

Minutes of the Meeting of the Managed Care Committee of the Board of Directors of the Cook County Health and Hospitals System held Friday, November 20, 2020 at the hour of 10:30 A.M. This meeting was held by remote means only, as permitted by the Illinois Open Meetings Act.

**I. Attendance/Call to Order**

Chair Munar called the meeting to order.

Present: Chair David Ernesto Munar and Directors Robert Currie, Joseph M. Harrington and Mike Koetting (4)

Board Chair M. Hill Hammock (ex-officio) and Directors Mary Driscoll, RN, MPH; Ada Mary Gugenheim; and Otis L. Story, Sr.

Absent: None (0)

The next regular meeting of the Managed Care Committee is scheduled for Friday, February 19, 2021 at 9:45 A.M.

Additional attendees and/or presenters were:

Debra D. Carey, Interim Chief Executive Officer  
Aaron Galeener – Interim Chief Executive Officer,  
Health Plan Services  
Jeff McCutchan –General Counsel

Deborah Santana – Secretary to the Board  
Caryn Stancik – Chief Communications and  
Marketing Officer

**II. Electronically Submitted Public Speaker Testimony**

There were no public testimonies submitted.

**III. Report on CountyCare Health Plan (Attachment #1)**

Aaron Galeener, Interim Chief Executive Officer of Health Plan Services, provided an overview of the report. The Committee reviewed and discussed the information.

The presentation included information on the following subjects:

- Metrics:
  - Current Membership
  - Managed Medicaid Market
  - Illinois Medicaid Managed Care Trend in Cook County
  - FY21 Budget: Membership
  - 2020 Operations Metrics: Call Center & Encounter Rate
  - Claims Payment
- Covid-19 Impact
  - Covid-19 – By the Numbers
  - Covid-19 Impact on Claim Volume
  - Telehealth Plays Important Role during the Pandemic
  - Covid-19 Total Treatment Costs
- Open Enrollment and Marketing
  - Medicare Open Enrollment
  - Medicare Current Membership
  - Medicaid Open Enrollment

**III. Report on CountyCare Health Plan (continued)**

During the review of the information on slide 19, the Committee discussed the subject of Medicaid Open Enrollment, in terms of what was budgeted. Mr. Galeener indicated that they are tracking that information closely and will provide updated data as it becomes available.

**IV. Report on CountyCare 2020-2021 Campaign (Attachment #2)**

Caryn Stancik, Chief Communications and Marketing Officer, provided an overview of the Report, which included information on the following subjects:

- Marketing Framework
- What's Different This Year
- Campaign Goals
- Research
  - Focus Group Summary
- Creative
  - Sample Ads
- Tactics
  - Target Zip Codes
  - Budget

**V. Action Items**

**A. Minutes of the Managed Care Committee Special Meeting, July 22, 2020**

Director Koetting, seconded by Director Harrington, moved to accept the minutes of the Managed Care Committee Special Meeting of July 22, 2020. A roll call vote was taken, the votes of yeas and nays being as follows:

Yeas: Chair Munar and Directors Currie, Harrington and Koetting (4)

Nays: None (0)

Absent: Director Currie (1)

THE MOTION CARRIED UNANIMOUSLY.

**B. Any items listed under Section V**

**VI. Adjourn**

As the agenda was exhausted, Chair Munar declared the meeting ADJOURNED.

Respectfully submitted,  
Managed Care Committee of the  
Board of Directors of the  
Cook County Health and Hospitals System

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David Ernesto Munar, Chair

Attest:

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Deborah Santana, Secretary