

# Illinois: A Strong Partner in RWJF's State Network

Health Care Reform Implementation Council

July, 23 2013

State Health Reform Assistance Network  
Charting the Road to Coverage

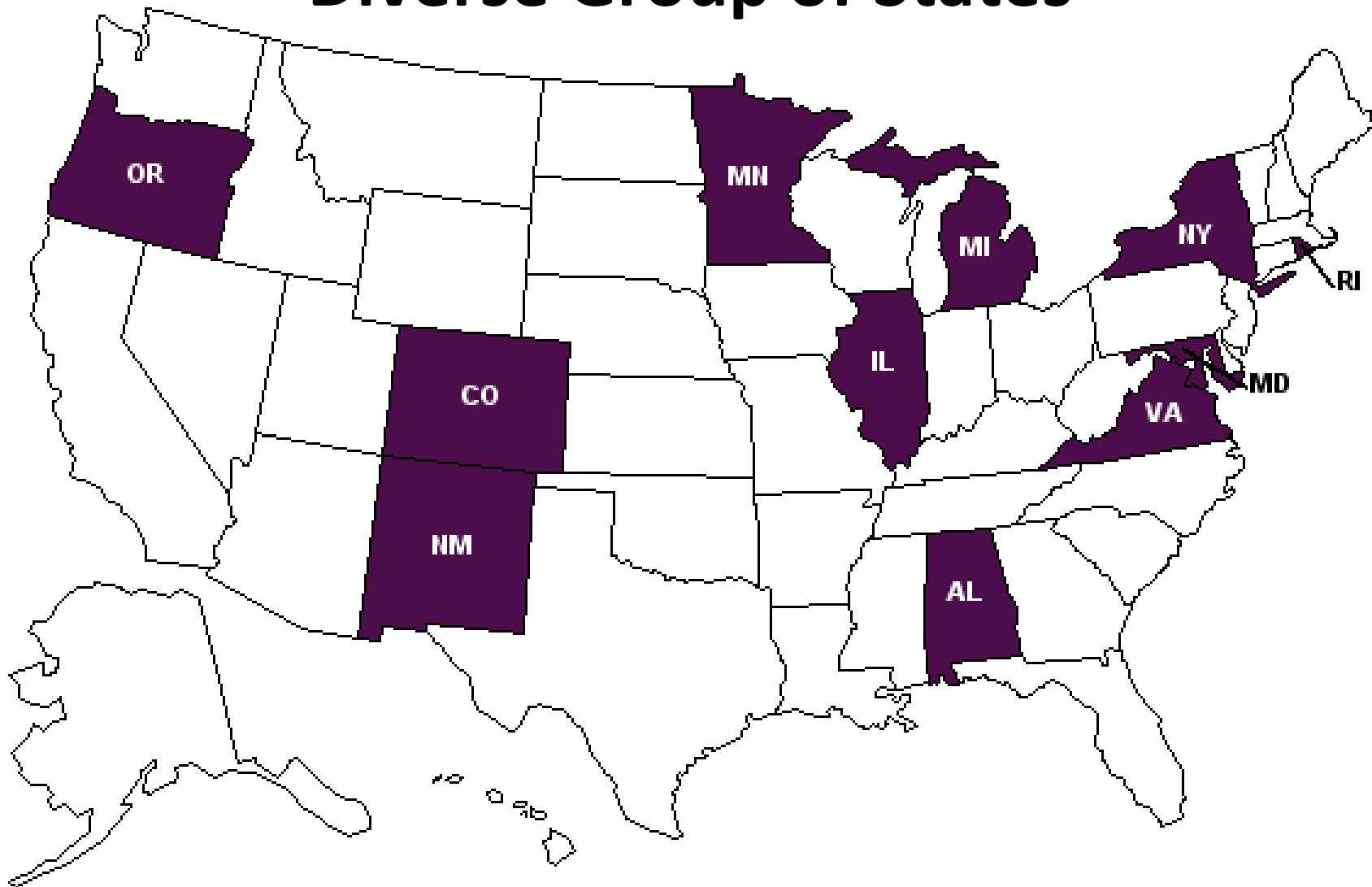


Robert Wood Johnson Foundation

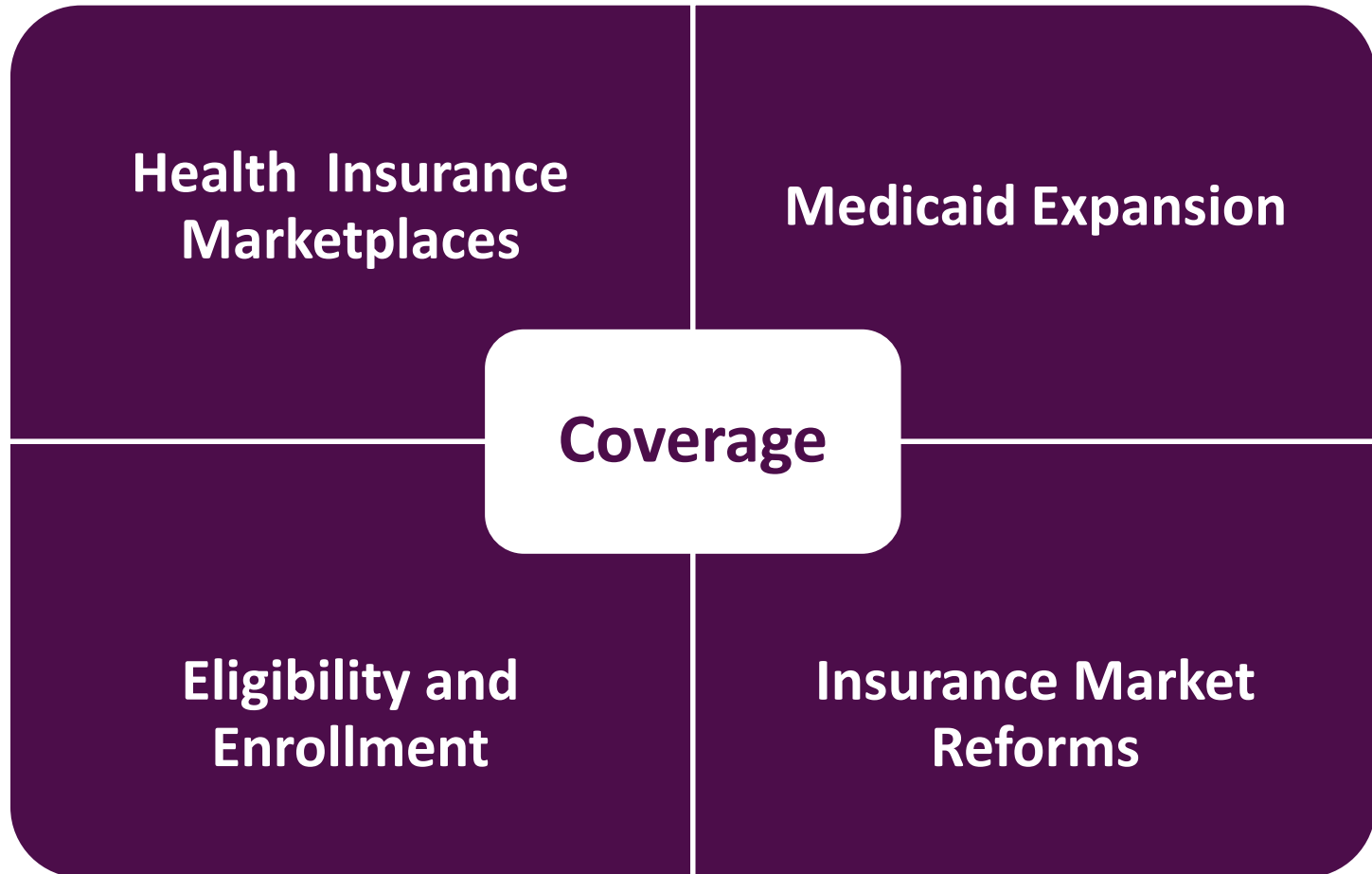
# State Health Reform Assistance Network

- RWJF-funded program providing technical assistance to states to maximize coverage expansions under ACA
- Theory of Change: focus on a diverse group of states to develop successful implementation models and share lessons learned
- Technical Assistance Strategies:
  - Multi-disciplinary team providing operational level technical assistance
  - Meet each state where they are
  - Deploy a team of technical experts outside state procurement
  - Facilitate peer-to-peer learning
  - Inform Federal policymaking

# Diverse Group of States



# Focus on ACA Coverage Expansion



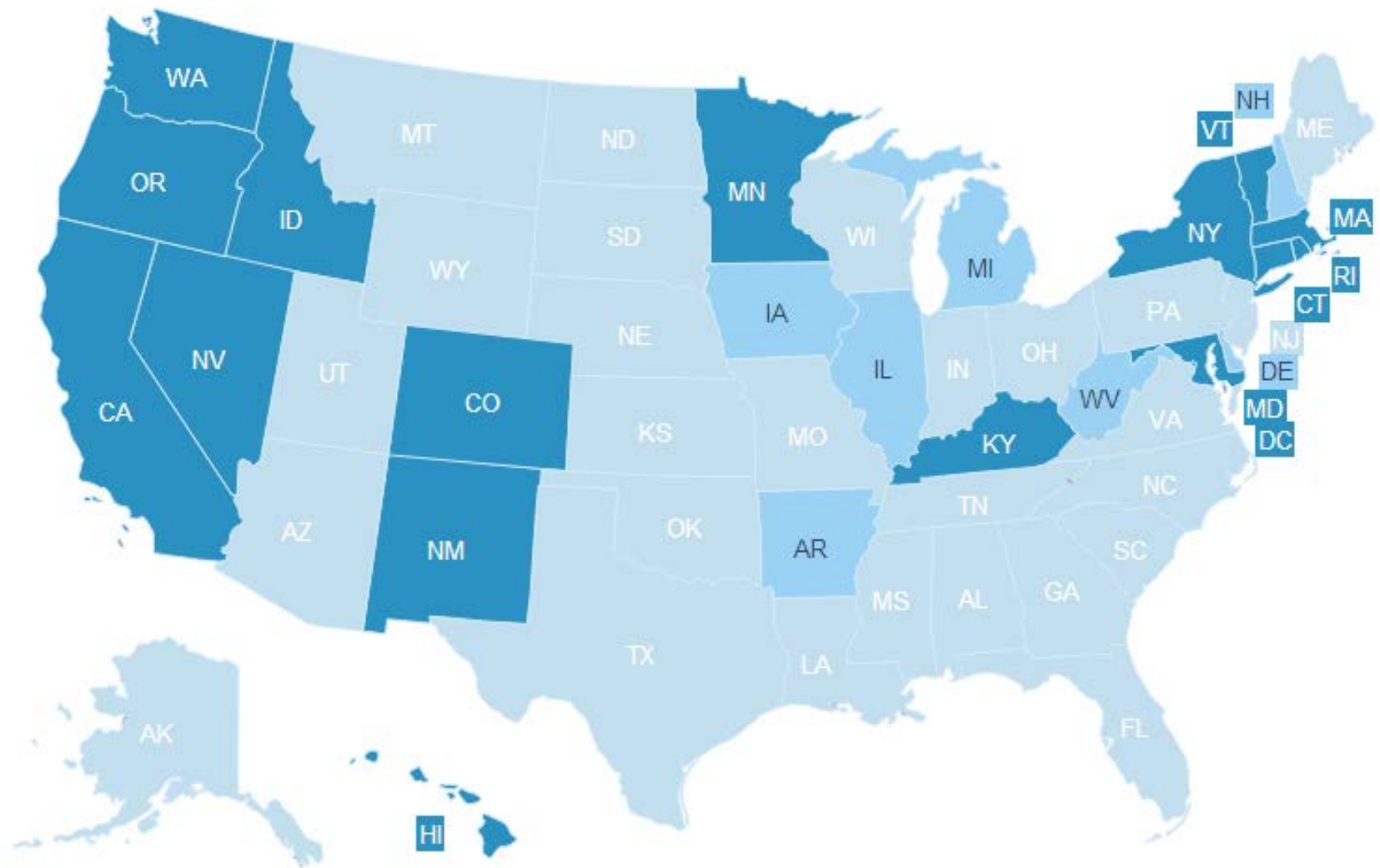
# Technical Assistance Examples

- State specific timelines and work plans
- Staff training
- Federal document submission support
- MOU's between state agencies
- Policy and operational decision support
- Regulatory analyses of federal rules
- State specific demographic data

# State Network Participation Benefits

- ~\$750,000 of in-kind technical assistance from “A-Team” of experts
- Small pool of funds available to support other technical assistance needs
- Substantial opportunities for peer-to-peer learning and sharing
- Feedback loop with federal officials

# Illinois in the National Context



Default to Federal Exchange

Planning for Partnership Exchange

Declared State-based Exchange

Source: Statehealthfacts.org

# Progress Across States Varies

- Consumer Assistance
  - Education and outreach campaigns
  - In-Person Counselor training
  - Coordination with the FFM
- Form and rate review
- Systems development and connectivity with the FFM
- Horizontal eligibility integration



# Illinois State Network Technical Assistance

- Comparing Marketplace and Medicaid benefits to support Medicaid expansion benefit package policy decisions
- Training Department of Insurance staff to review carrier submissions for ACA compliance
- Initial Marketplace media buy projections to support federal establishment grant request

# Example of Technical Assistance

## Estimated Medicaid Call Volumes Through 2014

### New Medicaid Enrollment Call Volume

10/13	11/13	12/13	1/14	2/14	3/14	4/14	5/14	6/14	7/14	8/14	9/14	10/14	11/14	12/14	Total
20,469	17,545	11,697	8,772	3,544	3,222	3,222	3,222	3,222	3,222	3,222	3,222	3,222	3,222	3,222	94,249

# Illinois State Network Technical Assistance

- MAGI training module development for operations staff
- Medicaid “audience” analysis and draft notice language for existing Medicaid beneficiaries
- Coordination of Medicaid and Marketplace eligibility appeals processes

# Future Opportunities

- Improving value (high-quality, low-cost) through strategic negotiation
  - Fully utilizing rate review and QHP contracting processes to encourage plan value
  - Selective contracting based on quality and cost
- Seamless consumer-friendly experience
  - Single Marketplace portal and eligibility determination process for all Insurance Affordability Programs
  - Ability to determine how consumers interact with the Marketplace especially around plan-choice (sorting, etc.)

# Future Opportunities

- Further deconstruction of historic silos
- Ability to create a fully Illinois branded and messaged Marketplace
  - States developing unique names and messaging campaigns around those names
  - All-inclusive user-friendly websites covering everything from education to enrollment to complaints and appeals.
- Ability to mitigate impact of coverage changes
  - Plan contract requirements for those moving between the Marketplace and Medicaid
  - Encouraging or requiring Medicaid Managed Care plans to play in the Marketplace

# Future Opportunities

- Substantial funds available to build and sustain a State-Based Marketplace
  - Additional Level 1 Establishment Grants for policy development and planning (on top of plan management and consumer assistance operations)
  - Significant Level 2 grants available for building and staffing a State-Based Marketplace infrastructure
  - Carrier fees now going to feds, could come directly to Illinois to support ongoing sustainability

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