

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 8th, 2013**

Approved Final Meeting Minutes

401 S. Clinton Street, Chicago, Illinois

201 S. Grand Avenue East, Springfield, Illinois

Committee Members Present

Kathy Chan, IMCHC
Andrea Kovach, Shriver Center for Margaret Stapleton
Margaret Dunne, Beacon Therapeutic
Nadeen Israel, Heartland Alliance
John Jansa, Molina HealthCare (by phone)
Erin Weir, Age Options
Hardy Ware, East Side Health District (by phone)
Susan Vega, Alivio Medical Center

HFS Staff

Jacqui Ellinger
Lynne Thomas
Mike Koetting
Arvind K. Goyal
Lauren Polite
Amy Harris
Pam Bunch
Debby Cook
Veronica Archundia

Committee Members Absent

Jacqueline Gonzalez, CHHC
Henry Taylor, Mile Square Health Center
Tanni Lovelace, SIU School of Medicine

Interested Parties

Debra Matthews, DSCC
Kelly Carter, IPHCA
Kevin McFadden, Astra Zenela
Alvia Siddiqi, Automated Health System
Susan Melczer, MCHC
Carrie Chapman, LAF
Alexa Herzog, LAF
Jane Longo, HMA (via phone)
Jill Hayden, Health Spring (via phone)
Nicole Donnelly, Center Health Literacy (via phone)
Ramon Gardenhire, AFC
Sergio Obregon, CPS
Maribeth Stein, Age Options
Laura Zeiber, IlliniCare
Bonnie Saban, ILS/Humana
Katherine Pyde, ILS/Humana
Randall Mark, CCHHS
Erika Wicks, HMA
Paul Frank, Harmony/WellCare
Jenn Miller, ICIRR
Sheri Cohen, CDPH
Greg Alexander, CCAI
Dana Popish, BCBSIL
Joy Wykowski, CCHHS
Scott Benham, Software AG
Kathye Gorosh, AFC

DHS

Michael Szott

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1. Introductions

Vice-chairperson Kathy Chan chaired the meeting. Attendees in Chicago and Springfield introduced themselves.

2. Review of Minutes

The minutes from June 13, 2013 were approved.

3. Client Enrollment Broker Communication

HFS Coordinated Care Roll-out Schedule Update. Amy Harris announced that HFS has published the Care Coordination roll-out schedule by health plans or type of project. The most current version is available for view at:

<http://www2.illinois.gov/hfs/SiteCollectionDocuments/CCRollOutPlan.pdf>.

Ms. Harris advised members that this is an in-progress, draft work and advised them to watch for future developments that will be posted within the next few weeks. She also indicated that, currently, in coordination with the Client Enrollment Broker (CEB), the department is expanding the Integrated Care Program (ICP) into central Illinois counties and Metro East, and in the fall, the program will be expanding into the Quad Cities and the Rock Island area. Ms. Harris reported that the department is finalizing contracts with Care Coordination Entities (CCEs), and she noted that there are other care coordination projects expected to be established by October, 2013, such as the Medicare-Medicaid Alignment Initiative and the addition of more CCEs.

Roles of CEB and Primary Care Case Management Vendor. Ms. Harris indicated that beginning in February of 2013 all enrollment processes have been centralized through a new CEB, which is Maximus. The CEB is the state-wide education and outreach entity that is in charge of helping clients enroll into a health plan and assist with their PCP choices. She noted that Maximus's Health Literacy Center is an added benefit to the enrollment process. It has taken the department's outreach materials to the various different communities in an effort to "test them" to make sure that the outreach literature is at a 6th grade reading level or below. Materials are available in English and Spanish, with the capacity of providing translations to other languages and formats, such as Braille and audio. Amy added that Illinois Health Connect, which is the Primary Care Case Manager program, is no longer enrolling clients, although it continues providing education through newsletters and general notices to make clients aware of their rights and responsibilities, in addition to issuing reminders about EPSDT.

Client Communications by Vendor. Ms Harris indicated that all clients are able to enroll in a plan or with a PCP by mail, phone, or online, except for the Integrated Care population, seniors citizens and people with disabilities (SPD) who can only enroll online or by phone. Ms. Harris noted that, due to time constraints, she was not able to go through the materials included within the agenda; however, she encouraged members to contact her regarding any suggestions. She added that the department has the ability to monitor calls made to the call

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center and asked committee members to provide feedback, inquiries, or express concerns and report any issues or complaints that could require her attention by calling (217)524-7478 or e-mailing her at:

Amy.Harris-Roberts@illinois.gov

Jacqui Ellinger commented that a vision that could be pursued in the future would be to bring the eligibility processes and enrollment into a health plan more closely together. This could be one of the issues to be considered for the second phase of IES, which is scheduled for the summer of 2015. A reminder was made to encourage members to complete the survey that is being conducted by Deloitte, seeking suggestions about ways to improve the usability of the ABE online application. The deadline to provide comments is 8/09/13. This survey can be taken at:

<https://deloittesurvey.deloitte.com/Community/se.ashx>

4. Enhanced Eligibility Verification (EEV)/ Illinois Medicaid Redetermination Project

Mike Koetting reported that the IMRP continues assisting clients in the redetermination process. He commented that AFSCME had filed a grievance regarding the retention of Maximus as a vendor. The grievance was sustained by the arbitrator, who ordered the state to terminate the contract with Maximus by December, 2013. The state has to decide, prior to September 18th, 2013, whether or not to appeal this decision. Mr. Koetting added that a decision has not been made; however, regardless of the outcome, redeterminations will continue.

Committee members voiced their concerns regarding the factors affecting low client response in the redetermination process, such as: the lack of reliability of the postal service; documents being misplaced; redeterminations not being processed by the FCRCs; insufficient amount of time to reply (ten business days to respond to a redetermination notice.) Mr. Koetting indicated that the ten-day period was written into law by the SMART Act. He said that the department recognizes the current circumstances within which caseworkers must function, particularly being understaffed and lacking the necessary technological support, which hinder accomplishing the redetermination process. He added that the department is interested in avoiding “client churning” (recycling people on and off), which adds to the administrative burden. He noted that the launching of IES is expected to add automation in terms of how services are being delivered. Meanwhile, the department will explore other alternatives that could facilitate the client redetermination process. He further added that the committee will be informed of any future developments. Also, Mr. Koetting stated that the department will share the audit on the IMRP with the committee once it becomes available.

5. ACA Update:

Mike Szott reported that DHS is planning a special effort to target 120,000 clients who are currently receiving SNAP benefits and whom DHS presumes are eligible for medical coverage under the new ACA adult group. The plan is that this particular group of clients

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will receive a mailing which will include an abbreviated medical application. A client will have to acknowledge and sign the rights and responsibilities document and then send it back to a central location. DHS will share the client notice intended for this particular group with the committee, so that client advocates can help the department follow through on this project.

Application for Benefits Eligibility (ABE)

Mike Koetting commented that the department continues testing the new eligibility system (IES) and the new web application (ABE) at an intense pace. He said that HFS remains optimistic that, beginning October 1st, 2013, customers will be able to apply for TANF, SNAP, and cash assistance through ABE. He noted that the online All Kids and DHS applications will be taken down on September 15, 2013.

Mr. Koetting reported that work continues in relation to the transition of the Cook County Waiver into the ongoing ACA and conversations are still under way between officials from the county, the state, and the federal government. He reminded the committee members that October 1st, when ABE will be launched, is an important day. Although he asked for patience with respect to this process, he added that this is “a milestone,” describing it as “the biggest expansion of healthcare in America ever.”

Landing Page

Mr. Koetting said that the public relations firm that the state has chosen is supposed to start a marketing campaign that will soon begin. The marketing team will look for a catchy name for the landing page. There will be a Customer Call Center that will assist applicants and direct them to ABE or the Illinois Health Insurance Marketplace. Mr. Koetting encouraged the committee members, should they have a strong reason to believe that an applicant may qualify for Medicaid, to start with ABE, but, if uncertain, they should refer customers to the Federally Facilitated Marketplace (FFM). Mr. Koetting noted, however, that communication between the FFM and the state is not going to be perfect on October 1st, as conversations continue in relation to the protocol and process. The expectation, he asserted, is that, in the future, this will be a seamless process.

6. Updates

Children’s Enrollment

Lynne Thomas referred the group to a handout that was provided to the committee which shows the cumulative children’s enrollment, starting in 2006 with 1,215,000 children who were initially enrolled, and increasing to 1,697,000 children who were enrolled in 2012.

The second table illustrates enrollment, beginning in January of 2012, with 1,696,000 children enrolled, and continuing through March, 2013, when 1,667,000 children were enrolled.

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7. Open Discussion and Announcements

In response to the committee's request, Dr. Goyal provided a report regarding adult ER dental services since the implementation of the SMART Act, from July 1, 2012 through December 31, 2012. He said that, in spite of the national trend, in Illinois there has not been a tremendous difference with respect to ER use as compared to the same period of time during 2011. This is in contrast to the national trend that shows an increase in ER dental services. There are about 3,500 to 4,100 ER dental visits per month across the state for which the department has received claims, including both emergencies and non-emergencies. The committee recommended revisiting this topic at future meetings in order to observe any potential variations in the statistics. The department will make the committee members aware, once a provider notice is available, of the latest changes due to SB26, which has expanded the definition of payable emergency dental services for adults.

Dr. Goyal reiterated the willingness on the part the director, Julie Hamos, to restore dental benefits back to what they had been prior to the SMART Act; however, this will require legislative action.

Jacqui Ellinger discussed and asked for the committee's feedback in relation to a notice titled "Important News: You Can Get Help to Buy Health Insurance," as well as a flyer: "Special Notice about Health Coverage." These materials were distributed to attendees who were present both in Chicago and Springfield, as well as to those individuals who were participating by phone. Committee members who were not able to stay for the discussion were encouraged to provide comments to HFS staff by 8/9/13.

Jacqui Ellinger recapped that the topics that she thought the subcommittee wished to have discussed during the next meeting. They are:

- ABE and the FFM
- Illinois Outreach/Marketing and the landing page
- Children's Enrollment

Committee members are to contact HFS staff for consideration of additional topics.

9. Adjourn

The meeting was adjourned at 12:02 p.m. The next meeting is scheduled from 10:00 a.m. to 12:00 p.m. on October 10th, 2013.