

Illinois Medicaid Redetermination Project (IMRP)



January 16, 2013

Background

- ▶ Required by the SMART Act, IL 97-0689
- ▶ State's Chief Procurement Officer, working with HFS and DHS, developed a Request for Proposal and contracted with Maximus in an accelerated process mandated by the SMART Act
- ▶ Maximus, with their partner HMS, developed a worker portal, IntegriMatch, to automate the collection of verification and provide additional information about Medicaid and CHIP cases
- ▶ IMRP will not review partial programs or special populations

IMRP Goals

- ▶ Increase program integrity by making timely and accurate redeterminations on all medical cases
- ▶ Allow more time for state staff to provide customer assistance and handle more complex case changes
- ▶ Provide access to electronic verification not currently available
- ▶ Reduce the paper verification required to be provided by customers
- ▶ Reduce customer traffic and phone calls to DHS FCRCs and All Kids for redes
- ▶ Make initial recommendations about medical-only cases

Getting Started

- ▶ Since contract signed in September, Maximus:
 - Secured space in Chicago
 - Outfitted and wired the space—creating state of the art call center and mail facilities
 - Hired and trained more than 500 workers
- ▶ Their subcontractor HMS:
 - Received data from State
 - Developed programs to match to other data bases
 - Created portal to communicate results in information queues to be worked by State workers
- ▶ On January 2, 2013 IMRP started reviewing cases

IntegrIMatch Worker Portal

- ▶ Provides electronic information and access to copies of proof provided by the customer

The screenshot displays the IntegrIMatch Worker Portal interface. At the top, there is a navigation bar with links: Home, Edit, Search, Reports, Tools, FI, Help, Close, and Logout. The main header includes the hms logo and the text 'IntegrIMatch Workspace'. A welcome message for 'Jayme' is visible, along with a session timeout of 29:47. A 'Quick Navigation' sidebar contains 'Search' and 'Recent Activity' options. The central 'Search Parameters' section includes various dropdown menus and text input fields for Case ID, Agency, Region, County, Office, Events, Case Load Number, Program, Status, Priority, RIN, Member First Name, Member Last Name, and Member SSN. A note below the search parameters states: 'NOTE: Please enter at least one or more search parameter for required results.' Below the search parameters are 'Search' and 'Reset' buttons. The 'Workspace' section shows 'Total Number of Results: 106' and 'Page: 1 of 2'. A table displays the search results with columns for IntegrIMatch ID, Case ID, Agency, Program, Status, and Action Needed.

IntegrIMatch ID	Case ID	Agency	Program	Status	Action Needed
2595651	2341234123	-	-	OPEN	CASE RECEIVED FROM IL ELIGIBILITY E
2595653	2345324532	-	-	OPEN	CASE RECEIVED FROM IL ELIGIBILITY E
2595656	1010101064	-	-	OPEN	MAXIMUS DETERMINE ELIGIBILITY
2595666	1234567892	DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES	FAMILY CARE	OPEN	DATA MATCH COMPLETED
2595657	010100300016156	DEPARTMENT OF HUMAN SERVICES	AABD NH/SLF (IN LTC) NO SPOUSE	OPEN	CASE RECEIVED FROM IL ELIGIBILITY E
2595650	0987654321	-	-	OPEN	CASE UNDER DIG INVESTIGATION

Process

Phase 1: January & February 2013

- ▶ Focus review on high priority cases – cases with a high probability of error based on criteria developed by DHS/HFS
- ▶ For medical-only cases, review electronic information and contact the customer, if necessary, to follow-up and make an initial case recommendation

Phase 2: March 2013 and ongoing

- ▶ Review cases as they come due for rede
 - More detailed review and customer contact for medical-only cases
 - More detailed review for high priority cases that include other benefits
- ▶ Mail rede forms to nursing home and SLF cases
- ▶ Continue to review high priority cases

IMRP Recommendations

- ▶ **Continue** – recommended when the case appears to be eligible in the same program with the same people included
- ▶ **Cancel** – recommended when the case appears to not be eligible (death, excess income, moved out of state, last child turned 19, etc.)
- ▶ **Change** – recommended when the case appears to be eligible but not in the same program (regular AABD goes into spend-down or Assist case goes into Share/Premium) or not everyone remains eligible (one child left the home)

State Worker Role

- ▶ IntegriMatch training will be available in each office beginning January 2013.
- ▶ Workers will be able to search for cases, review the verification and view the IMRP initial recommendation.
- ▶ Workers make final decisions and complete the rede in ACM/IPACS, making any case changes and determining if the case remains eligible and the correct level of benefits.
- ▶ Workers complete the on-going eligibility process and report in IntegriMatch within 20 working days of the initial recommendation

Results So Far

- ▶ Much too early to tell—still moving very slowly and making sure bugs are out of system
- ▶ First cases were chosen because had high probability of being ineligible—further data matching supports
- ▶ Just starting to actually communicate with clients about data matches—clients will have two weeks to return information
- ▶ Anticipate ramping materially as kinks worked out
- ▶ Largest concern will be ability of caseworkers to keep up with Maximus ability to review cases
- ▶ DHS trying to adding caseworkers and reorganizing work to address

Operating Logistics

Illinois Medicaid Redetermination Program Hotline Information

Hours: Monday – Friday, 7:00 am – 9:00 pm, Central Time

Saturday, 8:00 am – 1:00 pm, Central Time

Holidays: The IMRP Hotline will be closed on the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Phone: 1-855-HLTHYIL (1-855-458-4945)

TTY: 1-855-694-5458

Mailing Address: Illinois Medicaid Redetermination, PO Box 1242,
Chicago, IL 60690-9992

FAX: 1-855-394-8066

Working with Clients

- ▶ Information should be submitted to IMRP as shown on previous page within required time frame
- ▶ Clients must pay attention to due date—after initial period for response (10 business days), control over case passed back to local office and information should go to local office
- ▶ In case of uncertainty or belief a mistake has been made, better to contact local office
- ▶ We are trying to do everything we can to insure communication between IMRP and local offices but need client cooperation
- ▶ Greatest number of cancellations probably in March and April