



Department of
HUMAN SERVICES

***Medicaid Managed Care Oversight
Quarterly Meeting Minutes
1st Quarter SFY 2021
(July – September 2020)***

September 2020

TELECONFERENCE MINUTES: COUNCIL ON HUMAN SERVICES: June 10th, 2020

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson, Chair – present via phone	Director Kelly Garcia – absent
Kimberly Kudej – present via phone	Faith Sandberg – present via phone
Sam Wallace – present via phone	Matt Highland – present via phone
Carol Forristall – present via phone	Mike Randol – present via phone
Rebecca Peterson – absent	Annie Lukens – present via phone
Skylar Mayberry-Mayes – present via phone	Janee Harvey – present via phone
	Cory Turner – present via phone

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Senator Mariannette Miller-Meeks – absent
Senator Amanda Ragan – absent
Representative Timi Brown-Powers – absent
GUESTS
Des Moines Register Iowa Total Care

CALL TO ORDER

Mark Anderson, Council Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, June 10th, 2020.

ROLL CALL

Annie Lukens, held roll call of the Council of Human Services. Attendance details listed above. Mark Anderson read aloud: “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.”

APPROVAL OF MINUTES

Approval of Minutes for Council meetings held on 4/8/2020 & 5/13/2020

MOTION TO VOTE: SAM WALLACE AND SKYLAR MAYBERRY-MAYES

VOTE CARRIED UNANIMOUSLY CARRIED

RULES

Presented by Nancy Freudenberg; Bureau Chief Policy Coordination

The following amendments to the administrative rules are presented for adoption at the June 10, 2020, Council on Human Services meeting.

R-1. Amendments to Chapter 113, "Family Foster Homes". The President signed the Bipartisan Budget Act of 2018, Public Law (P.L.) 115-123 into law on February 9, 2018. P.L. 115-123 includes the Families First Prevention Services Act (FFPSA) in Division E, Title VII. Section 50731 of the FFPSA directs the federal Department of Health and Human Services (HHS) to "identify reputable model licensing standards with respect to the licensing of foster family homes" (as defined in section 472(c)(1) of the Social Security Act). In response to this directive, the Children's Bureau of HHS issued the National Model Foster Family Home Licensing Standards.

The proposed amendments pertain to the licensing and regulation of foster family homes and are required to align with the federal model licensing standards. The Model Licensing Standards were to be in effect April 1, 2019. The Department requested additional time from the federal Department of Health and Human Services (HHS) to implement the standards through administrative rules. Additional time was approved by HHS. We are moving forward with this rulemaking as Iowa is out of compliance in several areas. Failure to meet the Model Family Home Foster Licensing Standards could result in the loss of Iowa's IV-E federal funding.

The following requirements have been added to the administrative rules:

- Applicants must be able to communicate with the licensing agency, health care and other service providers.
- At least one applicant in the home must have functional literacy; a level of reading, writing and calculation skills sufficient to function in the community in which an individual lives. An example for a foster parent would be to have the ability to read labels on medications in order to properly administer the medications to a child.
- Applicants and all household members must disclose any past or current mental health and/or substance abuse issues. The agency may require further documentation and/or evaluation to determine the suitability of the home.
- There must be at least one scheduled in-home, individual interview of each household member to observe family functioning and assess the family's capacity to meet the needs of a child in foster care. The contracted agency will determine whether to interview or just observe each household member based on his or her age and development.
- All household members who are caregivers must have up to date whooping cough vaccines unless contrary to the person's health.
- The contracted agency must obtain at least three references, including at least one from a relative and one from a non-relative.
- The applicant's home must meet the following standards concerning swimming pools, hot tubs and spas:
 - Swimming pools must have a barrier on all sides at least four feet high.
 - Swimming pools must have their methods of access through the barrier equipped with a safety device, such as a bolt lock.
 - Swimming pools must be equipped with a life saving device, such as a ring buoy.
 - If the swimming pool cannot be emptied after each use, the pool must have a working pump and filter system.
 - Hot tubs and spas must have safety covers that are locked when not in use.
- The applicants' home must meet the following standards concerning hazardous materials and first aid supplies:
 - Applicants must prevent the child's access, as appropriate for his or her age and other development, to all medications, poisonous materials, cleaning supplies, other

hazardous materials and alcoholic beverages. All medications should be kept in a locked cabinet.

- Applicants must maintain first aid supplies as recommended by the American Red Cross.
- Assurances from applicants must be agreed upon including:
 - They will not use any corporal or degrading punishment on any child in the home.
 - They will not use any illegal substances, abuse alcohol by consuming it in excess amounts, or abuse legal prescription and nonprescription drugs by consuming them in excess amounts or using them contrary as indicated.

Weapons and ammunition must be separately store, locked, unloaded and inaccessible to children. Previously the rules listed that weapons and firearms shall be maintained in a locked place such as a gun case. Federal requirements now specify the type of place and a listing of weapons and ammunition which must be identified in the rule.

MOTION TO VOTE: CAROL FORRISTALL AND KIM KUDEJ
VOTE CARRIED UNANIMOUSLY CARRIED

N-1. Amendments to Chapter 75, “Conditions of Eligibility. The proposed rule is amended to adjust the federal poverty levels increments used to assess premiums for applicants and recipients with income over 150% of the federal poverty level under the Medicaid for Employed People with Disabilities (MEPD) program.

NO PUBLIC COMMENTS

MOTION TO VOTE: CAROL FORRISTALL AND SAM WALLACE
VOTE CARRIED UNANIMOUSLY CARRIED

FACILITIES COVID UPDATE

Presented by: Cory Turner; Division Administrator for Adult Children and Family Services

COVID-19 EFFORTS

- Policy development at all facilities
- PPE review, monitor, and now daily counts
- Limited then ceased visitation
- Added technology (e.g. Skype) for visitation options
- Began daily screening (including temps) of patients
- Stopped out of state travel (including contractors in/out)
- Began daily task force(s) at each facility
- Began twice daily leadership calls on issues/efforts
- Developed COVID-19 sick wards/cottages, as well as, suspected and step-down options to mitigate risk
- Began testing all residents and staff (WRC & GRC complete). Working on long term strategy

QUESTIONS:

What are the cost differences between having people in the institution vs community?

Response from Cory Turner: Will need to get the numbers and get back to the Council.

FISCAL COVID UPDATE

Presented by: Jean Slaughtbaugh; Division Administrator for Division of Fiscal Management

FEDERAL FUNDING SOURCES:

- Normal: Federal funding allowed under normal program expenditures
- New: New federal funding (for example, enhanced FMAP, additional CCDBG funding)
- FEMA: FEMA Public Assistance Program
- Last resort source

- Appears to be broad in terms of coverage

PURPOSE:

- Some clearly defined purposes (TEFAP; commodities)
- Some broader purposes (for example, enhanced FMAP, additional CCDBG funding)

TRACKING EXPENSES:

- Have established centers to track COVID expenditures
- All affected programs/appropriations
- May need multiple cost centers
- Expenditures are covered by different funding sources (i.e., Normal, New, FEMA)
- Tracking various types of expenditures

TO DATE:

- 14 revenue streams; \$220M
- 6.2% FMAP, e.g., \$66M/Qtr

SORTING THROUGH IT ALL:

- For each New funding source (by program):
 - Consistent template:
 - Brief description of New funding source
 - Anticipated amount
 - Allowable uses
 - Method for claiming
 - Definition of cost tracking Reporting requirements
 - Working to maximize our ability to use new resources
 - Working to ensure clear audit trail for future

BUDGET / SESSION UPDATE

- Omnibus bill
 - Largely status quo

QUESTIONS:

“Do you anticipate any issues with the Budget Bill passing?”

Response from Jean Slaybaugh: “I do not think that there will be any issues.”

DIRECTORS REPORT

Presented by Matt Highland on behalf of Kelly Garcia

TOWN HALLS

- We continue to conduct virtual town halls with the Glenwood and Woodward families and loved ones
- These continue to be a great way to have ongoing dialog.
 - Beginning in June we’ll join the Glenwood and Woodward families together.
- This is a key part of our communications effort related to our community integration plan.

COMMUNITY INTEGRATION

- You’ll recall at our last meeting we discussed our Community Integration Plan approach at a high level.
- Last week we published that plan to our website, put out a press release and now the real work begins.
- So, I encourage you to take a look at that and feel free to ask any questions.
 - If you already have and have questions I’m happy to answer, or if you want to look after this meeting, we can do that at our next council meeting.

COVID-19

- Recently we also issued our plan to ease restrictions at the facilities, which includes the criteria for that.
- It relies on three phases, with very clear guidelines.
- This is also posted to our website.
- As for reporting positive cases at our facilities, we have updated the way we publish that information to include the numbers of recovered and more granular detail.

- Woodward is still the only facility with resident or client positives.
 - 11 have recovered and 2 currently are positive for COVID.

AGENCY DASHBOARDS AND KEY METRICS

- One of my goals when I first started was to identify key priorities and to track them by looking closely at data and measuring our progress.
- Right now each DA is working to identify what they think some of those areas of focus should be, and we'll begin meeting with stakeholders to get their input.
- Which leads me to the current larger discussion in our society around race and systemic inequity.
- As families continue to be torn apart by social injustice, like the death of George Floyd, my heart breaks.
 - Governor Reynolds shared in her press conference last week, the need to implement systemic change.
 - So, I am challenging Team DHS to think about our role in this process and platform for change.
- Since I began as DHS director, a primary focus of mine has been setting goals and measurements of key areas within our agency.
- This plan always included a focus on the racial disparities in our own system.
 - This includes the disproportionate removals of indigenous youth and children of color, the disproportionate number of youth of color at our Boys State Training School and significant disparities in access to healthcare and maternal health outcomes.
 - To tackle these inequities, we must name them, measure them, highlight them and make meaningful improvements.
 - We owe it to the people of Iowa, and most especially to those who experience these inequities.
- Along with all of the other challenges we face as an agency, this is one we must address.
- And, if the last 7 months at DHS has taught me anything, our team is up to the challenge.
- So expect to hear more about this as we move forward.

LEGISLATIVE SESSION

- As you're aware, the legislature is currently in session, which is expected to be brief, although I'm not sure anyone knows entirely what to expect.
- It appears there is a bill moving with a status quo budget, which includes some increases for our facilities.
- Carrie, our legislative liaison is tracking on everything very closely, though this session is new terrain for us all, so we're trying to be responsive and prepared.
- We had done a lot of work building relationships with members and getting information gathered, which I think has served us well.

BRIGHT SPOT

- I've really been trying to work on cross connections between agencies and other partners in the state because our work intersects so much with the work of others.
- One relationship that I'm proud to highlight is a new partnership we're forging with Broadlawns.
- We are finalizing an agreement to have a residency rotation at Woodward Resource Center, which provides Broadlawns residents with a great opportunity to work with individuals with complex needs and provides the individuals we serve at Woodward additional medical staff.
- This will be a mutually beneficial relationship and is the kind of thing we need to be doing more of to help build out the pipeline of healthcare professionals and bring new talent into our workforce at DHS.
- I'm very excited about this opportunity and will be happy to provide updates as we progress.
- Their first rotation will begin this summer.

NEXT MEETING

The next meeting of the Council on Human Services is Wednesday, July, 8th 2020 and will be a teleconference.

ADJOURN

Council on Human Services teleconference meeting held on June 10th, 2020 adjourned at 10:42am CST.

Submitted by: Annie Lukens



**Teleconference Meeting Minutes
July 8, 2020**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson, Chair – present via phone	Director Kelly Garcia – present
Kimberly Kudej – present via phone	Faith Sandberg – present via phone
Sam Wallace – present via phone	Matt Highland – present via phone
Carol Forristall – present via phone	Mike Randol – present
Rebecca Peterson – present via phone	Julie McCauley – present
Skylar Mayberry-Mayes – present via phone	Janee Harvey – present via phone
	Jean Slaybaugh – present via phone
	Vern Armstrong – present via phone
	Marissa Eyanson – present via phone

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Senator Mariannette Miller-Meeks – absent
Senator Amanda Ragan – absent
Representative Timi Brown-Powers – absent

Call to Order

Chair Mark Anderson called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, June 10th, 2020.

Roll Call

All Council members were present, all Ex-officio legislative members were absent.

Approval of Minutes

A motion was made by Wallace and seconded by Mayberry-Mayes to approve the minutes of the June 10, 2020 meeting.

MOTION UNANIMOUSLY CARRIED

Rules

The following amendments to the administrative rules presented for adoption at the July Council on Human Services.

R-1. Amendments to Chapter 176 “Dependent Adult Abuse.” 2019 Iowa Acts, House File 569, added personal degradation as a category of dependent adult abuse. 2019 Iowa Acts, House File 323, changed the definition of exploitation within the definition of dependent adult abuse. These amendments update the definition of exploitation and define personal degradation within the definition of adult abuse and set criteria for outcome determinations for dependent adult abuse evaluations conducted by DHS to include references to personal degradation.

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

MOTION UNANIMOUSLY CARRIED

Field Division Update

Division Administrator Vern Armstrong updated the council on his staff's transition to working from home. It has been very successful with normal customer service practices and no drop off in productivity. Since April 1st, a little over 77% of his staff are tele-commuting. Employees do report to the office for set appointments or printing needs. Chair Mark Anderson asked Vern if all the work being conducted from home was secure, Vern replied that all are using a VPN so everything is secured. Mark also inquired about the future of tele-commuting after COVID-19 and Vern stated that they are currently working on a policy and believes that as long as productivity and customer service standards are being met, it will be an option for employees and most see it as a big positive. He also informed the council the field division was in need of PPE for their case workers that were out seeing families and core staff in the offices. Director Garcia jumped in and worked with Director Skinner from the Department of Corrections and arranged for the delivery of several hundred face masks on a Sunday night. Since then our Fiscal division has really stepped up and has been ordering PPE and hand sanitizer for the staff. Vern thanked everyone involved for their efforts.

Vern stated that child abuse reporting did drop due to kids not being in school. School personnel are a major source for that reporting. There was drop in March and a bigger drop in April. By May, reporting was up and in June the numbers were back up closer to normal numbers. The Field division is monitoring this reporting.

He also reported that starting in late March, economic assistance programs such as FIP and food assistance saw a big jump in applicants due to the pandemic and a large number of citizens being unemployed. Field received twice as many applicants than they normally get. His staff was able to handle the larger workload. The field division also offered guidance to Child Care facilities and some guidance for summer programming about hygiene, cleaning, and disinfecting. Since June his staff have started to visit child care facilities again.

Currently there are two emergency declarations in Black Hawk, Fayette and Van Buren Counties due to storms and flooding in those areas. Our individual assistance grants and DCM programs are currently operating in those counties.

MHDS Update

Marissa Eyanson, Division Administrator for Mental Health and Disability Services – Community, introduced herself to the Council. This was her first time presenting to the council since starting her new position. She previously worked at IME as a Policy Bureau Chief.

Marissa reported to the council that her entire staff is tele-working since March and that it has been extremely successful and appreciated by her staff. She gave an overview of the COVID-19 Recovery Iowa program which offers mental health outreach services to individuals across Iowa. Her team's goal has been to reach as many people as possible. This program offers a wide variety of services including counseling, education, and links to local resources in communities. If individuals need more help than a virtual visit can offer, her staff is trained to recognize that and get them the help they need. Multiple areas of focus include Ag and rural issues, homelessness, workforce issues, older adults, children and families, and veterans. They currently have 101 staff onboard.

3rd Quarter MCO Report

Mike Randol, IME Director, provided the Council with an overview of the 3rd Quarter MCO report. He stated that some of the numbers you see will be higher due to the impact of COVID-19. There was an increase in service requests in March. He informed the council that we are still withholding capitation payments from Iowa Total Care because there is a 3rd party review that is being conducted. The release of those funds will be determined after the audit. IME is not actively looking for another MCO but will probably seek one out in the future. Rebecca asked Mike what is included in "other mental services appeals" on page 13 of the report. This response was sent to the Council in an email on 7/14/2020.

Director Garcia Update

DHS Director Kelly Garcia provided more information about her recent appointment to be the Interim Director of the Iowa Department of Public Health by Governor Reynolds. She was honored to accept the appointment but reassured the council that she is committed to the team and the tremendous work being done at DHS. She sees this responsibility as an important one to deepen our relationship between the two departments. She believes the work done by both departments is linked in meaningful ways. Director Garcia added that better service delivery and healthy Iowans is the goal and vision of both departments.

She also provided an update to the council on the EBT program that has received a lot of news media attention. This program is in the final phase of distributing a little more than 76 million dollars in food assistance to Iowa families that are served by the free and reduced lunch programs at their schools. Director Garcia also informed the council of the 50 million dollar CARES act program for behavioral health needs.

Jean Slaybaugh – DHS CFO

Jean informed the council that the August Council meeting would be the annual Public Hearing to give stakeholders, constituents, and others the opportunity to speak to the Council about the budget planning for state fiscal years 2022 & 2023. This year the meeting will be held virtually due to the pandemic.

Council Update

Chair Mark Anderson asked for a report from DHS in regards to the increase of abortions in the state to 8%. He would like to know why this number has increased. Kim asked if the council could include in the report how many women are receiving birth control in each county. Matt Highland stated we would have that for them at the August meeting.

Adjournment

Chair Mark Anderson adjourned the meeting at 11:15 a.m.

Respectfully Submitted by:
Julie McCauley
Council Secretary
jkm



**Teleconference Meeting Minutes
August 18, 2020**

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson, Chair – present via phone	Gretchen Kramer – present via phone
Kimberly Kudej – present via phone	Faith Sandberg – present via phone
Sam Wallace – present via phone	Matt Highland – present via phone
Carol Forristall – absent	Carrie Malone – present
Rebecca Peterson – present via phone	Julie McCauley – present
Skylar Mayberry-Mayes – absent	Janee Harvey – present via phone
Jack Willey – present via phone	Jean Slaybaugh – present via phone
	Vern Armstrong – present via phone
	Marissa Eyanson – present via phone
	Anthony Lyman – present via phone
	Paula Motsinger – present via phone
	Amy McCoy – present via phone
	Nancy Freudenberg – present via phone

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Senator Mariannette Miller-Meeks – absent
Senator Amanda Ragan – absent
Representative Timi Brown-Powers – absent

Call to Order

Chair Mark Anderson called the Council meeting to order at 10:00 a.m. via conference call on Tuesday, August 18, 2020.

Roll Call

Five Council members were present, two were absent and all Ex-officio legislative members were absent.

Rules

The following amendments to the administrative rules were presented for adoption at the August 18, 2020, Council on Human Services meeting.

R-1. Amendments to Chapter 75, “Conditions of Eligibility,” Iowa Administrative Code (MEPD rules) The proposed rule is amended to adjust the federal poverty levels increments used to assess premiums for applicants and recipients with income over 150% of the federal poverty level under the Medicaid for Employed People with Disabilities (MEPD) program.

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

MOTION UNANIMOUSLY CARRIED

R-2. Amendments to Chapter 77, “Conditions of Participation for Providers of Medical and Remedial Care,” Chapter 78, “Amount, Duration and Scope of Medical and Remedial Services,” and Chapter 79, “Other Policies Relating to Providers of Medical and Remedial Care”, Iowa Administrative Code. (Pharmacy Scope of Practice Rules). The Iowa Board of Pharmacy, in collaboration with the Iowa Department of Public Health, developed statewide protocols for pharmacists ordering and dispensing of naloxone and nicotine replacement therapy (NRT) tobacco cessation products, as well as pharmacists ordering and administering vaccines. In order to allow these expanded pharmacist practice protocols under Medicaid the following changes are proposed:

- Adds “Pharmacist” as a provider type eligible to enroll in the Medicaid program.
- Clarifies qualified prescriber and prescription requirements based on the pharmacist expanded practice standards.
 - Amends the section related to pharmacies administering influenza vaccine to children to include all Medicaid covered vaccines for children and adds the administration of adult vaccines, pursuant to 657 IAC 39 and the statewide protocols. Also adds Medicaid verification and reporting requirements. The changes enable pharmacists to take advantage of the expanded practice standards while clarifying the Medicaid verification and reporting requirements for vaccines.
- Amends the section related to basis of reimbursement for vaccines related to pharmacies. All billing and reimbursement of vaccines, regardless of provider type, will be through the healthcare common procedure coding system (HCPCS) to ensure consistency among providers as well as a coordinated Medicaid immunization record for the member.

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

MOTION UNANIMOUSLY CARRIED

The following amendments to the administrative rules are presented as Noticed rules.

N-1. Amendments to Chapters 80, “Procedure and Method of Payment,” Chapter 133, “IV-A Emergency Assistance Program,” Chapter 172, “Family-Centered Child Welfare Services,” Chapter 175, “Abuse Of Children,” and Chapter 186, “Community Care,” Iowa Administrative Code. (Contracting Rules) The Family First Act reforms the federal child welfare financing streams. Title IV-E and Title IV-B of the Social Security Act provide services to families who are at risk of entering the child welfare system. A core expectation under the Family First Act is states must employ evidence-based interventions demonstrated to effectively strengthen and preserve connections between children and their family. The primary focus of these services is to prevent removal of a child and placement into foster care. These changes will positively affect the child welfare contractors who successfully bid on contracts as the evidence-based interventions provide clear expectations to fidelity of models used in service provisions.

N-2 Amendments to Chapter 202, “Foster Care Placement and Services, “Iowa Administrative Code. (Foster Care Placement Services). The Family First Act and 2019 House File 644 requires protocols to ensure children being placed in out of home settings are not inappropriately misdiagnosed with mental illness, other emotional or behavioral disorders, medically fragile conditions or developmentally delayed conditions. The proposed rule requires information in case permanency plans for children entering or already in foster care to include efforts to retain existing medical and mental health care providers as well as activities to evaluate service needs.

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

MOTION UNANIMOUSLY CARRIED

Approval of Minutes

A motion was made by Kudej and seconded by Peterson to approve the minutes of the July 8, 2020 meeting.

MOTION UNANIMOUSLY CARRIED

Council Update

Council member Kudej asked for a response to a question that was asked last month about total abortion numbers in the State of Iowa, and a break down by county of how many Medicaid recipients are receiving birth control. CIO Matt Highland stated we do have updated numbers on the family planning program and that Director Garcia intended to walk the council through those numbers, however she was unable to join the meeting due to dealing with the effects of the Derecho that hit Iowa on August 10th. DHS is heavily involved in offering assistance to Iowans that were affected. Highland would be happy to send that data out to you, then have a discussion next month.

Director Garcia Update

Matt Highland apologized for Director Garcia’s absence due to the emergent situations many Iowans are facing due to the storm damage. He explained that many of the Director’s team members have been at the State’s Emergency Response Center over the last several days and that DHS is working on providing emergency shelter and food assistance to those Iowans in need. He gave an overview of all of the information available to Iowans on our website as well as working with local community organizations to make sure we reach everyone who needs assistance. He gave a brief update on the COVID-19 outbreak at our boy’s state training school in Eldora, stating that all 26 youth that tested positive have recovered and returned to their cottages.

Council Member Kudej asked about the news that the State has been incorrectly reporting the COVID -19 numbers. Matt stated that we are looking into that now and will be happy to update the Council when we know more details.

Public Hearing Presentations for the SFY 2022 DHS Budget

- 1) NAMI Iowa – Peggy Huppert, Executive Director
- 2) Iowa Health Care Association – Brandon Hagen, VP

Adjournment

Chair Mark Anderson adjourned the meeting at 10:50 a.m.

Respectfully Submitted by:
Julie McCauley
Council Secretary
jkm

Summary of Meeting Minutes May 20, 2020

Call to Order and Roll Call

Gerd Clabaugh, Iowa Department of Public Health, called roll call at 1:02 P.M. Attendance is reflected in the separate roll call sheet. Gerd announced a quorum.

Approval of Previous Meeting Minutes

Gerd called for a motion to approve minutes from the February 11, 2019 meeting. The minutes were approved.

Medicaid Director's Update

Mike Randol, Medicaid Director, gave updates on Iowa Medicaid. During the COVID-19 Public Health Emergency, the IME will not disenroll any member due to non-payment of monthly premiums. All copays, contributions, and premiums have been waived by the IME through at least June 2020. The IME has put together a comprehensive list of questions and answers regarding COVID-19; this has been posted to the DHS website. If a question is not addressed, the public is encouraged to email their question to IMECovid19@dhs.state.ia.us. The IME has expanded home delivered meal services to all waiver members, as well as homebound members. The claims timely filing deadline for providers has been extended due to COVID-19, as of April 1, 2020, providers have 270 days to file claims for services provided. Prior authorizations (PAs) are still in effect. The IME and the Managed Care Organizations (MCOs) will extend PAs for services canceled due to COVID-19, in 90-day increments throughout the crisis. Mike is holding a weekly conference call with stakeholders every Friday.

Managed Care Quarterly Report: State Fiscal Year (SFY) 2020 Quarter 2

Mary Stewart, Bureau Chief, Managed Care reviewed the report. This is the first period in two years that enrollment could be considered "flat". On the Iowa Participant Experience Survey (IPES), Iowa Total Care (ITC) reported decreases in several categories. ITC has determined these decreases are a result of members answering, "I don't know" or "I don't remember" on several questions asked by their third party survey company. Going forward, ITC will have an internal team conduct surveys to ensure data is more complete. Mary reviewed the top reasons for grievances, appeals data, non-pharmacy claims data and prior authorization (PA) data.

Updates from the MCOs

Amerigroup Iowa, Inc.

John McCalley, of Amerigroup Iowa, Inc. (Amerigroup), presented Amerigroup's update. Amerigroup has made several adjustments in response to COVID-19. Amerigroup staff is working from home; a small skeleton crew is processing mail and other physical duties at the office. Amerigroup is engaged in daily outreach to nursing facilities in the Long-Term Services and Supports (LTSS) program. Amerigroup is procuring and distributing Personal Protective Equipment (PPE) to Home- and Community-Based Service (HCBS) providers. Amerigroup is maintaining pre-COVID-19 service levels for PAs. Face-to-face services have been suspended, this suspension will be monitored and evaluated as the Coronavirus Emergency unfolds. Telehealth solutions are being implemented where they can to replace face-to-face services.

Barb Niebel, of the Iowa Speech and Hearing Association, asked John about Amerigroup's banning of specific Current Procedural Terminology (CPT) codes used by occupational therapists, speech therapists, and physical therapists. John stated that he would follow up with Barb regarding this request.

Senator Joe Bolkcom asked if Amerigroup was tracking positive COVID-19 test results among its members. John answered that Amerigroup is tracking this closely and to the best of their ability, as the usual tracking metrics (such as a PAs) do not yet exist for COVID-19. Senator Bolkcom asked if Medicaid was tracking COVID-19 test results. Mike stated that the IME is tracking, using data from MCOs and other sources. Senator Bolkcom asked if Mike could share how many Iowa Medicaid members had tested positive for COVID-19. Mike replied that he would provide this information to Senator Bolkcom.

Senator Bolkcom asked if providers running nursing homes felt they had the tools needed to prevent the spread of COVID-19. Mike answered that he thought they did. Gerd noted that the IME and the Iowa Department of Public Health (IDPH) are working closely with several organizations to provide support and outreach to providers, supporting testing of employees and residents in care facilities. Gerd stated that they have been in touch with every single nursing home since the start of the crisis.

Iowa Total Care

Stacie Maase, Vice President of Legislation and Government Affairs Iowa Total Care (ITC), presented ITC's update. Stacie stated she would focus her remarks on how ITC is navigating the Coronavirus Emergency. ITC has been meeting with the IME and other stakeholders on a regular basis to make sure ITC members and others in the Medicaid community continue to have their needs met. ITC transitioned the vast majority of its employees in Iowa to working from home, a small skeleton crew makes sure operations

continue to run smoothly at ITC's offices. ITC has implemented telehealth solutions to help mitigate the impact of the emergency, for example ITC has begun using video calls to ensure assessments are completed for LTSS members. ITC has worked very closely with meal providers to provide meals for members newly eligible under the IME's recent home delivered meal benefit expansion. ITC is facilitating the distribution of PPE to providers and members.

Open Discussion

Senator Bolkcom thanked Mike and the IME for their excellent work. Amy Shriver stated that she was grateful for telehealth solutions, Barb Niebel seconded this. Barb went on to ask how the IME was implementing guidance the Centers for Medicare and Medicaid Services (CMS) issued regarding CPT codes for telehealth services. Mike stated that he would examine the issue and respond to Barb, but that in general the IME attempts to follow CMS guidance as close as possible. Mike thanked the team at IME for their hard work during the Coronavirus Emergency.

Adjournment

Meeting adjourned at 2:24 P.M.

Submitted by,
Michael Kitzman
Recording Secretary
mk



Hawki Board Meeting June 15, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Mike Randol, Medicaid Director
Mary Nelle Trefz – present	Kevin Kirkpatrick, IME
Jim Donoghue – present	Anna Ruggle, IME
Eric Kohlsdorf, Chair – present	Heather Miller, IME
Dr. Bob Russell – present	
Dr. Kaaren Vargas – present	Guests
Shawn Garrington – present	Jean Johnson, IA Department of Public Health
Senator Nate Boulton – present	Lindsay Paulson, MAXIMUS
Senator Dennis Guth – present	Joe Estes, MAXIMUS
Representative John Forbes –	Gretchen Hageman, Delta Dental Iowa
Representative Shannon Lundgren -	John Hedgecoth, Amerigroup Iowa, Inc.
	Gabe Medley, Iowa Total Care

Call to Order and Roll Call

Board Chair Eric Kohlsdorf called the meeting to order at 12:30 PM by phone. Chair Kohlsdorf conducted a roll call, and attendance is as reflected above. Chair Kohlsdorf established a quorum.

Approval of the Hawki Board Meeting Minutes

Chair Kohlsdorf called for the Board to review the minutes from the April 20, 2020 meeting. Chair Kohlsdorf asked for a motion to approve the minutes, and the motion carried.

Welcoming of New Committee Members

Chair Kohlsdorf recognized Mary Nelle Trefz and Shawn Garrington as new members of the board and allowed them time to introduce themselves. Mary Nelle introduced herself, stating she works at the Child and Family Policy Center, focusing on health policy issues, working to ensure children have access to healthcare. Shawn introduced himself, stating he has been involved in foster care and working with at risk youth.

Director's Report

Medicaid Director Mike Randol gave updates on the Hawki program and Medicaid overall. Director Randol referred to written materials for finance reports and focused his remarks on the response to COVID-19. The Department has not seen a significant increase in Medicaid applications, as other states have during the coronavirus emergency. The Department will not disenroll members during the duration of the coronavirus emergency. The Centers for Medicare and Medicaid Services (CMS) has created a new billing group for uninsured testing and diagnosis services, the IME has implemented this program to allow uninsured members to be tested for COVID-19. This billing group does not allow for services beyond testing and diagnosis. During the coronavirus emergency, the IME has been given permission to make retainer payments for specific Home- and Community- Based Services (HCBS) providers who have not been allowed to provide services to members. Additional federal funds have been released for Medicaid and Children's Health Insurance Program (CHIP) providers. Providers may access these funds by submitting an application through the enhanced provider relief fund portal located on the DHS website. Mike continues to hold weekly calls with stakeholders regarding the coronavirus emergency. Mike noted that Angela Burke Boston had requested information regarding spending on hemophilia drugs, this information has been put together and is being peer-reviewed and will be distributed to the board prior to the next meeting.

Mary Nelle thanked Mike for all the flexibility IME has allowed providers to have during the coronavirus emergency, and asked if this will continue moving forward. Mike stated that the IME would continue some of these flexibilities, specifically telehealth services.

Senator Dennis Guth asked if there are Medicaid members who have tested positive for COVID-19. Mike stated that yes there are Medicaid members who have tested positive, and that the Department is closely monitoring this information.

Updates from the MCOs

John Hedgecoth, of Amerigroup Iowa, Inc., presented an update to the Board. Amerigroup continues to work with the IME in response to the coronavirus emergency. Amerigroup has engaged in direct outreach to its members, working on food insecurity connecting members with the Supplemental Nutrition Assistance Program (SNAP) and the Women, Infants, and Children (WIC) program. Amerigroup's foundation has donated to several foodbanks across the state. Amerigroup obtained and distributed 65,000 Personal Protective Equipment (PPE) masks, primarily amongst Medicaid providers.

Gabe Medley, of Iowa Total Care (ITC), presented an update. ITC has been working in partnership with the IME in response to the coronavirus emergency. ITC has been working with staff and providers to make sure members are still able to receive services. ITC has made an effort to communicate to members resources available to them during the coronavirus emergency, such as Test Iowa and COVID Recovery Iowa. ITC recently implemented a texting program, adding an additional channel of communication between ITC and its members. ITC is continuing its outreach campaign to new mothers, in an attempt to avoid or reduce Neonatal Intensive Care Unit (NICU) stays.

Gretchen Hageman, of Delta Dental Iowa (DDIA), gave a brief update. Due to the shutdown of dental services during the coronavirus emergency, DDIA is tracking large decreases in service utilization by Hawki children. The order eliminating all but emergency dental services expired on May 8, 2020, and DDIA has since seen an increase in services. Traditionally June, July and August are popular months for children to receive preventative dental services. DDIA has heard from some Federally Qualified Health Centers (FQHCs) that some centers are only providing emergency dental services due to a PPE shortage. DDIA has seen an uptick in telehealth services.

Dr. Kaaren Vargas asked if telehealth services were being reimbursed. Mike answered that this was being evaluated.

Eric asked if there were reports of an uptick in telehealth services. Mike answered that they had seen a significant increase, as well as an increase in home-delivered meals. The IME has opened up reimbursement for home-delivered meals to a wider pool of members.

Managed Care Quarterly Report

Mike presented the Managed Care Quarterly Report for State Fiscal Year (SFY) 2020 Quarter 2. Enrollment was relatively flat during this period, Mike noted it this is the first time in a long time that enrollment has been relatively flat. ITC reported several decreases in participant survey data points due to an issue with their survey vendor, a large percentage of members answered questions with “I don’t know” or “I do not understand”. Moving forward ITC will conduct surveys in-house. Mike covered enrollment figures, secret shopper data, non-pharmacy claims data, prior authorization (PA) data, and pharmacy claims data.

Communications Update

Kevin Kirkpatrick provided a brief IME Communications update, noting there are no major communications issues regarding Hawki. With disenrollments and premiums suspended, there are not many communications going out to members.

Outreach

Jean Johnson, of Iowa Department of Public Health (IDPH), gave an update on Hawki outreach. Jean noted that the big push for outreach during the pandemic was in March and April and that the outreach program has since slowed down. Jean stated that she has been working closely with Mary Nelle. Jean stated there will be a virtual nurse’s conference in July.

Public Comment

There were no public comments.

New Business

Eric stated that the board needed to create a committee to nominate the chair and vice chair of the board. Eric asked Jim Donoghue to head the nominating committee as he has worked on it in the past. Shawn volunteered to join the nominating committee.

Mary Nelle requested an update on where Iowa’s CHIP program stands in terms of offering behavioral health services.

Next Meeting

The next meeting will be August 17, 2020.

Meeting adjourned at 1:31 PM.

Submitted by,

Michael Kitzman
Recording Secretary
mk



Hawki Board Meeting July 20, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Anna Ruggle, IME
Mary Nelle Trefz – present	Paula Motsinger, IME
Jim Donoghue – present	
Eric Kohlsdorf, Chair – present	
Dr. Bob Russell – present	
Dr. Kaaren Vargas –	Guests
Shawn Garrington – present	Jean Johnson, IA Department of Public Health
Senator Nate Boulton – present	Lindsay Paulson, MAXIMUS
Senator Dennis Guth –	
Representative John Forbes – present	Gretchen Hageman, Delta Dental Iowa
Representative Shannon Lundgren -	John Hedgecoth, Amerigroup Iowa, Inc.
	Kim Flores, Iowa Total Care

Call to Order and Roll Call

Board Chair Eric Kohlsdorf called the meeting to order at 12:31 PM by phone. Chair Kohlsdorf conducted a roll call, and attendance is as reflected above. Chair Kohlsdorf established a quorum.

Approval of the Hawki Administrative Rules

Anna Ruggle, of the IME, introduced the administrative rules for the Hawki Board. The board initially approved the set of rules before the board, the rules were then sent to the Department of Human Services (DHS) rules committee. The rules require final approval by the Hawki board. Chair Kohlsdorf asked for a motion to approve the administrative rules, and the motion carried.

Public Comment

There were no public comments.

New Business

Eric asked for an update on the nomination committee from Jim Donoghue. Jim gave an update; the nominating committee was comprised of Jim Donoghue, Shawn Garrington and Mary Nelle Trefz. Jim explained that public members usually hold the leadership of the Hawki Board. Mary Nelle volunteered to serve as chair of the board and Shawn volunteered to serve as vice chair. Eric called for a motion to approval the board accepts the recommendation of Mary Nelle serving as chair and Shawn serving as vice chair beginning with the August 17, 2020 meeting of the Hawki board, and the motion carried.

Next Meeting

The next meeting will be August 17, 2020.

Meeting adjourned at 12:52 PM.

Submitted by,

Michael Kitzman
Recording Secretary
mk