The University of Illinois System is among the preeminent public university systems in the nation and strives constantly to sustain and enhance its quality in teaching, research, public service, healthcare, and economic development.
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We are moving quickly now to reinvent ‘the land grant university system for the 21st century’… We are asserting what that will look like. I think it’s open, it’s affordable, it’s engaging, it’s societally committed, it’s both urban and rural, it’s international, it’s participatory, it’s all about public good, it’s about success, beyond just credentials.

Timothy Killeen
President, University of Illinois System
MESSAGE FROM OMI LEADERSHIP

Welcome to the first stand-alone Annual Report from the Office of Medicaid Innovation (OMI). OMI holds a unique place within the University of Illinois, and in state government more broadly. We exist to bring greater resources of many types to the Illinois Medicaid Program operated by the Illinois Department of Healthcare and Family Services (HFS). This rationale for existence provides many and varied opportunities for the various other parts of the University to apply their knowledge and resources, benefiting the people of the state of Illinois in a meaningful way and providing research and educational opportunities to faculty and students. We hope this report broadens the awareness of OMI and its mission to all parts of the University.

To date, we have already connected numerous colleges and institutes at the University with HFS and hope to establish more of these mutually beneficial relationships going forward. If after reviewing the report you are interested in more information, please reach out to OMI.

James Parker
Senior Director
Office of Medicaid Innovation
OMI HISTORY

How It Started

Established in 2012 via Intergovernmental Agreement between the Illinois Department of Healthcare and Family Services (HFS) and the University of Illinois System (University), the Office of Medicaid Innovation (OMI) was conceptualized to increase the knowledge and thought leadership available to the public administrators responsible for administering the Illinois Medicaid Program. Illinois has one of the largest Medicaid programs in the nation with over 3.3 million members enrolled which is approximately a quarter of the state’s population.
In The Beginning

Originally a component of the University of Illinois at Chicago (UIC) and closely aligned with the UI Hospital System, OMI began operations by converting various Intergovernmental Agreements between HFS and the University into OMI Project Orders. Relying upon shared services and supports from the UIC Division of Specialized Care for Children (DSCC), OMI’s headquarters was established at: 3135 Old Jacksonville Rd, Springfield, IL 62704, within the DSCC Regional Building. In November of 2014, OMI transitioned from being an element of the UIC campus to being an office within the University of Illinois System, positioning the Unit to leverage resources from across all three of the University’s campuses and related sites.

Present Day

Today, OMI has evolved into an independent Unit within the University of Illinois System with the purpose of providing administrative, clinical, and operational consultation and supports to HFS as it administers Illinois’ Medicaid program. OMI provides these supports by leveraging the abilities and resources of the University of Illinois from across all three campuses and their respective colleges, schools, and various locations.

OMI Office Locations

- **Springfield**
  3135 Old Jacksonville Road
  Springfield, IL 62704-6488

- **Chicago**
  UIC Campus Housing’s Student Residence Hall
  (SRH Building 923)
  1933 West Polk Street
  Offices: 714, 721
  Chicago, IL 60612

Contact OMI

Email: omi.admin@uillinois.edu
OMI TEAM OPERATIONS

OMI Functional Organization Chart

Partnership Structure

Based upon agreement between the HFS and the University, HFS may request services from the University in the form of a written Project Order (PO). In response to the Project Order, OMI seeks out one or more Units from across the University to partner with and provide services, in response to HFS’ request. Following the execution of a Partnership Agreement between OMI and all participating Units of the University, OMI establishes a project budget and statement of work, creating the financial terms and services to be delivered. Upon mutual agreement between HFS, OMI, and all partnering Units, the Project Order is adopted as a formal amendment to the IA between HFS and the University and OMI begins overseeing the implementation of the new project and funding services with the new partnering Unit(s).
OMI Funding

Through its strategic partnership with HFS, the University receives more than $30 million per year in payments for administrative activities organized and managed by OMI, in support of the Illinois Medicaid program. OMI distributes most of these funds to its various Partnering Units from UIC and UIUC, with the majority of distributed funding covering the costs of University staff with clinical knowledge or experience directly supporting HFS’ Medical Programs. Quarterly, OMI completes and remits a Medicaid Certified Public Expenditure (CPE) to HFS for all qualifying costs, allowing HFS to seek Medicaid Federal Financial Participation (FFP) at a rate of 50% or greater, returning most of OMI’s costs back to Illinois. OMI estimates that state taxpayers are responsible for less than 40% of the University costs charged to HFS following Illinois’ receipt of federal Medicaid matching funds.

OMI Funding: FFP vs. True State Cost

Based on the total amount of funding (separated by campus where funds were spent) the Federal Government shared costs, via FFP, for certain Medicaid services supported.
FY22 OMI OPERATIONAL HIGHLIGHTS

In addition to its general consulting and administrative support of HFS, OMI manages multiple partnerships (Project Orders) that support HFS. Each partnership requires its own budget, staffing plan, statements of work (SOW) and supporting documents to ensure that the HFS’ needs are understood and met in the engagement. Outside of managing the portfolio of project orders, OMI provides consultation and support to HFS leadership through the completion of policy analysis, operational recommendations, technical assistance, and education. OMI staff operate across its entire portfolio in order to implement and maintain operations. The following highlights some of the key activities performed/supported by OMI and its partners in FY22.

OMI Managed Care Supports

OMI assists HFS in the collation and reporting of information entered within the Medicaid Reporting System, which collects data on the performance HFS’ various MCO Health Plans. OMI compiles data into reports to MCO and HFS management, and for a Dashboard published on HFS’ website. The various data collection tasks OMI undertakes also supports various high-level analyses and draft the compilation of a semi-annual report on the timeliness of MCO’s payment of hospital claims. There are also two key operational programs funded within this PO and they are: the Medicaid Managed Care Provider Resolution Portal and the OMI IMPACT team.

OMI Data Supports – Managed Care Provider Resolution Portal Support

In accordance with Public Act 101-0209 (SB1321), HFS is required to review and process issues submitted by providers under the provider dispute resolution process and its required timeframes. The Managed Care Provider Resolution Portal is a secure, web-based portal where providers submit unresolved issues they are having with an IL Medicaid Managed Care Plan (MCO). The portal staff are employees of OMI but carry out the tasks of managing complaints in the portal under leadership from HFS staff.
**OMI Support – Behavioral Health Provider Enrollment**

The OMI staff, working under the direction of HFS’ Bureau of Provider Enrollment Services, provide technical assistance and support for Behavioral Health Clinics (BHC), Adaptive Behavior Support (ABS) Services, individual behavioral health providers (i.e., Licensed Clinical Social Workers, Licensed Clinical Psychologists, Board Certified Behavior Analysts, and Registered Behavior Technicians). OMI staff conduct program reviews for community-based behavioral service providers and processes IMPACT modifications for all Community Mental Health Centers and Behavioral Health Clinics. OMI staff work collaboratively with HFS, the Department of Human Services (DHS), and representatives from the Department of Children and Family Services (DCFS) to support behavioral health providers in Illinois.

**OMI IMPACT Team FY22 Activities**

- 20+ BHCs recommended for IMPACT enrollment.
- 500+ CMHC and BHC program reviews initiated with OMI IMPACT team technical assistance and support.
- 1,600+ IMPACT modifications processed for CMHCs and BHCs.
- 400+ new applications and over 1,000 modifications processed in IMPACT for LCSWs, LCPs, ABS BCBA and ABS RBTs.

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**Partnership with UIC College of Pharmacy**

**Drug Prior Authorization**

IHFS and OMI have partnered with the UIC College of Pharmacy to provide clinical expertise and review for certain drugs under HFS’ fee-for-service benefit program.

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**Prior Authorization**

*In 2006* UIC COP and HFS began a Prior Authorization services contract where Pharmacists develop clinically based approval criteria for non-preferred medications requested for Medicaid Fee-for-Service Members.

The Pharmacists review an average of over 100 prior-authorization requests daily as of Calendar Year 2022.
Medication Review & Academic Detailing

Medication Review

UIC College of Pharmacy conducts medication reviews and evaluates Medicaid customer profiles to increase quality in pharmaceutical services, reduce overutilization of drugs, and to identify potential contra-indications of medications from different prescribers in the Medicaid Fee-for-Service population.

Academic Detailing

Consistent with Public Act 101-0278, HFS partners with UIC College of Pharmacy to provide drug information and academic detailing supports for prescribers serving Illinois Medicaid consumers.

Partnership with UIUC School of Social Work – Provider Assistance and Training Hub (PATH)

Launched in 2018, PATH is a partnership between HFS, OMI, and the UIUC School of Social Work. PATH’s mission is to train and support community-based behavioral health providers with the implementation of new services and tools, like the Illinois Medicaid Comprehensive Assessment of Needs and Strengths (IM+CANS) and Illinois Systems of Care (SOC) program.

PATH Team FY2022 Activities

3,195 Online Self-Paces Trainings Completed
- Basic Clinical Interviewing
- De-escalation Skills & Techniques
- Crisis Stabilization
- Mobile Crisis Response

364 Facilitated Webinars Delivered to 6,195 Participants
- IM+CANS (Initial Certification)
- IM-CAT & Crisis Safety
- Treatment Planning
- Clinical Leadership: Fund. of Supervision
- De-escalation Skills & Techniques
- Cultural Humility

*FY2022 Activities minus fourth quarter results
Partnership with UIC College of Nursing: “Unusual Incident Reporting” & “Community Transitions Initiative”

Unusual Incident Reporting

The UIC College of Nursing provides support and assistance to HFS’s Family Support Program for youth with serious behavioral health disorders through the review and analysis of incident reporting from HFS-enrolled residential treatment settings. The UIC College of Nursing reviews Unusual Incident Reports (UIR) submitted by Psychiatric Residential Treatment Facilities and Residential Providers for Family Support Program residents and alerts HFS to trends and issues found within the reporting.

Community Transitions Initiative

The UIC College of Nursing supports HFS’ Community Transitions Initiative (CTI) for persons living in Skilled Nursing Facilities and Specialized Mental Health Rehabilitation Facilities. The UIC College of Nursing review transition plans and provider support and feedback to HFS about transitions to ensure safety for HFS customers.

Partnership with UIC School of Public Health / UIC Institute for Healthcare Delivery & Design – Healthcare Transformation

The historic, equity-driven Healthcare Transformation Collaboratives introduced by HFS are designed to bring local entities together to find innovative ways to bridge gaps in the healthcare delivery system and increase access to quality healthcare services in underserved communities across Illinois. The Healthcare Transformation Collaboratives program makes available as much as $150 million per fiscal year collaborations between care providers community-based entities that address the social determinants of health. HFS and OMI partner with the UIC School of Public Health and the UIC Institute for Healthcare Delivery & Design to investigate and understand health outcomes and barriers to healthcare in socially vulnerable areas of Illinois in support of the Healthcare Transformation Collaboratives. More about HFS Healthcare Transformation Collaboratives can be found on the HFS Website.
OMI HIGHLIGHT: MTAC

Medicaid Technical Assistance Center

The Medicaid Technical Assistance Center (MTAC) established through the Medicaid Technical Assistance Act at 305 ILCS 75 represents the result of years of collaborative efforts on the part of public and private partners with a shared vision for a robust and successful Medicaid program, in which service providers of all types, sizes, and levels of business sophistication are provided the support they need to successfully navigate the Medicaid landscape.

MTAC is being designed as a cross-system educational resource to strengthen the business infrastructure of health care provider organizations in Illinois to increase the capacity, access, health equity, and the quality of Illinois’ Medicaid managed care program. MTAC is committed to promoting a service delivery system in which all Medicaid recipients in the State of Illinois have access to high quality health care from trusted providers in the neighborhoods where they live, work, and play.

MTAC will provide outreach and engagement as well as in-person and virtual training opportunities designed for providers across all levels of experience with the Illinois Medicaid program. The outreach and training programs will be strengthened through maintenance of an independent, easy to navigate resource website, and deployment of regional learning collaboratives where providers, Medicaid managed care health plans, and state agency partners can share best practices, learn from each other, and elevate any critical areas of concern.

Elizabeth “Lizzie” Kepler was selected to lead MTAC after serving nearly 30 years in the Illinois child welfare arena. Lizzie brings a wealth of experience helping community-based providers and state agencies navigate the changing Medicaid and behavioral health landscape in Illinois. Lizzie is excited to bring her knowledge and passion for fostering providers’ engagement with the Medicaid program to a broader population with OMI and its ongoing support of HFS. Her deep understanding of the Medicaid program in Illinois, ability to build shared vision, and down-to-earth, compassionate approach to technical assistance make her the ideal leader for the critical work of the Medicaid Technical Assistance Center.
INNOVATION: MTC LMS LAUNCH

Medicaid Technical Assistance Center Training Platform

OMI has established the Medicaid Technical Assistance Center (MTAC) Training Platform powered by Adobe as the new source of Medicaid-related training for Medicaid providers across Illinois. This new Learning Management System (LMS) will be the home for various technical and clinical trainings developed by MTAC, and OMI Partners from across the University, in support of clinical excellence among Medicaid providers. The MTAC Training Platform facilitates the enrollment and completion of self-paced, virtual classroom, and in-person courses - all through one accessible platform.

CONCLUSION

OMI’s FY22 Annual Report is the Unit’s inaugural Annual Report, detailing the purpose of the Unit, its funding, and general operations. Additionally, the FY22 Annual Report introduces some of the highlights from OMI’s work on behalf of HFS.

In the coming years, OMI hopes to expend upon this effort and share more information about the healthcare leadership the University of Illinois System Office provides in support of the State’s Medicaid program.

We look forward to sharing this journey with HFS, our university peers and leadership, and general stakeholders of OMI.