

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
December 1<sup>st</sup>, 2016**

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

**Committee Members Present**

Kathy Chan, Cook County Health & Hospitals System  
Margaret Stapleton, Shriver Center  
Sue Vega, Alivio Medical Center (by phone)  
Sherie Arriazola, TASC  
Erin Weir, Molina Healthcare  
Nadeen Israel, EverThrive Illinois  
Connie Schiele, HSTP (by phone)  
Sergio Obregon, CPS

**Committee Members Absent**

John Jansa, WKG Advisory  
Brittany Ward, Primo Center for WC  
Ramon Gardenhire, AFC  
Hardy Ware, East Side Health District

**Interested Parties**

Alap Shah, IAFF  
Heather Scalia, Humana  
Lynn Seermon, Kaizen Health  
Alicia Donegan, Age Option  
Olga Marroquin, CPS  
Wesley Epplin, HMPRG  
Carrie Chapman, Legal Council  
Felicia Spivack, Meridian  
Patrick Maguire, Medical Home Network  
Enrique Salgado Jr., WellCare Health Plans  
LeAndra Padgett, CPS  
Heather Scalia, Humana  
Cristina Turino, CPS  
Sandy DeLeon, Ounce of Prevention  
Alison Stevens, IHC  
Susan Melczer, Illinois Health and Hospital Association  
Ken Fox, CPS  
Cyrus Winnett, IAMHP  
Paula Campbell, IPHCA  
Judy Bowlby, Liberty Dental Plan

**Interested Parties (by phone)**

Andrew M. Weaver, Land of Lincoln Legal Assistance Foundation  
Kelly Carter, IPHCA  
Lynne Warszalek, Stickney Health Department  
Kristin Hartsaw, DuPage Federation on Humans Services Reform

**HFS Staff**

Jacqui Ellinger  
Lauren Polite  
John Spears  
Amy Harris-Roberts  
Arvind Goyal  
Elizabeth Lithila  
Margaret Dunne  
Shannon Stokes  
Margaret Dunne  
Veronica Archundia

**DHS**

Patricia Reedy  
Danielle Jacobson  
Danny Silbert

**Illinois Department of Healthcare and Family Services**  
**Public Education Subcommittee Meeting**  
**December 1<sup>st</sup>, 2016**

**1. Introductions**

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

**2. Review of Minutes**

Nadeen Israel made a motion to approve the minutes from the October 13<sup>th</sup> meetings, and it was seconded by Erin Weir. The minutes were approved by a vote eight members in favor and zero opposed.

**3. Ethics Training**

Shannon Stokes, Ethics Officer from Department of Healthcare and Family Services, stated that all committee members must complete the mandatory Ethics Training by December 19<sup>th</sup>. Ms Stokes asserted that failure to comply could result in the recall of an individual's position on the committee. Ms. Stokes responded to the committee members inquires and asked that all "Acknowledgement or Participation," should be sent to John Cernich. For any additional questions or concerns, committee members were told to contact Shannon Stokes, at 312-793-4805, or by e-mail:

[Shannon.stokes@illinois.gov](mailto:Shannon.stokes@illinois.gov)

**4. Proposed Meeting Schedule 2017**

Kathy Chan shared the proposed meeting schedule for 2017 with the committee. The meetings will be held in the two HFS offices, indicated in the attached schedule. Sherie Arriazola made a motion to adopt the proposed meeting schedule, which was seconded by Sergio Obregon, and a vote was taken with eight being in favor of the motion and none opposed.

**5. Care Coordination Update**

Amy Harris-Roberts provided the care coordination report. She indicated that the Managed Care Provider Complaint Portal will be up and running on the HFS web site by January 1<sup>st</sup>, 2017. Members of the committee asked if the Department would be sharing information from this complaint portal with the community. Specifically, they asked if the Department will report on the information submitted via the provider complaint portal on a periodic basis. Ms. Harris-Roberts indicated that she would ask for clarification and provide a response.

Amy also provided her contact information in order to address any additional concerns:

[Amy.Harris-Roberts@Illinois.gov](mailto:Amy.Harris-Roberts@Illinois.gov)

**6. Medicaid Redetermination Data in HB2731- Update**

John Spears reported that the statistics regarding the redetermination process continue to be consistent with previous months. The committee asked about the role of Maximus, the vendor assisting the state with the redetermination process. John Spears answered all the committee members' questions and concerns, and indicated that Maximus has received an extension of its contract until June of 2017.

Nadeen Israel asked specifically about the trend with respect to cancelations among Spanish speaking clients. Mr. Spears reported that statistics show that Spanish speaking families have a higher rate of continuity upon completion of their redeterminations. Mr. Spears noted that the IMRP reports continue to be published on the HFS web site:

<https://www.illinois.gov/hfs/MedicalClients/medrede/Pages/default.aspx>

Mr. Spears provided a brief overview of HB2731, the main focus of which is to strengthen transparency within the Medicaid Managed Care System. Members of the committee engaged in robust discussion about the various reports that HFS is required to publish on its website. Mr. Spears stated that those reports primarily concern monthly enrollments comprised of children, pregnant women,

**Illinois Department of Healthcare and Family Services**  
**Public Education Subcommittee Meeting**  
**December 1<sup>st</sup>, 2016**

FamilyCare, ACA Adult group, disabled individuals, foster care children, and AABD. This is in addition to a more detailed monthly report regarding redeterminations. John Spears noted that the legacy system does not have the capability to provide this information. Therefore, these reports will be made available upon the launch of IES Phase Two. He noted that the Department continues to evaluate many factors in order to establish a new implementation date. Consequently, the redetermination process will remain the same for the immediate future.

**7. ABE/IES Update**

**Integrated Eligibility System (IES) Phase Two**

Jacqui Ellinger indicated that DHS and HFS continue making progress regarding the necessary steps for the deployment of IES Phase Two. She said that, although at this time, the Department has not determined a new IES Phase Two Go-Live Date. It will not go live during January of 2017.

Ms. Ellinger stated that the implementation team has done a remarkable job in terms of developing the training materials which will be shared with the committee in order to obtain their input.

**7. Open Discussion and Announcements**

John Spears provided some background information about the Department of Corrections (COD) pilot project. He said that in an effort to connect inmates being released from the Department of Corrections to medical and behavioral health care, HFS and DHS are working with the Department of Corrections on a project to allow inmates near release to apply for medical coverage. The intent is for inmates to apply through the ABE website using their prison addresses so that mail (specifically, the medical card and approval notice) can be received by them prior to their discharge. The prison will hold the medical card as a part of their release packets and issue it to them along with other documents at the time when they are being processed out of custody. Jacqui indicated that HFS is in the process of refining the policy and procedure in order to better serve clients and to avoid a gap in coverage, so they can receive the services that they need upon their discharge. Sherie Arriazola, along with several members of the committee, recommended keeping the Criminal Justice Update as a standard agenda item.

Sergio Obregon reported that Chicago Public Schools will resume providing assistance to connect families interested in applying for medical coverage and food stamps benefits. Committee members praised the work that the Children and Family Benefit Unit (CFBC) had provided before it was dissolved in 2014. Mr. Obregon indicated that the recent addition of three staff members was accomplished, so that children in the Chicago Public Schools system can continue receiving assistance to access and maintaining the benefits that they need, so they can achieve success in the classroom and attain their educational goals.

Finally, Chairperson Kathy Chan asked members of the committee to send their agenda topic recommendations to [veronica.archundia@illinois.gov](mailto:veronica.archundia@illinois.gov)

**8. Adjournment**

The meeting was adjourned at 11:55 a.m. The next meeting is scheduled for February 9<sup>th</sup>, 2017, between 10:00 a.m. and 12:00 p.m.