

House Committee

COMMITTEE MINUTES for GOVERNMENT OVERSIGHT

Date: *February 27, 2019*

Location: *RM 102, Sup. Ct. Consult*

Convened: *11:00 AM*

Adjourned: *12:00 PM*

Attendance Roll Call:

Present: Representatives Hanusa-CH, Baxter-VC, Gaines-RM, Kaufmann, Klein, Lensing, Smith, M., Thorup, Wolfe

Absent:

Excused:

Chair Hanusa called the meeting to order at 11:00 A.M.

Roll was called.

Minutes from the meeting on 1/17/19 were approved.

Chair Hanusa mentioned this meeting was in reference to a follow up on [SF 2418](#) which passed last year and welcomed guests Jerry Foxhoven, Director of Iowa Department of Human Services, Alissa Weber, CEO at UnitedHealthcare Community Plan of Iowa, and Jeffrey Jones, President at Amerigroup Iowa who were invited to answer questions of the committee.

Chair Hanusa called for questions on credentialing.

Director Foxhoven discussed improvements and statistics related to issues decreasing in part due to legislation passed.

Comments about creating a standard form were explained along with the timeline to do so.

MCOs support the single form as mentioned by Director Weber.

Representative Wolfe mentioned reimbursement issues and that she was glad to have the guests present while looking forward to further opportunities to discuss with them in the future.

Representative Smith asked about social worker licensure and supervision requirements, as well as if all providers were polled on satisfaction.

Director Foxhoven discussed that providers who had been least satisfied were solicited for information in regards to making improvements while not all were polled.

Representative Klein asked Director Foxhoven for a timeline for all provider groups to be on the same system.

Chair Hanusa inquired about what else was being done to streamline the process. Discussion Followed.

Chair Hanusa moved to the next topic of Prior Authorizations.

Director Foxhoven discussed the statistics in regards to payments and the reevaluation of long term care related authorizations.

Mr. Jones discussed why we need prior authorizations citing medical confirmation, duplicate service reduction, and better care.

Ms. Weber agreed saying these reevaluations are effective to ensure best member care.

Representative Klein asked about the differences in insurance companies and prior authorizations.

Director Foxhoven explained that different insurance companies have different requirements and how to get them all on the same plan.

Representative Smith inquired about Psychotherapeutic Medications to which Director Foxhoven responded.

Representative Smith asked about access to a list of prior authorizations. Director Foxhoven

responded that MCOs are given a list and also that families assigned to different MCOs do have a timeframe to switch or stay in the assigned MCO.

Representative Hanusa asked for information about the newest MCO, Iowa Total Care.

Hanusa asked about streamlining information about prior authorizations and how providers are kept up to date with changes to which Director Foxhoven responded.

Mr. Jones stated the best way to update is to educate, send fact blasts, and more training.

Ms. Jones discussed website updates for providers and updated list.

Representative Kaufmann inquired about the prior authorization request response time.

Ms. Jones said that 99% of all requests are answered in 14 days, expedited requests are in 72 hours, 24 hour period for pharmacy.

Representative Wolfe inquired about the number of approvals and denials. Ms. Jones responded with additional information.

Representative Baxter asked about Emergency care authorization wait time, to which all responded there was no wait time.

Chair Hanusa stressed the burden on small providers.

Next all three guests explained payment accuracy changes.

Representative Hanusa questioned information about more than just long term care payment requests and also streamlining coding to minimize rejected claims. Discussion followed about national coding standards as well as training opportunities increased.

Representative Klein asked about the timeline for implementation for addressing the internal audit issues. Discussion followed.

Representative Smith discussed opportunities to equalize payment to providers.

Representative Gaines asked about Iowa Total Care in regards to their selection and goals. Discussion followed.

Representative Smith stated that managed care seems to be a number one issue for constituents and more time needs to be spent discussing the topic.

Chair Hanusa addressed the guests stating she appreciated the comments and work done to streamline the system while helping Iowans get the best care possible.

Representative Gaines moved the meeting arise at 12:00 P.M.

Representative Mary Ann Hanusa

Devon Wood, Committee Secretary