

April 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 (Hawki) 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 3<sup>rd</sup> quarter of SFY 2019.

Enclosed please find minutes from the following meetings:

Council on Human Services	January 9, 2019
Council on Human Services	February 13, 2019
Council on Human Services	March 13, 2019
Medical Assistance Advisory Council – Executive Committee	January 8, 2019
Medical Assistance Advisory Council – Executive Committee	February 19, 2019
Medical Assistance Advisory Council – Executive Committee	March 5, 2019
Healthy and Well Kids in Iowa (Hawki) Board	February 18, 2019
Healthy and Well Kids in Iowa (Hawki) Board	March 1, 2019

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  
3<sup>rd</sup> Quarter SFY 2019 (Jan. – March 2019)***

**April 2019**

**Meeting Minutes  
January 9, 2019**

<b>EXECUTIVE COMMITTEE MEMBERS</b>	<b>DEPARTMENT OF HUMAN SERVICES</b>
Mark Anderson – <b>present via phone</b>	Jerry Foxhoven – <b>present via phone</b>
Alexa Heffernan – <b>present via phone</b>	Harry Rossander - <b>present</b>
Kimberly Kudej – <b>present via phone</b>	Nancy Freudenberg - <b>present</b>
Kim Spading – <b>absent</b>	Mike Randol – <b>present via phone</b>
Sam Wallace – <b>present via phone</b>	Mikki Stier – <b>present via phone</b>
	Lisa Cook – <b>present via phone</b>

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

**Guests**

Erin Cubit, Iowa Hospital Association  
 Tony Leys, Des Moines Register  
 Tony Reed, Central Iowa Detention

**Call to Order**

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, January 9, 2019. 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 that the meeting will be held via conference call. Minutes will be kept of the meeting.”

### Roll Call

All Council members were present with the exception of Spading. Ex-officio legislative member Representative Fry was present via phone. All of the other ex-officio legislative members were absent.

### Rules

Nancy Freudenberg presented the following rule for adoption:

**R-1** 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 to approve and seconded by Wallace. MOTION UNANIMOUSLY CARRIED.

### Approval of Minutes

A motion was made by Wallace and seconded by Heffernan to approve the minutes of December 12, 2018 meeting. MOTION UNANIMOUSLY CARRIED.

### Oversight of Managed Care

Mike Randol, Medicaid Director, Iowa Medicaid Enterprise (IME) introduced Lisa Cook (IME) to provide a brief overview of the first quarter SFY 2019 Medicaid Managed Care performance report. Lisa Cook provided the following update:

The quarterly performance report is for the first quarter of State Fiscal Year 2019, July 2018 through September 2018. The IME has made some key changes in the performance reporting and she highlighted those changes by going through specific changes presented in the report by page and topic. Cook noted that the IME has taken a lot of input from stakeholders and worked with MCOs and internally within DHS to make the content of the reports more meaningful and easier to consume visually. The performance report is available on the IME webpage.

Lisa Cook reviewed the report and highlighted changes and results. Council member questions during that discussion were as follows:

Page 26 – One chart shows top ten reasons for pharmacy claims denials. A second chart on that page shows Utilization of Value Added Services Reported Count of Members.

Heffernan questioned that so few members are utilizing services.

Randol responded that it is already an opportunity to review the services being provided to members. IME will continue to monitor the utilization of these services.

Anderson asked why is there such a difference between the two companies?

Randol responded that we allow the MCOs to determine what value-added benefits with state approval that they offer. Trying to determine better ways to present the utilization of the services.

Kudej noted on Page 36 that there seem to be a high number of Fraud, Waste, and Abuse investigations for UnitedHealthCare as compared to Amerigroup.

Cook explained that UnitedHealthCare has a higher number of members in managed care than Amerigroup.

Heffernan referring back to Page 31 of the report asked why Amerigroup has a high percentage of denials for prior authorization (40% vs 16%)

Randol stated that IME will research that question and report back to the Council on the results.

Anderson noted that the new tables provided helpful information.

### **Council Update**

Heffernan – Nothing to report

Kudej – Nothing to report

Wallace – Would like to update the Council on information regarding the Medical Residency Program.

Anderson – Nothing to report

### **Director's Report**

Jerry Foxhoven, Director, reported

- DHS continues to prepare for the upcoming legislative session and budget discussions.
- Children's Mental Health provisions will continue to move forward.
- Finalizing the Medicaid Program Annual Report. Noted that many of the problems from prior years are being resolved and doing much better of taking care of members and providers.
- The Governor's office recently appointed a new person to manage candidates for appointments to Boards and Commissions. The Council is near the top of the list to receive two additional appointees once identified.

### **Legislator's Report**

Representative Fry reported

- Echoed Director Foxhoven's statement about the legislative session will gavel in at 10:00 a.m. on Monday, January 14, 2019.

- He will be chairing the Health and Human Services Budget Committee this year.
- He anticipates that funding for Adult and Children's Mental Health will move forward.

### **Next Meeting**

The next meeting of the Council on Human Services is Wednesday, February 13, 2019 at the Hoover Building.

### **Adjournment**

Anderson adjourned the meeting at 10:39 a.m.

Submitted by,  
Harry Rossander  
Interim Recording Secretary  
hr

**Meeting Minutes  
February 13, 2019**

<b>EXECUTIVE COMMITTEE MEMBERS</b>	<b>DEPARTMENT OF HUMAN SERVICES</b>
Mark Anderson – <b>present via phone</b>	Jerry Foxhoven – <b>present via phone</b>
Alexa Heffernan – <b>absent</b>	Harry Rossander - <b>present</b>
Kimberly Kudej – <b>present via phone</b>	Nancy Freudenberg - <b>present</b>
Kim Spading – <b>present via phone</b>	Carrie Malone – <b>present via phone</b>
Sam Wallace – <b>present via phone</b>	Jana Rhoads – <b>present</b>
	Matt Highland – <b>present via phone</b>

<b>EX-OFFICIO LEGISLATIVE MEMBERS</b>
Representative Joel Fry – <b>absent</b>
Representative Lisa Heddens – <b>absent</b>
Senator Amanda Ragan – <b>absent</b>
Senator Mark Segebart – <b>absent</b>

**Guests**

Tony Leys, Des Moines Register  
Sandi Hurtado-Peters, IDOM  
Craig Schoenfeld, Iowa Total Care

**Call to Order**

Mark Anderson, Chair, called the Council meeting to order at 10:01 a.m. via conference call on Wednesday, February 13, 2019. 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 that the meeting will be held via conference call. Minutes will be kept of the meeting.”

## Roll Call

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

## Rules

Nancy Freudenberg presented the following rule for adoption:

**R-1** Amendments to Chapters 51 and 52, State Supplementary Assistance. These amendments implement the January 1, 2019, cost of living adjustments (COLA) to income limits and benefit amounts for several State Supplementary Assistance categories. These amendments also implement the changed personal needs allowance for the Residential Care Facility (RCF) assistance Family-Life Home (FLH) assistance.

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

Nancy Freudenberg presented the following rules for Notice:

**N-1** Amendments to Chapter 73, Medicaid. Allows advanced registered nurse practioners (ARNPs) and physician assistants (PAs) to be primary care providers with a managed care organization (MCO).

**N-2** Amendments to Chapter 176, Dependent Adult Abuse. Streamlines required maintenance of administrative rules for dependent adult abuse by removing form numbers from administrative rules.

A motion was made by Wallace to accept the Notices of Intended Action and seconded by Kudej. MOTION UNANIMOUSLY CARRIED.

## Legislative Update

Carrie Malone presented a legislative update in which she discussed:

- There has been much conversation regarding telehealth and how telehealth can be a solution either within or outside of Medicaid but how it could be a source of cost savings.
- Presentations on Children's Board at the HHS Budget sub-committee. Legislators were excited about moving forward on this topic. MHDS gave presentation to the House Human Resources Committee on the Complex Needs Bill that passed last year and what next steps could be.
- Gov's office approved 5 DHS bills:
  - Child support fees
  - Community self resource allowance
  - Medicaid Member Appeals
  - Family First Legislation
  - Hawk-I and ELIAS system

- Two of the five bills have already passed through committee and will pass through the first funnel.
- DHS is also working with legislators to push forward a bill on the subject of Divestiture.
- As a result of discussion after the formal bill process, this bill concept was proposed. The federal government requires that the state follow up with someone on Medicaid who has assets that used Medicaid to recover costs. Iowa is the only state in the country that follows our current process. The concept discussed would instead place a lien on assets that would allow heirs to determine the best way to pay for the lien. The current process has been in place for more than 20 years and allows the State to seize assets from members to pay for Medicaid services rendered. The new proposal would install a lien on those assets that would allow heirs to determine method of payment for the incurred debt.

### Approval of Minutes

A motion was made by Wallace and seconded by Kudej to approve the minutes of the January 9, 2019 meeting. MOTION UNANIMOUSLY CARRIED.

### Council Update

Anderson – Nothing to report

Wallace – Nothing to report

Spading – Will soon begin working with the Iowa Department of Public Health and others in the TelePrEP program. This program is intended to deliver HIV pre-exposure prophylaxis (PrEP) and comprehensive sexually transmitted infection (STI) prevention services in rural areas.

Kudej – Nothing to report

### Director's Report

Jerry Foxhoven, Director, reported

- The Department is very busy with many different presentations on our programs and proposed legislation.
- The Department is out promoting the Governor's decision to add additional funding within her proposed budget. These monies will improve technologies available to workers in the field and add up to 84 social workers to the staff and will help ease work loads. This is the first time in many years where the Department is not trying to determine how to deal with budget cuts.

Matt Highland, Chief Information Officer, reported on the status of the new MCO choice roll out.

#### **New MCO Choice Roll Out Overview**

- In your materials are some information on the addition of the new MCO we prepared for legislators and wanted to share with you.
- As you know, Iowa Total Care (ITC) coverage begins July 1, 2019. Some members (about 140,000) will not be included in the redistribution to minimize disruption for these members with critical health care needs, but they will still have the opportunity to switch MCOs if they wish to:

- Pregnant women
- Members with severe illnesses such as cancer
- Members who have recently transitioned from a long-term care facility back to the community

### **New MCO Communications**

- Mailings will begin March 4, and will be staggered until March 22.
- For those who are not being redistributed, they still have a choice, and packets will be mailed to them the week of March 25 to 29.
- All of these members have until June 18, to make a choice which will be effective July 1, 2019
- In addition—members will have until September 30, to make a change for any reason.
- Members can email their choice, return the form in their packet or simply call member services.
- We will also be publishing an Informational Letter, as we know doctors are often key to getting information to our members
- We are also setting up a New MCO Choice webpage, which will link to sample mailings, have frequently asked questions and will be putting a variety of notices and information on our website.
  - We will also be using our e-news and social media posts to get information out.
  - Included in the packet, is a timeline and legislative, member and provider resources to assist if with constituent questions.

Kudej asked if all providers would need to re-enroll with the new provider. Highland explained that all providers would need to be enrolled with the Iowa Medicaid Enterprise and also with each MCO. Highland also noted that ITC has been in the process of enrolling providers for some time.

Anderson asked when the information in the packet supplied to Council would be shared with the press. Highland explained that the information is already available on the DHS website.

### **Next Meeting**

The next meeting of the Council on Human Services is Wednesday, March 13, 2019 at the Hoover Building.

### **Adjournment**

Anderson adjourned the meeting at 10:28 a.m.

Submitted by,  
 Harry Rossander  
 Interim Recording Secretary  
 hr

**Meeting Minutes  
March 13, 2019**

<b>EXECUTIVE COMMITTEE MEMBERS</b>	<b>DEPARTMENT OF HUMAN SERVICES</b>
Mark Anderson – <b>present via phone</b>	Jerry Foxhoven – <b>present via phone</b>
Alexa Heffernan – <b>present via phone</b>	Harry Rossander - <b>present</b>
Kimberly Kudej – <b>present</b>	Nancy Freudenberg - <b>present</b>
Kim Spading – <b>present via phone</b>	Mikki Stier – <b>present via phone</b>
Sam Wallace – <b>present via phone</b>	Mike Randol – <b>present via phone</b>
	Marissa Eyanson – <b>present via phone</b>

<b>EX-OFFICIO LEGISLATIVE MEMBERS</b>
Representative Joel Fry – <b>absent</b>
Representative Lisa Heddens – <b>absent</b>
Senator Amanda Ragan – <b>absent</b>
Senator Mark Segebart – <b>absent</b>

**Guests**

Craig Schoenfeld, Iowa Total Care  
 Stacie Maass, Iowa Total Care  
 Abdullah Amehee, Iowa Total Care

**Call to Order**

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, March 13, 2019. 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 that 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 absent.

## Rules

Nancy Freudenberg presented the following rule for adoption:

**R-1.** Amendments to Chapter 73, Medicaid. Allows advanced registered nurse practitioners (ARNPs) and physician assistants (PAs) to be primary care providers with a managed care organization (MCO).

A motion was made by Heffernan to approve and seconded by Kudej.

MOTION UNANIMOUSLY CARRIED.

**R-2.** Amendments to Chapter 176, Dependent Adult Abuse. Streamlines required maintenance of administrative rules for dependent adult abuse by removing form numbers from administrative rules.

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

MOTION UNANIMOUSLY CARRIED.

Nancy Freudenberg presented the following rules for Notice:

**N-1.** Amendments to Chapters 36 and 81, Medicaid. Changes the assessment levels for nursing facilities effective July 1, 2019. The Human Services Department in collaboration with stakeholders developed new assessment levels and requested an effective date of July 1, 2019.

Anderson asked for clarification on the effects of this proposed rulemaking. Randol and Eyanson discussed the effects of this rule making and that the Iowa Medicaid Enterprise worked with the two nursing facility associations to craft the administrative rule.

Heffernan asked if this rule making was designed to provide a net increase to nursing facilities. Eyanson assured Heffernan that she was correct in her statement about the net increase.

Spading asked if this rule making would have a greater impact on smaller facilities. Randol and Eyanson explained that the number of residents in any given facility does not specifically impact the increase found in this rule making.

**N-2.** Amendments to Chapter 73, Medicaid. Revises language to reflect the Department's implementation of a passive managed care enrollment process.

Spading asked if this rule making will affect the current on-going efforts to “on-board” the new managed care organization (MCO). Randol reiterated how the process to “on-board” the new MCO was being accomplished. He stated that IME had created an algorithm to re-allocate Medicaid members between the three MCO providers. He noted that there are a number of members who, due to their medical condition, would not be moved as part of the algorithm.

**N-3.** Amendments to Chapters 78 and 79, Medicaid. Changes the Consumer Choices Option (CCO) program available within the AIDS/HIV, Brain Injury, Elderly, Health and Disability, Intellectual Disability, and Physical Disability Waivers. Consolidates the CCO service description rules into one administrative sub rule, 441--78.34(13). Changes the monthly budget billing methodology for the Financial Management Services (FMS) provider from a prepay method to a post pay method. Also clarifies who may self-direct services and the budget and employer authority responsibilities. Defines how the monthly CCO budget may be used by a member self-directing services. Removes the reference to the DHS service workers who are no longer involved in the CCO program. Finally, adds new member and employee responsibilities to assure proper payment for CCO services are made.

A motion was made by Wallace to accept the Notices of Intended Action and seconded by Spading.

MOTION UNANIMOUSLY CARRIED.

### Approval of Minutes

A motion was made by Spading and seconded by Kudej to approve the minutes of the February 13, 2019 meeting.

MOTION UNANIMOUSLY CARRIED.

### Council Update

Anderson – Consulted with community leaders impacted by these specific administrative rules to gain a better understanding of impacts.

Wallace – Nothing to report.

Spading – Nothing to report.

Kudej – Nothing to report.

### Director’s Report

Jerry Foxhoven, Director, reported

- The Department continues to send out letters to Medicaid recipients regarding the new MCO provider and the realignment of recipients to MCOs. Approximately 20,000 to 21,000 letters are being sent out daily. The Director noted that even though the letters designate a specific MCO for recipients, the recipients will have a specified time to choose from which MCO they wish to receive services.
- The Governor recognizes that the work load for case workers has grown to be too high. As the result of working with the Department, the Governor has

currently allocated monies in her budget submission that would increase the number of case workers by 83.

Anderson noted that the Council will have three new members at the next Council meeting. Director Foxhoven stated that he and staff will be working with the new members to prepare them for their new duties on the Council.

**Next Meeting**

The next meeting of the Council on Human Services is Wednesday, April 10, 2019 at the Hoover Building.

**Adjournment**

Anderson adjourned the meeting at 10:35 a.m.

Submitted by,  
Harry Rossander  
Interim Recording Secretary  
hr

**Executive Committee  
Summary of Meeting Minutes  
January 8, 2019**

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

**Call to Order and Roll Call**

Jason called the roll call at 3:00 P.M. Executive Committee attendance is as reflected above; quorum was not met.

**Approval of the Executive Committee Meeting Minutes of December 18, 2018**

Quorum was not met. The December 18, 2018, meeting minutes could not be approved.

**DHS Branding**

Kevin Kirkpatrick discussed the new Department of Human Services branding and how this change will impact forms, documents, and websites.

**Rate Setting**

Mike reviewed the PowerPoint document made available in the materials packet. The Centers for Medicare & Medicaid Services (CMS) must approve rates before a Medicaid program can move forward with a contract between the state and an MCO. The Office of the Actuary within CMS evaluates rates to ensure that rates comply with all federal and state laws. Iowa's rates are generally evaluated on an annual basis; however, events such as the inclusion of Iowa Total Care can result in a review by CMS. To be approved, rates must be considered actuarially sound.

**Quarterly Performance Report**

Lisa Cook presented the Quarterly Performance Report for Quarter 1 SFY 2019 made available in the materials packet. Topics discussed included Plan Enrollment, the Appeals process, Program Management Reporting, Provider Helpline Metrics, Utilization of Value-Added Services, Capitation Payments Made to MCO's, Third Party Liability (TPL) Recovery, Fraud Waste and Abuse in regard to Program Integrity, and Health Care Outcomes.

### **Contract Update On New MCO**

Mike provided an update on the status of adding Iowa Total Care to the program and the plan to redistribute members across the three MCOs based on an algorithm. Mike advised that some populations would not be included in the redistribution such as pregnant women and members who are seriously ill. Once a member is assigned to a new MCO, members will have a 60 day choice period to change their MCO for any reason prior to implementation and an additional 90 days following implementation.

### **Open Discussion**

There were no comments made during the open discussion period.

### **Adjournment**

Meeting adjourned at 4:13 P.M.

Submitted by,  
Mike Kitzman  
Recording Secretary  
mk

**Executive Committee  
Summary of Meeting Minutes  
February 19, 2019**

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

**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 January 8, 2019 and December 18, 2018**

A vote was taken to approve the December 18, 2018, and January 8, 2019, meeting minutes and the meeting minutes were approved.

**New MCO Choice**

Mike reviewed the onboarding of Iowa Total Care and onsite reviews of Iowa Total Care facilities will begin in April 2019. Most IA Health Link members will be redistributed across the Managed Care Organizations (MCOs) with the utilization of an algorithm although some populations will not be redistributed in an effort to minimize the disruption of their services. Populations excluded from redistribution are pregnant women, members who are seriously ill, hemophiliacs, cancer patients, and other high risk members. Redistributed IA Health Link members will be given an open choice period where they may change their MCO for any reason prior to June 18, 2019, for a start date of July 1, 2019, as well as an opportunity to change their MCO for any reason prior to September 30, 2019. Letters announcing this change will be mailed to members from March 4, 2019, March 22, 2019.

Hawki eligibility system will transition from Maximus to the MMIS system. Rather than risk any sort of eligibility issues with this population due to the system conversion these members will be redistributed across the MCOs after this system conversion has taken

place. The open choice period for Hawki members will be from July 1, 2019, through September 30, 2019, with coverage becoming effective the month after this choice is made; letters announcing this change will be sent June 18, 2019. [Medicaid Director's Update](#)

Administrator for Mental Health and Disability Services for the Department of Human Services, Rick Shults, gave a presentation about the status of Adult and Children's Mental Health systems in the state of Iowa and provided a handout to the Committee. He outlined several initiatives recently approved by the state legislature focusing mainly on increasing access to critical services such as Assertive Community Treatment (ACT), Comprehensive Crisis Services, Subacute Services, and intensive residential and access centers House File 2456 will establish a Children's Behavioral Health System State Board to ensure that a system is implemented in Iowa. Rick stated that such a system would empower families to identify mental health issues and obtain assistance while keeping children at home in a family environment.

Liz Matney gave a presentation regarding Network Adequacy and provided a handout to the Committee. Network Adequacy can be measured in a number of ways such as proximity of service which reviews a given service and asks if members have access to this service geographically. Liz advised that the MCOs have contracted with enough providers to keep within the 30 minute/30 mile time and distance standard. Two member satisfaction surveys had been utilized, the Consumer Assessment of Healthcare Providers and Systems (CAHPS), and the Iowa Participant Experience Survey (IPES).

### Full Council Quorum

MAAC quorum was discussed. Minutes cannot be published without approval, and therefore the lack of quorum does not allow the general public to read approved minutes. The Executive Committee raised possible solutions to the lack of quorum including: asking the state legislature to reduce quorum requirements; asking the state legislature to provide a mechanism to hold members accountable for their attendance. It was noted that 14 organizations had not sent a representative to attend the Full Council meetings for the last year. The Iowa Medicaid Enterprise contacts organizations that have not attended three meetings in a row, sending emails and making phone calls to appointed representatives. Gerd and Jason stated that as co-chairs of the council, they will make attempts to contact organizations that have had poor attendance.

### Open Discussion

Marcie Strouse stated that she had assisted someone in enrolling in Medicaid and found the process to be pleasant and expedient.

Director Randol and Liz Matney had shadowed a Community Based Care Manager (CBCM) for a home visit to an Intellectual Disability (ID) waiver member. Director Randol relayed that the member was very happy to be able to live at home with their family.

### Adjournment

Meeting adjourned at 4:30 P.M.

Submitted by,  
Mike Kitzman  
Recording Secretary  
mk

**Executive Committee  
Summary of Meeting Minutes  
March 5, 2019**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – <b>present</b>	Jerry Foxhoven -
Jason Haglund – <b>present</b>	Michael Randol – <b>present</b>
Dennis Tibben –	Julie Lovelady -
Dan Royer –	Liz Matney - <b>present</b>
Shelly Chandler – <b>present</b>	Kevin Kirkpatrick – <b>present</b>
Cindy Baddeloo – <b>present</b>	Lindsay Paulson – <b>present</b>
Casey Ficek –	Sean Bagniewski –
Lori Allen – <b>present</b>	Michael Kitzman - <b>present</b>
Marsha Fisher –	Alisha Timmerman - <b>present</b>
Thomas Broeker –	Marissa Eyanson -
Marcie Strouse –	Adrian Olivares - <b>present</b>

**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 not met. Members had difficulty dialing into the meeting as the regular conference line was not functioning. Attempts were made at communicating the back-up conference call number, but quorum was still not achieved as of 3:30 PM. It was decided that without quorum the meeting should be adjourned and all agenda items be carried forward to the April 9, 2019 Executive Committee meeting.

**Adjournment**

Meeting adjourned at 3:36 P.M.

Submitted by,  
Mike Kitzman  
Recording Secretary  
mk



## Hawki Board Meeting February 18, 2019

Hawki Board Members	Department of Human Services
Angela Burke Boston - <b>present</b>	Mike Randol, Medicaid Director
Dr. Jonathan Crosbie - <b>present</b>	Liz Matney
Jim Donoghue - <b>present</b>	Anna Ruggle
Eric Kohlsdorf, Chair - <b>present</b>	Kevin Kirkpatrick
Dr. Bob Russell - <b>present</b>	
Dr. Kaaren Vargas - <b>present</b>	<b>Guests</b>
Senator Nate Boulton - <b>present</b>	Jean Johnson, IA Department of Public Health
Senator Dennis Guth	Mary Nelle Trefz, Child and Family Policy Ctr.
Representative John Forbes	Michelle Canfield, HACAP
Representative Shannon Lundgren	Amanda Josvanger, Dubuque VNA
	Joe Estes, MAXIMUS

### **Call to Order and Roll Call**

Eric Kohlsdorf called the meeting to order at 12:31 PM. A roll call was conducted and attendance is as reflected above. A quorum was present.

### **Approval of the Hawki Board Meeting Minutes of December 5, 2018**

A vote was taken to approve the December 5, 2018, meeting minutes, as corrected, and the meeting minutes were approved.

### **Director's Report**

Mike Randol, Medicaid Director, introduced a new format of the Hawki enrollment reports. The reports show the monthly program numbers and also provide historical enrollment of the Hawki program. Randol introduced Liz Matney to provide a brief overview of the first quarter SFY 2019 Medicaid Managed Care Performance Report. She pointed out highlights of the report, and noted a decrease in emergency room visits and more member visits to Primary Care Providers.

### **Hawki System integration**

Randol reported that the MAXIMUS member system will be integrated into the Medicaid Management Information System (MMIS) by June 30, 2019. The change over to MMIS will occur the week of May 20, 2019. He reported that there has been significant planning that has paved the way for the data migration. This change will eventually cancel the Hawki contract with MAXIMUS.

### **Hawki Administrative Rules 441 IAC 86**

Anna Ruggle, Iowa Medicaid, reported that the final approvals for the Hawki Administrative Rules had been delayed and were not available for the Board to review. She stated that there will need to be an ad-hoc meeting of the Board to approve the rules. The date of the meeting will be arranged with the Board as soon as all sign-offs on the rules have occurred.

### **New Hawki Logo and Branding**

Kevin Kirkpatrick discussed the new logo and name branding of Hawki. The logo has been updated using

a hawk-type figure in colors associated with the IA Health Link program. Going forward Hawki will be written as one word, traditionally capitalized, without a hyphen and in plain text.

**New MCO Choice**

Randol reported that Iowa Total Care (ITC), a Centene company, is on schedule to become the third Iowa Medicaid Managed Care Organization (MCO) on July 1, 2019. He gave an overview of the timelines for IA Health Link and Hawki member choice of ITC, including auto-reassignment. IA Health Link member mailings regarding the new MCO choice will start March 4, 2019, and Hawki member mailings will start in June 2019.

**Outreach Update**

Jean Johnson, Hawki Outreach Coordinator, reported that she will be attending health fairs, community events, local health clinics and provider offices through the spring. She also shared examples of the materials she gives out at events and recognized Dr. Bob Russell and the I-Smile program for continued success in serving Iowans.

**Hawki Anniversary**

Ruggle recognized that the Hawki program celebrated its 20<sup>th</sup> year anniversary on January 1, 2019.

**New Business**

Kohlsdorf reminded the Board that two public Board appointments are expiring on April 30, 2019, and they will need to elect a Chair and Vice-Chair at that time. Jim Donoghue and Angela Burke Boston were asked to be the nominating committee for Hawki officers and present a report at the April meeting.

**Next Meeting**

The next meeting will be April 15, 2019.

Meeting adjourned at 1:33 PM.

Submitted by,

Nick Peters  
Recorder of Minutes



**Hawki Board Meeting  
March 1, 2019**

<b>Hawki Board Members</b>	<b>Department of Human Services</b>
Angela Burke Boston - <b>present</b>	Julie Lovelady
Dr. Jonathan Crosbie - <b>present</b>	Marissa Eyanson
Jim Donoghue - <b>present</b>	Anna Ruggle
Eric Kohlsdorf, Chair - <b>present</b>	Kevin Kirkpatrick
Dr. Bob Russell - <b>present</b>	
Dr. Kaaren Vargas	<b>Guests</b>
Senator Nate Boulton -	Mike Jenkins, Brown Winnick Law firm
Senator Dennis Guth	Nancy Lind, UnitedHealthcare of the River Valley
Representative John Forbes	Sabrina Johnson, MCNA
Representative Shannon Lundgren	Gretchen Hageman, Delta Dental
	John Hitchcock, Amerigroup
	Dr. Jeff Chapman, Delta Dental

**Call to Order and Roll Call**

Eric Kohlsdorf, Board Chair, called the meeting to order at 11:31 A.M. A roll call was conducted and attendance is as reflected above. A quorum was present. Kohlsdorf read the following statement:

***“This meeting of the Hawki 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 129 of the Iowa Medicaid Enterprise 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.”***

**Hawki Administrative Rules 441 IAC 86**

Anna Ruggle, DHS, presented Notice of Intended Action for the Iowa Department of Human Services to amend Chapter 86, the “Healthy and Well Kids in Iowa (Hawki) Program.” The board reviewed the proposed changes and the Board Chair entertained a motion to approve the changes. A motion to approve the rules was made by Jim Donoghue and seconded by Jonathan Crosbie. Discussion centered on the language in subrule 86.3(8) regarding the time periods to determine eligibility and clarifications on waiting periods. Kohlsdorf asked if Donoghue and Crosbie would accept a friendly amendment to change the 90-day choice period to begin from the date of decision. The friendly amendment was accepted.

A voice vote was taken followed by the call for a roll call vote. The results of the roll call were:

- Eric Kohlsdorf – Aye
- Jonathan Crosbie – Aye
- Dr. Bob Russell – Aye

Angela Burke Boston – Nay  
Jim Donoghue – Aye

The motion passed 4-1 on the roll call vote.

Meeting adjourned at 12:12 P.M.

Submitted by,

Nick Peters  
Recorder of Minutes

Next meeting:     April 15, 2019  
                          12:30 P.M.  
                          Iowa Historical Building  
                          600 East Locust  
                          Des Moines, IA 50309