ILLINOIS DEPARTMENT OF
Healthcare and
Family Services

Overview of Connectivity & Data Use for ACEs and CCEs

All ACEs and CCEs must manage connectivity to three different partner organizations to ensure complete access to client enrollment and claims data.

This document outlines connectivity and data files necessary for enrolling providers, enrolling clients, and assessing and risk stratifying clients.

Enrolling Providers

1. Illinois Health Connect (IHC) will provide the plans a Provider File layout.
2. HFS will provide the plans with a Provider Extract File. This is essentially a directory of the Medicaid-eligible providers in the state.
3. Using the Provider File layout and the Provider Extract File, the plan must create a file for every primary care provider (PCP) who it would like to include in its network.
4. The plan will return this file to IHC. This is called the Provider Network File.
5. IHC will return a response file with errors. This is called the Provider Response File.
6. The plan must correct errors in their file to ensure providers are correctly enrolled.
7. IHC passes all approved provider information to the Illinois Client Enrollment Service (ICES).
8. ICES uses this information to education clients about the plans and assist them a client to enroll with a plan and a PCP.
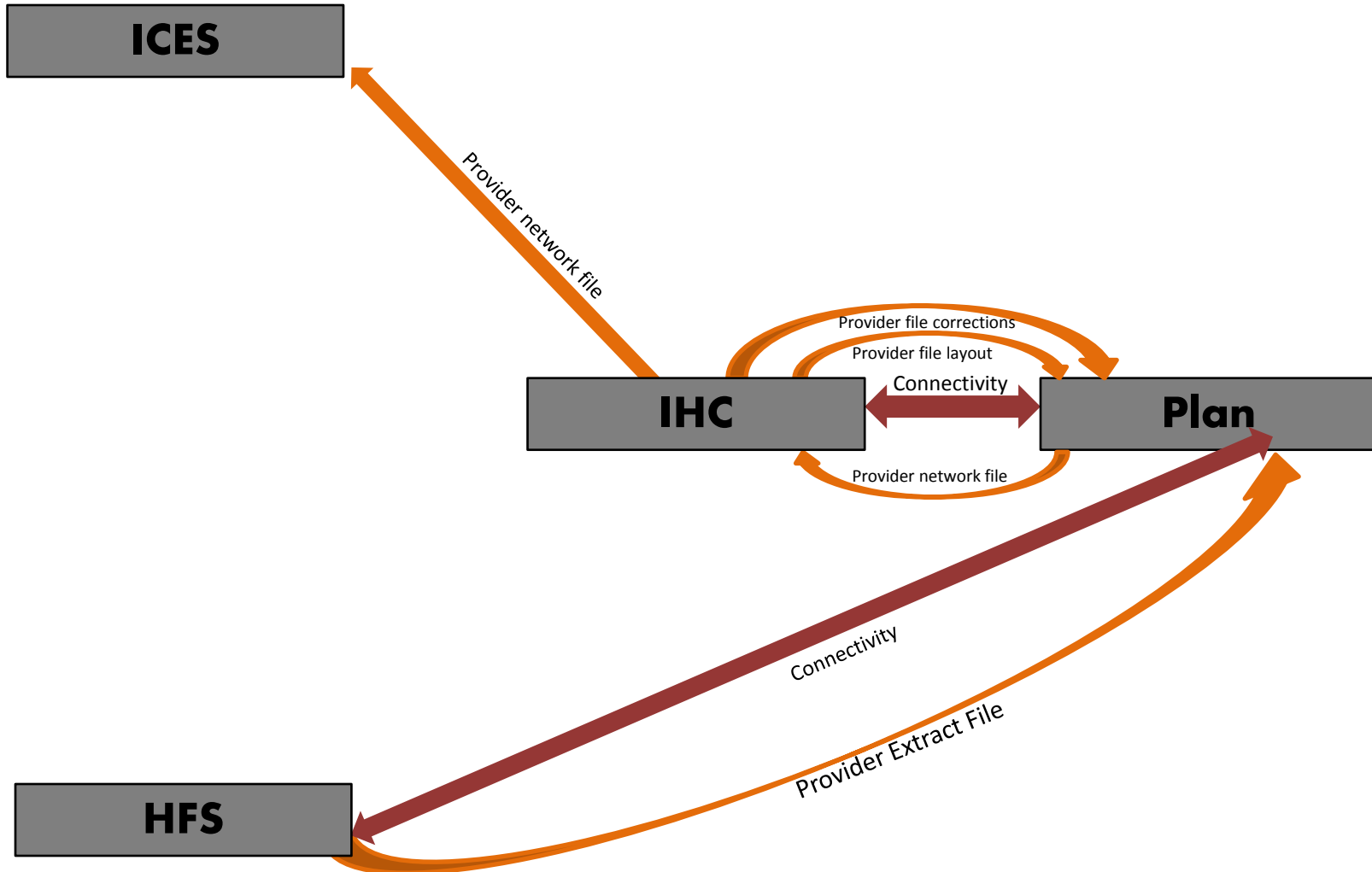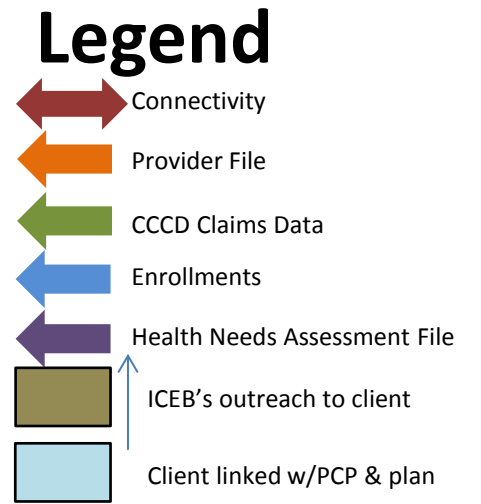
Necessary Connectivity for Enrolling Providers:
- The plan must establish FTP connectivity to HFS.
- The plan must establish FTP connectivity to IHC.

Files Exchanged:
- Provider Extract File from HFS
- Provider File from IHC, with response (error) files

Enrolling Providers

Legend

- Connectivity
- Provider File
- CCCD Claims Data
- Enrollments
- Health Needs Assessment File
- ICEB's outreach to client
- Client linked w/PCP & plan

ICES

IHC

Plan

HFS

- Provider network file
- Provider file corrections
- Provider file layout
- Connectivity
- Provider network file
- Connectivity
- Provider Extract File

Client Enrollment

1. Illinois Client Enrollment Service (ICES) notifies the client. See the enrollment notification table below.
2. The client can enroll via phone or web.
3. ICES sends all new enrollments to HFS daily.
4. HFS processes the file and sends back approvals and rejections to ICES and IHC.
5. Each plan sends a client welcome packet by mail to all approved clients.
6. Meanwhile, HFS passes the approved enrollments to IHC and ICES.
7. IHC uploads approved enrollments onto the IHC Provider Portal of the MEDI website daily.
8. The plan can retrieve the daily panel roster from MEDI every day via the IHC Provider Portal.

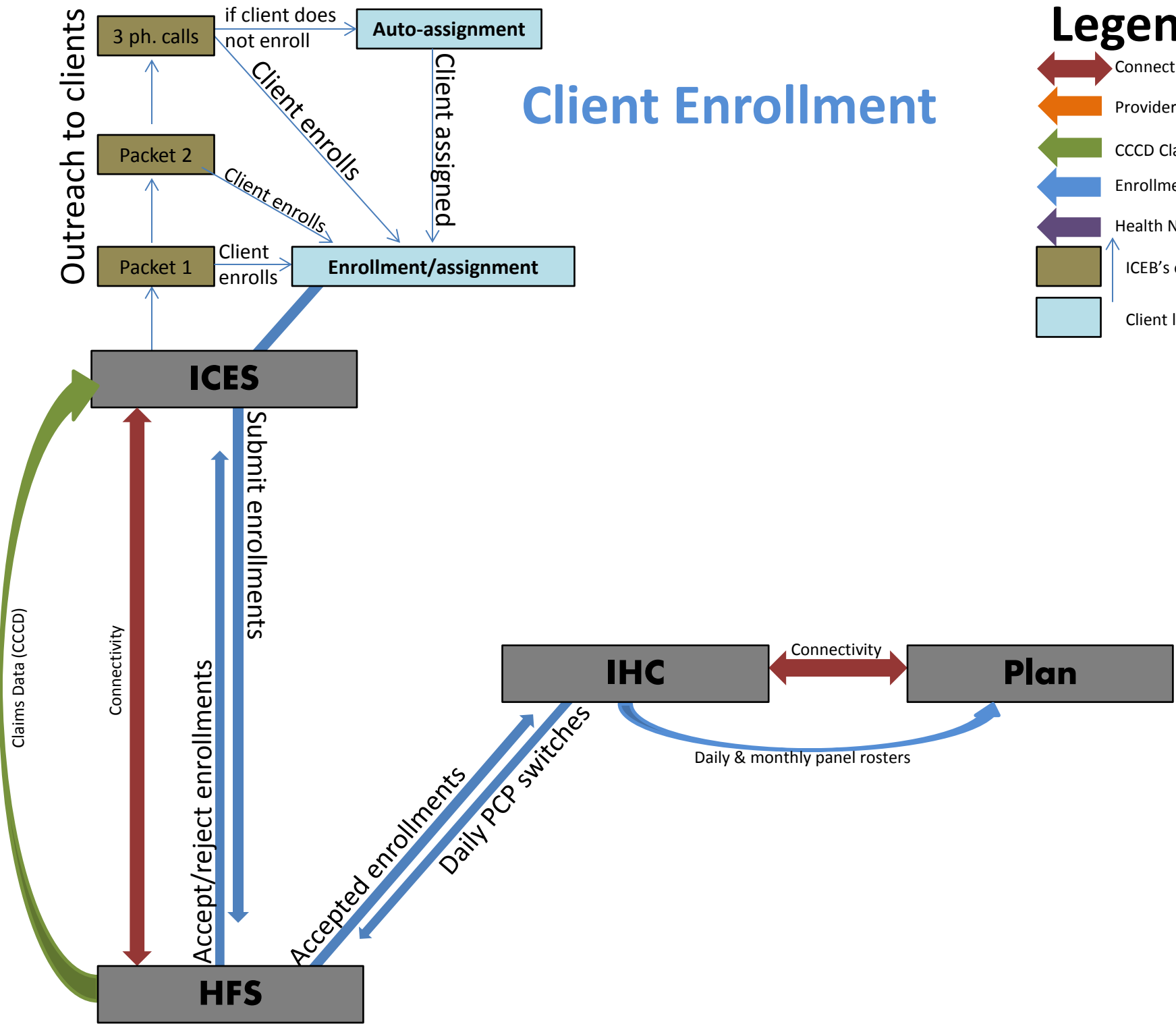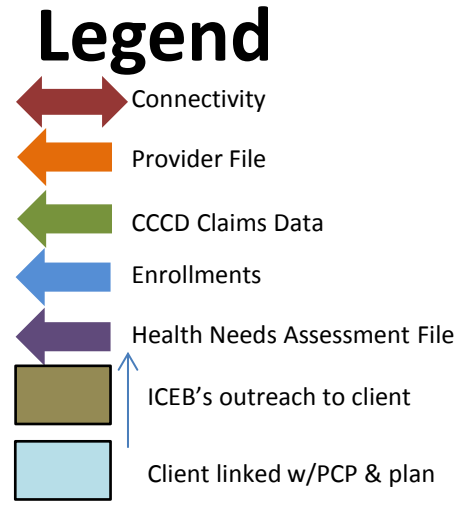**Necessary Connectivity for Client Enrollment:**
- The plan must register at MEDI (myhfs.illinois.gov).

Files Exchanged:
- Daily panel roster

ICEB Enrollment Notification Table	
Day	Contact Attempt Method
1	initial enrollment packet (by mail)
14	Reminder (by mail)
30	second enrollment packet (by mail)
Between 30 and 60	Phone calls x 2
60	No contact; auto-assignment
Within 5 days after the enrollment is accepted by HFS	Client welcome packet (from the plan)

Client Enrollment

Outreach to clients

- 3 ph. calls
- Packet 2
- Packet 1

if client does not enroll → **Auto-assignment**

Client enrolls

Client assigned

Client enrolls

Client enrolls

Enrollment/assignment

ICES

Submit enrollments

Accept/reject enrollments

Connectivity

Claims Data (CCCD)

HFS

Accepted enrollments

Daily PCP switches

IHC

Connectivity

Plan

Daily & monthly panel rosters

Client Assessment and Risk Stratification

After enrolling clients, the plan must engage with those clients as soon as possible.

1. IHC will send the Daily Panel Roster to the plan via MEDI (via the IHC Provider Portal). It will contain demographic and contact information and some information on health needs of each client enrolled.

2. HFS will provide a monthly claims data (CCCD) file to the plans. This includes two years of claims data and seven years of immunization data for each enrollee.

3. ICES will make available a Monthly Health Needs Assessment file to the plan. This contains newly enrolled clients' answers to an optional health needs assessment at the time of enrollment.

Necessary Connectivity for Client Assessment and Risk Stratification:

- The plan must register with MEDI.
- The plan must establish FTP connectivity to HFS.
- The plan must establish FTP connectivity to ICES (Maximus).

Files Exchanged:

- Daily panel roster (MEDI, via IHC Provider Portal)
- Claims data (CCCD) from HFS
- Monthly Health Needs Assessment file

Note: all of these files will contain information only on the clients enrolled with the plan.
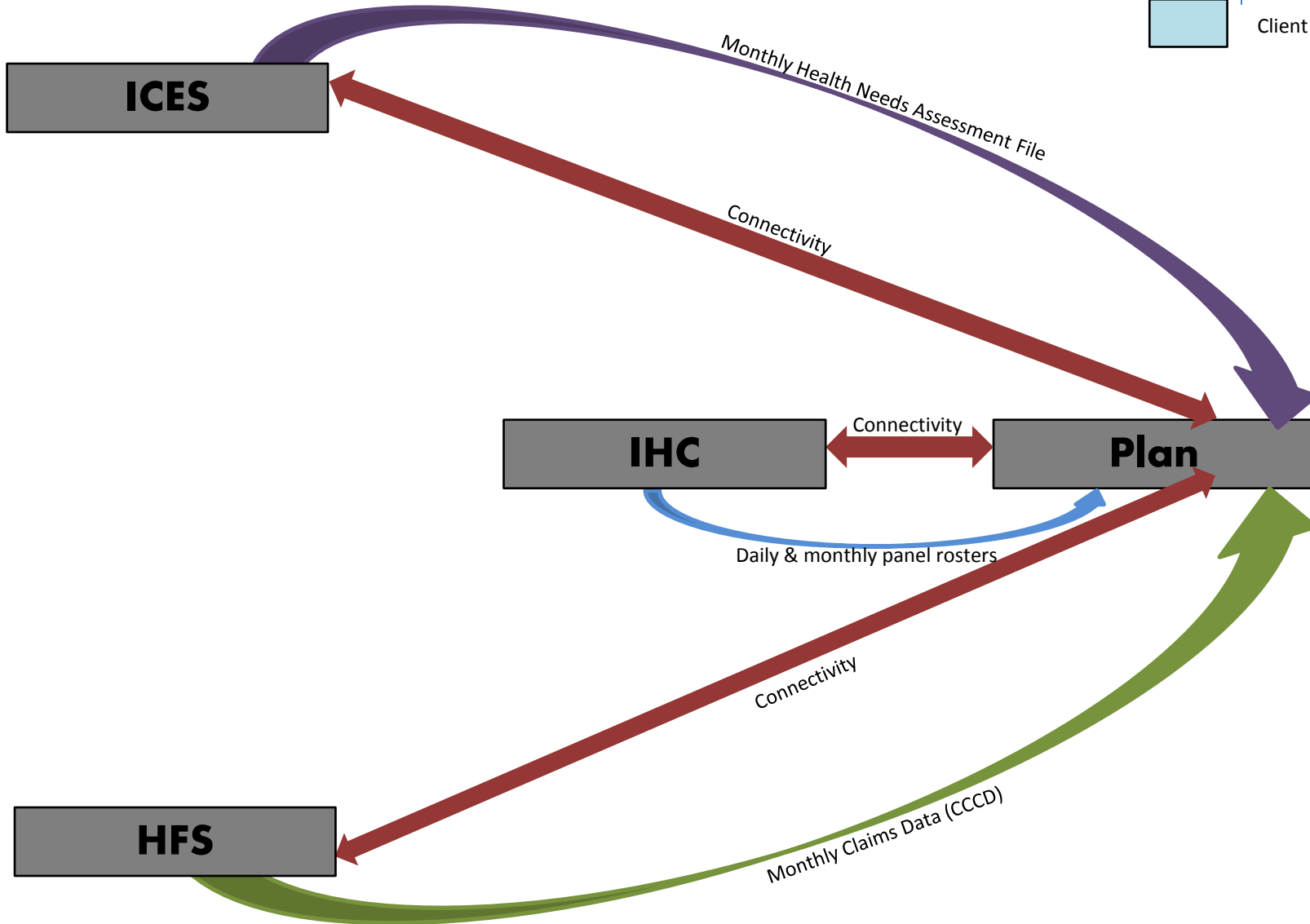
Client Assessment and Risk Stratification

Legend

- ➤ Connectivity
- ➤ Provider File
- ➤ CCCD Claims Data
- ➤ Enrollments
- ➤ Health Needs Assessment File
- ▮ ICEB's outreach to client
- ▮ Client linked w/PCP & plan

ICES

Monthly Health Needs Assessment File

Connectivity

IHC — Connectivity — **Plan**

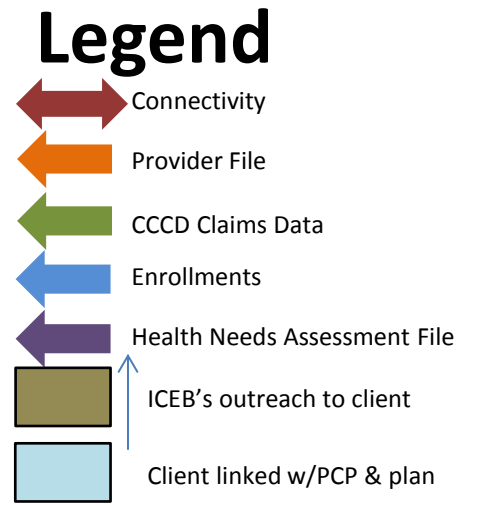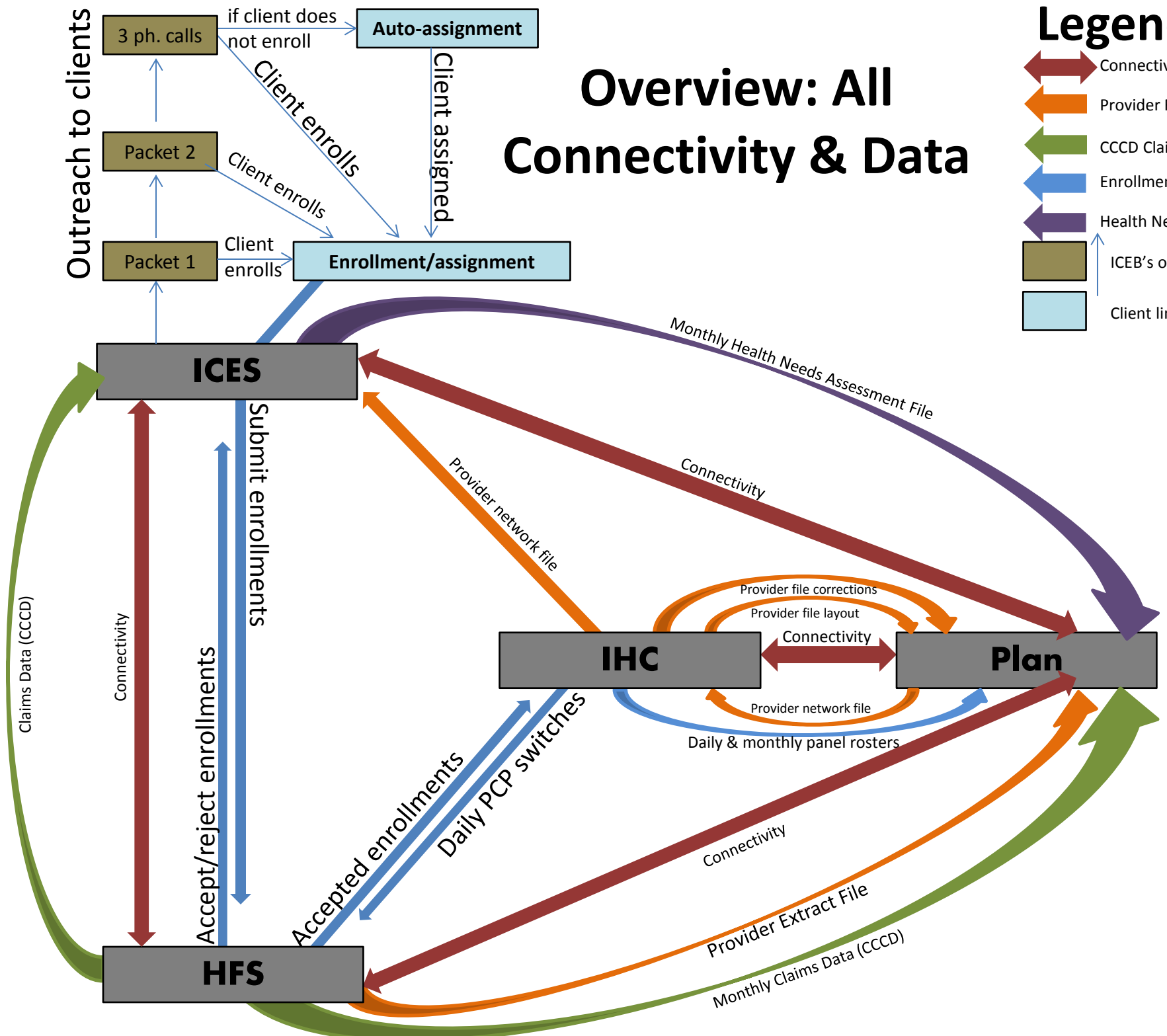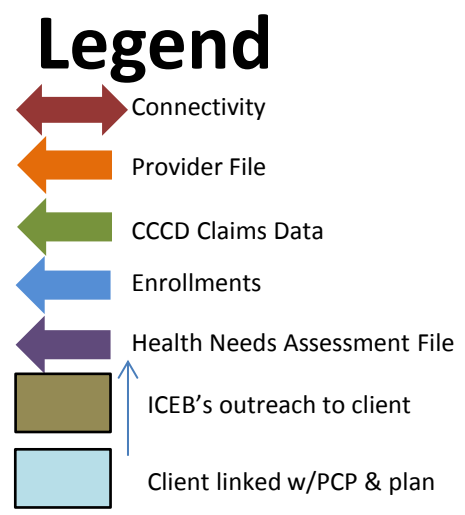Daily & monthly panel rosters

Connectivity

HFS

Monthly Claims Data (CCCD)

Table: Connectivity & Registration

Connectivity to	Files Exchanged (frequency)	FTP specs	Connectivity Process Contact
HFS	CCCD Data (monthly), Provider Extract File (weekly)	sFTP (SSL)	See HFS document
IHC (AHS)	Panel Roster (monthly), Provider Files (monthly)	SSH	Contact IHC
ICES (Maximus)	Health Needs Assessment (monthly)	SSH	Contact Maximus
MEDI	Panel Roster (daily)	None – registration at MEDI website (via IHC Provider Portal)	Go to myhfs.illinois.gov

Overview: All Connectivity & Data

Outreach to clients

3 ph. calls

if client does not enroll → Auto-assignment

Client enrolls

Client assigned

Packet 2

Client enrolls

Packet 1

Client enrolls

Enrollment/assignment

Legend

Connectivity

Provider File

CCCD Claims Data

Enrollments

Health Needs Assessment File

ICEB's outreach to client

Client linked w/PCP & plan

ICES

Submit enrollments

Claims Data (CCCD)

Connectivity

Accept/reject enrollments

Monthly Health Needs Assessment File

Provider network file

Connectivity

IHC

Provider file corrections

Provider file layout

Connectivity

Plan

Provider network file

Daily & monthly panel rosters

Accepted enrollments

Daily PCP switches

Connectivity

Provider Extract File

HFS

Monthly Claims Data (CCCD)

Questions?

If you have a question about this document, contact HFS.ACE.CCE@illinois.gov.

Please consult the HFS website for additional reference documents and FAQs on creating and managing connectivity and data use.