It's officially summer - and oh is it a busy one! As the 2023 Illinois Legislative Session closed, Medicaid Redeterminations had just begun here, and now we find ourselves in the throes of it, passing the baton from one herculean task to the next.

This quarter, IAMHP wanted to highlight the importance of health equity and the efforts of the MCOs and our industry partners that demonstrate their commitment to achieving it right here in Illinois. For truly, you cannot talk about Medicaid or healthcare without acknowledging, and more importantly, addressing equity.

That is why IAMHP is heartened by the progress made by the legislator as demonstrated in the passing of critical measures this Spring that enhances quality and access to care, and addresses barriers for Medicaid members. IAMHP was proud to be a supporter of this legislation.

It's in that same spirit, and with the same commitment that IAMHP and our member MCO's continue to work alongside the state and our industry partners to ensure the redeterminations process here in Illinois is as smooth as possible.

IAMHP and the MCOs are dedicated to continuing to educate and partner with our provider and community organizations so that everyone remains informed and covered.

There are still many areas of opportunities for collaboration including learning from other states as we continue the process. For we are all in this together, and truly, no one can do this alone.

To that end, we remain grateful for the amazing work being done every day to further strengthen the Medicaid program here in Illinois and we press on in our collective efforts of improving health outcomes for our members.

In good health,
Samantha Olds Frey
CEO, IAMHP

At a glance...
- Redeterminations
- Health Equity
- Care Coordination Spotlight
- Member Story
- Content Catch Up
- IAMHP 2023 Annual Conference
Medicaid Redeterminations are Underway

The Illinois Department of Health and Family Services (HFS) is contacting members as their redetermination dates approach. Medicaid members receive redetermination forms from HFS by mail.

There are two forms:
• Form A: HFS has been able to electronically verify a member's eligibility. No further action is required by the member.
• Form B: Members should review this pre-filled form, make any needed changes and return it to HFS by the deadline shown. If the form isn't returned by the due date, coverage will be cancelled.

Members can submit Form B in several ways, including:
• Online at ABE.Illinois.gov
• By returning the form in the mail to HFS
• By calling HFS at 1-800-843-6154
• In person at a local Family and Community Resource Center - MCOs can assist in connecting members to these resources

As long as the form is in the state's system by the due date, Medicaid benefits will continue until the form is processed. If the member continues to be eligible after processing, there will be no gap in coverage.

Members no longer eligible for Medicaid can get coverage through work-based health plans or at GetCoveredIllinois.gov.

Please note: Illinois will never ask members for money to renew or apply for Medicaid. Report scams to the fraud report website or the Medicaid fraud hotline at 1-844-453-7286 or 1-844-ILFRAUD.
IAMHP and the Medicaid Managed Care Organizations are dedicated to working alongside the state and industry partners to ensure all of our stakeholders remain updated and informed and that no eligible member loses coverage.

Along with ongoing educational and outreach efforts, IAMHP has curated a website that includes important information for providers, community partners and members on Medicaid Redeterminations.

MCOs are also working with providers to inform them about redetermination for their assigned members via “Redetermination” reports which include member contact info, redetermination dates and Form A/B distinction.

Members whose redeterminations haven’t been received by the state by the due dates and who were determined to be ineligible should be outreached again.

For more information check out our latest complimentary webinars on Medicaid Redeterminations and our resource links listed here.
Health Equity

The Centers for Medicare and Medicaid Services (CMS) defines “Health Equity” as the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, or other factors that affect access to care and health outcomes.

IAMHP and our member MCOs remain committed to the state's priority to continue to strengthen the Medicaid program and ultimately achieve better healthcare outcomes and health equity here in Illinois.

We are heartened by the demonstrated efforts of lawmakers during this year's legislative session, that just wrapped in May, to move toward our collective goal. The legislature advanced several measures that enhance access to Medicaid services, thereby continuing to close the gap to potential barriers for members.

Additionally, MCOs continue to demonstrate their commitment to addressing social factors that can impact the health of member's through care coordination efforts and more.

It's these wrap around services of care that are addressing factors including but not limited to housing, food and transportation insecurity, all of which play a crucial role in achieving the best healthcare outcomes.

IAMHP is encouraged that through policy and partnership efforts, health equity can and will be a reality right here in Illinois.

Medicaid omnibus, SB 1298, includes critical health investments such as:

- Medicaid rate increase for inpatient and residential services for substance use disorder.
- Medicaid rate increase for critical access hospitals providing OBGYN, behavioral health and other specialty services.
- Increased rate for community behavioral health services, including mobile crisis response and crisis intervention.
- Enhanced reimbursement for long-acting reversible contraceptives (LARCs) by reimbursing at the full list price of the devices.
Aetna Better Health of Illinois Receives NCQA Health Equity Accreditation

Aetna Better Health of Illinois was awarded Health Equity Accreditation from The National Committee for Quality Assurance (NCQA) this year.

“Our team is committed to advancing health equity and ensuring our members have access and availability of health care resources,” said Rushil Desai, CEO, Aetna Better Health of Illinois. “Earning NCQA’s Health Equity Accreditation underscores our work to provide diverse populations with access to personalized care and a simplified health care experience.”

One of the ways Aetna Better Health of Illinois has been working to improve the health of under-resourced communities in the state is by leading more than 100 statewide COVID-19 vaccination distribution and education efforts.

Aetna Better Health of Illinois collaborated with the state in a COVID-19 vaccine incentive campaign, which included reward cards and outreach to members. Aetna analyzed population health data to establish priority areas of focus based on vaccination status and hard to reach populations. In 2022, the COVID-19 vaccination rate among Aetna Better Health of Illinois members, age 12 and up, increased from 29.4% overall to 48.4%.

NCQA awards accreditation to organizations that meet or exceed its rigorous requirements for health equity. NCQA’s Health Equity Accreditation evaluates how well an organization complies with standards in the following areas:

- Organizational readiness
- Race/ethnicity, language, gender identity and sexual orientation
- Access and availability of language services
- Practitioner network cultural responsiveness
- Culturally and linguistically appropriate services programs
- Reducing health care disparities

This is an excerpt taken from a press release published by Aetna Better Health of Illinois. You can read the full press release [here](https://example.com):
What BCBSIL is Doing to Address Health Equity and SDoH

BCBSIL is committed to helping improve health equity for our members and the communities that we serve. The prevalence of health disparities has both a moral and economic imperative for action. Consequently, we are seeking to address opportunities to help improve health equity within the health care delivery system and outside of health care, upstream from disease and medical treatment.

We have also compiled a list of ICD-10 Z codes for social determinants of health to better track and address the social needs of our members.

AHA’s IFDHE Along with BCBSIL Announce Grant Program Award Recipients. The American Hospital Association’s (AHA’s) Institute for Diversity and Health Equity (IFDHE) and BCBSIL has granted awards to support the work of 13 Illinois hospitals and health care organizations in reducing disparities in health care.

Blue Door Neighborhood CenterSM. BCBSIL is committed to helping improve health equity for our members and the communities that we serve. One way we are doing this is by opening Blue Door Neighborhood Centers (BDNCs) in Chicago communities where some of our more vulnerable members live, work and play.

Care Van® Program. For nearly 30 years, our fleet of Care Vans have brought public health services such as no cost immunizations, dental sealants and health literacy to schools, churches, parks, shopping centers, public housing, community events and other locations.

Diabetes Retinopathy Screening. BCBSIL is working with Esperanza Health Centers, and five other clinics in the Chicago area to help improve screening rates for diabetic retinopathy. The clinics offer free diabetic retinopathy screenings to BCBSIL members and nonmembers to help combat diabetic retinopathy.

New Programs Aim to Reduce Disparities and Expand Care Access for Expectant Mothers and Babies. BCBSIL has announced more than $350,000 in grant funding to six community-based organizations working to improve maternal health outcomes on Chicago’s South and West Side neighborhoods.
CountyCare's Care Management Focus on Equity

What is Health Equity?

Definitions

"[The] assurance of the conditions for optimal health for all people. Achieving health equity requires (1) valuing all individuals and populations equally, (2) recognizing and rectifying historical injustice, and (3) providing resources according to need."

-Dr. Camara Jones, MD, MPH, PhD

- Diabetes-related death rate among Black Chicagoans is 70% higher than among non-Blacks.
- Black infants in Chicago are almost 3 times as likely to die in their first year of life compared to non-Blacks.
- Black women in Illinois are 3 times more likely to die from a pregnancy-related condition compared to White women.
- Latinas in IL had a rate of severe maternal morbidity that was approximately 20% higher than White women.
- Infants born to mothers living in Chicago community areas of high economic hardship experience the greatest mortality.

Actions and Initiatives – Zooming in on Health Equity

- FoodCare and Housing Programs
- Prioritize accurate and complete member demographic data
- Domestic Violence Reduction

Actions and Initiatives

- NCQA Reaccreditation
- Behavioral Health, Maternal, and Child Health, and Primary Care Engagement
- Health outcomes improvement
- Workforce Transformation
- Integrated Service
- Financial Resilience
- Optimization, Systemization, and Performance Improvement
Care Coordination Spotlight

Licensed Social Worker Candace McDonald is an LTSS Care Coordinator and one of our brightest stars. She cares deeply for our members and always treats them with kindness and empathy. Candace works with underserved communities facing complicated challenges, helping members manage their care and improve their general well-being. Her candor and deep commitment to her clients help her serve the most vulnerable populations with care, grace and respect. We (Humana) are so grateful for Candace and her many contributions to our long-term services team.

Candace McDonald
LTSS Care Coordinator at Humana

“Her candor and deep commitment to her clients help her serve the most vulnerable populations with care, grace and respect.”
BCBSIL Helps Member Struggling to Find Solid Ground

Barriers to achieving health and wellness are different for every individual.

While attempting to retake control of mental health following a history of substance abuse, one man’s journey on his road to recovery has overcome numerous obstacles. Barriers to achieving health and wellness are different for every individual.

In the past, Jacob Williams, has self-medicated his schizophrenia with alcohol, which has led to various health problems due in part to risky behavioral health patterns. Now that he has achieved one year of sobriety, Jacob a 45-year-old Illinois resident, still had many challenges that hindered his mental health success.

Once assigned to care coordination for behavioral health needs, an assessment revealed a major factor to Jacob’s success was a precarious and inconsistent housing situation going between his parents and hotels. To find more stability, Jacob considered the idea of entering into a long-term care facility where he’d have access to join the Moving On Program.

Instead, through the assistance of a care coordinator, Jacob was connected to a community support team where he was introduced to a community Chaplain. Now with the development of natural supports within his community, an action plan was in place to secure a stable living situation for Jacob. Through the efforts of the community support team case manager, care coordination, and the Chaplin, Jacob was assisted with the application for subsidized housing.

After successfully obtaining a subsidized apartment, with assistance of startup expenses, Jacob is settled and stabilized within his community. He remains well engaged with his newfound community supports team, care coordinators, and his providers. This steady environment has even increased Jacob’s compliance with his medications and health plan. He has remained sober and recently obtained an emotional support cat to improve his overall wellbeing.

To learn more about how MCOs are improving health outcomes for their members visit IAMHP’s Member Stories Content Corner here.
Did you miss it?
Catch up on all of the content IAMHP shared out over the last quarter!

COMPLIMENTARY WEBINARS

Qārtek Presents Redeterminations in Illinois
IAMHP, in partnership with Trusted Partner Qārtek presented on advancements in technology that are helping to meet the increased need for outreach and engagement during Medicaid redeterminations, while taking into account potential barriers like social influencers of health.

i2i Population Health Webinar: Leveraging Population Health Technology to Improve Quality Outcomes
Justin Neece, CEO of i2i, the nation’s largest population health technology company serving the underserved, safety net market, demonstrated how i2i is supporting complex populations across America with a brief presentation and product demo.

County Care Flexible Housing Pool Webinar
The Flexible Housing Pool (FHP) is a partnership of Cook County Health, the City of Chicago, the Center for Housing and Health, Corporation for Supportive Housing, among other partners, to reduce utilization of emergency services and hospitalizations by connecting people to stable housing and the supportive services needed in order to improve health outcomes. This webinar, presented by County Care Health Plan, will cover how plans utilize their pay for performance withhold funds for community reinvestment, including a pledge to the Flexible Housing Pool.

UPCOMING WEBINARS:

Sip & Refresh:
Aug. 2nd @ noon - Ordering, Referring and Prescribing for Medicaid
Sept. 6th @ noon - Managed Long-Term Services and Supports
Oct. 4th @ noon - Claims Template Review

Lunch & Learn:
Aug. 23rd @ noon - How a Claim Becomes an Encounter
Sept. 20th @ noon - Utilization Management
Oct. 18th @ noon - Billing for Community Mental Health Centers

To learn more about IAMHP’s educational series and to register for upcoming webinars, visit: https://iamhp.org/IAMHP-Webinar-Series
Ep. 112 - How Medicaid Managed Care Organizations Prioritize Value-Based Care and Why it Matters

Jennifer Sprague, LTSS Manager at Molina HealthCare of Illinois, talks to Samantha about the importance of value-based care and care coordination.

Ep. 113 - How Qartek is Meeting the Need for Advanced Engagement during Medicaid Redeterminations in Illinois

Isaac Palmer, CEO of Qartek, an IAMHP Trusted Partner, joins the podcast for a very timely discussion on how they are working to meet the increased need of advanced outreach and engagement for the Medicaid program during the redetermination period here in Illinois.

Ep. 114 - How MTM Continues to Address Social Influencers of Health Through Transportation

Phil Stalboerger, VP of Public Affairs at MTM, an IAMHP Trusted Partner, returns to the podcast to discuss how MTM continues to address social influencers of health through transportation.

Ep. 115 - Opioid/Heroin Overdose Prevention and Redeterminations: A Candid Conversation with State Rep. LaShawn Ford

Illinois State Representative LaShawn Ford joins Samantha to talk about the importance of Opioid and Heroin overdose prevention and the risk of losing coverage during Medicaid redeterminations.

Ep. 116 - EVV as a Stepping Stone in Managed Care

Kaitlin Shepherd, Sr. Director of Government Health Plans at HHAeXchange, an IAMHP Trusted Partner, and Andrew Segal, CEO of Ansega Health Solutions join Samantha to discuss the importance of effective data to drive better healthcare outcomes.
Ep. 117 - Using Social Influencers of Health to Drive Improved Health Outcomes

Jean Drummond, President at HCD International, joins Samantha to talk about how we as an industry can use social influencers of health to drive improved health outcomes.

Ep. 118 - Using AI to Improve Access to Care and Critical Eye Health Outcomes in Diabetes Patients

Juli Goldstein, VP of Government Affairs and Market Access at Digital Diagnostics, an IAMHP Trusted Partner, stops by the podcast to talk about the use of AI to improve access to care and critical eye health outcomes in diabetes patients.

Ep. 119 - Providing Life-Changing Surgeries for Disadvantaged Children at No-Cost

Utica Gray, National Director at Fresh Start Caring for Kids Foundation, joins the podcast to talk about the importance of providing life-changing surgeries for children at no-cost. For more information visit http://www.freshstartkids.org.

Ep. 120 - Keeping Families Safe, Supported and Together in Illinois

Joyce Moffitt, Director of the Greater Chicago Chapter of Safe Families for Children, joins Samantha to talk about the work they’re doing to support the safety of children in Illinois and keep families together through crises and hardships. For more information visit Safe-Families.org.

Ep. 121 - New State Policy Promotes Health Equity and Access to Care

Trisha Rodriguez, Director of Public Policy and Government Relations at IAMHP, returns to the podcast to talk about significant reform that came out of the 2023 Legislative Session in Springfield that promotes health equity and access to healthcare services for Medicaid members.
Ep. 122 - What the 2024 State Budget Means for Medicaid

IAMHP Legislative Consultant, John Lowder, returns to the podcast to talk about the 2024 State Budget and what it means for the Medicaid program in Illinois.


Laura Minzer, President of Illinois Life & Health Insurance Council, is back to help Samantha breakdown new health insurance laws that came out of the 2023 Legislative Session.

Ep. 124 - How Molina is Bringing High Quality Healthcare to Members through its Mobile Unit

Rebecca Kidd, Program Manager at Molina Healthcare of Illinois, joins Samantha to talk about how Molina is bringing high quality healthcare to its members through their new mobile unit.
IAMHP, in partnership with Platinum Title Sponsor, HHaExchange, is excited to host our 2023 annual conference at the Hyatt Lodge in Oak Brook, **September 25th -27th.**

The IAMHP Annual Conference brings together Medicaid Providers, Managed Care Organizations, State Legislators and Business Vendors to actively discuss ways to bring value to Medicaid members across the state.

This year’s theme is “Stronger Together.” The three-day event will focus on the importance of partnerships and collaboration in our work to continue to strengthen the Medicaid Program here in Illinois.

Last year we had over 300 attendees! Join us for incredible education sessions, expert panels, and networking opportunities.

Visit our conference website for more information! [https://iamhpconference.com/](https://iamhpconference.com/)