

**Child Welfare Medicaid Managed Care Advisory Workgroup**

Department of Children and Family Services

WebEx/Telephone

**August 20<sup>th</sup>, 2020: – 4:00pm -5:00pm**

**MINUTES**

<b>MEMBERS PRESENT (in person)</b>	<b>MEMBERS PRESENT (via WebEx/Telephone)</b>	<b>MEMBERS ABSENT</b>
N/A	Anika Todd	April Curtis
	Ashley Deckert	Arrelda Hall
	Deb McCarrel (Proxy/ Sarah Denos)	Carol Sheley
	Desiree Silva (Proxy/ Stacy Short)	Director Eagleson
	Director Smith	Dr. Marjorie Fujara
	Helena Lefkow	Dr. Michael Naylor
	Jamie Dornfeld	Dr. Peter Nierman
	Julie Hamos	Dr. Rashid Saafir
	Kara Teeple	Gregory Cox
	Karen Brach (Proxy/ Shawnte Alexander)	Howard Peters
	Keshonna Lones	Josh Evans
	Kristine Herman	Judge Ericka Sanders
	Raul Garza (Proxy/ Audrey Pennington)	
	Kathleen Bush	
	Royce Kirkpatrick	
	Ruth Jajko	
	Trish Fox	
	Kim Casey	

**I. Welcome and Call to Order**

Kristine Herman with Behavior Health for Healthcare and Family Services introduced herself as the moderator and welcomed the group. She called the meeting to order at 4:02pm. She welcomed Director Smith to state opening remarks.

Director Smith: Good afternoon everybody. I didn't want to take much time with my comments. I appreciate everyone's continued commitment to getting our kid what we have hoped will be an improved level of care for their physical and mental health. I'm glad that we still have a large number of people that are committed to this. We are optimistic that this will go well and as we keep transitioning with this work, we will continue to work hard to insure the best services are available to our kids.

**II. Review and Approval of Minutes**

Kristine Herman: We will move on to the business of the meeting. Everyone on the committee should have received a copy of the minutes. Can I receive a motion for approval of the minutes?

Jamie Dornfeld motioned to approve the minutes.

Ashley Deckert seconded to approve the minutes.

Kristine Herman asked if there were any correction that need to be made? No comments were made. Minute are approved.

### **III. Discussion/Updates**

Kristine Herman: We are going to start with some opening comments by the dept and by YouthCare to get some updates. I am going to turn over the floor to Jamie.

Jamie Dornfeld: Thank you, Kristine. I am the Special Assistant to the Director at DCFS I am going to give an overview. We did send out letters back in early July announcing the September 1<sup>st</sup> transition date. We did send out reminder letters to youth and families last week. The letters let them know that YouthCare was mailing out enrollment packets and ID cards this week. We wanted to make sure to let them know that if they do not receive that information by August 26<sup>th</sup> how to contact YouthCare and how to find member handbooks and temporary ID cards on the Youth Care website. We also gave instructions letting them know that Youth Care can fax temporary ID cards to provider offices if that was necessary. We also focused on the role of the Advocacy Office in assisting after the transition. We made sure to let everyone know that they can contact the Advocacy Office if they have any questions or need assistance in the transition (for example): If they have a situation where a provider refused to see a youth or schedule an appointment; If they want to request a different health plan and also provide contact information for getting in touch with YouthCare if they needed any help finding a health care provider. In addition to the letters YouthCare has sent some general information to caregivers via text and they have been sending emails, letters, and faxes to provider offices to make sure providers are aware they are part of the Youth Care provider network. And then we have also been sending out provider notices to raise awareness of the YouthCare program. We did a training back at the end of February. We trained over 3,000 DCFS and POS caseworks and supervisors and YouthCare care coordinators on the roles and responsibilities of caseworkers and care coordinators. In the last four weeks we have provided refresher trainings via WebEx and participants have been very interactive. We have two more sessions scheduled for next week. We are working on scheduling more trainings planned for September. We have gotten positive feedback regarding the trainings. YouthCare has also been providing trainings for health work fleet agencies and have scheduled over 22 provider orientation webinars to cover topics like member eligibility requirements, claims commission process, and web portal. We are also working with ICOY to develop additional recourses and training to providers that are new to Medicaid Managed Care roles that have traditionally been DCFS funded. I just want to remind everybody the continuity of care period during the first six months of the transition, through Feb. 2021, all services will be reimbursed even if the medical or behavior provider is not in network. This also applies to former youth in care. Their continuity period is 13 months long. We want to remind everybody that if anyone is having trouble receiving care please contact the Advocacy office during the continuity of care period YouthCare will continue to work with out of network providers to try to bring them in network or secure case agreements for those who are only interested in staying in individual or small groups of DCFS use. The Advocacy Office is designated as a single point of contact for all concerns. After Sept 1 any complaints will be shared on a daily basis with the Advocacy office. We have formed a joint team made up of DCFS, HFS, and Youth Care. It's really a collaborative approach to tracking systems and looking at systemwide needs. The DCFS Advocacy office will be tracking appeals. The caregiver will get the notice as will the Advocacy office. If caseworkers, care providers, or older youth

have questions or concerns the Advocacy office can provide help. The Advocacy office will also receive a resolution letter so they will be aware of the final outcome and know if additional action is necessary. We talked to the Advocacy office about opting kids out of Youth Care. There are four other managed care plans available to service youth in care. Those plans are BCBS, Illinicare, Molina, and CountyCare. Any youth over 18 can choose their own health plan they just need to contact the Advocacy office. For youth in care under the age of 18 all changes in plans have to go through the Advocacy office. We have a lot of resources online [www.DCFHealthplan.illinois.gov](http://www.DCFHealthplan.illinois.gov) that includes all information that has gone out to youth and families available in both English and Spanish. I will provide the Advocacy office phone number: 1-800-232-3798 and email: [dcs.healthplan@illinois.gov](mailto:dcs.healthplan@illinois.gov) Youth Care number is: 844-289-2264. Thank you.

Kristine Herman: – Thank you Jamie. We are going to continue the update portion of the meeting. Dr. Shawnte Alexander please give the update from the Youth Care perspective.

Dr. Alexander: As Jamie mentioned we dropped the packets last week. We are receiving calls and getting PCPs assigned. We are helping folks understand the transition and what it means. We sent these out earlier than normal to have extra time to resolve any issues and answer any questions. We launched a campaign during the week of July 22 and we started sending text out to members welcoming members to the program. We have reached out to youth in care to make sure they have a provider and reaching out to make sure we're getting any provider in network that are wanted. We have had a positive response from the texts that have been sent out. We do not have many opting out. The two weeks prior to this we have been doing as much outreach as possible. We have been doing text blasts and hosting five webinars a week. We are touching thousands and thousands of providers. We are giving people opportunities to ask questions that they may have and troubleshooting from the provider perspective. Those outreach efforts will continue through the transition. To date we have done 13,000 outreaches to the youth in care. We'll continue to try to reach the youth we have not connected with. The specialized agencies are working with the caseworkers to try to secure some of the additional HRS for the youth in care. And reminding caseworkers and care takers that if they have not completed the screening can still get those and they can be completed at any time and they will still have a care coordinator. We will continue to reach out to those youth until we are able to connect with them. Refresher training is happening with YouthCare and DCFS caseworkers and our own internal staff just to make sure everyone is refreshed and best prepared to service this population. We update our website regularly for clarity and making sure that we are directing members to DCFS Advocacy office in addition to YouthCare and letting folks know that we want providers and members to contact Youth Care and let us troubleshoot anything for you. We're putting that on us to help you navigate the system. We have a rapid response team that is ready to go now so that members are never having to go without access to care. They're to resolve issues in 24hrs. We want to make sure this is a smooth transition. We're touching a lot of staff and providers.

Kristine Herman: - Thank you. Keshonna from HFS do you want to give any updates?

Keshonna: Thank you. To echo the comments we have just heard – we have focused on increasing the overall education. We have been working closely with YouthCare to make sure webinars have continued past the original date. We're working closely with YouthCare as we prep for the launch date. Those are my updates.

#### **IV. Public Comment**

Kristine Herman: – Thank you very much all of you. I want to move to questions or comments from the committee. Committee members get to ask questions first and then we will take public comments. One more call for questions or comments from the committee in case anyone was speaking and on mute. Okay well hearing no comments or questions from the committee we can move to public comment. Please introduce yourself before starting your question or comment.

Michelle from CBHA: We have some members that needed information about how their DCFS contracts are impacted by health care. There has been a lot of great information from the Advocacy office that's going out to youth and families. There has been a bit of a disconnect thought and I'd like to guide them to be able to get answers.

Kristine Herman: Royce Kirkpatrick could you or Jamie give insight? Is there a specific type of contract we have questions Advocacy office but? Residential? Foster care? Could you narrow it down?

Michelle from CBHA: Residential contracts. They just don't know where to go to get the information they need if they have been providing behavioral health services.

Doug Washington with DCFS contracts: As far as information specific to the transition to Youth Care or the DCFS role as it relates to this transition as it relates to residential providers? If it is the latter, you can contact me directly by email at [douglas.washington@illinois.gov](mailto:douglas.washington@illinois.gov) and I can provide a response.

Michelle from CBHA: Thank you I will share that information with folks that have particular questions.

Kristine Herman: Thank you. Any other public questions or comments?

Doug Washington: I would like to add that in my response, if it is okay, I can copy in DCFS Anika Todd and Jamie Dornfeld if that's ok?

Jamie and Anika both agreed that they were okay with being included in the email responses.

Helena Lefkow: I tried to ask a question during the committee member part, but I was muted. I was wondering if there was an update on the Medi eligibility response. It's been difficult to identify which individuals are in YouthCare or Meridian.

Kristine Herman: Keshonna, do you have an update on that?

Keshonna Lones: Yes, for youth in care there will not be any discrepancies. There will not be issue at all. For former youth in care there is a process were YouthCare and Meridian has an automated process internally where they share information if there are any questions if someone is in YouthCare or Meridian.

Helena Lefkow: So, the actual providers screen will not directly show if they are enrolled in YouthCare? They will have to follow up?

Keshonna Lone: Is this regarding youth in care or former youth in care?

Helena Lefkow: Former

Keshonna Lones: There is no additional work that will need to be done by the providers. That should automatically be sent over. Please reach out if you have any issues.

Unknown speaker: We do have a transfer that happens behind the scenes so that the provider does not have to do any additional work.

Keshonna Lones: For youth in care it will be displayed Youth Care

Helena Lefkow – Thank you! That's very helpful.

Kristine Herman: Any additional questions from the committee or the public? I'll give people one more minute in case they need to unmute. Okay, thank you. I thank the presenters, the committee, and the public. The next meeting will be next month. It is set for September 17, 2020. Please be safe and stay healthy.

## **V. Adjournment**

Kristine Herman: I need a motion to adjourn.

Jamie Dornfeld motioned to adjourn the meeting.

Kathleen Bush seconded the motion to adjourn the meeting.

Kristine Herman: All in favor (response) any opposed (no response). Hearing none the meeting is adjourned. Thank you all so much.