



Illinois

Illinois’s goal throughout the Maximizing Enrollment grant period (2009-2013) was to enhance and streamline processes for enrolling and retaining children by:

1. Increasing data collection, management, and use
2. Improving eligibility systems and staff processing to further increase accuracy and efficiency while expanding to prepare for healthcare reform
3. Enhancing stakeholder involvement in renewal process

Participating State Agencies

- Department of Human Services (Administers local health and human service eligibility offices)
- Healthcare and Family Services (Responsible for Medicaid and CHIP)

Prior to Maximizing Enrollment: Where Illinois Started

The initial phase of the Maximizing Enrollment program focused on a diagnostic assessment of the strengths and opportunities for improvement in each grantee state’s enrollment and retention systems. The results of Illinois’s assessment determined the following:



Strengths

- Advancing health coverage for children
- Reducing enrollment barriers with in-person application assistance
- Fostering relationships with community-based organizations

Challenges

- Multi-year state budget crisis
- High reliance on paper and heavy processing burdens on applicants and workers
- Need for additional data and further analysis of coverage disruptions to target retention strategies

As a Result of Maximizing Enrollment: Major Simplifications Implemented

Improving systems to reduce paper documentation

Implemented data exchange with Social Security Administration to verify U.S Citizenship and identity.

Improved integrated online application for health and human services programs (Medicaid, CHIP, TANF, SNAP, etc.).

Piloted electronic case records (ECR) in Family Community Resource Centers; ECRs were then implemented in local Department of Human Services (DHS) eligibility offices and the Healthcare and Family Services (HFS) central processing unit.

Moved to electronic forms that can be saved and stored for viewing.

Improved Coordination between Programs:

Created a comprehensive training project that involved both HFS and DHS staff to communicate enrollment and renewal process and policy changes.

Made improvements to application processing at central processing unit which reduced backlog of unprocessed applications.

Used electronic data matches from other state agencies, such as Employment Security, that decrease need for paper documentation of eligibility factors.

Culture change

Encourages staff at all levels to submit comments on new or revised policies to gain multiple perspectives and buy-in on work processes and procedures

Striving for a “No Wrong Door” approach to applying for coverage has improved intra-agency coordination among health and human services programs, agencies and offices.

Beyond Maximizing Enrollment: Lessons Learned

- The value of learning from other states especially states that are not necessarily the first to come to mind when thinking about a project.
- The large impact of a changing political landscape.

This state profile provides a sample of the policy and system changes made and does not representative all of Illinois’ Maximizing Enrollment accomplishments.

