**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**