

FINAL

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**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
February 14th, 2013**

APPROVED FINAL MEETING MINUTES

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

Committee Members Present

Kathy Chan, IMCHC
Paula Ramos, Community Health Care (via phone)
Susan Vega, Alivio Medical Center
Nadeen Israel, Heartland Alliance
Margaret Stapleton, Shriver Center
Margaret Dunne, Beacon Therapeutic
John Jansa, Molina HealthCare

Committee Members Absent

Hardy Ware, East Side Health District Medical Center
Henry Taylor, Mile Square Health Center

HFS Staff

Jacqui Ellinger
Lynne Thomas
Arvind Goyal
Mike Koetting
Mike Jones
Robyn Nardone
Sally Becherer
Veronica Archundia

DHS Staff

Interested Parties

Brian Gorman, Office of the Governor
Deborah Mathews, DSCC
Erin Weir, Age Options
Sergio Obregon, CPS
Diane Montanez, Alivio Medical Center
Brittany Ward, Beacon Therapeutic
Susan Melczer, MCHC
Dr. Judy King, Consumer Advocate (via phone)
Anna Kulpa, Insurance Agent
M. Katz, Health Spring
Dana Pupish, BCBSIL
Paul Franks, Wellcare
Erika Wicks, HMA
Debbie Flores, Boehringer-Ingelheim Pharmaceuticals
Emily Miller, ARF

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1. Introductions

Chairperson Kathy Chan called the meeting to order at 10:06 a.m. Attendees in Springfield and Chicago introduced themselves.

2. Review of Minutes

Jacqui Ellinger asked for a name correction on page one: "MCHC," instead of "MCHO." Kathy Chan asked to change "HIPPA" for "HIPAA" on page two. With these changes, the February minutes were approved.

3. Review of Subcommittee Charge

Committee members had the opportunity to review the subcommittee charge <http://www2.illinois.gov/hfs/PublicInvolvement/BoardsandCommisions/MAC/publiced/Pages/default.aspx>. A suggestion was made to add a new section to the chart in relation to the appropriate use of benefits, as well as the content of clinical information on brochures and outreach materials produced by HFS. Through further discussion, members concluded that the charge, as written, addresses this concern. John Jansa made a motion to bring a recommendation to the full MAC that the charge remain as written, except for the deletion of the reference to Illinois Cares Rx, which has been phased out. The motion was unanimously approved.

4. 2013 Proposed Meeting Schedule

The committee adopted the proposed meeting schedule for 2013. Remaining dates are: April 11th, June 13th, August 8th, October 10th, and December 12th.

5. Roll-out Annual Medical Card

Robyn Nardone commented that February will be the last month during which participants will receive a monthly card. She acknowledged that there have been delays in the mailing of the medical cards, which may have created inconveniences for some clients when seeking medical attention. In order to address this issue, the department issued a notice asking providers not to send clients to the DHS local offices for temporary medical cards. She emphasized that, instead, providers should use resources available, such as MEDI, REV, and the Automated Voice Response System (AVRS) to verify patients' medical eligibility.

Ms. Nardone noted that, beginning in March 2013, participants will receive annual medical cards. She added that the department continues its effort to make the provider community aware that this is going to be standard practice, which requires them to verify medical eligibility each time a client request services. She highlighted that the HFS website has been updated and that more information will be available in the upcoming weeks.

Jacqui Ellinger noted that, in response to a request from this committee, providers who have access to the MEDI system may be able to see a patient's redetermination date up to three

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months in advance. The department is also planning to make changes to the REV and other systems; in this way, medical providers may be able to alert clients concerning their redetermination dates and encourage them to act upon the notices that they may receive. More updates on MEDI capabilities and improvements will be provided in the future.

6. ACA Update

Health Insurance Marketplace: Brian Gorman, Director of Outreach and Consumer Education of the Illinois Health Insurance Marketplace team, indicated that the marketing and outreach project is now operating under the authority of the Governor's office, to allow for better coordination with other departments. The goal is to be able to more effectively communicate and reach out to different groups, as well as create a "culture of coverage."

Mr. Gorman reported that, according to new federal guidelines, the Health Insurance Exchange has been renamed as the Health Insurance Marketplace. He said that the outreach project is moving forward. The project involves a needs assessment to identify (throughout the state, and county by county, as well as by neighborhoods in Chicago) the number of people who are currently uninsured. In his view, the involvement of advocate groups and stakeholders will be crucial to reaching the uninsured, being sensitive to their language and culture. He said that work is currently being done on a comprehensive marketing and outreach plan.

Mr. Gorman reported that UIC is developing a training program for the navigators, who he anticipates will be selected by the federal government sometime during the summer. Kathy Chan then asked if there is a consumer involvement piece in this project that could utilize feedback from the committee, to which Mr. Gorman replied that the committee's feedback would be welcomed. Mr. Gorman plans to attend the next meeting to provide an update. He can be contacted at: Brian.Gorman@illinois.gov

Integrated Eligibility System (IES): Michael Koetting reported on progress with a new computerized eligibility system. HFS expects the system to be operating by October 2013 and will make eligibility determinations for Medicaid, SNAP and TANF.

Mr. Koetting commented that IES is a collective effort involving Deloitte Consulting (over 100 people), in addition to a team of state employees. He reported that the design phase is almost concluded and that work is now being done on coding. He noted that the most challenging part of this process has been working around policy issues, due to the fact that the federal government has not released complete guidelines.

7. Other Updates:

Medicaid Financing Legislation SB26 and HB106: Michael Koetting reported that this legislation is intended to provide health insurance to low-income adults who are currently uninsured, while, at the same time, the federal government offers generous matching funds

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for this “new eligible population.” The latest news is that this bill will not be called in the Senate until February 25th.

Enhanced Eligibility Verification: Michael Koetting indicated that EEV has renamed the Illinois Medicaid Redetermination Project (IMRP). In January, Maximus collected background information and data verification for 200 cases which were transferred to the online state portal for caseworkers to complete the redetermination process. The plan is to stamp ramping up production.

Mr. Koetting noted that the latest information posted on the website is the (IMRP) “Frequently Asked Questions” (<http://www2.illinois.gov/hfs/MedicalCustomers/eev/Pages/EEVFAQ.aspx>) which outlines the program and describes what to expect. Jacqui Ellinger noted that the department did not have time to seek comments, but stated that we are open to feedback and are especially interested in learning of questions from clients. We will update the document as needed.

Several members voiced the concern that is difficult to find information on the HFS website, in spite of notable improvements that have been accomplished within the last few years. Robyn Nardone acknowledged that there have been both posting and server problems, which have been made worse by the pressure of meeting deadlines for certain projects. She added that, at the director’s request, there has been a significant effort to make the HFS website more useful. Committee members were encouraged to send any comments and recommendations about how to improve the web site to Robyn at: Robyn.Nardone@ilinois.gov.

Children’s Enrollment: Kathy Chan referred to the chart prepared by Lynne Thomas showing “Enrolled Children Calendar 2012.” Attendees received an updated chart showing the number of children who were enrolled for medical benefits from January to September, 2012.

8. Open Discussion and Announcements:

Ms. Ellinger asked if members had topics they would like to add to the next agenda. The general consensus was to include ACA implementation, IES and EEV/IMRP on the agenda.

Jacqui also reminded committee members regarding follow-up e-mail containing information about:

- Information from Brian Gorman about a set of principles that UIC is taking into consideration to develop the Federal Navigator Training.
- A Spanish version of the IMRP FAQ seeking members’ comments and recommendations.
- A link to the HFS website.

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Client Communication: Due to time constraints, this aspect of the agenda was postponed to future meetings.

9. Adjourn

The meeting was adjourned at 12:06 p.m. The next meeting is scheduled for April 11th, 2013, from 10:00 a.m. to 12:00 p.m.