

June 30, 2011

Julie Hamos
Director
Illinois Department of
Healthcare and Family Services
201 South Grand Avenue East
Springfield, IL 62763

Dear Director Hamos:

Thank you for your leadership in moving us forward in the development of a coordinated care program. We understand the fiscal challenges that the State of Illinois faces and share your sense of urgency to begin the hard work that will be required to reinvent the system of care for the Medicaid program. Your policy document contains many great questions and addressing them will likely require a face-to-face dialogue to discuss the options and consequences. We recognize that the only path to success is one of partnership so that the best interests of patients, providers and the State are served and where everyone becomes more accountable and efficient. Here are a few key imperatives that we suggest must be foundational to a successful coordinated care delivery system.

1. Access to primary care
2. Financial incentives to reduce unnecessary utilization
3. Community-based flexibility
4. Target chronic disease
5. Increased patient accountability

This challenge is very complex and it will take time to determine what will work, so we recommend that there are built-in systems that monitor and allow for adjustments as needed.

We look forward to continuing the discussion and to working with the State on this important initiative.

Warm regards,



Thomas J. Williams
Regional Vice President
Chief Administrative Officer