



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor

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Public Education Subcommittee Meeting Minutes

Date | Time: Wednesday, August 23, 2023, | 10:00 a.m. to 12:00 Noon

Location: Due to COVID 19Concerns, this meeting was held virtually via WebEx

Audience: Public Education Subcommittee (Pub Ed)

Pub Ed members Present:

Chair (*)

Brittany Ward, Lurie Children's Hospital

Edith Avila Olea, ICIRR

(*) Nadeen Israel, AIDS Foundation of Chicago

Sherie Arriazola Martinez,

Sue Vega, Alivio Medical Center

Kathy Chan, Cook County Health

Connie Schiele, HSTP

Michelle Williams for Nancy Aguirre, Community and Residential Services Authority

Pub Ed Members Absent:

Chantel Bowen, SIU School of Medicine

State Staff Members Present:

(**) Acting Administrator Division of Eligibility

Arvind Goyal

Ben Winick

Dani Mendez

Jacqueline Meyers

Jamie Munks

Jenna King

Jesse Lava

George Jacaway

John Hoffman

Jose Jimenez

Kelly Cunningham

Kristin Hartsaw

Laura Phelan

Laura Polite

Laura Ray

Leslie Cully

Margaret Dunne

Melishia Bansa

Patrick Hostert

Patrick Lindstrom

Sergio Obregon

Tracy Keen (**)

Tracy Withrow

Veronica Archundia

Public Education Subcommittee Meeting Minutes: August 23, 2023

1. **Call to Order:** The meeting was called to order by Nadeen Israel, Madam Chair, on August 23, 2023, at 10:00 a.m. The meeting was held on the WebEx Platform. Melishia Bansa, Special Assistant to the HFS Director, addressed housekeeping and ground rules for the meeting.
2. **Roll Call of Committee Members:** Nadeen Israel facilitated the roll call of committee members.
3. **Introduction of HFS Staff:** Ms. Bansa introduced staff members from HFS and DHS.
4. **Review and Approval of April 26, 2023, Meeting Minutes:**

Motion: Nadeen Israel, Madam Chair, presented a motion for approval of the meeting minutes. This motion was moved by Connie Schiele, committee member. Sue Vega, committee member, seconded the motion, with no oppositions or abstentions, and the **motion was carried.**

5. **State Updates:** The complete presentation can be referenced and reviewed on the HFS MAC Website at the following link: [Presentation Decks | HFS \(illinois.gov\)](#)
 - A) **Medical Programs:** Kristin Hartsaw, Special Assistant to the Director, provided information regarding the following items:
 - I. Illinois received approval for its 1115 Behavioral Health Transformation Waiver.
 - II. HFS submitted request to the federal CMS to extend and significantly amend to address Health Related Social needs.

1115 Fundamentals:
 - III. Allows the addition of new services or introduction of flexibilities that would ordinarily not be allowable under Medicaid.
 - IV. Allows services and flexibilities to be targeted to priority populations, geographic areas, or designated pilot initiatives to demonstrate impact.
 - V. Authorizes federal matching to offset state expenditures on approved demonstration services and flexibilities.
 - VI. Matching available only for state expenditures that are not otherwise supported by another federal funding source.
 - VII. The full application, overview documents, and more are available on the HFS website: [1115demonstrationwaiverbhtfiveyearextension \(illinois.gov\)](#)

B) Eligibility Updates:

I. Customer Services

Sergio Obregón, Special Assistant of the Director, reviewed important resources for providers and customers to complete a redetermination:

- a) HFS: Bureau of All Kids (1-877-805-5312.) For “Medical Only” cases. Customers can talk to an All Kids caseworker, in order to complete a Rede.

- b) HFS: Health Benefits Hotline (1-800-226-0768.) For “Medicaid – Fee for Service”. Customers can receive assistance to find a medical provider and “check a Rede-date.”
- c) HFS: MEDI AVRS (1-855-828-4995.) For “Medical Only” cases. Customers can “check a Rede-date.” An RIN number is needed. The system is available for customers 24/7/365. If customers do not have a RIN number, they can transfer to Health Benefits Hotline during working hours.
- d) DHS: Customer Call Center (1-800-843-61-54.) For Medical, SNAP, and TANF cases. Customers may call regarding questions about “how to complete your Rede.”
- e) The correct FAX to which Redes should be sent is at the Central Scan Unit (1-844-736-35-63). A FAX must include the forms’ cover pages, including the bar codes, which are essential for appropriate routing and logging. Most importantly. Do Not fax to local FCRCs.

II. Restarting Redeterminations

Tracy Keen, Acting Administrator Division of Eligibility, provided a succinct detailed overview of the redetermination timeline process by month in Illinois, which includes some flexibilities that are intended to minimize the loss of medical coverage for eligible customers during the redetermination process.

- a) **Extended 30-Day Grace period.** Intended for customers who did not return their redetermination by their due date. Permits the delay of procedures terminations for one month (approximately 30 days).
- b) **643RNW Courtesy Renewal Form- Follow Up Letter.** This form is generated when a customer’s redetermination has not been received. It reminds customer to return their completed Form B by their new, extended due date. The letter reminds customers of the new various ways they can complete a regeneration.

Ms. Keen provided details of the PHE Unwinding Redetermination Data, Address Updates and Manage My Case, please refer to slide 27 to 38: [Presentation Decks | HFS \(illinois.gov\)](#)

III. HFS Application Agents

Sergio Obregón highlighted components of the various strategies that HFS has been implementing to work with community partners to better assist customers:

1. HFS began work towards an expanded HFSA (HFS Application Agent) vision, developing new organizational tools.
2. In order to become an HFSA, a provider must be in good standing with the State of Illinois and certified with the State Comptroller’s Office, in addition to being:
 - a) Facilities licensed under the Nursing Home Care Act, the ID/DD Community Care Act, or the MC/D Act.
 - b) Medicaid enrolled providers including hospitals.
 - c) County departments and local governmental units
 - d) Schools, youth service agencies, employer, labor unions, local chamber of commerce, and community -based organizations.
 - e) Insurance agency with a valid state license.

Mr. Obregón provided an analysis of the percentages by “Organization Type”, their locations within the state of Illinois, and languages offered, please refer to slides 43 to 47: [Presentation Decks | HFS \(illinois.gov\)](#)

Mr. Obregón encouraged members of this committee and interested parties to review the new requirements and forms that need to be completed in order to become an HFS Application Agent in order to start the process of joining the team. Please follow this link for more details: [HFS Application Agents | HFS \(illinois.gov\)](#)

IV. DHS Update

- This segment was presented by Leslie Cully, Associate Director, IDHS Division of Family & Resource Services. Ms. Cully reported the following:
- a) School age and Child-pandemic P-EBT have been issued, which will be \$120 for each eligible child.
 - b) The summer EBT 2022 and 2023 school year will be issued, and families will be receiving them in September.
 - c) 25% of DHS staff members are working “in office,” with others working remotely and in rotation.
 - d) In regard to the SNAP fraud that some clients had been suffering, the USDA Food and Nutrition Services has given states the authority to replace SNAP benefits that were stolen from customer’s card; “either by card cloning or card skimming.” DHS started processing claims received by July 3rd and has issued over one million dollars. DHS encourages clients to lock their cards. Customers can block their accounts for “out of state transactions”, blocking out of state purchases is the way to avoid this. In addition, customers can set-up alerts to get a notification, every time that a transaction occurs. In addition, customers are encouraged to change their pin number every month. DHS is currently working with law enforcement.
 - e) Midpoint SNAP Reports have resumed. Customers need to return with their midpoint reports to continue receiving their benefits for the full 12-month certification period.

V. Communications: Outreach & Engagement Ready to Renew Paid Campaign

Tracy Withrow, Communications and Marketing Coordinator provided an overview of the timeline of the new advertising, “Ready to Renew Medicaid Paid Campaign”. This campaign goes from May through March of 2024.

This campaign also includes the various Public Service Announcements, available in 14 different languages. The reference for Ms. Withrow complete presentation, please review slides 48 to 59. [Presentation Decks | HFS \(illinois.gov\)](#)

HFS Community Engagement and Trainings

Melishia Bansa, Special Assistant to the HFS Director, presented highlights of the outreach community events during the month of August 2023. HFS staff members provided information on helpful programs and services to Illinois State Fair attendees. This took place from August 10th to the 20th. Melishia Bansa also presented the Rede training Series. These informative webinars series have been designed to help providers understand the resources available for them to help Medicaid customers stay connected to care. The webinars will be held on, August 30, September 6, and September 14.

Speaker's Bureau: HFS Community Events Participation Request Form:

Ms. Bansa provided an overview of the purpose of the form, which is to support the efforts of HFS staff participation in community events and trainings. The request should be submitted at least 15 business days prior to the event dates.

Link: [HFS Community Events Participation Request Form](#)

For more information, please contact melsihia.banasa@illinois.gov

VI. MCO Updates: Lauren Polite from the Bureau of Managed Care, provided *further* insight into the following items:

All MCOs are involved in doing extensive outreach and engagement campaigns. As well as an outreach and marketing campaign in their websites with banners displayed in their websites, social media, emails text messaging and interactive videos.

VII. Provider Portal Report Reports

To support provider partnership – some MCOs have created Redetermination Reports for all Primary Care Providers (PCPs) with assigned members accessible through the MCO's provider portals. Report includes contact information, Redetermination dates, Form A/B. For more details please reference slide 68 to 73 of the [Presentation Decks | HFS \(illinois.gov\)](#)

VIII. Other Program Enrollment: Sergio Obregón reported that HFS has there are 11,148 total of medical applications which are older than 45 days, and 47,177 Redeterminations on hand. Due to time constrains, please refer to the slide deck, slide 76. [Presentation Decks | HFS \(illinois.gov\)](#)

6. Public Comments: Melishia Bansa reported that no public comments were received.

7. Additional Business: Old and New: There were no items discussed for this segment.

8. HFS Announcements: Melishia Bansa, Special Assistant to Director of HFS provided details regarding each of the following resources:

A1. HBIA/HBIS Public Hearings. Anyone interested in attending a Public Hearing regarding HBIA/HBIS, please follow this link in order to submit a registration to attend this hearing via Webex: [HFS Public Notices | HFS \(illinois.gov\)](#) The HBIA/HBIS Public Hearing is scheduled for September 5, 2023 at 11:00 a.m.

A.2. Subcommittee Members Training Requirements

All appointees must complete the following trainings on OneNet:

1. Diversity, Equity, and Inclusion Training
2. HIPPA and Privacy Training
3. Security Awareness Training
4. Harassment and Discriminating Prevention Training
5. Ethics Training

Committee members should follow this link in order to complete these trainings:
[Login \(illinois.gov\)](#)

These trainings need to be completed no later than December 15, 2023.

A.3. MAC Members Questionnaire

HFS has several vacancies across the MAC and its subcommittees.

Anyone interested in submitting an application to serve in the MAC and subcommittees, please visit the MAC webpage.

[Medicaid Advisory Committee \(MAC\) | HFS \(illinois.gov\)](#)

[Medicaid Advisory Committee \(MAC\) & Subcommittee Application \(Page 1 of 5\) \(office.com\)](#)

A.4. MAC Resources

To receive MAC email notifications regarding public meetings notices, submit a registration at:

[MAC and Subcommittees E-mail Notification Request \(illinois.gov\)](#)

[HFS Public Notices | HFS \(illinois.gov\)](#)

A.5. Social Media

The Illinois Department of Healthcare and Family Services utilizes a range of social media accounts to better reach customers and stakeholders. Please follow HFS on:

[Illinois Department of Healthcare and Family Services | Springfield IL | Facebook](#)

[Log in to X / X \(twitter.com\)](#)

[Illinois Department of Healthcare and Family Services | LinkedIn](#)

9. Concluding Directives and Wrap-up

10. Adjournment: Meeting was adjourned at 12:03 p.m.

A) Motion: Nadeen Israel, Madam Chair moved a motion to adjourn the meeting. Kathy Chan, Public Education Subcommittee member, seconded. No opposition. No abstentions. **Motion Carried.**