

**Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Final Meeting  
December 12, 2013**

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

**Committee Members Present**

Kathy Chan, Cook County Health & Hospital System  
Margaret Stapleton, Shriver Center  
Margaret Dunne, Beacon Therapeutic  
John Jansa, Molina HealthCare (by phone)  
Sue Vega, Alivio Medical Center (by phone)  
Lamorris Perry, Mile Square Health Center for Henry Taylor  
Erin Weir, Age Options

**HFS Staff**

Jacqui Ellinger  
Lynne Thomas  
Mike Koetting  
Lauren Polite  
Arvind K. Goyal  
Mike Jones  
Shannon Stokes  
Sally Becherer  
Veronica Archundia

**Committee Members Absent**

Nadeen Israel, Heartland Alliance  
Jacqueline Gonzalez, CHHC  
Hardy Ware, East Side Health District

**Interested Parties**

Debra Matthews, DSCC  
Kelly Carter, IPHCA  
Sheri Cohen, Chicago Department of Public Health (by phone)  
Judy Bowly, Biomet  
Carrie Chapman, LAF  
Alexa Herzog, LAF  
Diane Montañez, Alivio Medical Center (by phone)  
Sergio Obregon, CPS  
Alivia Siddiqi, IHC  
Mike Lafond, Abbie  
Dana Popish, BCBSIL  
Kathy Waligora, EverThrive Illinois  
Susan Melczer, MCHC  
Jen Miller, ICIRR  
Brittany Ward, Primo Center  
Rudy Christian, OTSUKA  
MonaMartin, PHRMA (via phone)  
Emily Miller, IARF

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**1. Introductions**

Chairperson Kathy Chan chaired the meeting.

**2. Review of Minutes**

The minutes from December 12th, 2013 were approved.

**3. 2013 Ethics Training**

Shannon Stokes, from the Assistant General Counsel, indicated that all committee members must comply with the mandatory Ethics Training requirement and made reference to the electronic training previously provided to the committee members. She explained the procedure that involves the completion of the annual Ethics Training, which members are expected to have completed by December 20, 2013. Ms. Stokes responded to the committee's inquiries and provided instructions for the submission of "Acknowledgement of Participation" to the HFS staff.

**3. ACA Update:**

**ABE and FFM status**

Mike Koetting reported that the state of Illinois has made substantial progress toward the modernization of its existing information system with the implementation of IES and ABE beginning October 1<sup>st</sup>, 2013. He indicated that, DHS and HFS, in collaboration with the Deloitte team are continuing working to put the necessary enhancements in place to correct any problems that have arisen during the operation.

Mr. Koetting reminded the members of the committee that IES is the Integrated Eligibility System through which ABE applications are being processed. HFS continues its efforts to ensure that IES is processing applicants' eligibility correctly. Also a major focus was placed upon addressing communication issues between IES and the Client Data Base to ensure that IES and the legacy system are properly synchronized.

Mike Koetting commented that, even though Illinois made a terrific effort with respect to setting up "the landing page" [www.GetCovered.Illinois](http://www.GetCovered.Illinois) website (intended to guide people to apply in the right place from the beginning, either to Medicaid or the Health Insurance Marketplace), there is no doubt that the processing of applications is currently more behind than it had been on October 1<sup>st</sup>, 2013. He acknowledged that this is a problem, and added that, both HFS and DHS are taking the steps to address this issue.

Mike indicated that HFS staff members continue conversations with our federal partners, who seem to be attuned to the existing problems and to be looking for solutions to ensure a smooth transfer of electronic cases. Jacqui Ellinger commented that the lesson learned through this initial period of enrollment is that individuals who have been assisted by navigators and community partners have fared best. She asked the committee members to provide any examples and case specific instances of problems that need HFS attention.

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Lauren Polite advised that HFS can provide reports of applications submitted by community partners beginning 10/01/13. To receive a report of applications submitted, please e-mail a request to [laurenpolite@illinois.gov](mailto:laurenpolite@illinois.gov). She also mentioned a resource, which is continually updated, titled: "Answers to Frequently Asked Questions (FAQs)" <http://www2.illinois.gov/hfs/SiteCollectionDocuments/ACAFAQ.pdf>

Ms. Polite reminded members that individuals may apply for medical and SNAP benefits over the phone by calling the ABE (Application for Benefits Eligibility) Customer Call Center, at 1-800-843-6154 and going through the prompts. The Call Center can provide status of applications submitted through ABE, but a person must speak to a caseworker and should not use the automated check status option. Follow the prompts and have the tracking number available. The ABE Call Center can assist individuals who wish to: change addresses, request medical cards; complete an ABE application, request cancelations; and to add coverage of a newborn baby to active Moms and Babies case.

Ms. Ellinger noted that the special effort that was made to determine medical eligibility for the targeted clients receiving SNAP benefits prior to 10/01/13 was very successful. She also reported that, HFS is waiting to receive guidelines from CMS concerning long term care regulations for the New ACA adult group. Jacqui indicated that HFS is going to introduce the MAGI methodology for redeterminations beginning in February, 2014, with an effective date of April, 1<sup>st</sup>.

Kathy Waligora, from EverThrive Illinois, commented that the online community HelpHub promotes ACA success stories to counter the overabundance of negative press. She invited members to join HelpHub share their experiences of helping consumers obtain new healthcare options under ACA. Access to HelpHub is by invitation only. Ms. Waligora asked members to join by emailing [helphub@illinoishealthmatters.org](mailto:helphub@illinoishealthmatters.org) with the details of their ACA involvement to request an invitation. Carrie Chapman, from Legal Assistance Foundation, invited members to contact her office to receive assistance on cases when CharityCare has been denied. Please send an email Carrie at [cchapman@lafchicago.org](mailto:cchapman@lafchicago.org)

#### **4. Updates:**

##### **Children's Enrollment**

Lynne Thomas referred the group to a handout that was provided to the committee which shows cumulative children's enrollment, starting in 2006, indicating that 1,215,000 children were initially enrolled, that number increased to 1,647,000 children during 2013.

The second table illustrates enrollment, beginning in January 2012, with 1,696,000 children enrolled, continuing through July 2013, when 1,637,000 children were enrolled. The committee recommended including the children's enrollment report as an agenda item for the next meeting.

##### **Enhanced Eligibility Verification (EEV)/ Illinois Medicaid Redetermination Project**

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Mike Koetting reported that the redetermination project continues, in spite of an arbitrator's decision to sustain the grievance filed by AFSCME. The state has held a series of conversations with the parties involved and has decided to adopt a "hybrid model", for which details are still being determined.

The intent is to retain Maxiumus to provide support in terms of mailroom operations and a call center as well as to continue data matching and recommending whether cases should be continued, canceled or changed. Maximus will receive, scan and upload paper redeterminations to create an electronic file for state workers to review and process. Mr. Koetting indicated that, it is critical for the state to move away from paper records. He remarked on the importance of encouraging clients to return their completed redetermination forms to avoid cancelation.

Chairperson Kathy Chan suggested providing the opportunity for the committee to offer comments about the notices that clients will start receiving as part of the IMRP. The notices which are being developed will be sent by e-mail to members of the committee for their input.

**5. Open Discussion and Announcements:**

**Proposed Meeting Dates for 2014**

The following meeting dates were proposed for the Public Education Subcommittee in the new calendar year: February 13<sup>th</sup>, April 10<sup>th</sup>, June 12<sup>t</sup>, August 14<sup>th</sup>, October 9<sup>th</sup>, and December 11<sup>th</sup>. The meetings are all scheduled on Thursdays from 10:00 a.m. to 12:00 p.m. The committee approved these meeting dates.

**Nominations for Subcommittee Vacancies**

Jacqui Ellinger advised that there are some vacancies on this committee. She asked members to recommend individuals who could be interested to submit a candidate questionnaire, which is posted on the HFS website. The recommendation of candidates from Central and Southern Illinois is especially encouraged to improve the geographic diversity of the committee. Interested parties may also contact Veronica Archundia at [veronica.archunida@illinois.gov](mailto:veronica.archunida@illinois.gov).

**6. Adjourn**

The meeting was adjourned at 12:05 p.m. The next meeting is scheduled from 10:00 a.m. to 12:00 p.m. on February 13<sup>th</sup>, 2014.