

201 South Grand Avenue East  
Springfield, Illinois 62763-0002

**Telephone:** (217) 782-1200  
**TTY:** (800) 526-5812

**Medicaid Advisory Committee  
Public Education Subcommittee Meeting**  
Thursday, April 4<sup>th</sup>, 2019  
10:00 a.m. to 12:00 p.m.

**401 S. Clinton St., Chicago – 1<sup>st</sup> Floor Video Conference Room**  
**201 S. Grand Ave. East Bloom Bldg., Springfield – 1<sup>st</sup> Floor Large/Video Conference Room**

1. Introduction
2. Review and Approval of the Meeting Minutes from December 6<sup>th</sup>, 2018 & February 7<sup>th</sup>, 2019
3. Care Coordination
4. DHS Update
5. ABE & IES Update
6. Medicaid Redetermination Update
7. Open Discussion and Announcements
8. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by phone at 312 793-1984 or 312 793-5270. This will help to ensure the distribution of meeting materials and to accurately record your participation. You will receive meeting instructions and the access code when you confirm. The conference call telephone number is: 1-888-494-4032.

This notice is also available online at:

<https://www.illinois.gov/hfs/About/BoardsandCommissions/MAC/News/Pages/default.aspx>

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
December 6<sup>th</sup>, 2018**

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

**Committee Members**

Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton  
Erin Weir Lakhmani, Mathematica Policy Research  
Sherie Arriazola, Safer Foundation  
Nadeen Israel, AIDS Foundation of Chicago  
Connie Schiele, HSTP (by phone)  
Brittany Ward, CPS  
Natalie Lawson for John Jansa, Smart Policy

**HFS Staff**

Lynne Thomas  
Lauren Polite  
Elizabeth Lithila  
Lauren Tomko  
Veronica Archundia  
Kiran Mehta  
Margaret Dunne

**Committee Members Absent**

Sue Vega, Alivio Medical Center  
Ramon Gardenhire, AFC  
Sergio Obregon, CPS

**DHS Staff**

Gabriela Moroney  
Tina Bhaga

**Interested Parties**

Susan Hayes Gordon, Lurie Children's Hospital  
Zsa-Zsa Pimentel, ICIRR  
Andrea Kovach, Sargent Shriver National Center  
Kelsie Landers, Ever Thrive Illinois  
Megan Carter, Legal Council for Health and Justice  
Marcy N, BCBSIL  
Samantha Olds Frey, IAMHP  
Hannon R. Access Community Health Chicago  
Bailey Huffman, Age Options  
Taylor Belew, Legal Council for Health and Justice  
Carrie Chapman, LCHJ  
Alicia K, IAMHP  
Dan Rabbitt, Heartland Alliance  
Patrick Maguire, Medical Home Network  
Jessie Beebe, AFC  
Michael Lafond, Abbvie  
Lynn Seermon, Kaizen Health  
Helena Lefrow, IHA  
Sharon Post,  
Mikal Sutton, BCBSIL  
Jill Hayden, Meridian  
Sara McCoy, IHCOP  
Susan Gaines, IPHCA  
Paula Campbell, IPHCA  
Cyrus Winnett, IARF  
Judy Bowlby, Liberty Dental Plan  
Claudia Rodriguez, Greater Chicago Food Depository

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December 6<sup>th</sup>, 2018**

**Interested Parties (by phone)**

Alap Shah,  
Dave Hunter, Presence Health Partners  
Dionne Haney, Illinois Dental Society  
Nelson Soltman,  
Andrea Davenport, Meridian  
Kristin Hartsaw, DuPage Federation on Humans Services Reform  
Martha Jarmuz, Choices Coordinated Care Solutions  
Stephanie Volante, Illinois Health and Hospital Association  
Rose Dunaway, Gentiva  
Dave Lecik, Department on Aging  
Pam Cuffle, Illinois State Dental Society

**Illinois Department of Healthcare and Family Services**  
**Public Education Subcommittee Meeting**  
**December 6<sup>th</sup>, 2018**

**1. Introductions:**

Chairperson Kathy Chan conducted the meeting. Attendees in Chicago and Springfield introduced themselves. Kathy Chan asked to move the discussion of the Proposed Public Charge Policy, which was initially scheduled to be discussed during the Open Discussion. Nadeen Israel made the motion to move this topic to agenda item number six, and this motion was seconded by Margaret Stapleton. The motion was approved by seven members with zero opposed.

**2. Report of Final Meeting Minutes from August 2<sup>nd</sup>, 2018:**

Kathy Chan opened the discussion of the October meeting minutes. Sherie Arriazola asked to revise the name of the organization she represents by removing the word “the”, to read: “Safer Foundation”. Following this change, Margaret Stapleton made a motion to approve the minutes from October 4<sup>th</sup>, 2018, which was seconded by Connie Schiele.

**3. Proposed Meeting Schedule for 2019:**

Committee members approved the meeting dates for calendar year 2019, which are the following: February 7<sup>th</sup>, April 4<sup>th</sup>, June 6<sup>th</sup>, August 8<sup>th</sup>, October 3<sup>rd</sup>, December 5<sup>th</sup>. Please see attached schedule.

**4. Ethics Training:**

Kiran Mehta, from the Assistant General Counsel, provided instructions indicating that all committee members must complete the mandatory ethics training by December 21<sup>st</sup>, 2018. She provided details about submitting their “Certificate of Completion” to the Bureau of Training at [hfs.bureauoftraining@illinois.gov](mailto:hfs.bureauoftraining@illinois.gov) . For any additional questions or concerns committee members should contact [Shannon.stokes@illinois.gov](mailto:Shannon.stokes@illinois.gov)

**5. Integrated Health Homes (IHH):**

Lynne Thomas indicated that the Integrated Health Homes (IHH) choice enrollment initially scheduled for January 1<sup>st</sup>, 2019 has been delayed.

**6. Proposed Public Charge Policy Update:**

Andrea Kovach, from the Shriver Center Poverty Law, discussed a handout with members of the committee regarding the possible impact that the proposed Public Charge Rule may have among the immigrant community at the national level, and specifically in Illinois.

Ms. Kovach indicated that the proposed rule would redefine the meaning of the legal term “public charge” by denying admission to the U.S. to certain immigrants due to their likelihood to become dependent upon the government. She indicated that, currently, the benefits that are considered to constitute “public charge” are: cash assistance (TANF), Supplemental Security Income (SSI), general Assistance (GA), and Institutionalization for long-term care at government expense. Ms. Kovach said that the benefits added under the proposed rule are: food stamps (SNAP), non-emergency Medicaid (including ACA adults, Moms & Babies); public housing, house choice vouchers, project-based section 8, and Medicare part D low-income subsidy.

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Ms. Kovach also pointed out that the comment period for the proposed rule will end on December 10, 2018. She encouraged committee members to submit their comments. Please see attached handout that includes the estimated number of people potentially impacted, as well as possible impact of revenue for medical providers. Andrea said that the proposed rule is expected to be finalized and implemented in 2019.

**7. Care Coordination Update:**

Lauren Tomko reported that the Integrated Health Home initiative was delayed, however, she encouraged committee members to visit the IHH website, which she stated contains a great deal of information: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/IntegratedHealthHomes.aspx>

Erin Weir Lakhmani asked, once a list of IHHs is approved, if it will be possible to have it posted in time for enrollment to help enrollment assisters. Lauren Tomko said that open enrollment letters sent to people in Tiers A, B or C had mentioned that IHHs are coming. Patrick Mcguire expressed concern with respect to the staffing ratios. Lauren indicated that HFS is getting ready to post something on IHH website addressing this concern. Kathy Chan reiterated the interest that the committee has in reviewing the notices so those who work with benefits can provide input.

Ms. Tomko said that as of September 1<sup>st</sup>, 2018. Harmony purchased Meridian. She added that Meridian members will receive letters indicating that they have a period of time until January 1<sup>st</sup>, 2019 to switch plans if desired, as well as an additional 90 days following January 1<sup>st</sup>. A letter explaining this transition has not been posted on the HFS website, but a letter explaining this transition has been sent to impacted enrollees. In addition, she indicated that the administration has delayed DCFS managed care implementation. Ms. Tomko said that MLTSS expansion will not be starting on January 1<sup>st</sup>, 2019.

**8. DHS Updates:**

Gabriela Moroney provided the update. She began by acknowledging the partnership between DHS and staff members in the Bureau of Managed Care in troubleshooting enrollee issues in the new managed care counties. Gabriela has served as the liaison between FCRC caseworkers and the BMC to address these inquiries.

Gabriela Moroney indicated that the "Application for Fee Waiver Form", it is under review at DHS. Ms Moroney will provide an update during the February 7<sup>th</sup>, 2019 meeting.

Ms. Moroney indicated that the DHS Fact sheet regarding the impact of employment on eligibility for Medical Assistance for people with disabilities has been posted in the DHS website at: <https://www.dhs.state.il.us/page.aspx?item=115334>.

Lauren Polite said that HFS became aware of a fraudulent flyer that asks SNAP recipients to call an area code 773 telephone number, so they can receive \$100 during the month of

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**December 6<sup>th</sup>, 2018**

December. Committee members received a copy of the flyer, which included detail information. They were asked to advise clients not to respond to this scam.

**9. ABE/IES Update:**

Lauren Polite reported that DHS and HFS continue their combined effort in the implementation of performance fixes to improve IES and ABE. She shared the following data:

	<b>12/06/18</b>	<b>10/3/2018</b>	<b>7/31/2018</b>	<b>4/10/2018</b>	<b>1/29/2018</b>
ABE MMC Accounts Linked	497,124	416,010	329,244	240,780	121,361
Renew My Benefits	149,296	125,603	97,679	53,557	21,992
Report My Changes	104,412	84,882	63,762	31,187	14,254
Program Adds	39,464	31,136	22,908	10,033	3,728
Member Adds	14,275	11,758	9,753	5,173	2,644
Mid-Point Reports	60,129	47,454	34,357	11,247	2,870
Appeals submitted	30,374	24,551	<i>not available</i>	7,380	4,673
FFM cases received since 11/2017	161,333	123,550	114,885	102,618	<i>not available</i>
IES cases transferred to FFM since 11/2017	462,684	291,706	226,422	167,766	<i>not available</i>

Lauren Polite indicated that a new solution to Identity Proofing will be implemented in two phases. She said that January 2019, Medicaid clients or applicants who have tried to verify their identity online at ABE.Illinois.gov but were not able to do so, will be able to request that the State “identity proof” them for the purposes of accessing Manage My Case (MMC). Lauren described in detail the process:

**Step 1:** The person must have an ABE Account to initiate the process.

**Step 2:** The person must go to ABE.Illinois.gov, click on the Green Manage My Case Button, and proceed through the process, including answering personal Information questions (to link to case) and Identity Proofing questions. If identity cannot be confirmed after calling Experian, the person can select the option to request that the State verify the person’s Identity. A link will be provided with instructions asking the person to fill out an ID Proofing Request Form.

**Step 3:** State staff members will open the documentation mailed, review it, confirm information against what we have in IES and what’s on the request form. If satisfied, they will enter the ABE User Name, upload the documents into IES and indicate that the person was successfully identity proofed.

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Step 4: Once a week (on Saturday) – Deloitte will run a batch file looking for all individuals that have the check box indicating State Identity Proofing and a match in ABE for the User Name entered into the case record. If both are in place, the ID proofing indicator in IES will be switched to “yes” (like what happens when someone is identity proofed through ABE.)

Step 5: The State will mail a Notice to the requestors letting them know the outcome of their request for Identity Proofing.

- It will be a basic notice that states whether a request has been approved or denied, along with some reasons why it may have been denied. Initially, this notice will be mailed from the mailroom, so will not have identifying information on the notice itself.
- If successful, the requester needs to log into ABE with the User Name on the Request form and correctly enter the personal information to link the account to their case. At that point, clients will be taken directly to their benefit information.

Lauren Polite said that there will be a second phase to the State ID Proofing process which will be launched within a couple of months beginning 2019. It is expected that people will have the ability to upload the State ID Proofing Request form and proof documents as part of Apply for Benefits. Notices to the request will be generated by IES.

Lauren Polite answered all the questions and concerns expressed by the committee members and interested parties. Ms. Polite then asked for feedback and comments regarding the notices that will be mailed to those requesting State Identity Proofing. She asked for comments to be sent by Friday December 7<sup>th</sup>, 2018, to [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

Chairperson, Kathy Chan asked to have an update provided concerning any developments during the next meeting. Nadeen Israel asked to provide a Spanish translation.

**10. Medicaid Redetermination Update:**

Elizabeth Lithila presented the Redetermination Report, which is attached. Committee members had the opportunity to ask questions and express concerns, and Ms. Lithila provided responses.

**11. Medicaid Enrollment, Redes, Manged Care & MMC Data:**

Elizabeth Lithila said that the data requested by Nadeen Israel during the previous meeting can be found in the Detailed Managed Care Enrollment Report which is posted in the HFS website: <https://www.illinois.gov/hfs/info/factsfigures/Pages/DetailedManagedCareEnrollment.aspx>

**12. Criminal Justice Update:**

Lynne Thomas indicated that, with respect to Sherie Arriazola’s request regarding the services provided to clients residing in work-release centers or halfway houses, also known as Adult

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Transitional Center (ATC). HFS is waiting to receive approval from the federal government, she will inform the committee as soon as information becomes available.

**13. Open Discussion and Announcements:**

Kathy Chan asked if, during the next meeting, it would be possible to discuss the new language that appears on the online ABE application. She said it seems the language change was prompted by an audit and a federal requirement. Carrie Chapman asked if the text can be modified, since some people may not want to apply due to concerns regarding the proposed public charge policy. HFS will provide an update during the next meeting.

**14. Adjournment:**

The meeting was adjourned at 12:03 p.m. The next meeting is scheduled for February 7<sup>th</sup>, 2019, between 10:00 a.m. and 12:00 p.m.



**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
February 7<sup>th</sup>, 2018**

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

**Committee Members**

Kathy Chan, Cook County Health & Hospitals System  
Jacenta Manley for Brittany Ward, CPS  
Erin Weir Lakhmani, Mathematica Policy Research  
Sherie Arriazola, Safer Foundation  
Nadeen Israel, AIDS Foundation of Chicago (by phone)  
Moses Tellez for Sergio Obregon, CPS

**HFS Staff**

Lynne Thomas  
Lauren Polite  
Elizabeth Lithila  
Lauren Tomko  
Robert Mendonsa  
Arvind Goyal  
Veronica Archundia

**Committee Members Absent**

Sue Vega, Alivio Medical Center  
Ramon Gardenhire, AFC  
Connie Schiele, HSTP  
John Jansa, Smart Policy

**DHS Staff**

Gabriela Moroney  
Tina Bhaga  
Willie Haywood  
Beatriz Gonzales

**Interested Parties**

Paula Campbell, IPHCA  
Cyrus Winnett, IARF  
Susan Gaines, IPHCA  
Mikal Sutton, BCBSIL  
Sara McCoy, IHCOP  
Jill Hayden, Meridian  
Zsa-Zsa Pimentel, ICIRR  
Anna Carvallo, Consultant  
Marina Kurakin, Legal Council for Health and Justice  
Lisa Wiseman, Humana  
Patrick Maguire, Medical Home Network  
Bailey Huffman, Age Options  
Carrie Chapman, LCHJ  
Brielle Ostyng, Meridian  
Kate Maley, Sargent Shriver National Center  
James Brown, Autumn  
Jessie Beebe, AFC

**Interested Parties (by phone)**

Judy Bowlby, Liberty Dental Plan  
Juanita Brown, Next Level Health  
Jessica A. Pickens, Next Level Health  
Kristin Hartsaw, DuPage Federation on Humans Services Reform  
Kimberly Burke, Lake County Health Department  
Maria Bell, Avesis  
Nelson Soltman,  
Andrea Davenport, Meridian  
Stephanie Seemann, DuPage M  
Dalia Morales, Healthcare Access and Immigrant & Refugee Services

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Michelle Sanders, Heartland Health Services  
Migdalia Ballona, Community Health Partners  
Ralph Schubert, UIC Specialized Care for Children  
Michelle Sanders, Heartland Health Services  
Dave Lecik, Department on Aging  
Robin Lavender, DuPage Health  
Dave Hunter, Presence Health Partners  
Karyn Britt, TC Health  
Martha Jarmuz, Choices CCS  
Medina Leticia,  
Veronica Avila,

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
February 7<sup>th</sup>, 2018**

**1. Introductions:**

Chairperson Kathy Chan conducted the meeting. Attendees in Chicago and Springfield introduced themselves.

**2. Review and Approval of the Meeting Minutes from December 6<sup>th</sup>, 2018:**

Kathy Chan stated that, due to the lack of a quorum, the committee will not be able to take any actions related to the December 6<sup>th</sup> draft meeting minutes. Therefore, the minutes will not be reviewed at this meeting, instead they will be discussed during the April 4<sup>th</sup> meeting.

**3. Care Coordination:**

Robert Mendonsa indicated that the merging of Harmony and Meridian health plans was completed as of January 1<sup>st</sup>, 2019. Members who were enrolled in Harmony are currently being served by Meridian, unless a member has requested enrollment with a different health plan. Mr. Mendonsa said that throughout the state there are four choices of health plans, in addition to two which cover the Chicago area. He added that MLTSS are in six Chicago area counties and waiting on CMS approval, as well as for the approval of an HIV/AIDS waiver, so that HFS can proceed with the statewide rollout. Nadeen Israel asked if, during the April 4<sup>th</sup> meeting, HFS can provide a status report regarding the HIV/AIDS waiver.

Robert Mendonsa said that bringing the DCFS expansion to managed care is pending the installation of the new administration, the new director and management team. Sherie Arriazola asked if there is an estimated time for data to be loaded with the MCOs so that contract with providers can be finalized. Mr. Mendonsa said the new reporting under Health Choice Illinois will be tracking MCO provider load times by provider types, as well as tracking prior authorizations and denials. He said that there will be a standard, self-reporting format for all plans. He added that the new contract provides for the state to audit and verify any MCO reported information.

Paula Campbell said that there is confusion among clients regarding the open enrollment letter, which indicate that clients “do not need to do anything to stay in their health plan”. She said that clients tend to assume that they don’t have to complete and return their redetermination paperwork, which often arrives in the mail shortly after the open enrollment notice. Robert Mendonsa said that the Bureau of Managed Care is open to anything which can make the process less confusing. Paula Campbell said that she will contact Lynne Thomas to discuss this further. Chairperson Kathy Chan indicated that committee and non-committee members are welcome to share comments on HFS communication and educational materials through this committee.

**4. DHS Update:**

Gabriela Moroney said that DHS is planning to issue a formal policy memorandum to DHS caseworkers so that they can receive instructions about how to process Citizenship Application fee Waiver” requests.

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Ms. Moroney indicated that, through collaboration between DHS and HFS, the fact sheet regarding how working may impact medical assistance for people with disabilities has been finalized. She said that, although the current version has been approved, any further comments, questions, or concerns should be sent to Gabriela at [gabriela.moroney@illinois.gov](mailto:gabriela.moroney@illinois.gov)

**5. ABE & IES Update:**

Lauren Polite said that the state has now made available a new alternative for individuals who have not been able to complete “Identity Proofing” through Experian. The changes are currently in production, and the state has received about 100 requests. Staff members at the Bureau of All Kids are diligently working on these requests. Lauren noted that the form will be processed between six to eight weeks.

Ms. Polite shared with the committee members the new forms, which were included in the meeting material packet, including both, the English and the Spanish versions (see the attached forms.) She noted that if a client submits an incomplete form, a notice of rejection will be issued. Lauren Polite emphasized that the client’s User Name on the form needs to match the User Name in IES (Integrated Eligibility System), otherwise the Identity Proofing indicator in IES cannot be changed to “YES” and a denial will be sent. She also noted that if the proper documentation is submitted and if everything matches, clients will be mailed an approval notice to the address indicated in IES. This notice will tell the client that when they log-into his/her account they’ll be taken directly to Manage My Case.

Lauren Polite said that, in the future, the form will be added to the ABE application, so clients can upload the document with their applications and have the form processed along with their applications. However, this option is not yet available. Patrick Maguire asked how a client can access the form. Ms. Polite said that they will be prompted to follow a link when unsuccessful with Identity Proofing through Experian. The form is also available on the DHS website at: <http://www.dhs.state.il.us/page.aspx?item=76721>

Kathy Chan asked if, during the next meeting, it would be possible to further discuss this issue.

Ms. Polite said that it is important to note that the approval or denial response will be sent to the address in IES. She noted that the form includes a checkbox asking if the client wants the state to “change their address in the system”. Any questions, comments or concerns related to the form or the new process should be sent to [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

Lauren Polite noted that DHS and HFS continue their combined effort in terms of the implementation of performance fixes to improve IES and ABE. Lauren shared the following data on MMC use and FFM applications. She will provide these in advance for future meetings:

Continue

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	<b>10/3/2018</b>	<b>7/31/2018</b>	<b>4/10/2018</b>	<b>1/29/2018</b>
ABE MMC Accounts Linked	416,010	329,244	240,780	121,361
Renew My Benefits	125,603	97,679	53,557	21,992
Report My Changes	84,882	63,762	31,187	14,254
Program Adds	31,136	22,908	10,033	3,728
Member Adds	11,758	9,753	5,173	2,644
Mid-Point Reports	47,454	34,357	11,247	2,870
Appeals submitted	24,551	<i>not available</i>	7,380	4,673
FFM cases received since 11/2017	123,550	114,885	102,618	<i>not available</i>
ABE cases transferred to FFM since 11/2017	291,706	226,422	167,766	<i>not available</i>

#### **6. Medicaid Redetermination Update:**

Elizabeth Lithila indicated that today's presentation reflects the most recent data through January 2019, related to Medicaid redetermination. She noted that this will be the first full year since IES was implemented. She presented the Redetermination Report, which is attached.

Nadeen Israel asked if it would possible to provide the data regarding Language Codes and Cancellation Reasons in advance of the April 4<sup>th</sup> meeting so the committee members can have the opportunity to review the information in anticipation to the meeting. Elizabeth said that the report to be presented during the next meeting will be included with the agenda and meeting materials. Erin Weir Lakhmani asked if the data related to form A (ex-parte) numbers will be included for the April meeting. Elizabeth said that her team will make its best effort to include in the report the items that have been requested.

Elizabeth Lithila said that her team (Elizabeth and one staffer) has been working diligently in developing a report of the data according to the format of the template that Nadeen Israel had requested. Kathy Chan and Sherie Arriazola concurred with the observation that Elizabeth and her team member have made conscientious efforts to provide the information requested by the committee members. Other committee members acknowledged the efforts undertaken by HFS.

#### **7. Open Discussion and Announcements:**

Sherie Arriazola asked for an update during the April 4<sup>th</sup> meeting regarding the services provided to clients residing in work-release centers or halfway houses, also known as Adult Transitional Center (ATC). Chairperson, Kathy Chan asked to include in the minutes the reference of the link to the federal guidance, so the committee can reference it for discussion:  
<https://www.medicaid.gov/federal-policy-guidance/downloads/sho16007.pdf>

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Carrie Chapman asked if, during the next meeting, it would be possible to provide an update on case conversions.

**8. Adjournment:**

The meeting was adjourned at 12:05 p.m. The next meeting is scheduled for April 4<sup>th</sup>, 2019, between 10:00 a.m. and 12:00 p.m.

**ABE Manage My Case, Appeals and FFM stats  
For MAC Public Education Subcommittee**

	<b>3/21/19</b>	<b>2/7/19</b>	<b>10/3/2018</b>	<b>7/31/18</b>	<b>4/10/18</b>	<b>1/29/18</b>
ABE MMC Accounts Linked	626,466	570,348	416,010	329,244	240,780	121,361
Renew My Benefits	189,378	172,590	125,603	97,679	53,557	21,992
Report My Changes	133,122	121,002	84,882	63,762	31,187	14,254
Program Adds	52,834	46,896	31,136	22,908	10,033	3,728
Member Adds	18,104	16,485	11,758	9,753	5,173	2,644
Mid-Point Reports	84,017	74,786	47,454	34,357	11,247	2,870
Appeals submitted	38,685	34,576	24,551	NA	7,380	4,673
FFM cases received since 11/2017	205,548	198,234	123,550	114,885	102,618	NA
IES cases transferred to FFM since 11/2017 **	587,906	541,228	NA	NA	NA	NA
Cumulative count of people successfully ID proofed through the State	334	NA	NA	NA	NA	NA

\*\*HFS expanded this to include all IES cases transferred to the FFM, not just those received at the State through ABE. Previously reports no longer easily available.



### STATE IDENTITY PROOFING REQUEST FORM

The State of Illinois is committed to keeping your confidential information safe and secure. To do that, the State must verify your identity before you use Manage My Case (MMC) online.

The first step that you must take to verify your identity is to create an ABE account. If you do not have an ABE Account, go to <https://ABE.Illinois.gov> and select **Login** then **Create Account**.

Once you have an ABE account, there are 2 ways that the State of Illinois can verify your identity:

1. You can verify your identity through the [ABE.Illinois.gov](https://ABE.Illinois.gov) website. If you have not tried to verify your identity through ABE, please select the Green "Manage My Case" button, login to your ABE account, and complete the process. **You must do this before moving to #2.**
2. You can verify your identity by completing and submitting this form along with acceptable identity proofing documentation (listed on Page 3). **Note: This form can only be used if you have already tried to verify your identity online at [ABE.Illinois.gov](https://ABE.Illinois.gov) but could not.**

\*ABE Username: \_\_\_\_\_

\*First Name: \_\_\_\_\_

\*Last Name: \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_

\*Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

\*Mailing Address: \_\_\_\_\_

\_\_\_\_\_

If the mailing address above does not match the mailing address in our system, are you requesting that the state change the mailing address in the system?

- Yes, change the address in the system.
- No, do not change the address in the system.  
Note, all client notices will be sent to the address in the State system.

**\*Provide one of the following:**

Social Security Number (SSN) (xxx-xx-xxxx): \_\_\_\_\_ **or**

Case or Application Number (9 digits): \_\_\_\_\_

**Asterisks (\*) are required fields.**





**STATE IDENTITY PROOFING REQUEST FORM**

Is the Medicaid client listed above already getting services or selected to get services on a Developmental Disability waiver?      Yes       No

Are you currently in a nursing facility or other long-term care facility?      Yes       No

Is an Approved Representative, Guardian or someone with Power of Attorney acting on your behalf?      Yes       No

**Note:** If yes, a signed Approved Representative form **MUST** be included with this ID Proofing Request form or the State cannot process it. If a signed Approved Representative form **is attached**, the Approved Representative may act on behalf of the client. **A signed Approved Representative Form must be provided even if one has been submitted in the past.**

By submitting this request for State Identity Proofing, I am attesting that:

- I tried and failed Identity Proofing in ABE at: <https://ABE.Illinois.gov>.  
I am requesting that the State of Illinois verify my identity for the purposes of allowing me access to Manage My Case in the ABE system.
- Everything on this form is true and accurate to my knowledge.  
I am attaching a copy of the proof of identity from the attached list along with this form.  
 (Be sure the copy is clear and able to be read.)

\_\_\_\_\_  
Printed Name of Client, Parent, Guardian or Approved Representative

\_\_\_\_\_  
Signature of Client, Parent, Guardian or Approved Representative

\_\_\_\_\_  
Date

**Please allow 6 to 8 weeks to hear back.** Once your information is reviewed, the State will mail you a Notice.

**Return this form to:** Illinois Department of Healthcare and Family Services  
Attention: ID Proofing Unit  
P.O. Box 19122  
Springfield, IL 62794-9122

**or return this form to your local FCRC.**

For questions, email [ABE.Questions@Illinois.gov](mailto:ABE.Questions@Illinois.gov)



**STATE IDENTITY PROOFING REQUEST FORM**

**Acceptable Identity Proofing Documents**

To show proof of identity, please send a copy of one (1) document from column A along with the State Identity Proofing Request Form. If you don't have a document from column A, submit copies of two (2) documents from column B along with the ID Proofing Request Form. You must submit copies of these documents even if you submitted them before as part of your application for benefits.

<b>Column A Submit One (1) of These</b>	<b>Column B Alternatively, submit two (2) of these</b>
Illinois Driver's License	Birth Certificate
School Identification card	Social Security Card or Official document containing your Social Security Number
U.S. Military Draft Card or Draft Record	Marriage Certification
Identification card issued by the federal, state or local government	Divorce Decree
U.S. passport or U.S. passport card	High School or College Diploma (Including High School Equivalence Diploma)
Certificate of Naturalization (Form N-550 or N-570) or Certificate of U.S. Citizenship (Form N-560 or N-561)	Property Deed or Title
Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	Employer Identification card
Employment Authorization Document that contains a photograph (Form I-766)	
Military dependent's identification card	
Native American Tribal document	
U.S. Coast Guard Merchant Mariner card	
Foreign passport or identification card issued by a foreign embassy or consulate that contains a photograph	



**FORMULARIO DE SOLICITUD DE  
PRUEBA DE IDENTIDAD DEL ESTADO**

El Estado de Illinois se compromete a mantener su información confidencial segura y protegida. Para hacerlo, el Estado debe verificar su identidad antes de usar Administrar mi caso (MMC) en línea.

El primer paso que debe tomar para verificar su identidad es crear una cuenta ABE. Si no tiene una cuenta ABE, vaya a <https://ABE.Illinois.gov> y seleccione Iniciar sesión y luego Crear cuenta.

Una vez que tenga una cuenta ABE, hay dos formas en que el Estado de Illinois puede verificar su identidad:

1. Puede verificar su identidad a través del sitio de internet [ABE.Illinois.gov](https://ABE.Illinois.gov). Si usted no ha probado para verificar su identidad a través de la EBA, por favor seleccione el verde "Administrar mi caso de" botón, inicie sesión en su cuenta de la EBA, y completar el proceso. **Debe hacerlo antes de pasar a # 2.**
2. Puede verificar su identidad completando y enviando este formulario junto con la documentación de prueba de identidad aceptable (enumerada en la página 3). **Nota: este formulario solo se puede utilizar si ya ha intentado verificar su identidad en línea en [ABE.Illinois.gov](https://ABE.Illinois.gov) pero no pudo.**

\*Nombre de Usuario de ABE: \_\_\_\_\_

\*Primer Nombre: \_\_\_\_\_

\*Apellido: \_\_\_\_\_

\*Fecha de Nacimiento: \_\_\_\_\_

\*Número de teléfono: \_\_\_\_\_

\*Dirección de Correo Electrónico: \_\_\_\_\_

\*Dirección de Correo: \_\_\_\_\_

Si la dirección postal anterior no coincide con la dirección postal en nuestro sistema, ¿está solicitando que el estado cambie la dirección postal en el sistema?

Sí, cambiar la dirección en el sistema.

No, no cambiar la dirección en el sistema.  
Tenga en cuenta que todos los avisos de los clientes se enviarán a la dirección en el sistema estatal.

**\*Proporcione uno de los siguientes:**

Número de Seguro (SSN) (xxx-xx-xxxx): \_\_\_\_\_ or

Número de caso o solicitud (9 dígitos): \_\_\_\_\_

**Los asteriscos (\*) son campos obligatorios.**



State of Illinois  
 Department of Human Services  
**FORMULARIO DE SOLICITUD DE  
 PRUEBA DE IDENTIDAD DEL ESTADO**

- ¿El cliente de Medicaid mencionado anteriormente ya está recibiendo servicios o está seleccionado para recibir servicios en una exención por discapacidad del desarrollo? Sí  No
- ¿Está actualmente en un centro de enfermería u otro centro de atención a largo plazo? Sí  No
- ¿Un representante aprobado, tutor o alguien con poder notarial actúa en su nombre? Sí  No

**Nota:** En caso afirmativo, DEBE incluirse un formulario de Representante Aprobado firmado con este formulario de Solicitud de Revisión de ID o el Estado no puede procesarlo. Si un formulario firmado Representante Aprobado se adjunta, el Representante Aprobado puede actuar en nombre del cliente. **Se debe proporcionar un Formulario de Representante Aprobado firmado, incluso si se ha enviado uno en el pasado.**

Al enviar esta solicitud de prueba de identidad del Estado, doy fe de que:

- Lo intenté y fallado para pruebas de Identidad en la EBA en: <https://ABE.Illinois.gov>.  
 Estoy solicitando que el Estado de Illinois verificación de identificación para los efectos de  lo que me permite el acceso a Administrar mi Caso en el sistema ABE.
- Todo en este formulario es verdad y preciso a mi conocimiento.  
 Estoy adjuntando una copia de la prueba de la identidad de la lista adjunta junto con este  formulario. (Asegúrese de que la copia sea clara y se pueda leer).

\_\_\_\_\_  
 Nombre Impreso del Cliente, Padre, Tutor o Representante Autorizado

\_\_\_\_\_  
 Firma del Cliente, Padre, Tutor o Representante Autorizado

\_\_\_\_\_  
 Fecha

**Por favor, espere 6 a 8 semanas para recibir una respuesta. Una vez que se revisa su información, el Estado le enviará una notificación.**

**Envíe este formulario a:** Illinois Department of Healthcare and Family Services  
 Attention: ID Proofing Unit  
 P.O. Box 19122  
 Springfield, IL 62794-9122

**o devuelva este formulario a su FCRC local.**

Para preguntas, envíe un correo electrónico a [ABE.Questions@Illinois.gov](mailto:ABE.Questions@Illinois.gov)



**Acceptable Identity Proofing Documents**

Para presentar prueba de identidad, por favor envíe una copia de un (1) documento de la columna A, junto con el Formulario de Solicitud de Estado de identidad para pruebas. Si no tiene un documento de la columna A, envíe copias de dos (2) documentos de la columna B junto con el Formulario de solicitud de revisión de identidad. Debe presentar copias de estos documentos, incluso si las presentadas antes como parte de su solicitud de beneficios.

<b>Columna A Enviar uno (1) de estos</b>	<b>Columna B Alternativamente, envíe dos (2) de estos</b>
Licencia de conducir de Illinois	Certificado de nacimiento
Tarjeta de identificación escolar	Tarjeta de seguridad social o documento oficial que contenga su número de seguridad social.
Carta de reclutamiento militar de EE.UU. o registro de reclutamiento	Certificación de matrimonio
Tarjeta de identificación emitida por el gobierno federal, estatal o local.	La orden de divorcio
Pasaporte de los Estados Unidos o tarjeta de pasaporte de los Estados Unidos.	Diploma de secundaria o colegio (Incluyendo diploma de equivalencia de escuela secundaria)
Certificado de naturalización (Formulario N-550 o N-570) o Certificado de ciudadanía estadounidense (Formulario N-560 o N-561)	Título de propiedad
Tarjeta de residencia permanente o tarjeta de recibo de registro de extranjero (formulario I-551)	Tarjeta de identificación del empleador
Documento de Autorización de Empleo que contiene una fotografía (Formulario I-766)	
Tarjeta de identificación del militar dependiente.	
Documento nativo de la tribu americana	
Tarjeta de Marinero Mercante de la Guardia Costera de los Estados Unidos	
Pasaporte extranjero o tarjeta de identificación emitida por una embajada o consulado extranjero que contenga una fotografía	

Renewal Processing as of 1/18/2019	December 2018		Past Three Months Totals	
Renewal Disposition Data (MAGI and non-MAGI)				
	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal
<b>Total Due for Renewal</b>	<b>151871</b>	<b>100%</b>	<b>459457</b>	<b>100%</b>
<i>Among Total Renewals Initiated in Reporting Month:</i>				
<b>Eligibility Renewed through Ex Parte Renewal Process</b>	<b>30510</b>	<b>20%</b>	<b>101156</b>	<b>22%</b>
<b>Sent Prepopulated or Other Renewal Form to Complete and Return</b>	<b>121361</b>	<b>80%</b>	<b>358301</b>	<b>78%</b>
(Not able to be renewed through Ex Parte process)				
<i>Among Those Sent a Prepopulated/Other Renewal Form to Complete and Return</i>				
<b>Eligibility Renewed Based on Form</b>	<b>30502</b>	<b>20%</b>	<b>104223</b>	<b>23%</b>
(Includes transfers to other Medicaid/CHIP groups)				
<b>Medicaid/CHIP Closed at Renewal</b>	<b>59576</b>	<b>39%</b>	<b>167992</b>	<b>37%</b>
Closed after determination of ineligibility for Medicaid/CHIP	1217	1%	5594	1%
Closed due to failure to return form or required documents	58359	38%	162398	35%

## Medical Redetermination Data 03/28/2019

Redetermination Data through 03/20/2019								
Redetermination Due Date	December 2018		January 2019		Feb-18		Past Three Months Totals	
<b>Total Redes Mailed (Cases)</b>	<b>151,871</b>	<b>100%</b>	<b>137,600</b>	<b>100%</b>	<b>130,548</b>	<b>100%</b>	<b>420,019</b>	<b>100%</b>
Form A Mailed	30,510	20%	42,787	31%	40,947	31%	114,244	27%
Form B Mailed	121,361	80%	94,813	69%	89,601	69%	305,775	73%
<b>Changed/Continued</b>	<b>39,110</b>	<b>32%</b>	<b>38,737</b>	<b>41%</b>	<b>33,896</b>	<b>38%</b>	<b>111,743</b>	<b>37%</b>
<b>Cancelled</b>	<b>60,840</b>	<b>50%</b>	<b>39,921</b>	<b>42%</b>	<b>35,595</b>	<b>40%</b>	<b>136,356</b>	<b>45%</b>
Cancelled for Ineligibility	2,481	2%	1,857	2%	1,278	1%	5,616	2%
Auto Cancellation (Non-Return Form B)	58,359	48%	38,064	40%	34,317	38%	130,740	43%

Redetermination Data through 03/28/2019																
Redetermination Due Date	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	Total	
<b>Total Redes Mailed (Cases)</b>	<b>148,414</b>	<b>120,372</b>	<b>152,968</b>	<b>129,508</b>	<b>140,885</b>	<b>129,689</b>	<b>129,793</b>	<b>151,844</b>	<b>178,116</b>	<b>167,572</b>	<b>140,014</b>	<b>151,871</b>	<b>137,600</b>	<b>130,548</b>	<b>2,009,194</b>	
Form A Mailed	34,162	28,099	30,584	29,939	32,832	28,978	29,024	32,845	34,867	37,943	32,703	30,510	42,787	40,947	466,220	
Form B Mailed	114,252	92,273	122,384	99,569	108,053	100,711	100,769	118,999	143,249	129,629	107,311	121,361	94,813	89,601	1,542,974	
<b>Auto-Cancelled for Non-Response</b>	<b>60,514</b>	<b>50,216</b>	<b>59,069</b>	<b>0</b>	<b>43,567</b>	<b>41,389</b>	<b>40,390</b>	<b>45,633</b>	<b>59,594</b>	<b>57,545</b>	<b>46,494</b>	<b>58,359</b>	<b>38,064</b>	<b>34,317</b>	<b>635,151</b>	
Current Medical Coverage	18,986	15,703	19,667	0	9,022	9,236	8,137	6,793	6,702	7,006	5,792	3,587	2,926	1,135	114,692	
<b>Current Medical Coverage %</b>	<b>31.4%</b>	<b>31.3%</b>	<b>33.3%</b>	<b>0.0%</b>	<b>20.7%</b>	<b>22.3%</b>	<b>20.1%</b>	<b>14.9%</b>	<b>11.2%</b>	<b>12.2%</b>	<b>12.5%</b>	<b>6.1%</b>	<b>7.7%</b>	<b>3.3%</b>	<b>18.1%</b>	
Persisting Cancellations	41,528	34,513	39,402	0	34,545	32,153	32,253	38,840	52,892	50,539	40,702	54,772	35,138	33,182	520,459	
<b>Persisting Cancellations %</b>	<b>68.6%</b>	<b>68.7%</b>	<b>66.7%</b>	<b>0.0%</b>	<b>79.3%</b>	<b>77.7%</b>	<b>79.9%</b>	<b>85.1%</b>	<b>88.8%</b>	<b>87.8%</b>	<b>87.5%</b>	<b>93.9%</b>	<b>92.3%</b>	<b>96.7%</b>	<b>81.9%</b>	

Total Potential Reinstatement Tasks Received		
Since IES Phase 2 Inception		
Status	Count	Percentage
<b>COMPLETE</b>	127,629	87.9%
<b>DUPLICATE</b>	112	0.1%
<b>IN PROGRESS</b>	1,153	0.8%
<b>NEW</b>	16,330	11.2%
<b>Grand Total</b>	145,224	100.0%

Medical Redetermination Data 03/28/2019

<b>All Redeterminations Mailed IES Phase 2</b>	
<b>LANGUAGE</b>	<b>Percentage</b>
English	91.25%
Spanish	7.32%
Other	0.80%
Chinese - Mandarin	0.26%
Polish	0.22%
Arabic	0.16%
<b>Total</b>	<b>100.00%</b>

<b>Total Auto-Cancellation Language Preference</b>	
<b>Language</b>	<b>Percentage</b>
English	89.89%
Spanish	9.11%
Other	0.57%
Polish	0.16%
Arabic	0.14%
Chinese - Mandarin	0.14%
<b>Total</b>	<b>100.00%</b>

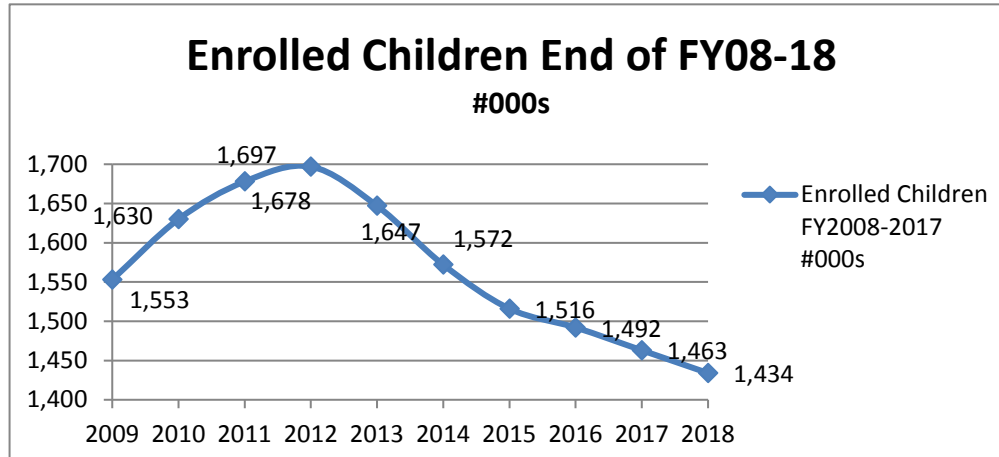


## Children's Enrollment

### Enrolled Children FY2008-2017 #000s

**End of FY**

2009	1,553
2010	1,630
2011	1,678
2012	1,697
2013	1,647
2014	1,572
2015	1,516
2016	1,492
2017	1,463
2018	1,434



End of Month 2015	Enrolled Children #000s	End of Month 2016	Enrolled Children #000s	End of Month 2017	Enrolled Children #000s	End of Month 2018	Enrolled Children #000s
Jan	1,540	Jan	1,505	Jan	1,476	Jan	1,467
Feb	1,540	Feb	1,502	Feb	1,472	Feb	1,443
Mar	1,532	Mar	1,501	Mar	1,472	Mar	1,433
Apr	1,527	Apr	1,497	Apr	1,467	Apr	1,424
May	1,522	May	1,495	May	1,464	May	1,436
June	1,516	June	1,492	June	1,463	June	1,434
July	1,515	July	1,491	July	1,463	July	1,433
Aug	1,514	Aug	1,492	Aug	1,458	Aug	1,431
Sept	1,513	Sept	1,488	Sept	1,452	Sept	1,423
Oct	1,510	Oct	1,482	Oct	1,446	Oct	1,415
Nov	1,508	Nov	1,481	Nov	1,448	Nov	1,400
Dec	1,503	Dec	1,477	Dec	1,457	Dec	

