nursing Home Rate Reform, the tremendous effort taken on by the Department, and a brief qualitative account of the support received from legislators to date.

**1. Comments or Recommendations from Committee Members:**

- a. **Howard Peters, Committee Member:** Congratulated the department for its tenacity and courage on undertaking such a critical issue.
- b. **Brian Cloch, Committee Member:** Requested more insight into the anticipation of the timeline of the execution of this legislation. This was adequately addressed by the presenter.
- c. **Amber Smock, Committee Member:** Requested more insight regarding the

difference in efforts focused on improving nursing home staff levels in 2010 versus currently. This was adequately addressed by the presenter.

**C. Managed Care Program Updates:** Robert Mendonsa, HFS Deputy Administrator for Care Coordination, provided an update regarding Managed Care. He stressed how the department feels very strongly about resolving provider issues and deems it as one of the most critical success factors.

**D. Enrollment, Eligibility & Redetermination:** Jane Longo, HFS Deputy Director of New Initiatives, provided an update and further insight on the details around the current status of enrollment and eligibility.

**1. Comments or Recommendations from Committee Members:**

- a. **Cheryl Whitaker, Madam Chair:** Requested further information regarding the timeline of eligibility. This was adequately addressed by the presenter.
- b. **Audrey Pennington, Committee Member:** Recommended that we collect cellphones and emails of the enrollees. This was adequately addressed by the presenter.
- c. **Brian Cloch, Committee Member:** Recommended the creation of different systems or processes that can work with the current recipients that live in custodial settings like group homes, nursing homes, or slips. It was also recommended that trade associations also be engaged to seek their help and guidance in this area. This was adequately addressed by the presenter.

**VIII. Subcommittee Reports: All reports can be accessed [HERE](#).**

**A. Community Integration:** Amber Smock, Subcommittee Chair, provided brief insight into subcommittee progress to date.

**B. Health Equity and Quality:** Howard Peters, Subcommittee Chair, provided update regarding date of upcoming subcommittee meeting.

**C. Public Education:** Kathy Chan, Subcommittee Chair, provide update regarding date of upcoming subcommittee meeting.

**D. NB Stakeholder:** Submitted Written Report: Please see [HERE](#).

**IX. Nominating Committee Report: (moved towards end of agenda to allow for more time)**

**A. Howard Peters, Committee Member:** on behalf of the MAC Committee, Howard Peters moved to nominate Ann Lundy to serve as Chair of the Medicaid Advisory Committee. No additional nominations were recorded. Nomination was voted on by Committee and

approved.

**B. Howard Peters, Committee Member:** on behalf of the MAC Committee, Howard Peters moved to nominate Kathy Chan to serve as Vice Chair of the Medicaid Advisory Committee. No additional nominations were recorded. Nomination was voted on by Committee and approved.

**X. New Business/Announcements**

**A. Discussion of HFS Mandatory Ethics Training:** This information was presented to Committee/Subcommittee Members by Kiran Mehta, HFS Assistant Ethics Officer.

1. Provided reminder of December 23, 2021 Ethics Training Deadline and Contact information.

**B. Several Celebratory Announcements were made -** Honoring the great service of Cheryl Whitaker as the former Chair of the Medicaid Advisory Committee.

1. Cheryl Whitaker was congratulated by Kelly Cunningham, HFS Medicaid Administrator, members of HFS staff, and members of the Medicaid Advisory Committee for her tremendous efforts and leadership in service as Chair to the HFS Medicaid Advisory Committee (MAC).

**XI. Old Business:** None presented.

**XII. Adjournment:** Meeting was adjourned at 11:55 a.m.