



Rep. Camille Y. Lilly

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10300HB4076ham002

LRB103 32309 KTG 73650 a

1 AMENDMENT TO HOUSE BILL 4076

2 AMENDMENT NO. _____. Amend House Bill 4076 by replacing
3 everything after the enacting clause with the following:

4 "Section 5. The Illinois Public Aid Code is amended by
5 adding Section 11-5.3a as follows:

6 (305 ILCS 5/11-5.3a new)

7 Sec. 11-5.3a. Vendor assistance to managed care
8 organizations.

9 (a) Each managed care organization, as defined in Section
10 5-30.1, may enter into one or more contracts with eligible
11 vendors to assist in the collection of updated contact
12 information of existing medical assistance enrollees, other
13 than enrollees for whom an ex parte renewal is determined by
14 the Department in accordance with a federal waiver provided
15 under Section 1902(e)(14)(A) of the Social Security Act and
16 enrollees who have responded to the Department within 30 days

1 after contact is initiated. Eligible vendors must be certified
2 by the Business Enterprise Program and have no less than 60% of
3 its owners with established residency in Illinois as of the
4 effective date of this amendatory Act of the 103rd General
5 Assembly.

6 (b) Selected vendors shall assist in the identification
7 and collection of updated contact information for medical
8 assistance enrollees of the managed care organization by
9 utilizing a system that meets the following requirements:

10 (1) The system must be hosted on a platform that is
11 secure and compliant with standards under the federal
12 Health Insurance Portability and Accountability Act of
13 1996. Such platform must be scalable and may be
14 cloud-based or on premises.

15 (2) The system must use a communication platform to
16 programmatically perform calls, text messages, and other
17 communication functions using web services or application
18 programming interface services.

19 (3) The system must be able to make contact with a
20 medical assistance enrollee in an automated fashion,
21 continuing until contact is made and confirmed and contact
22 information is updated.

23 (4) The system must allow medical assistance enrollees
24 to enter, update, and transmit their updated contact
25 information through use of a voice virtual agent or text
26 virtual agent to an online web form and back to a human

1 assistant without losing any data input.

2 (5) The system must allow a medical assistance
3 enrollee to switch between the voice virtual agent, the
4 text virtual agent, and an online web form.

5 (6) The system must be designed to be compliant with
6 the Americans with Disabilities Act (ADA). ADA compliance
7 must be found regardless of which of the different ways a
8 medical assistance enrollee enters the data, and then, any
9 of the other means to which the medical assistance
10 enrollee can switch, must continue to be ADA compliant
11 regardless of the stage of the redetermination process
12 that the enrollee is in and regardless of the number of
13 transitions from one data entry means to another.

14 (7) The system must provide an analytics dashboard
15 that is tethered to the communication platform with no
16 additional software installation on the user's computer or
17 mobile devices.

18 (8) The system must include a data processing platform
19 to accumulate enrollee data to begin the process in an
20 automated fashion. This includes data validation,
21 rejection, and preparation for communication such as call
22 or text.

23 (9) The system must be capable of contacting each
24 medical assistance enrollee not less than 3 times per year
25 utilizing skip tracing and bi-directional texting
26 processes to locate up-to-date contact information for

1 members.

2 (10) The system must include a data processing
3 platform to provide data submitted by medical assistance
4 enrollees to managed care organizations at a predefined
5 frequency, such as daily, weekly, or monthly and for
6 measures identified within the Healthcare Effectiveness
7 Data and Information Set guidelines.

8 (c) The Department shall establish a process to accept
9 updated contact information provided by managed care
10 organizations or their contracted vendors under this Section
11 no later than 60 days after the effective date of this
12 amendatory Act of the 103rd General Assembly. Nothing in this
13 amendatory Act of the 103rd General Assembly shall be
14 construed to contravene any federal regulation, policy, or
15 requirement of the Centers for Medicare and Medicaid Services.
16 If any provision of this Section or its application is found to
17 be in violation of any federal regulation, policy, or
18 requirement of the Centers for Medicare and Medicaid Services,
19 that provision is declared invalid.

20 (d) Beginning no later than the 30th day of each fiscal
21 year, the Department shall issue monthly payments to each
22 managed care organization, which shall be used to issue
23 payments to its contracted vendors in accordance with this
24 Section. Each managed care organization shall receive a
25 payment in an amount equal to \$6 per medical assistance
26 enrollee for which updated contact information is being

1 sought, limited to no more than \$6 per medical assistance
2 enrollee in any 12-month period.

3 (e) Each managed care organization shall report, in a
4 format prescribed by the Department, on at least a quarterly
5 basis the status of its activity or that of its vendors
6 regarding assistance with collecting updated contact
7 information. The Department shall, in turn, report quarterly
8 on its utilization of the information provided by the managed
9 care organizations or their contracted vendors in accordance
10 with this Section.

11 (f) Nothing in this amendatory Act of the 103rd General
12 Assembly shall be construed to permit the Department or any
13 county operating a managed care organization to transfer
14 functions being performed by its employees to eligible vendors
15 under this Section, including standard procedures to secure
16 updated contact information for medical assistance enrollees.

17 Section 99. Effective date. This Act takes effect July 1,
18 2024."