Illinois Medicaid Redetermination Project (IMRP)
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
Intergrimatch Worker Portal

- Provides electronic information and access to copies of proof provided by the customer
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
<table>
<thead>
<tr>
<th>Illinois Medicaid Redetermination Program Hotline Information</th>
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<tbody>
<tr>
<td><strong>Hours:</strong> Monday – Friday, 7:00 am – 9:00 pm, Central Time</td>
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<td>Saturday, 8:00 am – 1:00 pm, Central Time</td>
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<td><strong>Holidays:</strong> The IMRP Hotline will be closed on the following holidays:</td>
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<tr>
<td>- New Year’s Day</td>
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<td>- Memorial Day</td>
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<td>- Fourth of July</td>
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<td>- Thanksgiving Day</td>
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<td>- Christmas Day</td>
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<tr>
<td><strong>Phone:</strong> 1-855-HLTHYIL (1-855-458-4945)</td>
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<tr>
<td><strong>TTY:</strong> 1-855-694-5458</td>
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<tr>
<td><strong>Mailing Address:</strong> Illinois Medicaid Redetermination, PO Box 1242, Chicago, IL 60690-9992</td>
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<td><strong>FAX:</strong> 1-855-394-8066</td>
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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.