

Blue Cross and Blue Shield of Illinois

Medicaid Managed
Care Health Plan

State of Illinois

2021 BEP Report



BlueCross BlueShield
of Illinois

Report Date: 03/15/2021



BEP Report

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State of Illinois BEP Report

Blue Cross and Blue Shield of Illinois (BCBSIL), a Division of Health Care Service Corporation, is contracted with IHFS as an MCO and operates a Medicaid plan, the Blue Cross Community Health Plan (BCCHP) in the state of Illinois. Growing and supporting the Business Enterprise Program (BEP) consistent with the terms of our Health Choice Program Contract (IHFS Contract) is an important part of our overall dedication to diversity and inclusion. Since the inception of the IHFS Contract, BCBSIL has demonstrated significant progress through good faith efforts to improve and increase dollars spent with BEP-certified subcontractors and to meet our BEP goals. BCBSIL is committed to working to enhance business prospects for all entities by providing equal opportunities for the inclusion of minority-, women-, and persons with disabilities-owned businesses to participate in applicable BCBSIL Medicaid managed care health plan related contracts.

Blue Cross and Blue Shield of Illinois has a longstanding commitment to minority companies and communities as a part of our diversity and inclusion strategy which permeates all areas of our company – from how we hire, to how we manage and interact with our members and customers, to how we help create a positive impact on the economic and physical needs of the people and geographies we serve.

Please see the BCBSIL Medicaid website for more details:

[BCCHP | Blue Cross and Blue Shield of Illinois \(bcbsil.com\)](https://www.bcbsil.com)

In accordance with 305 ILCS 5/5-30.11, which requires Medicaid managed care health plans to annually report Business Enterprise Program (BEP) diversity spend to the Illinois Department of Healthcare and Family Services (HFS), BCBSIL is submitting the following report. For purposes of the report, the reporting period referenced throughout is January 1, 2020 through December 31, 2020.

01 Administrative Expenses

Reporting Requirement: Report the administrative expenses paid to the Medicaid managed care health plan.

BCBSIL Response: Each month BCBSIL receives administrative fees reflecting the dollars that we have been paid from the State of Illinois to administer benefits management for Medicaid Members who are under the Blue Cross Community Health Plan (BCCHP). For the 2020 calendar year a total of \$170,003,886 in administrative expenses were paid to the BCBSIL Medicaid managed care health plan.

02 Spend with Business Enterprise Programs Suppliers

Reporting Requirement: Report the amount of money the Medicaid managed care health plan has spent with Business Enterprise Program certified businesses.

BCBSIL Response:

BCBSIL is committed to the State of Illinois' Business Enterprise Program and the requirements of the IHFS Contract. We continue to provide reporting on the amount of money spent with BEP certified businesses while also maintaining a strong BCBSIL focus on how BCBSIL makes good faith efforts to meet the diverse spend targets described in the IHFS Contract. We have and will continue to work hard to continue to foster new BEP growth as we strive to reach our BEP goals through our many activities and efforts.

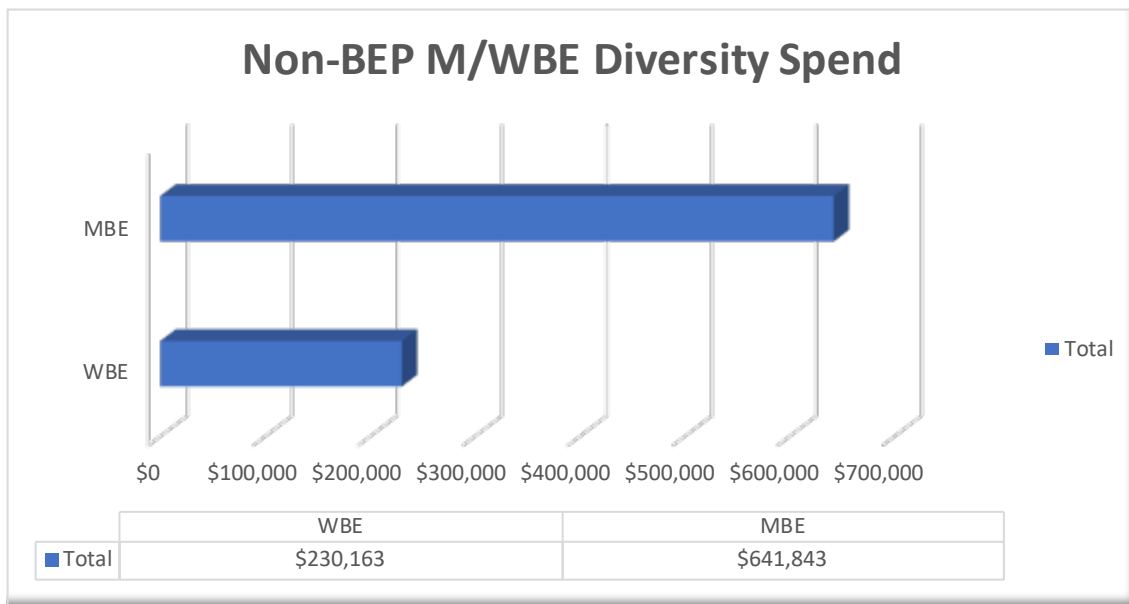
BCBSIL utilizes and collaborates with BEP suppliers in a variety of ways when working toward meeting BEP spend targets. These BEP suppliers provide program services for our members. Through leveraging many good faith efforts for the 2020 calendar year, BCBSIL spent a total of \$19,249,575 with BEP certified businesses.

03 Spend with Other Certifying Agencies

Reporting Requirement: Report the amount of money the Medicaid managed care health plan has spent with minority-owned and women-owned businesses that are certified by other agencies or private organizations.

BCBSIL Response: BCBSIL not only supports BEP subcontractors and suppliers for the IL Medicaid contract, we also help ensure that dollars are spent with diverse companies that hold third-party certification with other agencies or private organizations. BCBSIL has developed an aggressive engagement plan to outreach to minority-owned and women owned businesses that are certified by other agencies to become BEP certified for Illinois Medicaid where appropriate.

The following graph reflects spend for our Illinois Medicaid managed care health plan with Non-BEP M/WBEs that have been certified by other third-party agencies for 2020 calendar year.



04 Spend with Not-for-Profit Agencies

Reporting Requirement: Report the amount of money the Medicaid managed care health plan has spent with not-for-profit community-based organizations serving predominantly minority communities, as defined by HFS.

BCBSIL Response: BCBSIL’s community involvement is rooted in one of our core values: corporate citizenship. We are committed to the well-being of the communities in which we do business through focused health and wellness efforts. As an organization that prides itself in standing with our members in sickness and in health, philanthropy is inextricably woven into the fabric of our organization.

For the 2020 calendar BCBSIL spent a total of \$629K with not-for-profit community-based organizations serving predominantly minority communities.

05 Workforce Composition

Reporting Requirement: Report the proportion of minorities, people with disabilities, and women that make up the staff of the Medicaid managed care health plan.

BCBSIL Response: BCBSIL has a very diverse workforce. We support an environment where all employees feel valued, empowered and recognized for their unique talents, perspectives, and differences. We strive to maintain an inclusive work environment where all employees experience equity. We want employees to know that when they come to work each day they will be treated fairly and with the respect they deserve. We see our organization as one united by our differences and empowered by the strengths each employee brings to the table.

The following chart reflects the portion of minorities, persons with disabilities and women that make up the staff of the Illinois Medicaid managed care health plan.

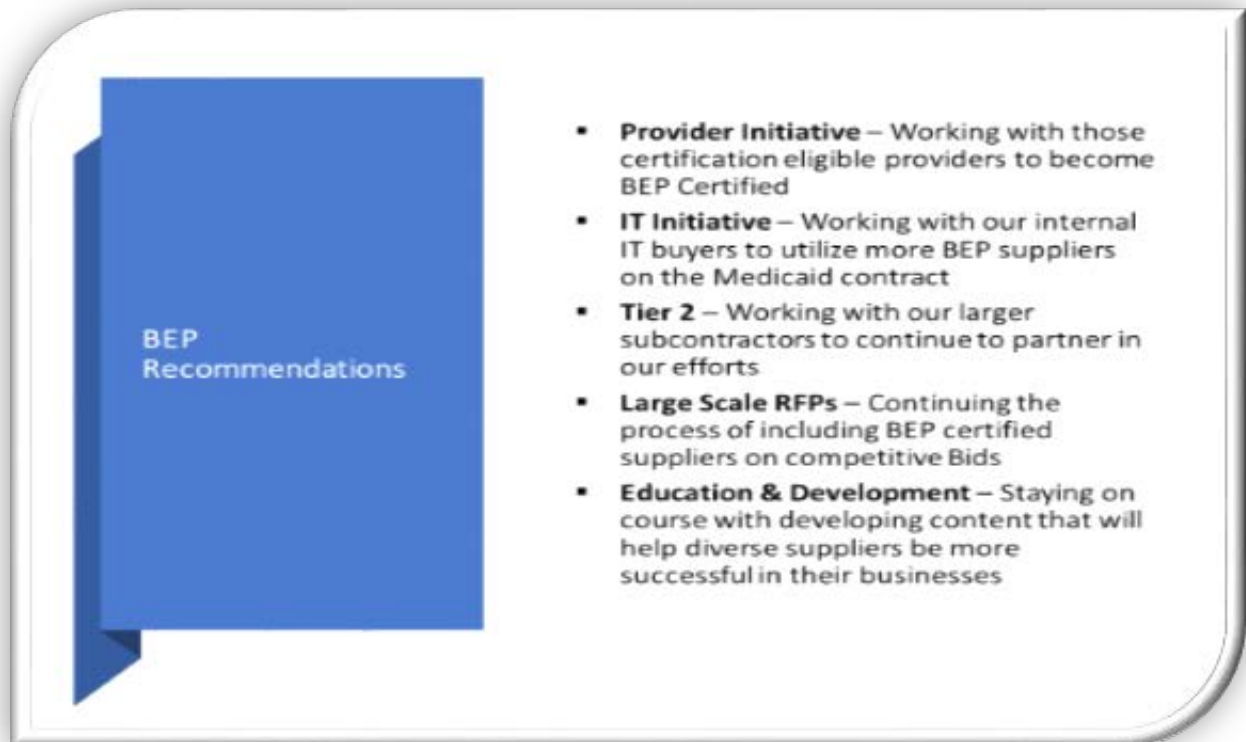
Diversity	Percentage
Minorities	<ul style="list-style-type: none"> • 26.1% Black/African American • 21.7% Hispanic • 8.7% Asian American
Persons w/Disabilities	8.7%
Women	89%

06 Initiatives to Increase Opportunities

Reporting Requirement: Report recommendations for increasing expenditures with minority-owned and women-owned businesses.

BCBSIL Response: BCBSIL has a proactive outreach program to engage BEP Suppliers that are aligned to our Illinois Medicaid program goals. We have a process to ensure that minority suppliers are considered for new and existing procurement opportunities. Additionally, through our diverse spend program we aim to partner prime suppliers with diverse suppliers to offer opportunities to increase diversity spend, minority-owned, women-owned, and persons with disabilities-owned businesses through mentor-protégé models. Our program also provides on-going education and assistance to suppliers to assist with state BEP certification and other business certification requirements within BCBSIL.

Please see the following table summarizing BCBSIL's recommendations to increase spend with Minorities, Persons with Disabilities, and Women.



BEP Recommendations

- **Provider Initiative** – Working with those certification eligible providers to become BEP Certified
- **IT Initiative** – Working with our internal IT buyers to utilize more BEP suppliers on the Medicaid contract
- **Tier 2** – Working with our larger subcontractors to continue to partner in our efforts
- **Large Scale RFPs** – Continuing the process of including BEP certified suppliers on competitive Bids
- **Education & Development** – Staying on course with developing content that will help diverse suppliers be more successful in their businesses



Please see list below summarizing BCBSIL’s overall program recommendations to increase spend with Minorities, Persons with Disabilities, and Women:

- Allow for not-for-profit organizations to achieve BEP certifications and for MCO’s to include spend with diverse not-for-profit, non-profit, charitable organization, and MWPD owned vendors in managed care BEP spending reports;
- Expand BEP certification reciprocity between County, City, State and other relevant certifications; and,
- Consider allowing each MCO to set a reasonable BEP spend goal to be worked toward through annual good faith efforts and consultation with applicable State agencies.

07 Services Being Added for Future Opportunities

Required Reporting: Report a list of the types of services to which the Medicaid managed care health plan is contemplating adding new vendors.

BCBSIL Response:

Services to which BCBSIL is contemplating adding new vendors include, but are not limited to:

- i. Vision Benefits Administration Services;
- ii. Dentistry Services;
- iii. Technology Services;
- iv. Healthy Eating/Home Delivery/Provision of Food
- v. Social Determinants of Health;
- vi. Covid-19 Vaccine Administration Awareness;
- vii. Call Center Staffing;
- viii. Clinical Operations Staffing; and,
- ix. Project Management.

08 Accepted Diversity Certifications

Required Reporting: Report the certifications the Medicaid managed care health plan accepts for minority-owned and women-owned businesses.

BCBSIL Response *The following is the guideline that BCBSIL provides diverse suppliers regarding the types of certifications and certifying agencies that BCBSIL accepts.*

Certifications

BCBSIL accepts certifications for disadvantaged businesses and for disadvantaged business owners. Some certifications are federal, and some are state or municipal—



city, town, county, or other. BCBSIL also accepts certifications from national councils listed on this page and from some private agencies that offer other certifications. Each certification has its own requirements and a fee is typically associated with a certification.

Most Common Certifications

Disadvantaged Business Enterprise (DBE)
Minority-Owned Business or Minority Business Enterprise (MBE)
Minority and Women Business Enterprises (MWBE)
Women-Owned Business Enterprise (WBE)
Female Business Enterprise (FBE)
Lesbian Gay Bisexual Transgender Business Enterprise (LGBTBE)
Veteran-Owned Business Enterprise (VET)
Veteran Business Enterprise (VBE)
Veteran-Owned Small Business (VOSB)
Service-Disabled Veteran-Owned Small Business (SDVOSB)
Business Enterprises Owned by People with Disabilities (BEPD)
Disability-Owned Business Enterprise (DOBE)
Airport Concessions Disadvantaged Business Enterprise (ACDBE)
HUBZone Business
Small Business Enterprise (SBE)
Small Business Administration 8(a) Program or SBA 8(a) Program

National Councils

National Minority Supplier Development Council (NMSDC) for minorities
Women's Business Enterprise National Council (WBENC) for women
National LGBT Chamber of Commerce (NGLCC) for gay, lesbian, bisexual, and transgender people
Disability: IN for persons with disabilities
National Veteran Business Development Council (NVBDC) for veterans

09 Point of Contact for Diverse-Owned Businesses

Required Reporting: Report the point of contact for potential vendors seeking to do business with the Medicaid managed care health plan.

BCBSIL Response: The BCBSIL Supplier Diversity Program is managed and operated by the Supplier Diversity Team. The point of contact regarding any opportunities for BEP Suppliers is LaTonya Fourte'-Lyles (supplier_diversity@bcbsil.com).