

Illinois Colbert and Williams Consent Decrees Outreach and Transitional Assessment

Prepare for Program Implementation – Review New On-Demand Training Materials

An important reminder for Managed Care Organizations (MCOs) and Prime Agencies that the State of Illinois Department of Healthcare and Family Services (HFS) has recently contracted with partner Maximus to provide outreach and assessment services for **Colbert and Williams Class Members**. There are two key components to this program .

- In-person **Outreach Visits** by Maximus Evaluators will be scheduled with Colbert Consent Decree Class Members in Cook County skilled nursing facilities and Williams Consent Decree Class Members residing in SMHRFs statewide. During these visits, Evaluators will provide education on the person's rights and evaluate their level of interest in potential transition to the community.
- Evaluators then conduct in-person **Transitional Assessments** with Williams Consent Decree Class Members residing in SMHRFs and Colbert Consent Decree Class Members residing in Cook County nursing facilities who are interested in transitioning to the community. Evaluators assess individuals' functional needs in several areas to determine the level of support necessary for successful community transition.

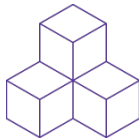
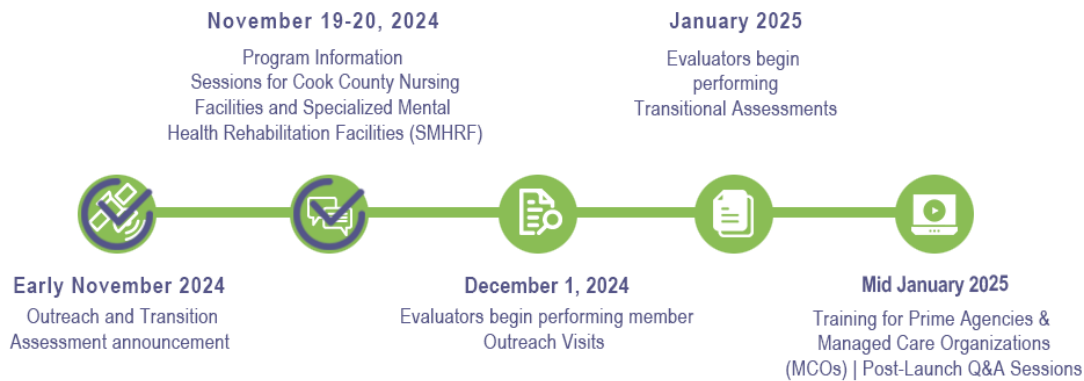
This transition is scheduled for a phased launch. Evaluators will begin performing Outreach visits to members starting on **December 1, 2024**. Scheduling and performing Transitional Assessments will begin in **January 2025**.



NEXT STEPS: Ensure Your Team is Ready for the Transition

Review the **on-demand training materials** linked below for insights into program processes. Be sure to take note of the new [web page](#) and dedicated Help Desk account, ILOA@maximus.com, created specifically to support this new service. Please pass this communication along to anyone on your team who may need awareness of this upcoming transition.

Future communications will provide you with guidance to help ensure your team is ready for the planned process changes. This includes registration details on upcoming training webinars, more guidance on setup and use of AssessmentPro, helpful process tips, and program updates. We appreciate your ongoing partnership as we work together to ensure that individuals interested in community transition are identified and the levels of support they will need are accurately identified.



LEARN MORE: Review On-Demand Information Session

For those who missed the recent Colbert and Williams Consent Decrees Outreach and Transitional Assessment Information Sessions or would like to share details with others on your team, please review the helpful on-demand learning video and resource guide below.

- [Outreach and Transitional Assessment Information Session | Recording \(59:23 mins\)](#)
- [Outreach and Transitional Assessment Information Session | Slides](#)

ASSESSMENTPRO: Preparing to Create Your Account

The Maximus assessment management system, **AssessmentPro**, will be an integral tool to support your new responsibilities with Outreach and Transitional Assessment. Some Managed Care Organizations (MCOs) and Prime Agencies may already have one or more system accounts in place, while others may need to have their organization set up in AssessmentPro or have more user accounts added for individual staff members. Future communications and trainings will guide you through step-by-step setup instructions and process instructions.

As an important first step, review the details below for ensure your browser is compatible with AssessmentPro.

To ensure optimum system performance and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.



SUPPORT: Contact the Maximus - Illinois Help Desk

A dedicated email account is now available for the Outreach and Transitional Assessment support. The Maximus – Illinois Help Desk team is available to answer any process or system-related questions from 8:00 a.m. to 8:00 p.m. CST, Sunday – Saturday.

- NEW – Outreach and Transitional Assessment Tools and Resources page:
https://maximusclinicalservices.com/svcs/illinois_oa
- NEW – Outreach and Transitional Assessment assistance: ILOA@maximus.com
- General Help Desk Assistance: ILHelpDesk@maximus.com
- Phone: 833.727.7745



HFS

Illinois Department of
Healthcare and Family Services
