Medicaid Advisory Committee
Public Education Subcommittee Meeting
Thursday, December 1\textsuperscript{st}, 2016
10:00 a.m. to 12:00 p.m.

401 S. Clinton St., Chicago – 1\textsuperscript{st} Floor Video Conference Room
201 S. Grand Ave. East, Bloom Bldg., Springfield – 3\textsuperscript{rd} Floor Video Conference Room

Agenda

1. Introductions
2. Approval of the Meeting Minutes from October 13, 2016
3. Ethics Training
4. Proposed Meeting Schedule for 2017
5. Care Coordination Update
6. Medicaid Redetermination Data in HB2731 - Update
7. ABE/IES Update
   \hspace{1em} IES Phase Two
8. Open Discussion and Announcements
9. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by responding to the HFS Website via e-mail at HFS.webmaster@illinois.gov or by phone at 312 793-5270 or 312 793-2932. This will help us to ensure the distribution of meeting materials and record your presence accurately. 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: http://www2.illinois.gov/hfs/PublicInvolvement/BoardsandCommisions/MAC/News/Pages/default.aspx
Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
October 13, 2016

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

Committee Members Present
Kathy Chan, Cook County Health & Hospitals System
Margaret Stapleton, Shriver Center
Sue Vega, Alivio Medical Center
Sherie Arriazola, TASC
Erin Weir, Age Options
Nadeen Israel, EverThrive Illinois
John Jansa, WKG Advisory
Brittany Ward, Primo Center for WC
Ramon Gardenhire, AFC
Hardy Ware, East Side Health District (by phone)
Connie Schiele, HSTP (by phone)
Sergio Obregon, CPS (by phone)

Committee Members Absent

Interested Parties
Alison Stevens, IHC
Carol Leonard, Denta Quest
Alap Sham, IAFP
Dan Rabbitt, Heartland Alliance
Amy Sagen, UI Health
Carrie Chapman, LAF
Michael Lafond, Abbott
Shannon Ackenhauser, LCNJ
Sandy DeLeon, Ounce of Prevention
Alicia Donegan, Age Option
Lynn Seermon, Kaiser Health
Sheri Cohen, Chicago Department of Public Health
Dione Creal, CHS
Enrique Salgado Jr., WellCare Health Plans

Interested Parties (by phone)
Jennifer Pinkwater, American Academy of Pediatrics
Andrea Davenport, Meridian Health Plan
Kelly Carter, IPHCA
Susan W. Melzzer, Illinois Health and Hospital Association
Kim Burke, Lake County Health Department and Community Health Center
Paula Campbell, IPHCA
Judy Bowlby, Liberty Dental Plan
Kristin Hartsaw, DuPage Federation on Humans Services Reform
Lynne Warszalek, Stickney Health Department
Ariel J. Thomas, Metropolitan Chicago Breast Cancer Task Force
Andrew M. Weaver, Land of Lincoln Legal Assistance Foundation
Heather Scalia, Humana

HFS Staff
Jacqui Ellinger
Lauren Polite
John Spears
Amy Harris-Roberts
Arvind Goyal
Mark Huston
Bertha Wallace
Karen Hall
Margaret Dunne
Veronica Archundia
Illinois Department of Healthcare and Family Services  
Public Education Subcommittee Meeting  
October 13, 2016

1. **Introductions**  
Chairwoman Kathy Chan, from CCHHS, conducted the meeting. Attendees in Chicago and Springfield introduced themselves.

2. **Review of Minutes**  
Margaret Stapleton made a motion to approve the minutes from the June 9th and October 13th meetings, and it was seconded by Sue Vega. The minutes were unanimously approved by the 12 members of the committee.

3. **Care Coordination Update**  
Amy Harris-Roberts provided the care coordination report. She indicated that over 60% of 2.2 million clients have enrolled in care coordination within the five mandatory managed care regions: Rockford, Central Illinois, Metro East, Quad Cities, and the greater Chicago area. She said that all ACE and CCE plans have completed the transition into MCOs. Nadeen Israel thanked HFS for securing a smooth transition, especially for counties that only had one option.

Ms. Harris-Roberts indicated that Health Alliance would no longer participate in the ICP or FHP managed care programs after December 31, 2016. She noted that information about managed care for Medicaid enrollees is now available on the HFS website, https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx

She also reported that an online complaint portal which medical providers can use to register concerns about MCOs will soon be launched. She announced that, during the Quality Care Subcommittee meeting, scheduled for November 1st, 2016, HFS will discuss the topic of Auto Assignment Algorithm Outline. More information can be found at: 
https://www.illinois.gov/hfs/SiteCollectionDocuments/QC%20Agenda%20110116.pdf

Amy also provided her contact information to follow-up regarding any additional concerns: 
Amy.Harris-Roberts@Illinois.gov

4. **Illinois Medicaid Redetermination Project (IMRP) Enhanced Eligibility Verification (EEV) Update**  
John Spears reported that the statistics regarding the redetermination process continue to be consistent with previous months. He mentioned that the Broadway redetermination office has moved, explaining that this affected production for couple of days. Mr. Spears noted that the IMRP reports continue to be published on the HFS website: 
https://www.illinois.gov/hfs/MedicalClients/medrede/Pages/default.aspx

Mr. Spears said that, at this time, HFS has not determined a new IES Phase Two Go-Live Date. The Department continues evaluating many factors in order to establish a new date. Consequently, the redetermination process will remain the same. Members of the committee asked to be provided with a more detailed IMRP report.

5. **The Illinois Rx Portal Website**  
In response to a request from committee members, Mark Huston provided an overview of the new Illinois Rx Portal Website, and discussed a handout with the committee which is attached. He indicated that this will serve as a web-based collection of tools for prescribers and pharmacies created to support the new Pharmacy Benefits Management System (PBMS) which will be online in 2017. This is part of the new Medicaid Management Information System (MMIS) upgrade and will allow for faster and more efficient processing of fee-for service pharmacy claims.
Mr. Huston clarified that the new portal is intended for providers serving the needs of clients who are enrolled in the Medicaid fee-for-service program and that it does not apply to Care Coordination and Managed Care Organizations (MCOs). The Illinois Rx Portal will be used for the following functions:

- Submit prior authorizations (PA) requests and upload any supplemental information needed
- View the status of submitted PAs, including reasons for denial
- Look up participant eligibility, drug history, and PA history
- View the Preferred Drug List (PDL)
- Submit pharmacy claims and receive a real-time approval or denial notification

HFS will provide updates through the Illinois Rx Portal website about the new system, including: features, requirements for registration, frequently asked questions as well as, training and webinar opportunities.

6. ABE/IES Update
   IES Phase Two
   Jacqui Ellinger indicated that as previous announced, unfortunately, the launching of IES Phase Two did not Go-Live as planned. She said that after finding errors in batch process, the project team evaluated the possible consequences, and made the decision to postpone. She added this was a prudent decision that had to be taken in consideration of the potential consequences upon clients and the project as a whole. Jacqui said there have been several repercussions because the legacy system was off-line for couple of days in order to accommodate the transition to IES. Once the determination was made to postpone, the legacy system had to be restored to operate as it had before.

Ms. Ellinger indicated that, in order to comply with new federal standards and regulations, the state of Illinois is implementing enhanced security features for the ABE Partner Portal and (previously known as the Provider Portal). Currently, the ABE Partner Portal is used by AKAAs and MPE providers, as well as Application Assistors at Stroger Hospital, to submit medical and MPE applications to the state through the Partner Portal user account. She added that, due to the sensitive personal information stored in each Partner Portal ABE account, users will need to complete Multi-Factor Authentication (MFA) every time they visit the ABE Partner Portal. Lauren Polite reported that overnight, on October 12th, new enhancements were deployed to increase the security to the ABE Partner Portal.

7. Open Discussion and Announcements
   The committee made several recommendations to be taken into consideration for future meetings:

   - Nadeem Israel and Sue Vega asked to add a “narrative to the IMRP report”.
   - John Jansa asked if the Children’s Enrollment Report can be expanded in order to include other populations, such as ACA Adult group, pregnant women, disabled individuals, AABD.
   - John Jansa asked with regard to language access, and readability, if HFS can provide a report regarding the requests that the MCOs are receiving in terms of English as a Second Language (ESL), interpreters, and translations of written communication.
   - John Jansa asked if HFS can provide a report about how successful the MCOs are when they have to reach out to members. Do the MCOs meet the timelines, and what do the numbers show?
   - Sue Vega asked if there have been any candidate appointment to the MAC.

Finally, Chairperson Kathy Chan asked members of the committee to send their agenda topic recommendations to veronica.archundia@illinois.gov
8. Adjournment
   The meeting was adjourned at 12:00 p.m. The next meeting is scheduled for December 1st, 2016, between 10:00 a.m. and 12:00 p.m.
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.

<table>
<thead>
<tr>
<th>2017 Meeting Dates (Subject to Change)</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>February 9th, 2017</td>
<td>10:00 a.m. – Noon</td>
<td><strong>Chicago:</strong> 401 South Clinton, 1st Floor HFS Side Director’s Videoconference Room Chicago, Illinois 60607</td>
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<td>April 13th, 2017</td>
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<td>June 15th, 2017</td>
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<td>August 10th, 2017</td>
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<td><strong>Springfield:</strong> 201 South Grand Avenue, East Division of Medical Programs Videoconference Room Springfield, Illinois 62763</td>
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<td>October 12th, 2017</td>
<td></td>
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<tr>
<td>December 7th, 2017</td>
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Children's Enrollment

End of FY

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End of Month 2013

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Enrolled Children End of FY06-14 #000s

Enrolled Children by Month #000s
The ILLINOIS RxPortal is a powerful web-based collection of tools for prescribers and pharmacies created to support the new Pharmacy Benefits Management System (PBMS) which will be online in 2017. This new system will allow for faster and more efficient processing of pharmacy claims billed fee-for-service.

The ILLINOIS RxPortal provides a secure, web-based interface for providers to:

- Submit Prior Authorization (PA) requests and upload any supplemental information needed.
- Check the status of PA requests
- Look up participant eligibility
- View participant drug history
- View the Preferred Drug List (PDL)
- Submit pharmacy claims and receive a real-time approval or denial notification.

Visit the ILLINOIS Rx Portal website to learn more about the new system including features, requirements for registration, frequently asked questions and training and webinar options. The Department will be updating this site frequently as the launch of the new PBMS gets closer.

https://www.illinois.gov/hfs/MedicalProviders/Pharmacy/illinoisrx/
WHO CAN ACCESS THE ILLINOIS RX PORTAL?

The ILLINOIS Rx Portal is limited to prescribers, pharmacists, and their staff who are enrolled and approved in the Illinois IMPACT system. For access to the Illinois Rx Portal, please refer to the Registering with the State of Illinois section of the Healthcare and Family Services (HFS) Web site. (http://www.illinois.gov/hfs/impact/Pages/default.aspx)

HOW WILL I KNOW IF I AM APPROVED TO ACCESS THE ILLINOIS RX PORTAL?

The ILLINOIS Rx Portal uses the Illinois IMPACT system to verify the identities of prescribers and pharmacies accessing participant data. You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal. Once the ILLINOIS Rx Portal comes online, prescribers and pharmacies will receive an email providing them with details on how to access the ILLINOIS Rx Portal.

I AM REGISTERED WITH MEDI. DO I NEED TO REGISTER AGAIN?

Yes. The ILLINOIS Rx Portal is a new system. You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal.

WILL THE DATA I’VE ENTERED IN MEDI BE PRELOADED INTO THE NEW PORTAL?

No. The data from your IMPACT enrollment will be the basis for access to the ILLINOIS Rx Portal.

WHAT INFORMATION DO I NEED TO REGISTER FOR THE ILLINOIS RX PORTAL?

You must be enrolled and approved in the IMPACT system to access the ILLINOIS Rx Portal. Once the ILLINOIS Rx Portal comes online, prescribers and pharmacies will receive an email providing them with details on how to access the ILLINOIS Rx Portal.

CAN I HAVE SEVERAL PEOPLE IN OUR ORGANIZATION ACCESS THE ILLINOIS RX PORTAL?

Yes. Once you are registered as a prescriber or pharmacy in the ILLINOIS Rx Portal, you can create additional user accounts and control the type of access for each of your staff in the Portal.

CAN I CHECK THE STATUS OF MY PRIOR AUTHORIZATION (PA) REQUEST?

The status of any PA entered can be checked in the ILLINOIS Rx Portal.

CAN I SUBMIT A PHARMACY CLAIM?

Pharmacies have the ability to submit claims through the Illinois Rx Portal and to review claim status and results immediately after adjudication.