

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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

Special Public Education Subcommittee Meeting Minutes

Resuming Medical Redeterminations

Date | Time: Wednesday, January 25, 2023, | 10:00 a.m. to 11:30 a.m.

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
Chantel Bowen, SIU School of Medicine
Connie Schiele, HSTP
Edith Avila Olea, ICIRR (Designee Ana Perez)
* Kathy Chan, Cook County Health
Nancy Aguirre, Community and Residential Services Authority
Sue Vega, Alivio Medical Center

Pub Ed Members Absent:

Sherie Arriazola Martinez,
Nadeen Israel, AIDS Foundation of Chicago
Erin Weir Lakhmani, Mathematica Policy Research

State Staff Members Present:

Arvind Goyal
Avery Dale
Danni Mendez
George Jacaway
Jesse Lava
Jacqueline Meyers
John Hoffman
Kristin Hartsaw
Laura Phelan
Lauren Polite
Leesa Fletcher
Margaret Dunne
Melishia Bansa
Sam Trigillo
Sergio Obregon
Susana Marchan-Ochoa
Tracy Keen
Tracy Withrow
Veronica Archundia

Public Education Subcommittee Meeting Minutes: January 25, 2023

- I. **Call to Order:** The meeting was called to the order by Kathy Chan, Madam Chair on Wednesday, January 25, 2023, at 10:00 a.m. on the WebEx Platform.
- II. **Roll Call of Committee Members:** Kathy Chan, Madam Chair, facilitated Roll Call of Committee members.
- III. **Introduction of HFS Staff:** Melishia Bansa, Special Assistant to the Director of HFS, introduced presenters from the HFS executive team as well as other HFS staff members.
- IV. **Purpose of Special Meeting:** Kathy Chan indicated that the purpose of this special meeting is to help inform the subcommittee and its members regarding the recent announcement made by the US congress, concerning ending the Medicaid continuous eligibility provision that was tied to the end of the COVID-19 PHE within the FY23 Budget Omnibus.

Sergio Obregón, Special Assistant to the Director, provided an overview of the operational plans that HFS is developing in partnership with DHS for the end of continuous coverage, which includes the following goals:

1. Minimize the number of eligible customers who lose coverage.
2. Provide all customers with access to multiple customer -center redetermination completion and submission opportunities.
3. Ensure all Medicaid eligible customers continue to connect with their healthcare providers.

V. **Medical Eligibility:**

A. End of Continuous Coverage. Continuous enrollment is no longer tied to the PHE end date. The Medicaid continuous enrollment condition will end March 31, 2023.

- a. Redeterminations will begin for Illinois medical customers on 04/01/2023.
- b. First group of redetermination letters will be mailed by 05/01/2023.
- c. First date Medicaid customers could lose coverage is 07/01/2023.

B. Operations and Resuming Medical Redeterminations. In Illinois there are two types of redeterminations:

Form A: IES currently renews 30 -40 % of medical customers each month.

- i. This is done through electronic verification of income and other factors.
- ii. This process does not require customer action.
- iii. Process is known as Ex Parte or Form A process.
SNAP benefits receiving medical benefits are also renewed when they go through the SNAP redetermination process.

Form B: All Medical customers whose eligibility information cannot be electronically verified.
(Customer who cannot be redetermined though the receipt of another program such as SNAP, enter the form B process)

- VI. **Partner Agency Outreach Efforts:** Evan Fazio, Communications Director, in collaboration with Sergio Obregón, Special Assistant to the Director, provided extensive details about the collective effort among state, partner agencies, medical providers and customers so that recipients can retain their benefits. Please follow this link for details: [Presentation Decks | HFS \(illinois.gov\)](#)

Q: Is there a specific reason why the notices call for a 14 day turn around?

A: The customer turnaround time is 30 days, not 14 days. For example, the first month of notices should begin arriving for customers on May 1st. The notice has a due date of June 1st. The "14 days is between the due date on the notice of June 1st and the date that the cancellation will actually trigger in the system on June 15th if nothing is returned. (Please see slide 17 of the [Presentation Decks | HFS \(illinois.gov\)](#))

Q: Is there flexibility to expanding evening & weekend hours in order to offer flexibility for working families?

A: HFS will take this into consideration. HFS and DHS will be discussing this request.

Q: Is it possible to find the redetermination date in MMC?

A: Yes.

Q: Provide the reference about reasonable compatibility?

A: Please follow this link for full explanation: [IDHS: PM 02-07-05 Reasonable Compatibility for Medical Verification \(state.il.us\)](#)

Q: Will the toolkit be available in other languages? Or is there an editable version of the toolkits so that it can be adjusted to our language needs

A: Yes. It would be available in 15 languages. Planned languages: Arabic, Burmese, Chinese, English, French, German, Greek, Gujarati, Hindi, Korean, Polish, Russian, Spanish, Tagalog, and Urdu.

Q: Identity Proofing updates for the group at the next session.

A: HFS will provide an update about Identity Proofing during the next session. It's an important part of MMC that HFS has been working on improving.

Q: What is the optimal way for providers to determine patients' Rede dates?"

A: Providers can visit MEDI in order to find a client's redetermination date.

Q: "I'd like to suggest a 'message' for inclusion in the public campaign. Since the turnaround is so quick, perhaps something like: Planning a trip? We can help you make sure your healthcare coverage is current'. Or something like that."

A: HFS is taking this suggestion under advisement.

Q: What will happen to cases where the individual has turned 19 during the pandemic? Many of them are still on All Kids Assist and should be considered for an adult program. I know IES is supposed to auto-determine them and put them in the eligibility category that is appropriate but what happens is that they get terminated as "needs to make application as own Head of Household." Is there a way to avoid this and have those cases transitioned correctly?

A: HFS is working to automatically transition as many individuals who turned 19 during the pandemic as possible. Many cannot be automatically transitioned because, as you note, they need to be considered for the adult program if they are not claimed as a dependent. Those turning 19 will receive their 643A new application form before or during the month that their family's case is up for its redetermination. If the parents are no longer claiming the 19-year-old on their taxes, the 19-year-old must submit the 643A to setup their own case. HFS is still finalizing the best cadence for the system to support our customers in those transitions.

VII. Public Comments:

Robin Lavender from the DuPage County Health Department submitted two questions on 01/20/23:

First question:

What will happen to clients that have a rede after the PHE unwinds, and they are assessed to have a spenddown? How will they meet a spenddown-- since they have not had to pay for medical expenses for a couple years"?

HFS: customers who have a spenddown after their redetermination is completed will need to meet their spenddown. If they do not have any bills to meet it from prior months because they were covered, they may either provide expenses once they incur them in order to meet the spenddown or may choose to participate

in the Pay-In Spenddown program. Customers whose spenddown status is currently met will not change until a redetermination is completed.

Second question:

When clients are denied Medicaid for being over income, will they be given info/referrals to agencies that can help the client investigate Marketplace enrollment or job-based insurance?

HFS will refer clients to the Marketplace and to a local community assister.

VIII. Additional Business: Old and New

IX. Announcements:

A) Melishia Bansa announced the new process concerning the HFS Speaker's Bureau, through which community partners can submit a request for HFS participation during an upcoming event and/or requests for training. Anyone interested, please complete:

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

Important note for all entries:

- This form is for internal and external utilization.
- Please submit all requests 12- 14 business days prior to the date of the event or training.
- All submissions will be review by the HFS outreach team.
- Note: HFS's confirmation of participation is based on capacity and available resources.

B) To Receive MAC: Public Education Subcommittee Email Notifications Regarding Public Meeting Notices, sign up for our MAC and Subcommittee Listserv at the following links:

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

Please follow us on social media:

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

C) Kathy Chan announced that this is the last meeting that she serves a chairperson for the Public Education Subcommittee. She said, "I am honored, and it has been a pleasure to serve this committee for so many years. I plan to continue collaborating and contributing with the Pub Ed subcommittee" She thanked fellow committee members for their contributions and partnership.

X. Adjournment: Meeting was adjourned at 11:34 a.m.

A) Motion: Connie Schiele moved a motion to adjourn the meeting.
Sue Vega, Public Education Subcommittee member, seconded. No opposition.
No abstentions. **Motion Carried.**

B. The next meeting is scheduled for March 1st, 2023.