

January 2022

Calendar Year 2021 report required by 305 ILCS 5/11-5.1(h). (Public Act 101-0209)

The Illinois Department of Healthcare and Family Services (HFS) and the Illinois Department of Human Services (IDHS) continue to collaborate on our multi-pronged plan to maintain low eligibility backlogs which includes maintaining staffing levels for eligibility workers, providing better training, deploying best practices across both agencies, and rolling out simplified policies and procedures. Addressing the backlog and improving the Integrated Eligibility System (IES) is a primary focus of HFS and IDHS every day.

In addition to our focus on backlog in IES, beginning in March 2020, the agencies took multiple steps to address the COVID Public Health Emergency.

Application Backlog

At the end of December 2021, pending Medicaid applications over 45 days were 4,545, down from 147,000 at the end of January 2019 by 97%.

Hiring Personnel – Caseworker Onboarding & Training

We continue to make progress in hiring caseworkers and maintaining staffing levels. Since February 2019, we have added 528 net new caseworkers in local IDHS offices around the state and the HFS Bureau of All Kids. This is a 20% increase. The onboarding of caseworkers is vital to processing backlogs, applications, and renewals. New caseworkers can take several months to learn the complex system of eligibility. Caseworkers often assist with flagging IES issues, suggesting more efficient processes, and testing new enhancements before full implementation.

Long Term Care (LTC) – Continued Efforts

On April 30, 2019, there were 6,342 pending LTC applications with 4,898 over 45 days old and 15,173 pending admits with 10,196 over 45 days old. These backlogs have been eliminated. As of January 1, 2022, there were 136 LTC applications pending with only 2 over 45 days and 654 admits pending with only 16 over 45 days. This progress is due, in part to COVID policies, but also to the re-alignment of processes and workflows at the three existing LTC hubs, the LTC Statewide Processing Center, and the new fourth LTC office in Anna; new trainings for caseworkers, and several initiatives which occurred in 2020. This included creation of a new LTC statewide processing center at Granite City, which became operational in January 2021, the ongoing creation of the Medical Field Operations Anna Office, which opened January 16, 2021, and allowing facilities the ability to upload documents to IES through the ABE Provider Portal. Further, the Central Scanning Unit for Long Term Care work opened in April 2021. The State continues to evaluate the workload and processes to make continual improvements to the system to maintain the progress made on timely application decisions.

Call Center – Continued Efforts

The Alton Call Center became fully operational on September 16, 2020. There are currently 46 staff on board who are fully trained and 3 trainees. Additional positions are in the process of being filled. All trained caseworker staff on board will be taking calls through the IDHS Call Center. FCS has been working with a vendor and the Illinois Department of Innovation and Technology (DoIT) to restructure the Call Center System. Phase I was implemented on December 17, 2021. This phase includes new interactive self-service features, as well as new options for customers to complete Medical redeterminations and SNAP redeterminations telephonically. The second phase is scheduled to start in late January 2022 and will gradually move local office call centers into the new call flow system.

System Improvements – In Progress

We continue to work on IES system performance initiatives, implementing legislative mandated policy changes, COVID-related changes and issuances, known documented defects and refreshing IES hardware and software. An external vendor has been hired to advise HFS and IDHS on the most impactful system improvements since January 2020.

COVID Strategies

Beginning in March 2020, HFS implemented a variety of eligibility and enrollment flexibilities to apply during the COVID Public Health Emergency (PHE) with the goal of streamlining application requirements, starting coverage faster, and assuring continued coverage throughout the PHE. These flexibilities included changes to: simplify documentation requirements at application, delay renewals and actions that would change or end coverage, disregard assets in determining eligibility, waive premiums and co-payments for children in All Kids and individuals in the Health Benefits for Workers with Disabilities program, cover COVID-19 testing for the uninsured, and provide presumptive eligibility to certain adults.

Challenges Exist

Despite our significant efforts, challenges remain. HFS, IDHS and DoIT continue to face challenges with finding candidates and onboarding new staff to address IES performance and the backlog of applications and renewals. Strategies to address IES system performance issues are underway, but some are slower than anticipated.

See following page for Reporting of Medical Application and Renewal Processing Data for 2021.

For the purposes of part B of the chart below, please note:

The term “ex parte renewal” refers to a process by which the state systematically uses approved electronic sources during the annual renewal process to automatically verify an individual’s eligibility status and continue medical coverage. Using the ex parte process provides efficiency for both clients and state caseworkers through automation. The state

Eligibility Backlog Reporting

sends Form A to clients found eligible for ex parte renewal. Note, beginning in March 2020, HFS suspended Form B mailings due to COVID.

Quarterly Reporting - Eligibility (required by 305 ILCS 5/11-5.1(h))			
A. Medical Applications (End of month)			
	Jan-21	Feb-21	Mar-21
Total applications on hand by number of days on hand	62,297	41,901	25,214
0-7 Days	4,352	5,246	4,727
8-45	8,963	9,973	7,436
46-90	40,476	14,303	1,760
91-180	2,396	6,098	5,557
181+	6,110	6,281	5,734
Total applications on hand by basis for determining income eligibility	62,297	41,901	25,214
Modified Adjusted Gross Income (MAGI)	39,486	21,887	8,551
Non-MAGI - Long Term Care	557	636	642
Non-MAGI - Excluding Long Term Care	7,833	4,522	2,002
Unknown	14,421	14,856	14,019
Applications over 45 days	48,982	26,682	13,051
Modified Adjusted Gross Income (MAGI)	34,644	16,034	5,369
Non-MAGI - Long Term Care	379	388	393
Non-MAGI - Excluding Long Term Care	6,621	3,216	1,220
Unknown	7,338	7,044	6,069
B. Medical Renewal (by month in which ex parte decision is made)			
Total number of cases up for renewal in two months	145,795	86,148	74,303
Form A Mailed (ex parte)	46,798	30,177	26,949
	32%	35%	36%
Form B Mailed (not ex parte)	98,997	55,971	47,354
	68%	65%	64%
Reasons Form B mailed	98,997	55,971	47,354
Aged, Blind and Disabled	21,166	11,611	10,833
	21%	21%	23%
Unverifiable Income	10,143	5,265	5,640
	10%	9%	12%
Zero (\$0) Income	33,831	16,770	12,796
	34%	30%	27%
No SSN	9,086	4,914	3,829
	9%	9%	8%
Income Exceeds Eligibility Criteria	18,134	13,966	11,197
	18%	25%	24%
Self-Employment Income	4,410	2,406	2,237
	4%	4%	5%
Other Reasons	2,227	1,039	822
	2%	2%	2%

Quarterly Reporting - Eligibility (required by 305 ILCS 5/11-5.1(h))			
A. Medical Applications (End of month)			
	Apr-21	May-21	Jun-21
Total applications on hand by number of days on	23,005	20,716	18,530
0-7 Days	5,066	3,404	4,641
8-45	9,939	10,225	7,903
46-90	1,680	2,588	2,584
91-180	1,945	1,206	612
181+	4,375	3,293	2,790
Total applications on hand by basis for determining income eligibility	23,005	20,716	18,530
Modified Adjusted Gross Income (MAGI)	8,962	8,627	7,554
Non-MAGI - Long Term Care	521	308	266
Non-MAGI - Excluding Long Term Care	1,972	1,951	1,537
Unknown	11,550	9,830	9,173
Applications over 45 days	8,000	7,087	5,986
Modified Adjusted Gross Income (MAGI)	2,271	2,798	3,142
Non-MAGI - Long Term Care	393	179	119
Non-MAGI - Excluding Long Term Care	514	496	420
Unknown	4,822	3,614	2,305
B. Medical Renewal (by month in which ex parte decision is made)			
Total number of cases up for renewal in two months	68,526	106,827	89,894
Form A Mailed (ex parte)	23,296	42,456	36,222
	34%	40%	40%
Form B Mailed (not ex parte)	45,230	64,371	53,672
	66%	60%	60%
Reasons Form B mailed	45,230	64,371	53,672
Aged, Blind and Disabled	10,586	17,193	14,306
	23%	27%	27%
Unverifiable Income	7,854	10,852	9,523
	17%	17%	18%
Zero (\$0) Income	11,995	16,175	13,021
	27%	25%	24%
No SSN	3,632	4,581	3,604
	8%	7%	7%
Income Exceeds Eligibility Criteria	8,377	12,256	10,313
	19%	19%	19%
Self-Employment Income	1,986	2,356	2,014
	4%	4%	4%
Other Reasons	800	958	891
	2%	1%	2%

Quarterly Reporting - Eligibility (required by 305 ILCS 5/11-5.1(h))			
A. Medical Applications (End of month)			
Total applications on hand by number of days on	Jul-21	Aug-21	Sep-21
	18,319	19,639	15,028
0-7 Days	4,748	3,939	4,001
8-45	8,063	10,474	6,316
46-90	2,261	1,875	1,509
91-180	688	658	599
181+	2,559	2,693	2,603
Total applications on hand by basis for determining income eligibility	18,319	19,639	15,028
Modified Adjusted Gross Income (MAGI)	6,636	7,457	4,164
Non-MAGI - Long Term Care	217	235	252
Non-MAGI - Excluding Long Term Care	1,400	1,558	960
Unknown	10,066	10,389	9,652
Applications over 45 days	5,508	5,226	4,711
Modified Adjusted Gross Income (MAGI)	2,738	2,220	2,069
Non-MAGI - Long Term Care	74	78	84
Non-MAGI - Excluding Long Term Care	396	380	348
Unknown	2,300	2,548	2,210
B. Medical Renewal (by month in which ex parte decision is made)			
Total number of cases up for renewal in two months	144,569	157,406	154,650
Form A Mailed (ex parte)	40,613	48,090	46,607
	28%	31%	30%
Form B Mailed (not ex parte)	103,956	109,316	108,043
	72%	69%	70%
Reasons Form B mailed	103,956	109,316	108,043
Aged, Blind and Disabled	28,451	30,571	28,353
	27%	28%	26%
Unverifiable Income	18,895	16,079	15,688
	18%	15%	15%
Zero (\$0) Income	24,419	25,195	26,248
	23%	23%	24%
No SSN	9,374	8,696	8,726
	9%	8%	8%
Income Exceeds Eligibility Criteria	15,884	20,757	20,629
	15%	19%	19%
Self-Employment Income	5,439	6,480	6,931
	5%	6%	6%
Other Reasons	1,494	1,538	1,468
	1%	1%	1%

Quarterly Reporting - Eligibility (required by 305 ILCS 5/11-5.1(h))				
A. Medical Applications (End of month)		Oct-21	Nov-21	Dec-21
Total applications on hand by number of days on		12,179	24,034	27,971
0-7 Days		3,847	6,794	3,775
8-45		5,336	14,405	19,651
46-90		556	713	2,420
91-180		418	381	360
181+		2,022	1,741	1,765
Total applications on hand by basis for determining income eligibility		12,179	24,034	27,971
Modified Adjusted Gross Income (MAGI)		1,224	7,409	16,111
Non-MAGI - Long Term Care		283	249	219
Non-MAGI - Excluding Long Term Care		841	4,768	2,473
Unknown		9,831	11,608	8,168
Applications over 45 days		2,996	2,835	4,545
Modified Adjusted Gross Income (MAGI)		671	513	2,122
Non-MAGI - Long Term Care		79	77	82
Non-MAGI - Excluding Long Term Care		175	173	247
Unknown		2,071	2,072	2,094
B. Medical Renewal (by month in which ex parte decision is made)				
Total number of cases up for renewal in two months		150,880	100,538	248,428
Form A Mailed (ex parte)		43,567	21,554	62,025
		29%	21%	25%
Form B Mailed (not ex parte)		107,313	78,984	186,403
		71%	79%	75%
Reasons Form B mailed		107,313	78,984	186,403
Aged, Blind and Disabled		28,769	23,395	59,079
		27%	30%	32%
Unverifiable Income		18,740	10,397	19,861
		17%	13%	11%
Zero (\$0) Income		26,684	18,109	30,957
		25%	23%	17%
No SSN		9,088	7,108	19,336
		8%	9%	10%
Income Exceeds Eligibility Criteria		17,128	14,168	35,634
		16%	18%	19%
Self-Employment Income		5,527	4,711	10,440
		5%	6%	6%
Other Reasons		1,377	1,096	11,096
		1%	1%	6%