

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee
November 4, 2010.
Approved Final Meeting Minutes**

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

Committee Members Present

Kathy Chan, IMCHC
Robin Scott, CDPH (for Kenzy Vandebroek)
Susan Vega, Alivio Medical Center
Margaret Stapleton, Shriver Center (for John Bouman)
Judy King, Consumer Advocate (via phone)
Hardy Ware, East Side Health District

HFS Staff

Jacqui Ellinger
Lynne Thomas
Robyn Nardone
Sabohat Khalilova
Sally Becherer
Veronica Archundia

Committee Members Absent

Suzanna Gonzalez, MacNeal Hospital
Courtney Hedderman, AARP
Tamela Milan
Henry Taylor, Mile Square Health Center

DHS Staff

Jennifer Hrycyna

Interested Parties

Dianne Rucinski, Ph.D., UIC
Diane Montañez, Alivio Medical Center
Diane Fager, CPS
Margaret Dunne, Beacon Therapeutic
Brittany Ward, Beacon Therapeutic
Zehra Quadri, Zam's Hope
John Jansa, Progress Center for Independent Living
Jacqueline Gonzalez, Chicago Hispanic Health Coalition

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The MAC Public Education Subcommittee was called to order at 1:07 p.m.

- 1. Introductions.** Attendees in Chicago and Springfield introduced themselves. Kathy Chan chaired the meeting.
- 2. Review of Minutes.** Judy King offered some edits to the August draft minutes, committee members agreed and the minutes were approved as amended.
- 3. UIC Survey Update:**

Dr. Dianne Rucinski provided the update. Meeting participants received a revised version of the Special Analysis: Uninsured Hispanic, Non Hispanic White Children in Illinois. The handout includes a segment that correlates the boundaries of the PUMAS and the geographic areas associated to the number of uninsured children in Illinois. Committee members were pleased with the additional information provided by Dr. Rucinski.

In response to a request from Judy King asking to examine the insurance status of children of Asian heritage in Illinois found on the American Community Survey, Dr. Rucinski indicated that she would report the statewide estimates at the next meeting. In addition, she will report on instances by PUMA in which there are more than fifty cases of children of Asian heritage.

Jacqui Ellinger, Deputy Administrator for Policy Coordination at HFS, noted that the contract with Dr. Rucinski will be ending in December 2010. She encouraged committee members to forward additional recommendations or suggestions to Dr. Rucinski before the expiration of her contract.

4. Integrated care Initiative.

Jim Parker, Deputy Administrator of Operations at HFS, reported that we are five months away from implementing an integrated Care Program to serve nearly 40,000 seniors and adults with disabilities whose health care is paid for by Medicaid. HFS has identified Aetna and Centene-IlliniCare to serve these Medicaid clients residing in suburban Cook County, Lake, Kane, Du Page, Will, and Kankakee counties.

Mr. Parker reported that the program will be implemented in phases or services packages, through which clients will have the opportunity to choose a medical home with either of the two companies selected. Mr. Parker invited committee members to participate in reviewing the client notices that will be sent in January to make clients aware of the Integrated Care Program. Jacqui Ellinger emphasized that the department is open to suggestions to ensure that appropriate accommodations are provided to promote client's understanding of the program and to facilitate their enrollment process.

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Sue Vega, of Alivio Medical Center asked if clients would be able to continue seeing the same medical provider they currently have. Mr. Parker indicated there should not be any disruptions, as long as clients select the provider as their medical home. Mr. Parker added that HFS will have an Enrollment Broker to assist clients in this process. HFS is also planning to get involved with community partners that would work as subcontractors to assist in the enrollment process.

Margaret Stapleton recommended not sending the annual enrollment information at the time of the client's redetermination, otherwise, that could create confusion. Mr. Parker indicated that a final decision has not been made on this regard. He welcomed the feedback. Jacqui Ellinger noted that the client's notices will be sent via e-mail for comments.

5. All Kids DHS and HFS Application Processing:

Jacqui Ellinger introduced the topic by providing a general description of the application process of medical benefits in Illinois. She indicated that the Department of Healthcare and Family Services (HFS) administers and process applications for health insurance for children, pregnant women, and parents. The Department of Humans Services (DHS) shares responsibility for eligibility determination and enrollment in conjunction with HFS.

There was a group discussion on the topic. Diane Montañez remarked that the processing time for applications sent to HFS is usually prompt and without inconveniencies, however she noted that it is not the case, particularly when they try to add pregnant women to an existing case managed at the DHS, Local Offices. Jennifer Hrycyna, DHS, attributed the problem to low staffing levels and high volume of applications received in recent months due to the slow economy. In addition, Ms. Hrycyna noted, due to the July floods that affected several counties in Illinois, the DHS increased efforts to serve families applying for the Disaster SNAP benefits, formally known as Food Stamps. Nevertheless, Ms. Hrycyna asserted her commitment to look for a more efficient and refined application process, and encouraged committee members to contact her office to report any irregularities or if assistance is needed with specific cases.

Susan Vega at Alivio Medical Center shared observations related to client's materials. The first comment was in reference to a redetermination form sent to a household conformed by multiple Medicaid recipients. Since the redetermination was not pre-populated, the costumers did not know how to proceed. Ms. Vega noted that this type of omission may adversely affect the medical coverage for the elderly and families with limited understanding of the government system. The second comment was in relation to the new version of the "Mail-In Application For Payment of Medicare Premium, Deductibles and Coinsurance" HFS 2378M (R-02-10). Per Ms. Vega, the previous version of the HFS 2378M included a

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statement indicating that a face-to-face interview is not necessary. The new version, however, doesn't include the statement which can potentially create confusion. In addition, Ms. Vega noted the questions on the new version are not numbered, which can be confusing too. Department staff agreed to look into revising the forms.

6. CHIPRA Outreach Project Updates:

Jacqui Ellinger introduced the topic. Diane Fager, from Chicago Public School, indicated that the Early Childhood Healthcare Outreach (ECHO) initiative, which is the result of the collaboration between the Office of Early Childhood Education and the Children Family Benefit Unit, continues their efforts to ensure that every child in Chicago Public School has medical coverage. In addition, Ms Fager remarked on the thriving partnership between the All Kids Unit and CPS in identifying families whose redetermination is approaching to assist them in the process, and decrease the risk of being dropped off from the program.

Jacqueline Gonzalez from the Chicago Hispanic Health Coalition reported that in addition to their continued efforts to assist families with their applications for medical benefits. She noted an increased interest from the public seeking assistance regarding their options when choosing a primary care physician. Further she commented on their collaboration with the Client Enrollment Broker to facilitate client's understanding of their options.

Margaret Dunne from Beacon Therapeutic stated that her team continues their outreach activities targeting youth and adolescents in need of medical insurance. Ms. Dunne remarked that on their visits to shelters in the metropolitan area, they noticed a steady increase of families applying for TANF and SNAP benefits, which appears to have a direct correlation to the high unemployment and underemployment in Illinois.

7. Illinois' MaxEnroll Project:

Due to time constraints, committee members agreed to address the Member Portal Ideas and Disenrollment Reasons at the next meeting.

a) Durable Medical Card:

Robyn Nardone, HFS provided the update. Meeting participants received a handout containing the Medical ID Card Proposal Samples and the flier that would be posted on the HFS website. Committee members offered format recommendations and language edits to promote understanding of the upcoming changes.

Diane Montanez from Alivio Medical Center asked for an update on a previous request regarding the recommendation to list the case load number on the durable medical card. Ms.

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Nardone will report the discussion with the HFS work group assessing the system capacity to implement this recommendation at the next meeting.

8. Next meeting /adjournment

The next meeting is scheduled for December 15, 2010 from 10.00 a.m. to 12:00 pm. The session was adjourned at 3: 35 p.m.