

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
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Public Education Subcommittee Meeting

Thursday, December 6th, 2018

10:00 a.m. to 12:00 p.m.

1. Introduction
2. Review and Approval of the Meeting Minutes from October 4th, 2018
3. Proposed Meeting Schedule for 2019
4. Ethics Training
5. Integrated Health Homes
6. Care Coordination Update
7. DHS Update
8. ABE & IES Update
9. Medicaid Redetermination Update
10. Medicaid Enrollment, Redes, Managed Care & MMC Data
11. Criminal Justice Update
12. Open Discussion and Announcements
13. 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
October 4th, 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, Shriver Center
 Sue Vega, Alivio Medical Center
 Sherie Arriazola, The Safer Foundation
 Nadeen Israel, EverThrive Illinois
 Connie Schiele, HSTP (by phone)
 Brittany Ward, CPS
 Ramon Gardenhire, AFC
 Erin Weir Lakhmani, Mathematica Policy Research (by phone)
 Sergio Obregon, CPS
 Natalie Lawson for John Jansa, Smart Policy

HFS Staff

Lynne Thomas
 Lauren Polite
 Elizabeth Lithila
 Arvind Goyal
 Christina McCutchan (by phone)
 Laura Phelan
 Veronica Archundia

Committee Members Absent**Interested Parties**

Sandy De Leon, The Ounce
 Anna Carvalho, Choices
 Marina Kurakin, Legal Council for Health Justice
 Emily Chitlajallah, LaRabida
 Patrick Maguire, Medical Home Network
 Jessica Pickens, Next Level Health
 Karina Gonzalez, Molina Healthcare
 Enrique Salgado Jr., WellCare Harmony
 Bailey Huffman, Age Options
 Kristen Feld, Clearbrook
 Alicia Donegan, Age Options
 Helena Lefrow, IHA
 Lisa Pimentel, ICIRR
 Carrie Chapman, LCHJ
 Lynn Seermon, Kaizen Health
 Claudia Rodriguez, Greater Chicago Food Depository
 Clarissa Shea, HomeCare Ombudsman
 Susan Gaines, IPHCA
 Paula Campbell, IPHCA
 Cyrus Winnett, IARF
 Kristin Hartsaw, DuPage Federation on Humans Services Reform
 Dan Rabbitt, Heartland Alliance

Interested Parties (by phone)

Judy Bowlby, Liberty Dental Plan
 Andrea Davenport, Meridian
 Dave Hunter, Presence Health Partners
 Jill Hayden, Meridian
 Margo Holden, BCBS IL
 Alicia Huguelet, GCFD
 Kristin Hartsaw, DuPage Federation on Humans Services Reform
 Dianne Haney, Illinois State Medical Society

DHS Staff

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1. Introductions:

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

2. Report of Final Meeting Minutes from April 12th, 2018:

Kathy Chan opened the discussion of the meeting minutes. Sergio Obregon asked to correct typos on pages 2, 3, 4, and 5. Sherrie Arriazola asked to revise the first paragraph of the Criminal Justice Update; with these changes Margaret Stapleton made a motion to approve the minutes from August 2nd, 2018, which was seconded by Brittany Ward.

3. Care Coordination Update:

Laura Phelan provided the update. She indicated that with the implementation of Health Choice Illinois on January 1st, 2018, many health plan members have an open enrollment period coming up (1/1/19 effective date). The Client Enrollment Broker (CEB) will begin mailing open enrollment letters in mid-October. Open enrollment letters sent to clients who are in Tiers A, B or C, will contain language announcing Integrated Health Homes (IHH) in order to alert clients that their health plans will be reaching out to assist them with selection of a "health home." Health plan members will have the opportunity to select an IHH in their health plan's network. Individuals who have not selected an Integrated Health Homes (IHH) by mid-December of 2018 will be auto-assigned an IHH. However, they may change their IHH at any time.

Ms. Phelan indicated that, in regard to MMAI members, HFS has accepted a waiver from the federal CMS that will allow MMAI enrollees to have a continuous Special Election Period during 2019. This means that demonstration for the SEP enrollment policy will remain the way it is today. However, the new SEP rules, which will apply to dual eligible individuals in Medicare Advantage plans, will not apply in the demonstration. She added that, the SEP waiver from CMS does not extend to the Comprehensive Addiction and Recovery Act (CARA) policies in the federal CMS Final Rule. As a result, MMAI members who have been identified under CARA as being "potentially at-risk/at risk" for prescription drug addiction will not have a continuous SEP. However, they will be allowed to voluntarily enroll under certain circumstances; specific details on these circumstances will be provided in future CMS guidance statements.

Because many of the terms involving the IHH initiative are new and difficult to grasp, the committee wants to review and provide comments on the notices that will be sent to the clients, this is with respect to the notices for the tier A, B, and C, before they are finalized. The committee also asked, when possible, that the finalized letters are posted on the HFS and Client Enrollment Broker websites, before the letters are mailed so that people assisting clients can see the letter before they are received by clients.

<https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/SampleHealthChoiceIllinoisEnrollmentPacketMaterials.aspx>

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The committee members also asked that the mailing schedule be posted on the HFS website.
<https://www.illinois.gov/hfs/SiteCollectionDocuments/HCIOpenEnrollmentMailScheduleFinal083118.pdf>.

Laura Phelan advised that for anyone interested in learning more about the IHH, there is a link on the HFS website that provides extensive list of topics related to the Integrated Health Homes, which includes IHH webinars as well as town hall recorded presentations. She highly recommended reviewing the FAQ document located towards the bottom of the list, which is regularly being updated as more inquiries are being received from interested parties:
<https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/IntegratedHealthHomes.aspx>

4. Chicago Public Schools Presentation about MMC

Sergio Obregon provided a high-level overview of the primary responsibilities of the Children and Benefits Management Unit (CFBU) at the Chicago Public Schools. He discussed a PowerPoint presentation, which is attached and includes details about the efforts that involve conducting workshops through 21 sites, during which staff members of the CFBU distribute marketing information and communicate with potential eligible families to apply for SNAP and medical benefits.

Mr. Obregon indicated that the CFBU unit provides application assistance and case management among other services. The CFBU also provides workshops to families so the parents can become familiar with Manage My Case (MMC). They teach clients how to check their benefits status, update their household information, and view notices. They also assist families to stay connected to health insurance and maintain their SNAP benefits. The CFBU also provides assistance to families in Spanish. Mr. Obregon and Brittany Ward stated that they are looking forward to establishing partnerships with community organizations serving children enrolled within the Chicago Public School district, so parents become better acquainted using Manage My Case.

5. Medicaid Timeline Discussion

Kathy Chan acknowledged Sherie Arriazola for spearheading the development of a Medicaid timeline flow chart; which was undertaken in collaboration with Sergio Obregon, Luvia Quiñones, and Erin Weir Lakhmani. Members of the committee indicated that the timeline flow chart is a very useful resource with respect to depicting the progression from the time when an individual applies for medical benefits, through the process of approval, as well as the annual redetermination date (in addition, to the PCP enrollment time-lines.)

Ms. Arriazola noted that, although this tool is not intended for clients, it can be a helpful source for providers, community organizations, and advocates assisting clients to apply for medical benefits in order to better help them comply with the program requirements and datelines, as well as to maintain and renew their benefits. Sherie Arriazola asked if there is a place on the HFS website where this and other documents created by the committee members can be posted. Lynne Thomas said that she would get back to the committee regarding this request. The time-line flow chart is attached.

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Sergio Obregon indicated that this document is relevant only if it mirrors the actual time flow for applying, processing, eligibility determination, and redetermination process. Sue Vega asked, what is the application backlog? Lynne Thomas said that, currently, the backlog is 100,000 applications. She added that HFS and DHS have been sending the “Cohen Notice” to individuals who have been waiting more than 45 days to receive a decision related to their medical benefits. This notice explains how to obtain a temporary medical card, through the following means:

- If the person has an ABE account, it can be requested electronically through MMC.
- Returning the form to the FCRC that issued the “Notice of Possible Entitlement to Temporary Medical Assistance.”
- Mailing the form to P.O. BOX 19138, Springfield, IL 63784,
- Phone or in person at the office where the person applied.
- Clients can also call the ABE Customer Call Center (800) 843-6154 and the Call Center workers will request that the Local Office send a temporary card.

The temporary medical coverage will end when the Department either approves or denies the application. The coverage does not include Long Term Care Services and Support (LTSS).

6. DHS Update:

Although a DHS representative was not available to attend today’s meeting, due to a prior commitment, Lynne Thomas responded to some questions expressed by committee members. She said that, currently HFS and DHS are in the final stages in the review of the “Fact Sheet on Medicaid Eligibility, Disability, and Employment”. Ms. Thomas said that according to Gabriela Moroney, the approved version of the “Application for Fee Waiver Form” is still in the development process. However it is highly possible that the final version will be approved soon and then subsequently published.

Lynne Thomas indicated that HFS and DHS continue their combined efforts to ensure that individuals, who have received the Cohen Notice and contact the FCRC, are able to receive the temporary medical card. She added that, in order to facilitate the process, individuals who have access to Mange My Case can request a temporary medical card electronically. She indicated that making sure that this process works well has been priority, as the state wants to prepare for the soon approaching open enrollment period.

Lynne Thomas indicated that in relation to the Call Center Report on phone calls, this issue was discussed during the last SSAC Local Office meeting; however she did not have any specific information to share. Nadeen Israel asked if the HFS is planning to make an announcement on the HFS website regarding the “T Card”. Kathy Chan asked if there will be a provider notice about the “T Card”. Lauren said the notice lists the different options for how to get a “T Card”.

7. Criminal Justice Update:

Sherie Arriazola observed that in a recent meeting with Lynne Thomas, she received information regarding services provided to clients residing in work-release centers or halfway

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houses, also known as Adult Transitional Center (ATC). Although, Ms. Arriazola said that, after the meeting she received some information related to the ATCs that required further clarification. Ms. Thomas said that, currently some additional details will be soon finalized, at which times she will schedule a meeting with Ms. Arriazola. Sherrie asked for a written memorandum with respect ATCs. Kathy Chan asked for an update during the December 6th meeting.

8. Medicaid Redetermination Update:

Elizabeth Lithila presented the following redetermination data July 2018.

Renewal Processing as of 9/5/2018	July 2018	
Renewal Disposition Data (MAGI and non-MAGI)		
	Total Number of Households (Cases)	Share of Total Households (Cases) Due for Renewal
Total Due for Renewal	129,793	100%
<i>Among CoHort Due for Renewal:</i>		
Renewal Not Initiated		
Renewal Initiated	129,793	100%
<i>Among Total Renewals Initiated in Reporting Month:</i>		
Eligibility Renewed through Ex Parte Renewal Process	29,024	22%
Sent Prepopulated or Other Renewal Form to Complete and Return (Not able to be renewed through Ex Parte process)	100,769	77%
<i>Among Those Sent a Prepopulated/Other Renewal Form to Complete and Return</i>		
Eligibility Renewed Based on Form (Includes transfers to other Medicaid/CHIP groups)	26,289	20%
Medicaid/CHIP Closed at Renewal	41,706	32%
Closed after determination of ineligibility for Medicaid/CHIP	1,446	1%
Closed due to failure to return form or required documents	40,260	31%

Elizabeth responded to the committee members' questions and concerns. Nadeen Israel noted that members of the committee have developed a spreadsheet containing Medicaid related data points. She said that special interest is focused on the first four tabs in the spreadsheet,

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which refers to the Medicaid Redetermination Process. The discussion of this document will be scheduled for the December 6th meeting.

Ms. Thomas indicated that for medical only cases, clients can submit their paperwork in a timely manner to avoid a cancelation through the following avenues:

- If the person has ABE Manage My Case, and answer the questions. Then using a scanner, go to abe.illinois.gov, log on to the person's ABE Manage My Case and follow the instructions to upload requested verification documents. Or
- The individual can fax the documents along with the coversheet to Data Preparation/IES Central Scanning at FAX number 1-844-736-3563. Or
- Mail all requested documents including the coversheet to: Data Preparation/IES Central Scanning P.O. Box 19138 201 S. Grand Avenue East, 2nd Floor Springfield, IL 62763.

9. ABE/IES Update and Feedback

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

	10/3/2018	7/31/2018	4/10/2018	1/29/2018
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>

Lauren Polite indicated that HFS continues its efforts in developing an alternative solution for individuals who lack a credit history and who are not able to set-up Manage My Case. Lauren indicated that, Deloitte Consulting is working on a manual alternative solution that will be done through the FCRC, which is expected to have it complete sometime by the end of the year. She said this is a high priority for the Department, meanwhile HFS staff continue operational meetings discussing security issues, as well as programming issues related to IES.

It was raised the issue of "users being locked out" when using Mange My Case. Lauren indicated that in order to recover a password, someone needs their User Name and Password.

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The individual will have an opportunity to make three attempts, before they are locked out. The lock out will last for one hour.

10. Open Discussion and Announcements:

Kathy Chan indicated that a new unofficial proposed rule regarding Public Charge Policy affecting immigrant community was published on the Department of Homeland Security website on September 22, 2018:

<https://www.dhs.gov/publication/proposed-rule-inadmissibility-public-charge-grounds>

She said that this proposed unofficial document may pertain to individuals who are seeking entry in the United States. Ms. Chan indicated that, although this is not yet an official rule, anyone interested in learning more should contact the Shriver Center on Poverty Law. A representative from the ICIRR announced that this organization is preparing informational workshops for the community and invited anyone interested in learning more about the latest developments of the proposed rule to visit the website <https://www.icirr.org/publiccharge>

Kathy Chan advised that Margaret Stapleton, a long-time member will be retiring by the end of October. Ms. Chan acknowledged Margie's tireless efforts and expertise in Medicaid related issues, which have a deep and profound influence in terms of helping families in Illinois. Margie has been working for the Shriver Center on Poverty Law and collaborated with many community organizations throughout her fruitful career. Members of the committee gave thanks to Margie for her hard work and insightful participation in this committee.

10. Adjournment:

The meeting was adjourned at 12:10 p.m. The next meeting is scheduled for December 6th, 2018, between 10:00 a.m. and 12:00 p.m.

Illinois Department of Healthcare and Family Services

MAC/Public Education Subcommittee

The Public Education Subcommittee meetings are open to the public. All meetings take place in the Illinois Department of Healthcare and Family Services' videoconference rooms. Participants attend the meetings at either the Chicago or Springfield location, or by teleconference.

2019 Meeting Dates (Subject to Change)	Time	Location
February 7 th , 2019 April 4 th , 2019 June 6 th , 2019 August 8 th , 2019 October 3 rd , 2019 December 5 th , 2019	10:00 a.m. – Noon	Chicago: 401 South Clinton, 1 st Floor Videoconference Room Chicago, Illinois 60607 Springfield: 201 South Grand Avenue, East Bloom Building, 1 st Floor Videoconference Room Springfield, Illinois 62763

**Medicaid Cases (Medicaid Only & Medicaid + Other Benefits) -
Redetermination Reason for Cancellation for Those Who Return
Necessary Paperwork Sec. 11-5.1(d)(5)**

Individual Level Cancellation Data				
	January	February	March	FY18 Total
Total Initial Cancellations				
Return from Cancellation				
Net Cancellations				
% persistent after 1 month				
% persistent after 2 months				
% persistent after 3 months				
Reason for Initial cancellation for those who returned				
% Lack of response				
% Other				
% Over income				
% Out of state				
% Deceased				
% Beneficiary request				
% Mail undeliverable				

Medicaid Cases (Medicaid Only & Medicaid + Other Benefits) - Language Preference for Those Who are Redetermined Sec. 11-5.1(d)(2)

Month	Total	English	Spanish	3 rd Most Common Language in IL	4 th Most Common Language in IL	5 th Most Common Language in IL	6 th Most Common Language in IL
January - Continue							
January - Change							
January - Cancel							
February - Continue							
February - Change							
February - Cancel							
March - Continue							
March - Change							
March - Cancel							
FY18 Total - Continue							
FY18 Total - Change							
FY18 Total - Cancel							

Medicaid Cases (Medicaid Only & Medicaid + Other Benefits) - Redetermination Data Based on Contractor/Vendor vs. State Worker Determinations Sec. 11-5.1(d)(4)

Summary Case Level Activity for all Redeterminations

	January	February	March	Quarterly Total	FY18 Total	FY18 Percent
Total w/ Maximus Involvement						
Continuation/Change						
Initial Cancellations						
Total w/o Maximus Involvement						
Continuation/Change						
Initial Cancellations						

Total Medicaid Enrollment and by Subpopulation Sec. 5-30.2(b)

Comprehensive Medicaid Benefits	Oct-18	Sep-18	Oct-17
Total Comprehensive			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Total Medicaid Managed Care Enrollment and by Subpopulation Sec. 5-30.2(b)

Total Managed Care Enrollment by Subpopulation	Oct-18	Sep-18	Oct-17
Medicaid Managed Care Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Total Medicaid Managed Care Enrollment by MCO and Subpopulation Sec. 5-30.2(b)

Blue Cross Community Health Plans	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Harmony Health Plan	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Meridian Health Plan	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

IlliniCare Health	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Total Medicaid Managed Care Enrollment by MCO and Subpopulation Sec. 5-30.2(b)

CountyCare Health Plan	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Molina Healthcare	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

NextLevel Health Partners	Oct-18	Sep-18	Oct-17
Total			
Children			
Former Foster Youth Under 26			
Parents/Caretakers of Minors			
Pregnant Women			
ACA Newly Eligible Adults			
Seniors			
Adults with Disabilities			

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation – Active VS Passive Selection Sec. 5-30.2(c)

Total Medicaid Managed Care Enrollment by Subpopulation	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation – Active VS Passive Selection Sec. 5-30.2(c)

Blue Cross Community Health Plans	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Meridian Health Plan	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation – Active VS Passive Selection Sec. 5-30.2(c)

CountyCare Health Plan	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

NextLevel Health Partners	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation – Active VS Passive Selection Sec. 5-30.2(c)

Harmony Health Plan	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

IlliniCare Health	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation – Active VS Passive Selection Sec. 5-30.2(c)

Molina Healthcare	Passive Selection (Percent Auto-Assigned)	Active Selection (Percent Actively Choosing)
Total		
Children		
Former Foster Youth Under 26		
Parents/Caretakers of Minors		
Pregnant Women		
ACA Newly Eligible Adults		
Seniors		
Adults with Disabilities		

Total Medicaid Managed Care Enrollment by Subpopulation - Preferred Language Sec. 5-30.2(e)

Total Medicaid Managed Care Enrollment, by MCO, and by Subpopulation	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

**Total Medicaid Managed Care Enrollment by MCO and Subpopulation - Preferred Language
Sec. 5-30.2(e)**

Blue Cross Community Health Plans	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

Meridian Health Plan	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

**Total Medicaid Managed Care Enrollment by MCO and Subpopulation - Preferred Language
Sec. 5-30.2(e)**

CountyCare Health Plan	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

NextLevel Health Partners	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

**Total Medicaid Managed Care Enrollment by MCO and Subpopulation - Preferred Language
Sec. 5-30.2(e)**

Harmony Health Plan	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

IlliniCare Health	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

**Total Medicaid Managed Care Enrollment by MCO and Subpopulation - Preferred Language
Sec. 5-30.2(e)**

Molina Healthcare	English	Spanish	3rd Most Common Language in IL	4th Most Common Language in IL	5th Most Common Language in IL	6th Most Common Language in IL
Total						
Children						
Former Foster Youth Under 26						
Parents/Caretakers of Minors						
Pregnant Women						
ACA Newly Eligible Adults						
Seniors						
Adults with Disabilities						

Manage My Case (MMC) Data

	Total as of XXX Date	October	September	August	Total for last 12 months
# Of People Who Have an ABE Account					
# Of People Who Couldn't Successfully Set-Up an ABE Account					
Top 3 Reasons Why People Were Unsuccessful in Setting Up an ABE Account					
# of People Who Have a Manage My Case Account					
# Of People Who Couldn't Successfully Set-Up a Manage My Case Account					
Top 3 Reasons Why People Were Unsuccessful in Setting Up a Manage My Case Account					
# of People Who Have Linked Their ABE and MMC accounts					
# of People Who Couldn't Successfully Link Their ABE and Manage My Case Accounts					
Top 3 Reasons Why People Were Unsuccessful in Linking Their ABE and Manage My Case Accounts					
# of People Who Have Successfully Renewed Their Medicaid Coverage Through Manage My Case					
# of People Who Were Unsuccessful in Renewing Their Medicaid Coverage Through Manage My Case					
Top 3 Reasons Why People Were Unsuccessful in Renewing Their Medicaid Coverage Through Manage My Case					
# of People Who Have Successfully Submitted Medicaid Appeals Through Manage My Case					
# of People Who Were Unsuccessful in Submitting Their Medicaid Appeals Through Manage My Case					
Top 3 Reasons Why People Were Unsuccessful in Submitting Their Medicaid Appeals Through Manage My Case					

	Total as of XXX Date	October	September	August	Total for last 12 months
# of People Who Have Successfully Used "Report My Changes" Feature in Manage My Case					
# of People Who Have Successfully Used "Program Adds" Feature in Manage My Case					
# of People Who Have Successfully Used "Member Adds" Feature in Manage My Case					
# of People Who Successfully Submitted Their SNAP Mid-Point Report in Manage My Case					
# of People Who Were Unsuccessful in Submitting Their SNAP Mid-Point Report in Manage My Case					
Top 3 Reasons Why People Were Unsuccessful in Submitting Their SNAP Mid-Point Reports in Manage My Case					

Federally-Facilitated Marketplace (FFM) Data

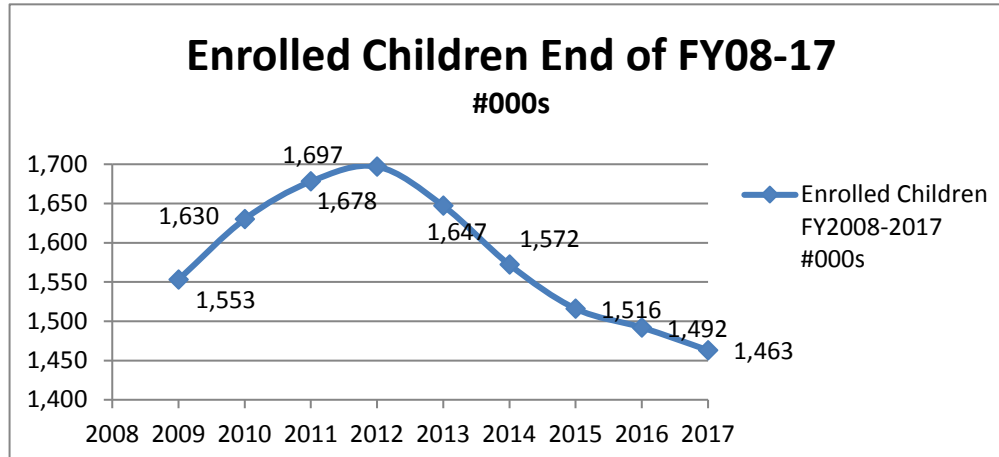
	Total as of XXX Date	October	September	August	Total for last 12 months
# of Federally-Facilitated Marketplace Cases Received					
Of Those FFM Cases Received, # of Cases Who Successfully Completed a Medicaid Application					
Of Those FFM Cases Received, # of Cases Who Obtained Medicaid Benefits					
# of ABE Cases Transferred to Federally-Facilitated Marketplace					
Of Those ABE Cases Transferred to Federally-Facilitated Marketplace, # of Cases Who Successfully Completed an FFM Application					
Of Those ABE Cases Transferred to Federally-Facilitated Marketplace, # of Cases Who Obtained Health Insurance Coverage					

Children's Enrollment

Enrolled Children FY2008-2017 #000s

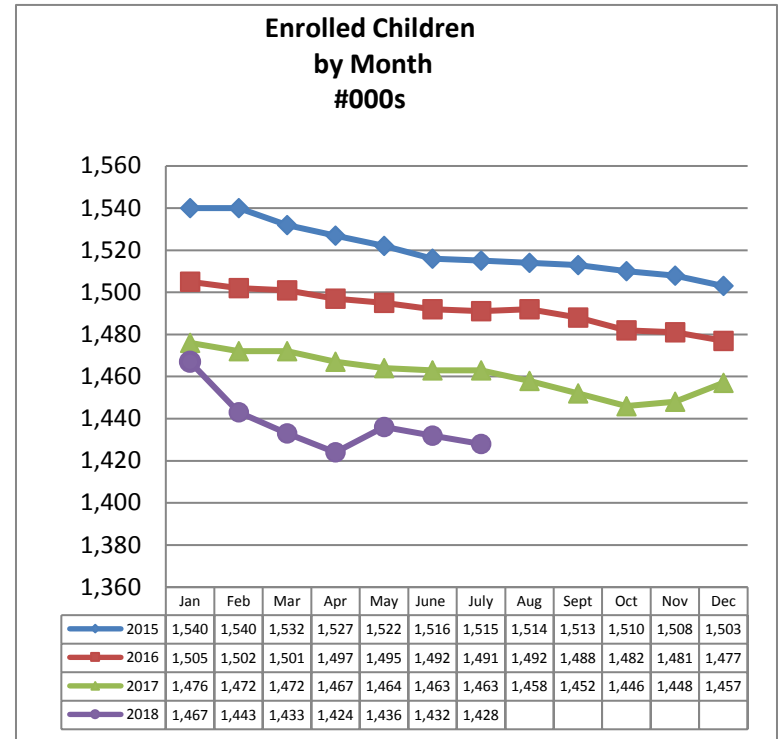
End of FY

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	1,432



End of Month 2015

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	1,432
July	1,515	July	1,491	July	1,463	July	1,428
Aug	1,514	Aug	1,492	Aug	1,458	Aug	
Sept	1,513	Sept	1,488	Sept	1,452	Sept	
Oct	1,510	Oct	1,482	Oct	1,446	Oct	
Nov	1,508	Nov	1,481	Nov	1,448	Nov	
Dec	1,503	Dec	1,477	Dec	1,457	Dec	





**OFFICE OF STUDENT
HEALTH AND WELLNESS**



MISSION

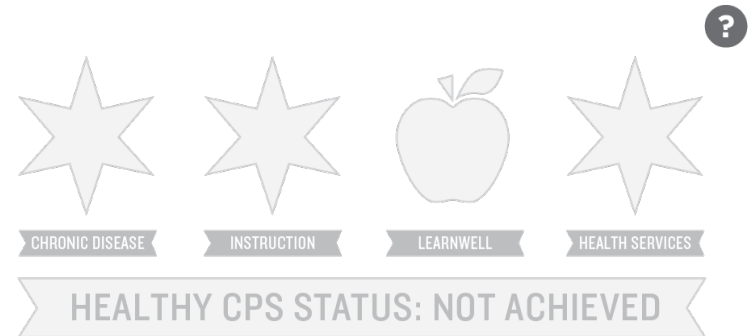
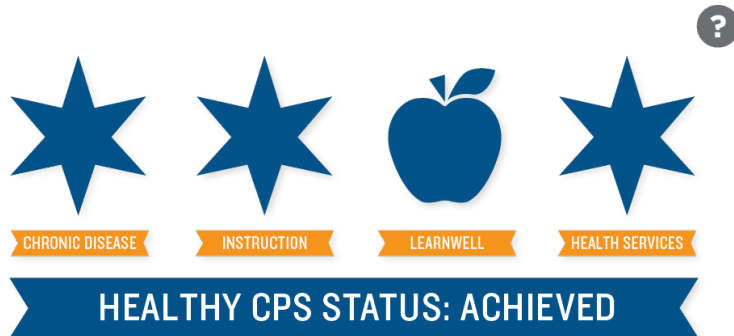
To eliminate health-related barriers to learning and advance health equity in Chicago.



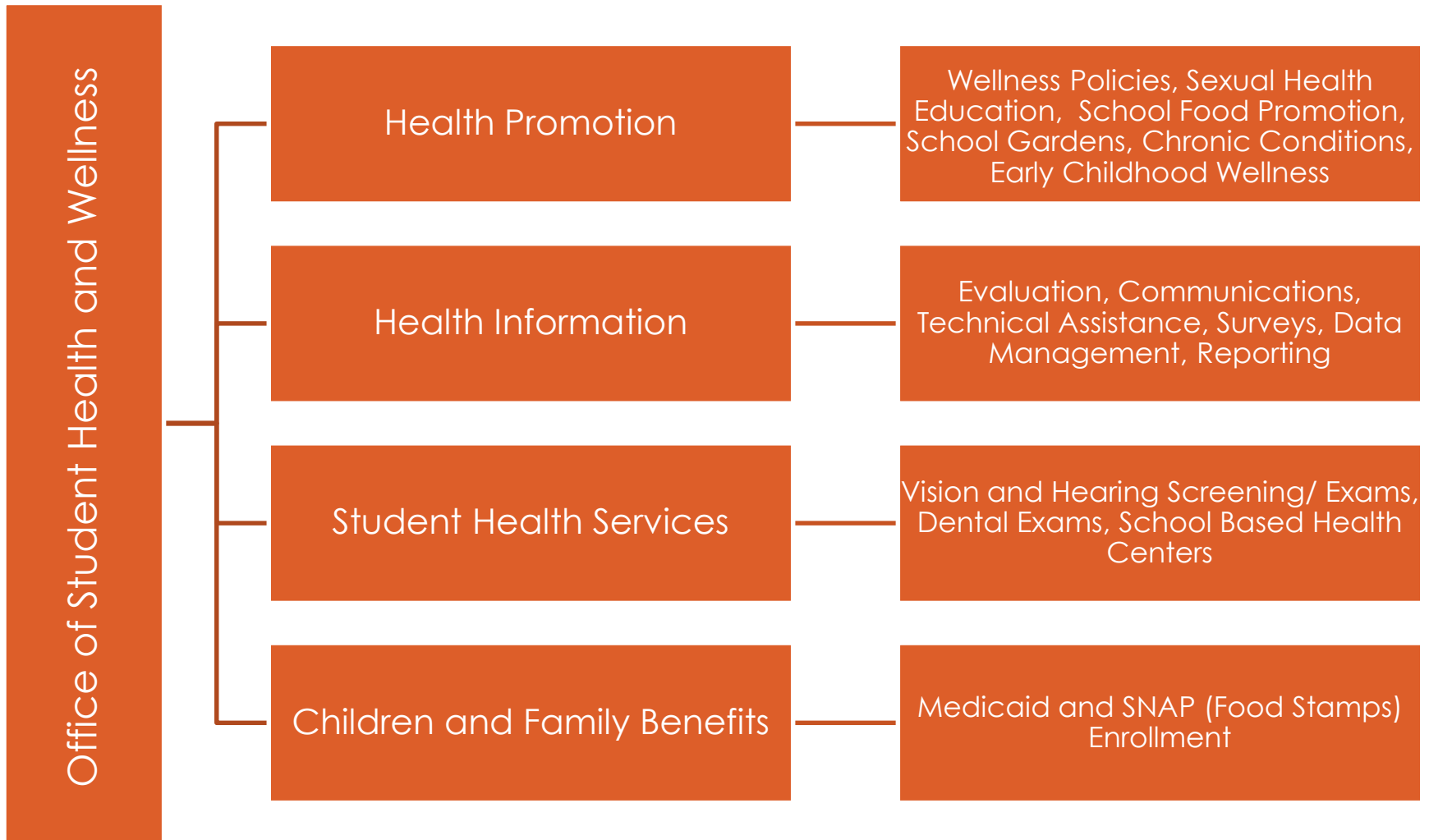


HEALTHY CPS INDICATOR

Healthy CPS Indicator is the first ever comprehensive health-focused measure that is included on the CPS school progress report. Partners will be able to identify if their school is meeting key policies and initiatives that focus on chronic disease, health services, health and physical education and wellness (LearnWELL).



OSHW ORGANIZATIONAL CHART





CHILDREN AND FAMILY BENEFITS UNIT

DECEMBER 2016:

99,750 Eligible but not Enrolled in Medicaid

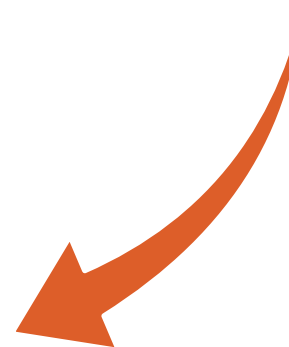
JULY 2018:

73,000 Eligible but not Enrolled in Medicaid





INTRODUCING CFBU



CHILDREN AND FAMILY BENEFITS UNIT





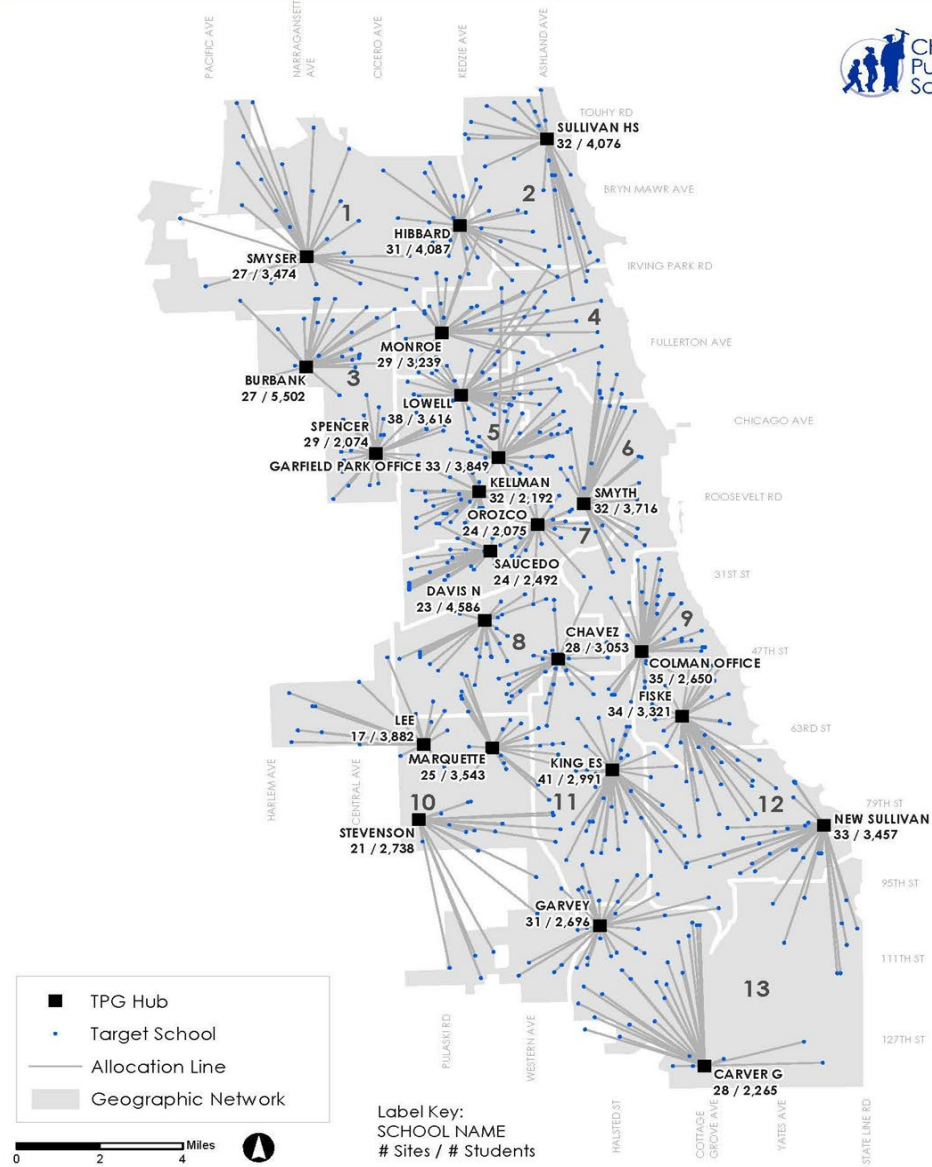
CHILDREN AND FAMILY BENEFITS UNIT

School Based Medicaid and SNAP Enrollment Process	
Key Collaborators	Primary Responsibilities
<p>Medicaid Designees</p> <ul style="list-style-type: none"> • School-based staff selected by Principal • Examples: Clerk, Case Manager, Parent Resource Coordinator, School Community Rep • <u>Must be a CPS Employee and not a parent/volunteer</u> • Has a great relationship with parents and families • Easily identifiable by parents and families 	<ul style="list-style-type: none"> • Distribute marketing information during Back to School and Report Card Pick Up Days • Distribute target letters to your students that are eligible but are not enrolled in Medicaid • RIN COLLECTION - Mail copies of Medicaid/Health Insurance cards that are collected by your school's IEP team to Central Office for data entry • Communicate with eligible families to make them aware of other opportunities to enroll (i.e. School based enrollment sites, city wide enrollment events, referral to Healthy CPS Hotline, etc.)
<p>Regional Health Specialists</p> <ul style="list-style-type: none"> • OSHW Staff that fall under the Children & Family Benefits Unit (CFBU) • Sergio Obregón - Unit Manager • LeAndra Padgett - North Region: Networks 1 - 7 • Brittany Ward - South Region: Networks 8 - 13 	<ul style="list-style-type: none"> • Provide CFBU Coordinators and other school support staff with training • Provide Technical Assistance to Medicaid Designees and other CPS departments to help them understand the impact of Medicaid for our district • Serve as lead contacts for outreach and educational opportunities for parents
<p>CFBU Coordinators</p> <ul style="list-style-type: none"> • Field-based staff assigned to a specific school based site • Employed by CPS, Greater Chicago Food Depository and Patient Innovation Center 	<ul style="list-style-type: none"> • Conduct education and outreach at high need schools • Provide application assistance to enroll CPS students into Medicaid/SNAP • Case management • Follow-up • Data entry





CFBU Hub and Spoke Model – SY19





MMC Outreach



MANAGE MY CASE - CFBU

Our MMC Outreach consist of assisting families at:

- FCRCs
- CPS Schools and Parent Universities
- Community Events(i.e. MOPD events)
- CFBU Enrollment Sites





MANAGE MY CASE AT IDHS FCRCs



Providing MMC support at 3 Family Community Resource Centers:

- Englewood Office – Tuesdays, 8am – 12pm
- Ogden Office – Wednesdays, 8am – 12pm
- Humboldt Park Office – Thursdays, 8am – 12pm





MANAGE MY CASE

- Launched to help families support their children's success in school.
 - **Network 1:**
Albany Park - Cleveland Elementary School
3121 W Byron St, Chicago, IL 60618
 - **Network 2:**
Rogers Park - Sullivan High School
6631 N. Bosworth Ave, Chicago, IL 60626
 - **Network 3:**
Austin/Westside - Michele Clark
5101 W Harrison St, Chicago, IL 60644
 - **Network 4:**
Avondale - Logandale Elementary School
3212 W George St, Chicago, IL 60618
 - **Network 5:**
Humboldt Park - Clemente High School
1147 North Western Avenue, Chicago, IL 60622
 - **Network 6:**
University Village - John M. Smyth Elementary School
1059 W. 13th St., Chicago, IL 60608



- **Network 7:**
Pilsen/Little Village - Manuel Perez Jr. Elementary School
1241 W 19th St, Chicago, IL 60608
- **Network 8:**
Back of the Yards - Richards Career Academy
5009 S. Laflin, Chicago, IL 60609
- **Network 9:**
Bronzeville - Walter H. Dyett High School for the Arts
555 E. 51st Street, Chicago, IL 60615
- **Network 10:**
Ashburn - Bogan High School
3939 W 79th St, Chicago, IL 60652
- **Network 11:**
Auburn Gresham - Joplin Elementary School
7927 S Honore St, Chicago, IL 60620
- **Network 12:**
South Shore - Bouchet Elementary School
7355 S Jeffery Ave, Chicago, IL 60649
- **Network 13:**
Pullman - Corliss High School
821 E. 103rd Street, Chicago, IL 60628





MANAGE MY CASE SCHOOL BASED ENROLLMENT SITES



Site information:

- Open Monday – Friday from 8am – 4:30pm:
- 21 sites total
- Bilingual staff option (Spanish/English)



CFBU ENROLLMENT SITES

Medicaid SNAP(Food Stamps) FAQ Other Resources

Free or Low-Cost Health Insurance (Medicaid)

Need help with your health insurance application or managing your case? Please see map below to find an enrollment site near you or click on link [HERE](#) for listing of sites. We can also contact you directly by filling out our form [HERE](#)

← Cesar Chavez Multicultural Arts ...

name
Cesar Chavez Multicultural Arts Center

description
773 535 4571

Details from Google Maps
4747 S Marshfield Ave, Chicago, IL 60609
+1 773-535-4600
4.4 ★★★★★
[View in Google Maps](#)

www.cps.edu/cfbu



MMC Workshop



WORKSHOP MOTTO – The 3 Cs



- *Create*
- *Check*
- *Change*





WORKSHOP OBJECTIVES

- Introduce parents to the Manage My Case Portal
- Show parents how to check benefit status & update case information, and view notices
- Help families stay connected to Health Insurance & SNAP benefits



LEARN ABOUT "MANAGE MY CASE"!

Did you know you can now manage your health insurance and SNAP benefits online?

The Office of Student Health and Wellness Children and Family Benefits Coordinators can help you sign up to manage your case on the State of Illinois' ABE website. With this new feature you can:

- **Create...** a new application for Health Insurance or SNAP
- **Check...** the status of your application, renew benefits, view notices
- **Change...** report changes, request appointment, file and manage appeals

To learn how to create your "Manage my Case" account, attend one of our FREE computer-based workshops at a Parent University near you!

Workshops are available in English and Spanish. For more information call the Healthy CPS Hotline at 773-553-KIDS(5437).

Location: Joplin, 7931 S HONORE ST Chicago IL 60620

Date: 5/24/2018

Time: 12 p.m.- 2 p.m.





CREATE

<u>Step 1</u>	<u>Step 2</u>	<u>Step 3</u>
Create Username and Password	Link Case to Your MMC Account	Identity Proofing






ABE HOMEPAGE



[Español](#)

[Login](#)

 An official site of the State of Illinois | Bruce Rauner, Governor

[What is ABE?](#) [FAQ](#) [More Options](#)

Welcome to ABE

Helping people in Illinois lead healthy and independent lives

Use this site to apply for and manage your healthcare, food, and cash assistance benefits.



[Check if I Should Apply](#)

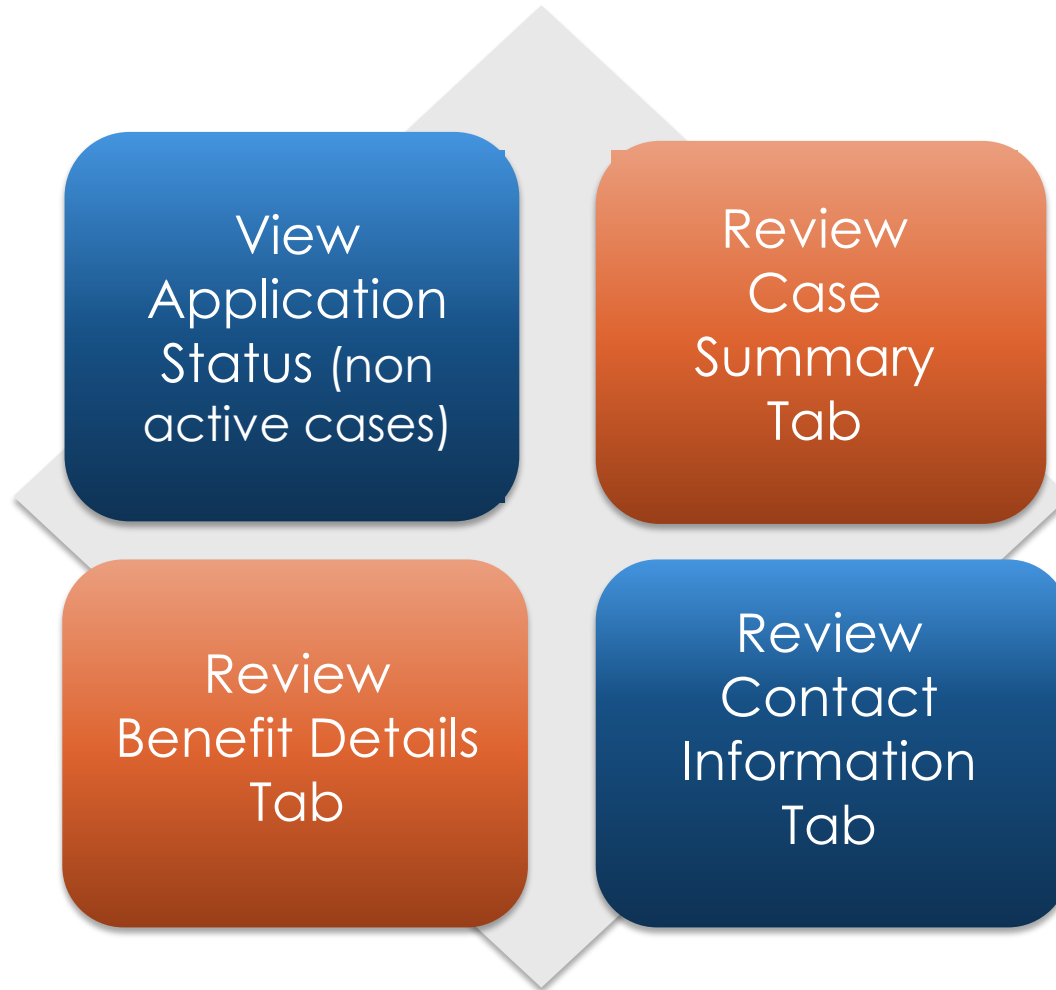
[Apply for Benefits](#)

[Manage My Case](#)

[ABE Desktop Login](#)



CHECK





CASE SUMMARY TAB: ACTIVE CASE W/RENEWAL DUE

Case Summary Benefit Details Contact Information Account Management

Renew My Benefits Your case is up for redetermination. Click this button to submit your redetermination for benefits.

Report My Changes Click this button to report changes to your DHS or HFS Office.

Apply for Other Benefits Click this button to apply for additional benefits.

Welcome to the Case Summary Page. This page gives you a look at your benefits, and lets you know if there is anything you need to do to receive or continue benefits. From this page you can find information about your [benefit status](#), [verifications](#), [notices](#), [application or change report status](#).

We have taken a number of steps to keep your information private and secure. To learn more, [view your security and account management information](#).

As a head of household, you can [control benefit information displayed to other adults in your household](#).





CHANGE

Learn How to Report Changes

- Change Contact Info
- Update Communication Preferences

Review Account Management Tab

- Add Authorized Persons
- Add Approved Representative





CONTACT INFORMATION

Case Summary

Benefit Details

Contact Information

Account Management

Your Contact Information

This page contains your contact information as well as your DHS or HFS local office information. If you have questions about using this website please call the DHS Help Line (800) 843-6154, [Monday through Friday between 8:00 AM - 5:00 PM.](#)

Your Mailing Address and Phone Number

This is the mailing address and phone number we have on file for you. If we have the wrong information, [report a change in address or phone.](#)

612 W PATTERSON Avenue APT 9
CHICAGO, IL
60613
Cook
Phone:
Email:

Your DHS or HFS local office

Adams County FCRC
300 MAINE ST
QUINCY, IL
62301-3922
Phone: 2172230550
Fax: 2172234707

[Send an email to your office.](#)

Your Case Number and Individual ID

Your Case Number is: 778731787

Your Individual ID is: 1200633683

If you want to make changes to your case information...[CLICK HERE!](#)





TESTING MY MMC SKILLS

- What benefits are you receiving?
- How many people are on your case?
- Do you have any CPS students on your case?
- Do you have any action steps?
- When are your benefits due for redetermination?





ADVENTURES IN SCHOOL HEALTH: *THE SEQUEL*

The graphic is a vertical rectangle with a blue background and orange accents. At the top, it says 'Healthy is... having a medical home.' in white. Below that, an orange bar contains the text: 'Keeping your child healthy can be very stressful. Having a medical home means having trusted doctors and nurses that know your child's story and can help with your child's health care needs.' The middle section features four icons (three stars and one apple) above the text 'HEALTHY CPS' and 'OFFICE OF STUDENT HEALTH & WELLNESS'. Below that is the phone number '773-553-KIDS (5437)'. At the bottom, an orange bar says 'If you'd like to learn more, call our hotline today!'. The footer contains two logos: 'Chicago Public Schools' and 'Greater Chicago Food Depository', along with a note about health insurance.

Healthy is...
having a medical home.

Keeping your child healthy can be very stressful. Having a medical home means having trusted doctors and nurses that know your child's story and can help with your child's health care needs.

★ ★ 🍏 ★

HEALTHY CPS
— OFFICE OF STUDENT HEALTH & WELLNESS —

773-553-KIDS (5437)

If you'd like to learn more, call our hotline today!

NOTE: In Illinois children may qualify for low cost/free health insurance regardless of Immigration Status.

Sergio Obregón, Manager
773-553-1809
sobregon@cps.edu

LeAndra Padgett, North Region
Project Manager
773-553-2834
lpadgett@cps.edu

Brittany Ward, South Region
Project Manager
773-553-1889
bmward3@cps.edu

Medicaid Timeline

