

January 30, 2019

Senate
Human Resources Committee
State Capitol Building
LOCAL

House of Representatives
Human Resources Committee
State Capitol Building
LOCAL

Joint Appropriations
Committee Health and State
Human Services
State Capitol Building
LOCAL

Dear Committee Members:

Pursuant to 2016 Iowa Acts, Ch. 1139.94, the Council on Human Services, Medical Assistance Advisory Council and the Healthy and Well Kids in Iowa (**hawk-i**) Board are to submit minutes of their respective meetings during which the aforementioned bodies addressed Medicaid Managed Care issues. The meeting minutes attached are regarding those meetings held in the 2nd quarter of SFY 2019.

Enclosed please find minutes from the following meetings:

Council on Human Services	October 10, 2018
Council on Human Services	November 14, 2018
Council on Human Services	December 12, 2018
Medical Assistance Advisory Council – Executive Committee	October 16, 2018
Medical Assistance Advisory Council – Executive Committee	November 20, 2018
Healthy and Well Kids in Iowa (hawk-i) Board	October 29, 2018

Please feel free to contact me if you need additional information.

Sincerely,



Mikki Stier
Deputy Director

MS/kk

Attachment (1)



Department of
HUMAN SERVICES

***Medicaid Managed Care Oversight
Quarterly Meeting Minutes
2nd Quarter SFY 2019 (Oct – Dec 2018)***

January 2019



Meeting Minutes October 10, 2018

COUNCIL MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – present	Jerry Foxhoven - present
Phyllis Hansell – present	Sandy Knudsen - present
Alexa Heffernan – present	Nancy Freudenberg - present
Kimberly Kudej – present	Jana Rhoads - present
Kim Spading – present	Julie Allison - present
Sam Wallace – present	Mike Randol - present
	Liz Matney - present

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – present
Representative Lisa Heddens – absent
Senator Amanda Ragan – absent
Senator Mark Segebart – absent

Guests

Maddie Miller, Advocacy Strategies
Tony Leys, Des Moines Register

Call to Order

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. by teleconference on October 10, 2018, in the First Floor Conference Room of the Hoover State Office Building.

Roll Call

All Council members were present. All ex-officio legislative members were absent with the exception of Representative Fry.

Anderson reported that this meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the following rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the first floor conference room of the Hoover State Office Building. Notices and agendas were sent to interested groups as well as the press advising them the meeting will be held via conference call. Minutes will be kept of the meeting.

Rules

Nancy Freudenberg presented the following rules:

R-1. Amendments to Chapter 98, Child Support Recovery. Amendments conform 441 IAC Chapter 98 Division I and rule 441—98.39 with recent changes to 45 C. F. R. §303.31.

A motion was made by Wallace to approve and seconded by Heffernan. MOTION UNANIMOUSLY CARRIED.

R-2. Amendments to Chapter 106, Child Welfare. Adds the requirement that employees, operators, owners, or other persons who perform duties for a children’s residential facility shall make a report, in accordance with Iowa Code section 232.69, whenever they reasonably believe a child for whom they are providing care has suffered abuse.

A motion was made by Hansell to approve and seconded by Kudej. MOTION UNANIMOUSLY CARRIED.

R-3. Amendments to Chapters 109, 110, and 120, Child Care. Implements additional mandatory prohibitions to involvement with child care as a result of a record check. Also implements new requirements regarding fingerprint checks prior to involvement with child care.

A motion was made by Heffernan to approve and seconded by Hansell. MOTION UNANIMOUSLY CARRIED.

R-4. Amendments to Chapter 170, Child Care Assistance (CCA). Updates the Child Care Assistance half-day rate ceilings in accordance with 2018 Iowa Acts, Senate File 2418. Allows providers to be paid more for the care they provide to CCA-eligible families.

A motion was made by Wallace to approve and seconded by Hansell. MOTION UNANIMOUSLY CARRIED.

Notices of Intended Action:

N-1. Amendments to Chapter 77, Medicaid. These amendments reflect a recent change to the Code of Iowa entitling behavior analysts and assistant behavior analysts who are licensed, pursuant to chapter 154D, to payment for behavioral health services provided to recipients of medical assistance. These amendments also entitle provisionally licensed psychologists, temporarily licensed marital and family therapists and temporarily licensed

mental health counselors who are licensed, pursuant to chapter 154D.7, to payment for behavioral health services provided to recipients of medical assistance.

Representative Fry stated that he believed that SF2418 and SF192 also granted provisional status to provisionally license independent and master social workers to participate as eligible providers in Medicaid. Freudenberg will follow up and get back to the Council.

N-2. Amendments to Chapter 201, Adoption Subsidy. These amendments revise Adoption Subsidy administrative rules by updating outdated language, clarifying eligibility criteria for special needs children, clarifying allowable expenses under special services and adds a provision to suspend adoption subsidy under defined circumstances.

These amendments also formalize the ability of the Department to assess and suspend a family's use of adoption subsidy funds if concerns are brought forward that the child is not being supported. Payments would be suspended during the Department's review and reinstated if the family is found to be supporting their child or the family agrees to and provides documentation that they are providing appropriate support. These amendments would allow the Department to terminate the subsidy agreement if the family is not supporting their adoptive child and will not agree to provide and document support for the adoptive child.

N-3. Amendments to Chapter 204, Subsidized Guardianship. The administrative rules for subsidized guardianship are being revised to implement the program under the guidelines of the federal Fostering Connections to Success Act. The previous program was administered through a federal waiver which has been eliminated.

In response to comments from Kudej, Julie Allison offered to revise the language on page 13, regarding funding, to make it more clear.

A motion was made by Heffernan and seconded by Wallace to approve the noticed rules. MOTION UNANIMOUSLY CARRIED.

Approval of Minutes

A motion was made by Wallace and seconded by Hansell to approve the minutes of September 11 - 12, 2018. MOTION CARRIED UNANIMOUSLY.

Oversight of Managed Care

Mike Randol, Medicaid Director, and Liz Matney, Bureau Chief, Iowa Medicaid Enterprise (IME) provided the following review of the "IA Health Link Managed Care Organization Report: SFY2018, Quarter 4 (April-June) Performance Data."

- So far, in this fiscal year, MCO's have completed almost 54,000 initial health risk assessments (page 9). At least 70% of the MCO's new members who have been assigned to the MCO for a continuous period of at least 90 days and the MCO has been able to reach within three attempts, must receive an initial health risk assessment.
- In response to a question from Spading, Matney noted that it is a requirement of the ACO (Accountable Care Organization) contract that they are responsible for a certain number of member health outcomes and for overseeing the referrals of members to different services. She noted it is a consistent model across the state. Matney offered to provide the Council with information on the ACO requirements and the results for

Iowa members.

- Since the transition due to AmeriHealth's departure in December, data is showing good progress by UnitedHealthCare in regard to the level of care reassessments (timeliness measures).
- There are certain programs like the Intellectual Disability Waiver Habilitation program that historically have had a higher number of incidents than some other populations (page 19). The Department works with providers on education and remediation to prevent future incidents from happening, both at an individual and systemic level. The Department continuously works to make sure there are improvements in this area.
- Regarding grievances (page 22) - looking at the number of grievances with the number of members enrolled in each health plan, less than 1% of members have filed a grievance for this quarter.
- 4.4 million medical claims were processed in this quarter of which approximately 11% were denied (page 31). Matney noted that not all of the claims that are reprocessed are due to MCO error, but also include reprocessing due to fee schedule changes (page 35).
- In response to questions from Heffernan and Spading regarding value added services (page 38), Matney offered to provide a link to the DHS website that shows exactly what services there are in each one of the high level buckets that MCOs do provide as a value add. The upcoming annual report will show the trending of those services.
- Well over 90% of services are being authorized (Prior Authorization - page 41).
- In the last reporting period there was an increase in emergency visits for non-emergent care for children, but a significant drop for adults. Staff will review the data trending and try to ascertain the reasons behind any increase.

Kudej inquired about the Iowa Family Planning Network contract that expired 6/30/18. Randol responded that the contractors that are paid to provide assistance with managing the Medicaid program are covered in the 'Medical Contracts' budget that was reviewed in the Council's budget presentation in September.

Review Draft of Annual Council Executive Summary Regarding Managed Care

After review of the draft, Council suggested staff add and summarize addendums to the report as follow-up to questions posed by the Council at the previous meetings. Hansel noted that last April, Foxhoven reported that he was in talks with the Ombudsman's Office to ask for clarification on their reporting and an update should be added to the Council's Executive Summary regarding Foxhoven's request.

Council Update

- Wallace reported that he attended a ribbon cutting ceremony at Mercy Hospital in Des Moines celebrating a new psychiatric residency program. For two years, the State (through the Department of Public Health) have given \$2M to different organizations to start different kinds of residency programs. Similar residency programs have been created at Des Moines Methodist and Broadlawns Hospitals).
- Kudej reported that she was contacted by a provider in Des Moines who was having issues with Medicaid payments and thanked DHS staff for their assistance in trying to resolve the matter.
- Hansell announced her resignation from the Council - November 14th will be her last Council meeting. She stated she will miss the Council members and staff and has enjoyed her time on the Council.

Director's Report

Jerry Foxhoven, Director, provided the following report:

- Foxhoven commended Hansell for her service on the Council.
- Mikki Stier, Deputy Director, has been recognized as the recipient of the 2018 Regent Award from the American College of Healthcare Executives at the Iowa Hospital Association's annual meeting.
- Foxhoven shared excerpts of an email he received from a constituent commending two social workers who 'went above and beyond' to assist her family in their time of crisis.

In response to a question from Kudej regarding the state program initiated due to the exclusion of Planned Parenthood and whether utilization of services increased or decreased as a result. Foxhoven responded that the numbers that were reported to the Council noted that utilization was down, but it was difficult to say who is not receiving services. In the last session, the Legislature did make some substantial changes to increase the number of providers to limit the impact of their original legislation. As the new rules are implemented, hopefully usage will increase.

Next Meeting

The next meeting of the Council on Human Services will be held November 14, 2018.

Adjournment

Council adjourned at 11:10 a.m.



Meeting Minutes November 14, 2018

COUNCIL MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – present	Jerry Foxhoven - present
Phyllis Hansell – present	Sandy Knudsen - present
Alexa Heffernan – present	Mikki Stier - present
Kimberly Kudej – present	Nancy Freudenberg - present
Kim Spading – present via phone	Matt Highland - present
Sam Wallace – present via phone	Liz Matney - present
	Kevin Kirkpatrick - present

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Representative Lisa Heddens – absent
Senator Amanda Ragan – absent
Senator Mark Segebart – present

Guests

Kris Bell, Senate Democrat Caucus
 Kelsey Thien, House Democrat Caucus
 Jodi Tomlonovic, Family Planning Council of Iowa
 Tony Leys, Des Moines Register
 John Hedgecoth, Amerigroup
 Flora A. Schmidt, Iowa Behavioral Health Association

Call to Order

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. in the first floor conference room of the Hoover State Office Building.

Roll Call

All Council members were present.
 All ex-officio legislative members were absent with the exception of Senator Segebart.

Council paid tribute to Phyllis Hansell who is leaving the Council. Appreciation letters from Governor Reynolds and from Chair Anderson and Director Foxhoven were read. Hansell was thanked for her many years of exemplary service on the Council.

Rules

Nancy Freudenberg presented the following rules:

R-1. Amendments to Chapter 77, Medicaid. These amendments reflect a recent change to the Code of Iowa entitling behavior analysts and assistant behavior analysts who are licensed, pursuant to chapter 154D, to payment for behavioral health services provided to recipients of medical assistance. These amendments also entitle provisionally licensed psychologists, temporarily licensed marital and family therapists and temporarily licensed mental health counselors who are licensed, pursuant to chapter 154D.7, to payment for behavioral health services provided to recipients of medical assistance.

A motion was made by Wallace to approve and seconded by Heffernan. MOTION UNANIMOUSLY CARRIED.

R-2. Amendments to Chapter 201, Adoption Subsidy. These amendments revise Adoption Subsidy administrative rules by updating outdated language, clarifying eligibility criteria for special needs children, clarifying allowable expenses under special services and adds a provision to suspend adoption subsidy under defined circumstances. These amendments also formalize the ability of the Department to assess and suspend a family's use of adoption subsidy funds if concerns are brought forward that the child is not being supported. Payments would be suspended during the Department's review and reinstated if the family is found to be supporting their child or the family agrees to and provides documentation that they are providing appropriate support. These amendments would allow the Department to terminate the subsidy agreement if the family is not supporting their adoptive child and will not agree to provide and document support for the adoptive child.

A motion was made by Hansell to approve and seconded by Kudej. MOTION UNANIMOUSLY CARRIED.

R-3. Amendments to Chapter 204, Subsidized Guardianship. The administrative rules for subsidized guardianship are being revised to implement the program under the guidelines of the federal Fostering Connections to Success Act. The previous program was administered through a federal waiver which has been eliminated.

A motion was made by Heffernan to approve and seconded by Wallace. MOTION UNANIMOUSLY CARRIED.

The following amendments to rules are presented as **Notices of Intended Action** for review by the Council.

N-1. Amendments to Chapters 75 and 76, Medicaid. These amendments reinstate three-month retroactive Medicaid coverage to a Medicaid applicant who is otherwise Medicaid-eligible and is a resident of a nursing facility licensed under chapter 135C.

N-2. Amendments to Chapter 83, Medicaid. These amendments will change the eligibility criteria for Home- and Community-Based Services (HCBS) Health & Disability (H&D) waiver participation. These amendments revise the language regarding increasing waiver budgets by putting specific guidelines in place for the process and cost limitations.

A motion was made by Kudej and seconded by Spading to approve the noticed rules. MOTION UNANIMOUSLY CARRIED.

Oversight of Managed Care

Liz Matney, Bureau Chief, Iowa Medicaid Enterprise (IME) provided the following update:

- The Department is on target in meeting project goals set by SF2418 in regard to key workgroups related to 'Health Home Evaluations' and 'Tiered Rates (for the Intellectual Disabilities Population).
- The Department has also been engaged in the 'Process Improvement Workgroups' and have convened for eight meetings. Those meetings covered topics such as: benefits & eligibility, prior authorization, credentialing and data. A number of new work flows and reference guides will be posted to the 'Process Improvement' website. The Managed Care Organizations (MCOs) have created 'escalation pathways' for provider advocates and case managers and posted them to the website, to assist with problem resolutions.
- The Department has a signed contract with the new Managed Care Organization 'Iowa Total Care' which will begin July 1, 2019. The Iowa Medicaid Enterprise (IME) has daily contact with Iowa Total Care and the new MCO is busy building relationships and engaging with stakeholder groups.
- The Centers for Medicaid Services (CMS) has approved Iowa's plan/methodology for distributing members to all three MCO's once Iowa Total Care comes on board. The primary goal of any type of redistribution of members is to minimize the disruption as much as possible. The Department has identified certain individual groups that will be carved out of the redistribution because of their relationships with the MCO or their provider network. The remaining members will be notified around March 2019 regarding redistribution to one of the three MCOs. All members will still have a choice as to which MCO to align with.

Approval of Annual Executive Summary (Regarding Managed Care Deliberations)

A motion was made by Wallace and seconded by Heffernan to approve the Annual Executive Summary. MOTION UNANIMOUSLY CARRIED.

Approval of Minutes

A motion was made by Heffernan and seconded by Hansell to approve the minutes of October 10, 2018. MOTION CARRIED UNANIMOUSLY.

Council Update

Heffernan requested that the Department share with the Council their 'legislative wish list' as soon as completed.

Kudej would like to discuss the report regarding the percentage of women not receiving birth control due to recent family planning legislation at the next Council meeting.

Heffernan and Anderson thanked Director Foxhoven for traveling to their areas to speak to groups concerning issues related to DHS.

Anderson inquired about the possibility of the Council having a face-to-face meeting with the

Governor in the future.

Director's Report

- Jerry Foxhoven, Director, introduced Matt Highland, DHS Public Information Officer, to review the Department's rebranding efforts. Highland distributed a handout displaying the new Department logo and discussed the updates being made to the DHS digital platforms.
- In response to Kudej's inquiry, Foxhoven reported that two institutional employees are recovering from their on-the-job injuries and he noted that the Department is continually reviewing safety concerns at the institutions.
- The Children's Mental Health System work group report entitled "Children's System State Board Strategic Plan" has been completed and will be submitted on November 15, 2018 to the Governor and General Assembly per Governor Reynold's Executive Order during last year's legislative session.

Next Meeting

The next meeting of the Council on Human Services is December 12, 2018.

Adjournment

Council adjourned at 11:15 a.m.

Submitted by,

Sandy Knudsen
Recording Secretary

sk

**Meeting Minutes
December 12, 2018**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – present via phone	Jerry Foxhoven - present
Alexa Heffernan – present via phone	Sandy Knudsen - present
Kimberly Kudej – present	Mikki Stier - present
Kim Spading – present via phone	Nancy Freudenberg - present
Sam Wallace – absent via phone	Liz Matney - present
	Rick Shults - present
	Jana Rhoads - present

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – present via phone
Representative Lisa Heddens – absent
Senator Amanda Ragan – present via phone
Senator Mark Segebart – present

Guests

Tony Leys, Des Moines Register
 Jodi Tomlonovic, Family Planning Council of Iowa
 Kelsey Thien, House Democrat Staff
 Erin Cubit, Iowa Hospital Association

Call to Order

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, December 12, 2018. Anderson stated:

“This meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the First Floor Conference Room of the

Hoover State Office Building. An agenda was sent to interested groups as well as the press advising them the meeting will be held via conference call. Minutes will be kept of the meeting.”

Roll Call

All Council members were present. All ex-officio legislative members were present with the exception of Representative Heddens.

Rules

Nancy Freudenberg presented the following rules:

R-1 Amendments to Chapters 51 and 52, State Supplementary Assistance. Implements new rates for State Supplementary Assistance recipients based on federal updated Federal COLA. This rule making is being Adopted and Filed Emergency. This rule making will also be filed as a regular rule making (N-1 below) to allow for public comment.

A motion was made by Wallace to approve and seconded by Heffernan. MOTION UNANIMOUSLY CARRIED.

R-2. Amendments to Chapters 75 and 76, Medicaid. These amendments reinstate three-month retroactive Medicaid coverage to a Medicaid applicant who is otherwise Medicaid-eligible and is a resident of a nursing facility licensed under chapter 135C.

A motion was made by Wallace to approve and seconded by Spading. MOTION UNANIMOUSLY CARRIED.

R-3. Amendments to Chapter 83, Medicaid. These amendments will change the eligibility criteria for Home- and Community-Based Services (HCBS) Health & Disability (H&D) waiver participation. These amendments revise the language regarding increasing waiver budgets by putting specific guidelines in place for the process and cost limitations.

A motion was made by Kudej to approve and seconded by Wallace. MOTION UNANIMOUSLY CARRIED.

Notices of Intended Action:

N-1. Amendments to Chapters 51 and 52, State Supplementary Assistance. Implements new rates for State Supplementary Assistance recipients based on federal updated Federal COLA. This rule making is also being Adopted and Filed Emergency R-1 above) .

N-2. Amendments to Chapter 167, Child Welfare. Adds clarity to 441—Chapter 167 by defining who must complete the required financial and statistical report for Juvenile Detention Reimbursement.

A motion was made by Heffernan and seconded by Wallace to approve the noticed rules. MOTION CARRIED UNANIMOUSLY.

Oversight of Managed Care

Liz Matney, Chief, Bureau of Managed Care Organization Oversight and Supports, Iowa Medicaid Enterprise (IME) provided the following update:

- The Department is continuing to work through a number of requirements that were outlined in Senate File 2418 related to managed care oversight. That includes the small claims audit for Long Term Services and Supports (LTSS), Tiered Rates Work Group, the Health Home Work Group, etc. The Department is finalizing several reports due December 15, 2018, to the Legislature and Director Randol will be highlighting several of those reports for the Legislative Oversight Committee on December 17, 2018.
- The Department is also working on the First Quarter Report for State Fiscal Year 2019 of the Managed Care Quarterly Report. There will be some aesthetic changes to the report which will be shared at the next Council meeting.
- The Department is holding its last 'Process Improvement Workgroup' meetings. The workgroup has been very helpful to both the IME and to the MCO's.
- In response to a question from Senator Segebart, Matney reported that both the Managed Care Quarterly Reports and the Process Improvement Workgroup have their own websites and the links will be shared with the Council.

Children's Mental Health Report

Rick Shults, Administrator, Division of Mental Health and Disability Services reviewed the "Children's System State Board Strategic Plan" (dated November 15, 2018). Highlights:

- Governor Reynold's Executive Order 2 issued in April 2018 created the Children's System State Board.
- The State Board, through this report, makes a number of recommendations for the 2019 General Assembly to pass and the Governor to sign into legislation.
- The plan's vision, mission and core values were reviewed.
- By 7/1/2020 the report recommends that the Children's System shall begin providing all Iowa children (birth through 18 years of age) universal, age appropriate, periodic behavioral health screenings. The Departments of Human

Services, Education and Public Health shall coordinate efforts regarding the screenings.

- The recommended 'core services' were reviewed as well as the dates indicating the Board's priorities. The board recognizes the need to address workforce shortages and recommends incentives be established by 7/1/2020 for professionals working in the behavioral health field.

- State and regional governance is necessary to guide, oversee and direct the development and implementation of a Children's System.

- In response to questions regarding funding, Shults responded that the Department has staff working on the estimation of costs for the fiscal impact, including review of what the State is currently providing and what the gaps are.

DHS Parks and Institution Road Projects

A motion was made by Wallace and seconded by Kudej to approve the '2019-2023 Park and Institutional Road Projects' request as presented. MOTION CARRIED UNANIMOUSLY.

Approval of Minutes

A motion was made by Wallace and seconded by Heffernan to approve the minutes of November 14, 2018. MOTION CARRIED UNANIMOUSLY.

Council Update

Council congratulated Sandy Knudsen, Executive Secretary, on her upcoming retirement and thanked her for her service.

Spading shared her concerns of the UIHC regarding prior authorization requests (substance abuse programs). Mikki Stier requested that Spading email her the specific information so that Director Randol can look into the issue.

Director's Report

Jerry Foxhoven, Director, reported on the following:

- Regarding the Family Planning Program, Foxhoven reported that initially the numbers were down because of the legislation that passed that changed who could provide those programs and be reimbursed. Due to legislative changes during the last session, additional providers were added to the program. Rules have now been completed and since this is just the first quarter, the Department does not have all the data. Foxhoven will continue to report back to the Council once more data is collected.

- Regarding the Department's legislative requests, a chart of the 'Legislative Pre-files in Process' was provided to the Council. Many of the items are fairly technical, some items are included to comply with federal law and some to start

laying the groundwork for the new 'Family First' legislation. The Council will be kept updated throughout the legislative session.

In response to a question from Anderson regarding the Council's membership vacancies, Foxhoven responded that the issue was raised with the Governor's Office and he hopes to receive information soon.

Next Meeting

The next meeting of the Council on Human Services is Wednesday, January 9, 2019.

Adjournment

Council adjourned at 11:05 a.m.

Submitted by,
Sandy Knudsen
Recording Secretary
sk



Executive Committee Summary of Meeting Minutes October 16, 2018

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Jerry Foxhoven -
Jason Haglund – present	Michael Randol - present
Dennis Tibben – present	Julie Lovelady -
Dan Royer – present	Lisa Cook - present
Shelly Chandler –	Kevin Kirkpatrick - present
Cindy Baddeloo – present	Lindsay Paulson -
Casey Ficek – present	Sean Bagniewski -
Lori Allen – present	Luisito Cabrera - present
Marsha Fisher – present	Alisha Timmerman -
Thomas Broeker –	
Marcie Strouse – present	

Introduction

Gerd called the roll call at 3:00 P.M. Executive Committee attendance is as reflected above and quorum was met.

Approval of the Executive Committee Meeting Minutes of September 18, 2018

A vote was taken to approve the September 18, 2018, Executive Committee meeting minutes. The meeting minutes were approved.

Quarterly Managed Care Report

Lisa Cook reviewed the Q4 SFY18 report and a link to the report was made available on the agenda.

Data Recommendations Subcommittee Update

The next subcommittee meeting is to be held on Wednesday, October 24, 2018, and subcommittee members will discuss feedback received from the Executive Committee. Gerd stated that the next Full Council meeting is November 8, 2018, and it is unclear if additional meetings will be held prior to that time.

Medicaid Director's Update

Network Adequacy

Mike advised that the Managed Care Network Adequacy Reports are available on the [DHS web¹site](#),

¹ <https://dhs.iowa.gov/ime/about/performance-data-GeoAccess>

within the [Quarterly Managed Care Reports](#)², and MCO websites. Mike acknowledged that in some instances, providers may only be credentialed with one MCO and this is a Good Cause reason for members to change their MCO. The MCOs are contractually required to have at least one provider every 60 miles that are accepting Medicaid members and are credentialed with one or more of the MCOs. Additionally, it is within the MCO contracts with the State that members have access to each provider type within a specified amount of time.

In regards to reimbursement for rehabilitation agencies, Mike advised that CPT codes and fee schedules are available on the [DHS website](#)³ and the MCOs are required to reimburse at the set Medicaid rate. Mike stated that effective May 1, 2018, the Multiple Procedure Payment Reduction (MPPR).

Health Home Program Evaluation

As a part of legislation, a workgroup was established to review the Health Home program and the first meeting took place on October 15, 2018 which included 19 providers representing Integrated Health Homes and Chronic Condition Health Homes. The State Plan Amendments (SPAs) are to be reviewed by participants and feedback regarding the SPAs is to be provided at the next meeting. A report is to be provided to the legislature in December 2018. Additional information is available on the DHS website.

Dental Wellness Update

The Annual Dental Benefit Maximum (ABM) of \$1,000 was implemented on September 1, 2018 and does not apply to preventive services. The SPA has been approved by the Centers for Medicare and Medicaid Services (CMS).

Retroactive Payment Reactivation

Senate File 2418 reinstated the provision of three months of retroactive eligibility for Medicaid applicants who reside in nursing homes and applied for services on or after July 1, 2018. System changes were made effective October 1, 2018, and this change will impact approximately 7 recipients each month.

Process Improvement Working Group

Mike stated that the Working Group's has been meeting monthly to discuss topics such as credentialing, appeals and grievances, and prior authorization requirements. Additional information regarding the group can be found on the DHS website.

MCO Contracts

Weekly onboarding meetings are being held with Iowa Total Care for preparation of their scheduled start date of July 1, 2019. The process for member distribution to the three MCOs is yet to be determined although members will have the opportunity to choose their MCO in the three months prior to Iowa Total Care's start date. Additional information is to come.

Action Items

The Action Items document was made available in the materials packet. The Health Homes action was addressed in this meeting and additional actions will be discussed at future meetings.

Open Discussion

Marcie Strouse provided feedback regarding the timeliness and readability of communications to Home and Community Based Services (HCBS) Waiver recipients. She stated that annual waiver renewal notices should be sent approximately two months in advance so that members and their representatives have time to submit the necessary paperwork and the wording should be revised with the understanding that many persons have limited experience with insurance and medical terminology. Mike stated that the State is currently reviewing these concerns for resolution. Additionally, Marcie expressed concern regarding person-centered planning and members receiving the appropriate services.

A representative from OK Technologies provided information regarding their organization and products.

Adjourn

4:32 P.M.

² <https://dhs.iowa.gov/ime/about/performance-data>

³ <https://dhs.iowa.gov/ime/providers/csrp>

**Executive Committee
Summary of Meeting Minutes
November 20, 2018**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Jerry Foxhoven -
Jason Haglund – present	Michael Randol - present
Dennis Tibben –	Julie Lovelady -
Dan Royer – Erin Cubit for Dan Royer	Liz Matney - present
Shelly Chandler –	Kevin Kirkpatrick - present
Cindy Baddeloo – present	Lindsay Paulson -
Casey Ficek – present	Sean Bagniewski -
Lori Allen – present	Luisito Cabrera -
Marsha Fisher – present	Alisha Timmerman - present
Thomas Broeker – present	
Marcie Strouse – present	

Call to Order and Roll Call

Gerd called the roll call at 3:00 P.M. Executive Committee attendance is as reflected above and quorum was met.

Approval of the Executive Committee Meeting Minutes of October 16, 2018

A vote was taken to approve the October 16, 2018, Executive Committee meeting minutes and the meeting minutes was approved.

Value-Added Services Follow-Up

DHS Presentation

Mike Randol underscored that value-added services program is something that MCOs offer at no cost to the state or the members and is monitored by DHS and annually reviewed to see what can be changed or added to the list of services based on utilization. He added that the addition of the third MCO will bring about additional offers of value-added services. Liz Matney added that these services are very targeted and are aimed at improving the health outcome of members. She stated that these are closely monitored to measure member participation and are evaluated for overall effectiveness. Liz clarified that the meeting handout is on the tobacco cessation program but that the tobacco cessation program is an optional value-added service for MCOs but is a Medicaid covered service. She that there is a set of criteria that need to be met to establish the value-added services and MCOs

propose the services that they will offer every year. She added that DHS reviews MCO data on value-added services on a quarterly basis.

Amerigroup Presentation

John stated that information on value added-services offered by an MCO and how to access these services are included in the member welcome packet and member manual and on the MCO website. He added that it forms part of the MCO outreach effort. He added that community case managers including in LTSS are well-versed in information on value-added services. John added that Amerigroup started their tobacco-cessation value-added service in 2016 and is offered in support of the Medicaid tobacco cessation covered service to enhance the service to members.

UnitedHealthcare Presentation

Paige stated that members have access to the member services phone line for help on accessing all available benefits including value-added services and tobacco-cessation. She stated that tobacco-cessation is highlighted in the UHC member handbook as a Medicaid covered service. She stated that tobacco-cessation is not considered a value-added service at UHC although they report utilization data on it.

Data Recommendations Subcommittee Report

Gerd reviewed the draft of the data recommendations report and reminded the committee that the report deadline is December 31, 2018. He solicited committee member suggestions for changes on the draft document to incorporate into a final version to be distributed for final review and approval by the December 18, 2018 Executive Committee meeting. Mike made a distinction between removing and eliminating data from the report. He clarified that data removed or no longer reflected in the report does not mean the data has been eliminated or is no longer being collected and tracked.

Action Point:

- Feedback and suggestions from Executive Committee members to be sent in by COB next Tuesday, November 27, 2018

Follow-Up on Full Council Meeting

Gerd stated that there was general approval of use of the Iowa Utilities Board (IUB) meeting facilities for the Full Council meetings. He confirmed that several of the upcoming 2019 Full Council meetings are already scheduled at the IUB facilities. He also asked that the LTC Ombudsman Office Managed Care Report be sent out to the MAAC membership. Gerd also suggested revisiting the definition of quorum for the Full Council.

Future Agenda Item:

- Rate Setting

Medicaid Director's Update

This agenda item was moved to the December 18, 2018 Executive Committee meeting.

Contract Update on New MCO

Pharmaceutical and Therapeutics Committee Decision Update

Action Items

Open Discussion

Tom Broeker pointed out the improvement in MCO payments to providers as well as service

rate reduction. Liz requested specifics from Tom in order to get MCOs to follow up on specific examples. Marcie requested if there was a way to review policy at the state level to get legislators more educated regarding policies as the start of the Legislative sessions begins.

Adjournment

Meeting was adjourned at 4:32 P.M.

Submitted by,
Luisito Cabrera
Recording Secretary
lc



BOARD MEETING MINUTES
October 29, 2018

BOARD MEMBERS

Angela Burke Boston
Jim Donoghue
Eric Kohlsdorf
Dr. Bob Russell
Dr. Jonathan Crosbie
Dr. Kaaren Vargas (absent)
Ronda Eick

Staff

Mike Randol
Liz Matney
Anna Ruggle

EX-OFFICIO LEGISLATIVE MEMBERS

Representative John Forbes
Senator Nate Boulton
Representative Shannon Lundgren (absent)
Senator Dennis Guth (absent)

Heather Miller
Kevin Kirkpatrick
Nick Peters

CALL TO ORDER

Eric Kohlsdorf called the meeting to order at 12:32 p.m.

ROLL CALL

A quorum was present.

TELECONFERENCE STATEMENT

The following statement was read by Eric Kohlsdorf, Board Chair:

“This meeting of the hawk-i Board is being held in accord with Section 21.8 of the Code of Iowa entitled “electronic meeting.” The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical or if the governmental body complies with the rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in Conference Room 122 of the Iowa Medicaid Enterprise Office Building on Monday October 29, 2018. An agenda was sent to interested groups as well as the press advising them the meeting will be held via conference call. Minutes will be kept of the meeting.”

APPROVAL OF MINUTES

Motion by Jonathan Crosbie, second by Jim Donoghue to approve the May 21, 2018 meeting minutes, MOTION PASSED. Motion by Crosbie, second by Angela Burke Boston to approve the meeting minutes for the June 27, 2018 meeting. MOTION PASSED with corrections. Motion by Crosbie, second by Donoghue to approve the August 20, 2018 minutes. MOTION PASSED with corrections.

DIRECTOR'S REPORT

Director's report was given by Mike Randol, Medicaid Director. Randol reviewed enrollment data. He said he is asking staff to look at different methods to report information. He would like reports to be displayed using more graphs. He has asked staff to change the format they present this information to the Board.

REVIEW OF MCO QUARTERLY REPORT

Liz Matney, MCO Bureau Chief, shared with the Board a few highlights of the State Fiscal Year 2018 (SFY18) Quarter 4 report. She said Amerihealth Caritas has transitioned their business outside of Iowa. She encouraged the Board to remember that the data is a snapshot in time. All questions that may arise after the meeting can be sent to Nick and they will be answered as soon as possible.

Chair Kohlsdorf asked for an update about the status of a report on speech therapy services offered by the MCOs. Director Randol said speech therapy services will not be revisited for two years. In Iowa, the MCOs are allowed to define what is covered for speech therapy based on national benchmarks. UnitedHealthcare covers rehabilitative services and Amerigroup chooses to cover more habilitative services.

Kohlsdorf asked if a mandate from the Board to provide coverage for therapy services would be of any benefit. Randol stated that we would have to look at the applicable federal and state codes.

Donoghue asked if availability of services is a good cause reason to switch MCOs. Randol stated that the information provided by IME Member Services would explain the services the different plans offer.

PUBLIC COMMENT

None

NEW BUSINESS

None

NEXT MEETING

hawk-i Board Minutes
October 29, 2018

The next meeting will be December 17, 2018.

ADJOURNMENT

Meeting adjourned at 1:22 p.m.

Submitted by,

Nick Peters, Recorder of Minutes