**Department of Human Services**

**Children’s Health Insurance Program (CHIP)**

**Advisory Council Meeting Agenda**

December 6, 2023

Microsoft Teams Meeting

Phone: 267-332-8737

Conference ID: 180 939 050

* **Welcome**  **Jennifer Pinder**
* **Introductions** **Nicole Harris**
	+ **Roll**
	+ **New CHIP Staff Intro**
	+ **Department of Human Services Secretary Intro**
* **Secretary Remarks** **Valerie A. Arkoosh, MD, MPH**
* **CHIP by the Numbers** **Richard Chesek**
	+ **Enrollment Data**
	+ **Application Processing Metrics**
	+ **CHIP Call Center Metrics** **Tracey Cox**
* **Quality Assurance Updates** **Virginia Perry**
	+ **New Quality Team Member Introduction**
	+ **CMS External Quality Review Reports**
	+ **PERM**
	+ **Quality Strategy Document Updates**
	+ **Performance Improvement Projects**
* **Policy Update** **Angela Episale**
	+ **Continuous Eligibility**
	+ **PHE Unwind**
	+ **Procedures Handbook**
* **Marketing Update** **Tamara Cougle**
* **IT Transition Update** **Nicole Harris**
* **Open Positions** **Jennifer Pinder**
* **Closing and Wrap-Up** **Jennifer Pinder**
* **Upcoming Meetings**