

Illinois Department of Healthcare and Family Services PCCM/DM Quality Management Subcommittee

Goal

To serve as a communication vehicle between the Illinois Department of Healthcare and Family Services (HFS), Automated Health Systems, the administrator for the Illinois Health Connect primary care case management program, and McKesson Health Solutions, the administrator of Your Healthcare Plus disease management program and other parties interested in the quality of care provided to Medical Assistance participants with special attention to maternal and child health issues.

Tasks

The Quality Management Subcommittee will:

- Review and advise on potential improvements in the quality of services provided by Illinois Health Connect and Your Healthcare Plus.
- Review and provide feedback on the Illinois Health Connect and Your Healthcare Plus QA Plans.
- Review and provide feedback on the Illinois Health Connect and Your Healthcare Plus program assessments (e.g., performance measures, surveys, etc.), and provide feedback for ongoing quality improvement.
- Provide suggestions on the content of and methodology used for provider profiles.
- Provide suggestions and feedback on the development and implementation of the Illinois Health Connect provider performance bonus payment program.
- Identify community-based organizations to partner with Illinois Health Connect and Your Healthcare Plus.
- Provide suggestions and feedback into the development of procedures for assisting all eligible clients to obtain EPSDT services, and tracking EPSDT services and specialty appointment for all children under the age 21.
- Provide suggestions and feedback into the development of a follow-up methodology for enrollees who have not been screened in accordance with the HFS periodicity schedule.
- Provide suggestions and feedback into the development of creative strategies to assist enrollees in scheduling and rescheduling EPSDT appointments and other referral appointments.
- Provide suggestions and feedback about enrollee outreach, education, and enrollment activities.
- Provide suggestions and feedback on Illinois Health Connect and Your Healthcare Plus provider and participant materials that address clinical topics (e.g., EPSDT materials).
- Introduce and promote Illinois Health Connect and Your Healthcare Plus across the state.

- Provide input into processes for monitoring PCP performance and strategies for remediation for PCPs whose performance as measured by provider profiles is significantly below the state-wide norms.

Membership

The Quality Management Subcommittee takes its direction from, and reports to the Illinois HFS PCCM/DM Steering Committee.

Automated Health Systems' QA Manager and Medical Director will co-chair the Quality Management Subcommittee.

The Quality Management Subcommittee will be composed of Illinois Health Connect and Your Healthcare Plus providers, participants and representatives of community based organizations with experience, knowledge, and interest in delivery of health care services to low income citizens. Membership is voluntary and open to any interested party.

Meetings

The Subcommittee will meet at least quarterly. The HFS PCCM/DM Steering Committee may request additional or special meetings.

The agenda for meetings will include topics identified by HFS staff, the Steering Committee, and the Subcommittee Chair and/or members. Agenda items and meeting materials will be submitted by the Chair to HFS staff and Subcommittee members at least 3 business days in advance of each scheduled meeting.

Meetings may be conducted via teleconference or in-person at the discretion of the Workgroup Chair. All in-person meetings will include a teleconferencing option to maximize opportunities for participation.

Written meeting minutes will be recorded for all Quality Management Advisory Workgroup meetings. Minutes will be submitted to the designated HFS contact within 5 business days after each scheduled meeting for review and approval.

After HFS approval, meeting minutes will be distributed to Workgroup members via email or regular mail. With HFS approval, minutes may also be posted on the Your Healthcare Plus and/or the Illinois Health Connect websites.