April 2018

**Promote Medicaid Managed Care Transparency, Care Coordination and Performance**

**Issue:** The State needs to continue its efforts to hold Medicaid managed care organizations (MCOs) accountable for their performance and to promote opportunities for MCOs to improve care coordination.

**IHA Position:** IHA urges the General Assembly to continue its critical role in overseeing the State’s Medicaid managed care program to ensure appropriate transparency and performance so beneficiaries receive the right care at the right time in the right setting, and to support providers – including hospitals – who provide quality care to beneficiaries and are critical to care coordination activities.

**Background:**

IHA and the hospital community greatly appreciate action taken by the General Assembly earlier this year to enact legislation (Senate Bill 1573) on Medicaid managed care transparency and oversight, including MCO claims processing and payment performance. It is imperative that MCO claims payment accuracy and timeliness be examined and reported publically.

Earlier this month, the State expanded its Medicaid managed care program (HealthChoice Illinois) to every county, serving more than 80 percent of beneficiaries, or nearly 2.7 million people. Greater transparency is needed on network adequacy especially in these areas new to managed care. This oversight is necessary to ensure enrollees have local access to needed care.

IHA is working closely with the Department of Healthcare and Family Services (HFS) to improve oversight of MCOs and reduce administrative burdens on hospitals by increasing standardization of administrative processes.

At HFS’ request, IHA has been surveying its members about claims denials and timeliness of resolving disputed denials. The results are assisting HFS with key information in addition to HFS-collected data from MCOs, identifying key gaps in individual MCO performance, and providing transparency to consumers, providers and other key stakeholders.

**Continue Needed Oversight of Medicaid Managed Care**