

**Managed Care Organization (MCO)**  
**Report: SFY 2022, Quarter 1**  
(Jul- Sept 2021)

**Executive Summary**

The SFY22 Q1 report is a comprehensive review of key metrics focused on consumer protection, outcome achievement, and program integrity.

**Member Summary (p. 4-5):**

- **Enrollment:**
  - Current MCO enrollment is 766,267 members
  - Enrollment has increased by **12,164** members or **1.61%** between Q4 & Q1 (754,103 to 766,267)
  - On page 5, member enrollment counts for **Traditional Medicaid** and **Adult Expansion** were added to the report - by MCO. Member counts for Hawki and M-CHIP are now listed separately.
- **Disenrollment:**
  - Disenrollment increased between Q4 and Q1 because of **Open Enrollment**
  - The Department resumed some Medicaid eligibility processes currently suspended under the PHE. See [DHS website](#) for additional information.

**Financial Summary (p. 6-7):**

- **Third Party Liability (TPL):**
  - TPL decreased by **\$17.3M** or **24.96%** between Q4 and Q1
  - This is mostly a return to average after a spike in TPL during Q4
- **Medical Loss Ratio (MLR):**
  - The projected timeframe to complete the final MLR reconciliation for last year's data (SFY21) is September 2022

**Pharmacy Claims Summary (p. 12) - ITC:**

- Average days to pay pharmacy claims increased
- ITC changed its processing platform from **RxAdvance** to **CVS** and the longer time-to-payment was an expected and accepted part of that move.

**Expedited Prior Authorization (PA) Completed (p. 13) - AGP:** Requirement is 99% within 72-hour standard

- July (98%) - 3 expedited requests did not meet standard
- August (98%) - 4 expedited requests did not meet standard

**Pharmacy Prior Authorization (PA) Summary (p. 14) - ITC:** Federal requirement to be completed within 24 hours and at 100% (No rounding).

- **July:** Completed 5,377 of 5,386 = **99.8%**
  - In July, 9 denial letters were not generated for mailing at the time of review from Envolve's letter mailing system. The letters did not trigger appropriately due to the missing intervention codes.
- **August:** Completed 5,813 of 5,852 = **99.3%**
  - In August it was determined that the main fax line was not sending faxes to the data entry queue for approximately 24 hours between 08/24/21 and 08/25/21 that caused the 39 misses.

**MCO Children Summary (p.19-20):**

- Chart added to show child enrollment difference between the comparison quarters
- 90-day lag was added to capture additional claims activity

**Long Term Services - Waiver Service Plan Participation (p.24) – Grey Box Language:**

- Added note that the provided link in the PDF will link out to the page that also covers wait list information

**Call Center Performance Metrics (p. 25-26):**

- **AGP - Non-Emergency Medical Transportation (NEMT) Helpline:** Access2Care experienced increased absentee rates, high attrition with temporary staff, and issues with schedule adherence in August and September. There was also an increase in call volume, and coupled with less agents available to answer calls, this impacted the ability to meet call center goals.
- **ITC - Member Pharmacy Helpline:**
  - The abandonment rate and the missed metric for July was due to ITC's change of its pharmacy platform from **RxAdvance** to **CVS**
  - In September the missed metric was due to ITC's Corporate IVR Server going down that caused dropped calls
- **ITC - NEMT Helpline:**
  - The root cause is tied to high turnover and absenteeism of member service associates, and an increase in transportation demands causing an increase in call volumes as the COVID situation continues to improve during a period of historical call volume declines.
  - To address the missed metrics, ITC sent A2C a notice of noncompliance, requested a remediation plan, and issued a penalty.

# Iowa Medicaid Enterprise (IME)



## Managed Care Organization (MCO)

### Report: SFY 2022, Quarter 1

(July - September 2021)

### Performance Data

Published December 2021

# Contents

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This report is based on requirements of **2016 Iowa Acts Section 1139**. The legislature grouped these reports into three main categories: Consumer Protection, Outcome Achievement, and Program Integrity.

The Department grouped the managed care reported data in this publication as closely as possible to **House File 2460** categories but has made some alterations to ease content flow and data comparison. This publication content flows as follows:

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## Executive Summary

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This report is based on Quarter 1 of State Fiscal Year (SFY) 2022 and includes the information for the Iowa Medicaid Managed Care Organizations (MCOs): Amerigroup (AGP) and Iowa Total Care (ITC)

### Notes about the reported data:

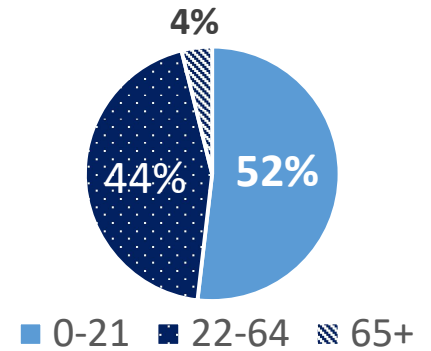
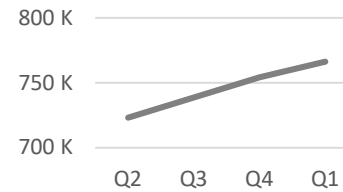
- This quarterly report is focused on key descriptors and measures that provide information about the managed care implementation and operations.
- The reports are largely based on managed care claims data. Because of this, the data will not be complete until a full 180 days has passed since the period reported. However, based on our knowledge of claims data this accounts for less than 15% of the total claim volume for that reporting period.
- Data pulled on other dates may not reflect the same numbers due to reinstatements and eligibility changes.
- The Medical Loss Ratio information is reflected as directly reported by the MCOs.
- The Department validates the data by looking at available fee-for-service historical baselines, encounter data, and by reviewing the source data provided by the MCOs.
- Providers and members can find more information on the IA Health Link program at: <http://dhs.iowa.gov/iahealthlink>

# MCO Member Summary - All MCO Counts

Managed Care Organizations (MCOs) offer health insurance benefits for those adults and families that qualify for the IA Health Link (Medicaid) and the Healthy and Well Kids in Iowa (Hawki) programs.

In Iowa, almost 95% of the Medicaid population is covered by an MCO. Populations not covered by MCOs are provided coverage through the state's Fee-For-Service (FFS) program.

All MCO Members  
**766,267**



**+ 12,164 Members**  
1.61% Increase

**All MCO Enrollment**  
(by Age)

**Data Notes:** September 2021 enrollment data as of October, 2021. The "Distinct" column represents the total number of unique individuals appearing at least once during the past four-quarters.

	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1	Average	Distinct
<b>MCO Member Summary - Overall Counts</b>	723,211	738,739	754,103	<b>766,267</b>	745,580	<b>809,207</b>
0-21	383,041	388,655	393,703	397,383	390,696	425,728
22-64	311,554	321,248	330,873	338,971	325,662	361,015
65+	28,616	28,836	29,527	29,913	29,223	36,492
<b>Fee-For-Service (FFS) - Non MCO Enrollees</b>	41,375	42,216	43,938	<b>45,062</b>	43,148	<b>60,434</b>
<b>Significant Change in Data? (+/-)</b> <i>If Yes, explain:</i>	No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>				<b>Iowa Medicaid Population</b> 1 year distinct count	<b>855,887</b>
<div style="border: 1px solid black; padding: 10px; min-height: 100px;">                     o Disenrollment increased between Q4 and Q1 because of Open Enrollment                 </div>						

# MCO Member Summary



SFY21 Q4    SFY22 Q1

<b>All Members - by MCO</b>	439,824	<b>445,169</b>
Traditional Medicaid	271,198	273,370
Wellness Plan - IHAWP/Expansion	120,600	124,002
M-CHIP - Expansion	7,440	7,479
Healthy and Well Kids in Iowa (Hawki)	40,586	40,318
MCO Member Market Share	58.2%	58.1%
Disenrolled	242	1,157



SFY21 Q4    SFY22 Q1

<b>All Members - by MCO</b>	315,976	<b>321,098</b>
Traditional Medicaid	195,343	198,160
Wellness Plan - IHAWP/Expansion	97,111	100,062
M-CHIP - Expansion	6,313	6,325
Healthy and Well Kids in Iowa (Hawki)	17,209	16,551
MCO Member Market Share	41.8%	41.9%
Disenrolled	347	914

<b>Long-Term Service &amp; Support (LTSS)</b>	22,429	<b>22,219</b>
HCBS Waivers	68.8%	68.6%
Facility Based Services	31.2%	31.4%
<b>HCBS Waivers <sup>1</sup></b>	15,428	<b>15,237</b>
- Reference p. 23-24 for HCBS waiver and service plan enrollment		
<b>Facility Based Services <sup>2</sup></b>	7,001	<b>6,982</b>
ICF/ID <sup>3</sup>	1,012	982
Mental Health Institute (MHI)	36	38
Nursing Facilities (NF)	5,788	5,804
Nursing Facilities for Mentally Ill	73	71
Skilled	92	87

<b>Long-Term Service &amp; Support (LTSS)</b>	14,824	<b>14,735</b>
HCBS Waivers	65.3%	65.0%
Facility Based Services	34.7%	35.0%
<b>HCBS Waivers <sup>1</sup></b>	9,676	<b>9,571</b>
- Reference p. 23-24 for HCBS waiver and service plan enrollment		
<b>Facility Based Services <sup>2</sup></b>	5,148	<b>5,164</b>
ICF/ID <sup>3</sup>	608	594
Mental Health Institute (MHI)	27	33
Nursing Facilities (NF)	4,414	4,432
Nursing Facilities for Mentally Ill	31	36
Skilled	68	69

<sup>1</sup> Home- and Community-Based Service (HCBS) totals listed above exclude Habilitation (Hab) enrollment; however, member participation in Hab services is captured on pages 23-24.

<sup>2</sup> Facility Based Services listed above only include the institutional groups where members are most likely to have an option to transition to an HCBS setting. Excluded institution types include Hospice and Psychiatric Medical Institutions for Children (PMICs).

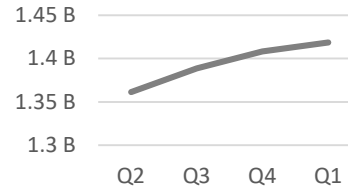
<sup>3</sup> Intermediate Care Facilities for the Intellectually Disabled (ICF/ID).

# MCO Financial Summary - All MCO Counts

The MCOs receive capitation payments from the State for members' medical services. Capitation payments are made whether or not a provider files a claims with the MCO for services provided to a member.

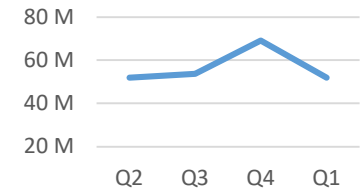
The MCOs are responsible for recovering Medicaid dollars when it is determined that other insurance coverage is available (e.g. health, auto, worker's comp, or even Medicare). This process is known as Third Party Liability (TPL). The MCO retains all recovered TPL funds: however, these funds are then used to develop future capitation rates.

All Capitation Payments  
**\$1.42 Billion**



**+ \$10.6 Million**  
 0.76% Increase

Third Party Liability Recovered  
**\$51.95 Million**



**- \$ 17.3 Million**  
 24.96% decrease

**Data Notes:** June 2021 capitation data as of July 2021. All Third Party Liability (TPL) data reported above is self-reported by MCOs. The "Average" column below represents a four-quarter rolling average while the "Total" column represents the sum of the past four-quarters.

	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1	Average	Total
<b>Financial Summary</b>						
Capitation Payments	\$1.36 B	\$1.39 B	\$1.41 B	<b>\$1.42 B</b>	\$1.39 B	\$5.58 B
Third Party Liability (TPL) Recovered	\$51.91 M	\$53.73 M	\$69.23 M	<b>\$51.95 M</b>	\$56.71 M	\$226.83 M
<b>Significant Change in Data? (+/-)</b>	No <input checked="" type="checkbox"/>		Yes <input type="checkbox"/>			
<i>If Yes, explain:</i>	<div style="border: 1px solid black; padding: 10px; min-height: 100px;">                     o TPL decreased by \$17.3M or 24.96% between Q4 and Q1.                 </div>					

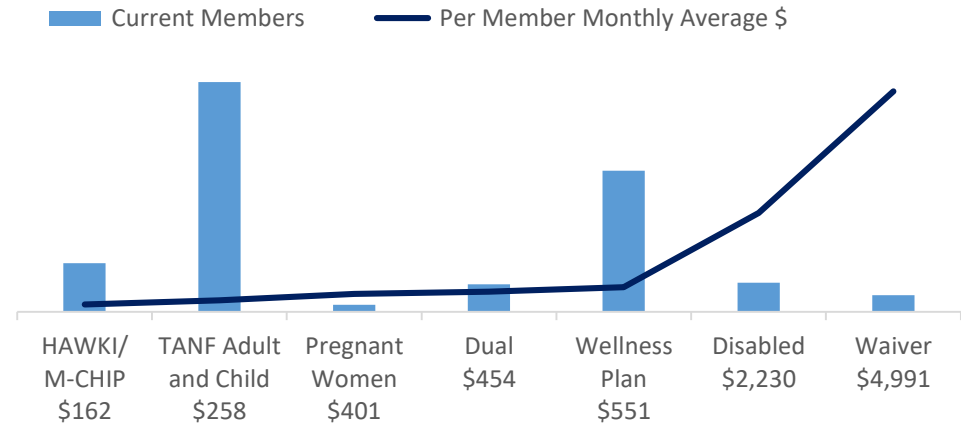


# MCO Financial Summary

Per member Medicaid capitation is determined by program eligibility. Medicaid capitation expenditures vary based on member eligibility group size and per member capitation rate. In Iowa, about 50% of all capitation expenditures are allocated to supporting the disabled & waiver eligibility groups.

Medical loss ratios (MLR) capture how much money is spent on medical claims and quality measures versus administrative expenses and profits. By contract, MCOs are required to spend a certain percentage of their capitation payments on claims annually or risk having to return the difference.

## Monthly Capitation Expenditures



SFY21 Q4    SFY22 Q1



SFY21 Q4    SFY22 Q1

<b>Capitation Totals</b>	\$828.47 M	<b>\$832.22 M</b>
Adjustments	\$8.47 M	-\$2.07 M
Current	\$800.26 M	\$814.65 M
Retro	\$19.73 M	\$19.64 M
<b>Third Party Liability (TPL) Recovered</b>	\$29.29 M	<b>\$15.35 M</b>
<b>Financial Ratios</b>		
Medical Loss Ratio (MLR)	87.0%	<b>90.5%</b>
Administrative Loss Ratio (ALR)	5.9%	5.3%
Underwriting Ratio (UR)	7.0%	4.1%
	<b>Annual MLR<sup>4</sup></b>	<b>90.5%</b>
<b>Reported Reserves</b>		
Acceptable Quarterly Reserves per Iowa Insurance Division (IID)	Y	Y

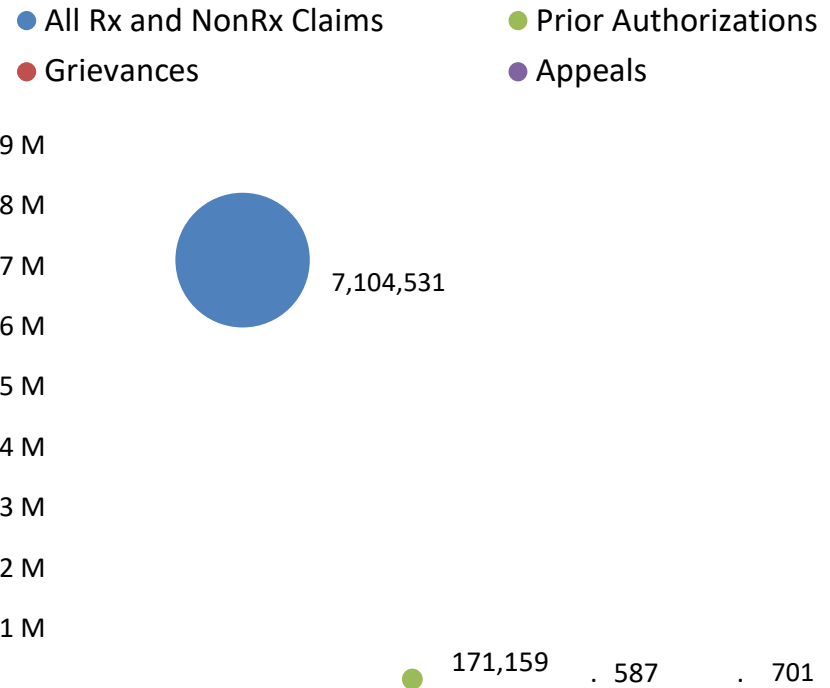
<b>Capitation Totals</b>	\$570.55 M	<b>\$586.7 M</b>
Adjustments	\$12.58 M	-938,683
Current	\$548.53 M	\$568.86 M
Retro	\$18.71 M	\$18.78 M
<b>Third Party Liability (TPL) Recovered</b>	<b>\$39.94 M</b>	<b>\$36.59 M</b>
<b>Financial Ratios</b>		
Medical Loss Ratio (MLR)	91.8%	<b>93.2%</b>
Administrative Loss Ratio (ALR)	4.4%	4.3%
Underwriting Ratio (UR)	3.7%	2.5%
	<b>Annual MLR<sup>4</sup></b>	<b>93.2%</b>
<b>Reported Reserves</b>		
Acceptable Quarterly Reserves per Iowa Insurance Division (IID)	Y	Y

<sup>4</sup> Annual MLR converts IID reported data on a calendar year basis into an average that follows state fiscal year. All amounts listed are unaudited. MCOs are required to submit data as prescribed within 30 days following the six (6) month claims run-out period for final determination of SFY MLR.

# MCO Claims Universe - All MCO Counts

This illustration provides context to the volume of the following actions in comparison to the overall claims universe:

- Some benefits may require **Prior Authorization** before service
- Members may elect to file a **Grievance** to express general plan dissatisfaction
- Members or Providers may **Appeal** a filed claim based on a reduction in benefits or an outright rejection



	% of Claims Universe
Prior Authorizations	2.41%
Grievances	0.01%
Appeals	0.01%

	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1	Average	Total
<b>Claim Counts - All Paid &amp; Denied</b> (p. 9-12)	6.77 M	6.84 M	7.13 M	<b>7.10 M</b>	6.96 M	27.85 M
Non-Pharmacy	3.96 M	4.00 M	4.21 M	4.21 M	4.09 M	16.38 M
Pharmacy	2.81 M	2.84 M	2.92 M	2.90 M	2.87 M	11.47 M
<b>Prior Authorization Summary</b> (p. 13-14)	176,060	185,570	180,026	<b>171,159</b>	178,204	712,815
Non-Rx - Standard PAs Submitted	133,643	139,780	138,319	127,869	134,903	539,611
Pharmacy - Standard PAs Submitted	42,417	45,790	41,707	43,290	43,301	173,204
<b>Grievances &amp; Appeals Summary</b> (p. 15-16)						
Standard Grievances	629	604	583	<b>587</b>	601	2,403
Standard Appeals	592	649	750	<b>701</b>	673	2,692

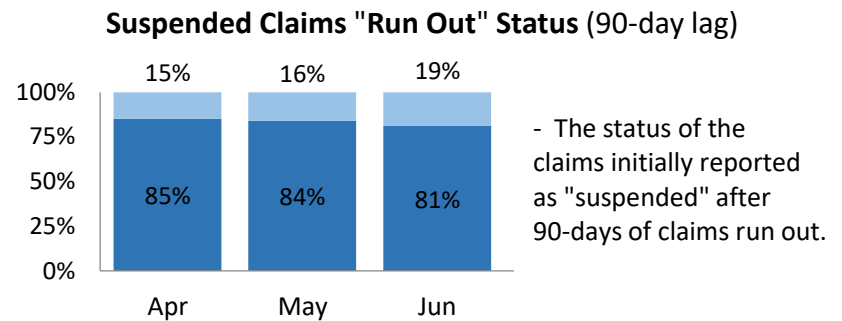
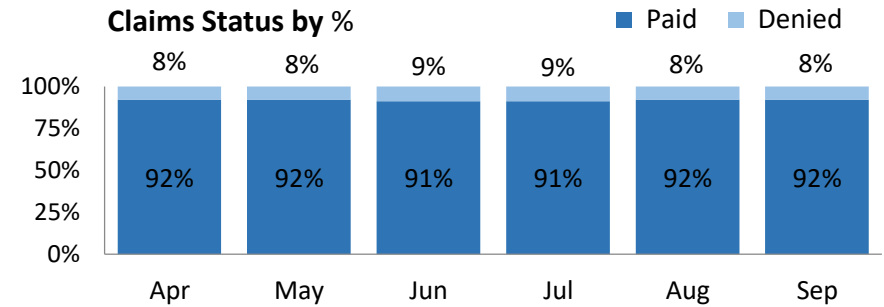
# Claims Summary (Non-Pharmacy)

**2.43 Million**  
Claims Paid & Denied



July      Aug      Sept

	July	Aug	Sept
<b>All Claims</b>			
Paid	678,917	788,575	765,102
Denied	70,298	64,685	63,511
Suspended	205,369	198,484	234,018
<b>Clean Claims Processed</b>			
in 30-days (Requirement 90%)	98%	97%	95%
in 45-days (Requirement 95%)	100%	98%	98%
<b>Average Days to Pay</b>	8	9	9
<b>Provider Adjustment Requests &amp; Errors Reprocessed in 30-days</b>	100%	100%	100%



		Top 10 Reasons for Claims Denials (Non-Pharmacy)
	%	
1.	23%	Duplicate claim service
2.	14%	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement
3.	8%	Expenses incurred after coverage terminated
4.	7%	Claim/service lacks information or has submission/billing error(s)
5.	7%	The impact of prior payer(s) adjudication including payments and/or adjustments.
6.	6%	At least one remark code must be provided
7.	5%	Precertification/authorization/notification absent
8.	5%	Service not payable per managed care contract
9.	3%	An attachment/other documentation is required to adjudicate this claim/service.
10.	3%	The time limit for filing has expired

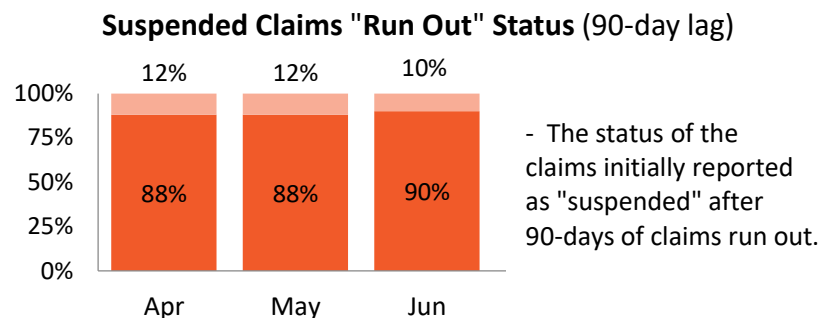
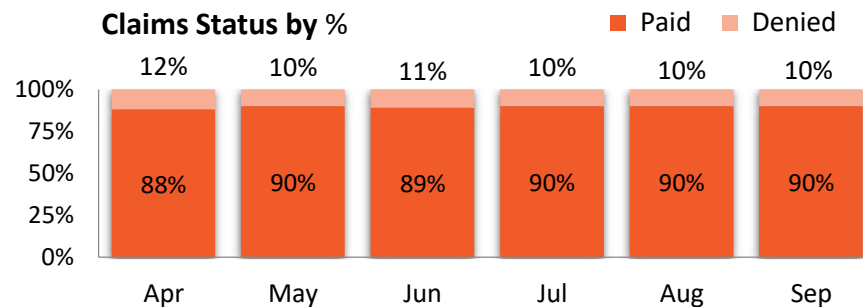
# Claims Summary (Non-Pharmacy)

**1.78 Million**  
Claims Paid & Denied



July      Aug      Sept

<b>All Claims</b>			
Paid	492,557	587,021	522,786
Denied	54,886	64,088	56,243
Suspended	137,184	80,348	109,535
<b>Clean Claims Processed</b>			
in 30-days (Requirement 90%)	97%	98%	99%
in 45-days (Requirement 95%)	98%	99%	99%
<b>Average Days to Pay</b>	10	8	8
<b>Provider Adjustment Requests &amp; Errors Reprocessed in 30-days</b>	98%	98%	99%



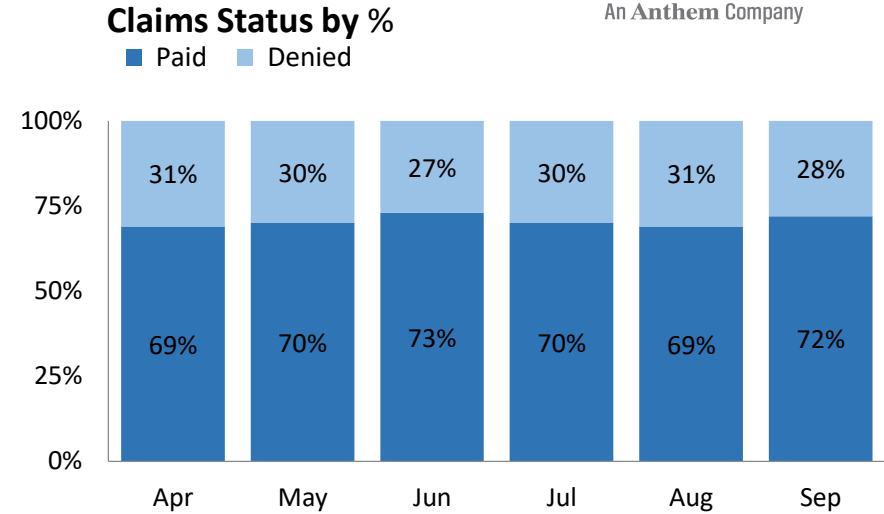
Top 10 Reasons for Claims Denials (Non-Pharmacy)		
	%	
1.	26%	Duplicate claim service
2.	17%	Service can not be combined with other service on same day
3.	10%	Bill primary insurer first; resubmit with explanation of benefits (EOB)
4.	9%	Ace claim level return to provider (review claim remarks)
5.	9%	Service is not covered
6.	7%	No authorization on file that matches service(s) billed
7.	5%	Diagnosis code incorrectly coded per ICD10 manual
8.	5%	Procedure coverage not defined by Medicaid
9.	5%	CMS Medicaid National Correct Coding Initiative (NCCI) unbundling
10.	4%	Billing NPI not registered with IA DHS/Iowa Medicaid

# Claims Summary (Pharmacy)



**1.64 Million**  
Claims Paid & Denied

	July	Aug	Sept
<b>All Claims (Pharmacy)</b>			
Paid	350,374	352,465	450,425
Denied	153,326	160,093	171,275
<b>Clean Claims Processed</b>			
in 30-days (Requirement 90%)	100%	100%	100%
in 45-days (Requirement 95%)	100%	100%	100%
<b>Average Days to Pay</b>	11	11	12



## Top 10 Reasons for Claims Denials (Pharmacy)

	%	Reason
1.	38%	Refill too soon
2.	14%	Prior authorization required
3.	13%	Submit bill to other processor or primary payer
4.	11%	National Drug Code (NDC) not covered
5.	6%	Plan limitations exceeded
6.	4%	M/I other payer reject code
7.	3%	Non matched prescriber ID
8.	2%	Filled after coverage terminated
9.	1%	Pharmacy not enrolled in State Medicaid program
10.	1%	M/I other coverage code

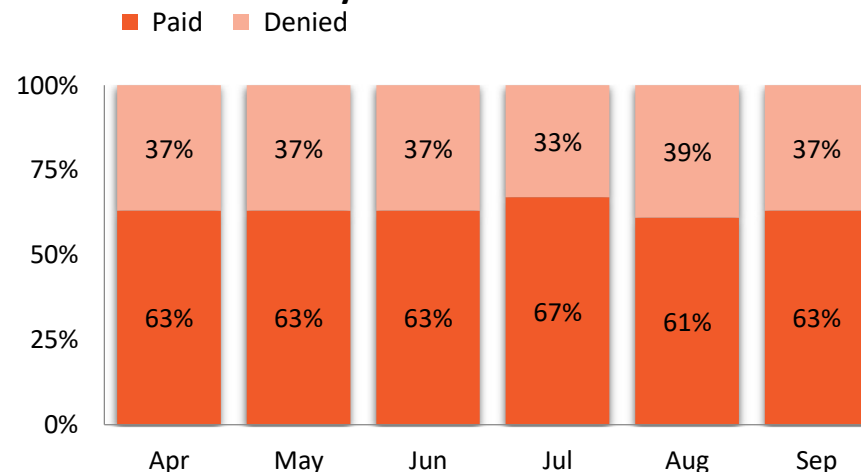
# Claims Summary (Pharmacy)



**1.27 Million**  
Claims Paid & Denied

	July	Aug	Sept
<b>All Claims (Pharmacy)</b>			
Paid	265,579	272,886	272,034
Denied	133,719	171,904	156,384
<b>Clean Claims Processed</b>			
in 30-days (Requirement 90%)	100%	100%	100%
in 45-days (Requirement 95%)	100%	100%	100%
<b>Average Days to Pay</b>	3	10	10

**Claims Status by %**



## Top 10 Reasons for Claims Denials (Pharmacy)

	%	Reason
1.	26%	Refill too soon
2.	11%	National Drug Code (NDC) not covered
3.	9%	Prior authorization required
4.	5%	Plan limitations exceeded
5.	3%	Submit bill to other processor or primary payer
6.	2%	Prescriber is not enrolled in State Medicaid program
7.	2%	Drug Utilization Review (DUR) reject error
8.	2%	Pharmacy not enrolled in State Medicaid program
9.	1%	Drug not covered for patient age
10.	1%	Discrepancy other coverage code & other payer amount paid

# Prior Authorization Summary



**80,861**  
All PAs Submitted <sup>5</sup>

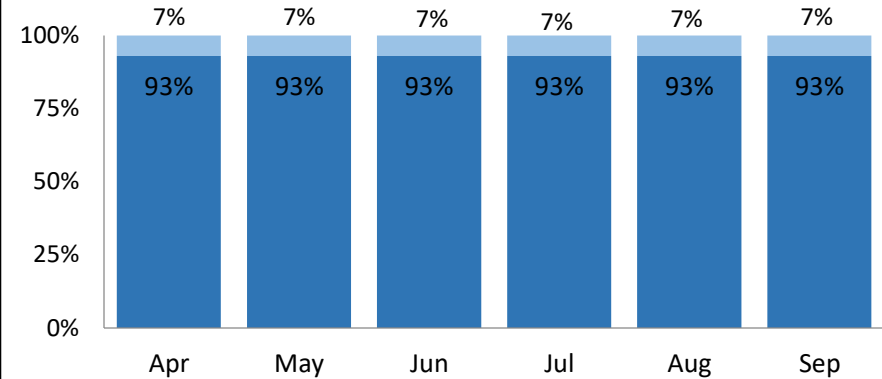
## Non-Pharmacy

July      Aug      Sept

Standard Prior Authorizations (PAs)			
Approved	17,052	17,526	17,564
Denied	1,274	1,303	1,247
Modified	1	0	0
Average Days to Process	4	4	4
<b>Standard PAs Completed</b> in 14-days (Requirement 99%)	100%	100%	100%
<b>Expedited PAs Completed</b> in 72-hours (Requirement 99%)	98%	98%	99%

## Non-Pharmacy by Percentage

■ Approved    ■ Modified    ■ Denied



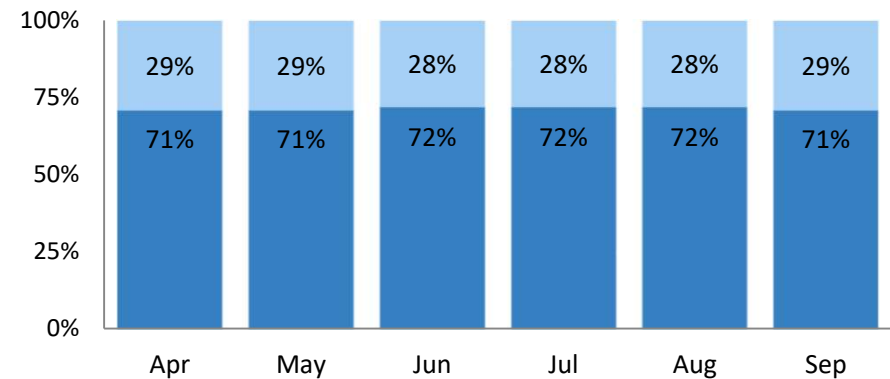
## Pharmacy

July      Aug      Sept

<b>Prior Authorizations</b>			
Approved	5,718	6,198	5,980
Denied	2,216	2,356	2,402
<b>PAs Completed</b> in 24-hours (Requirement 100%)	100%	99.9%	99.9%

## Pharmacy by Percentage

■ Approved    ■ Denied



<sup>5</sup> Totals capture all standard non-pharmacy and pharmacy PA counts. In addition to approved, denied, or modified the submitted totals will also include PA's received, but not yet processed.

# Prior Authorization Summary



**90,298**  
All PAs Submitted <sup>5</sup>

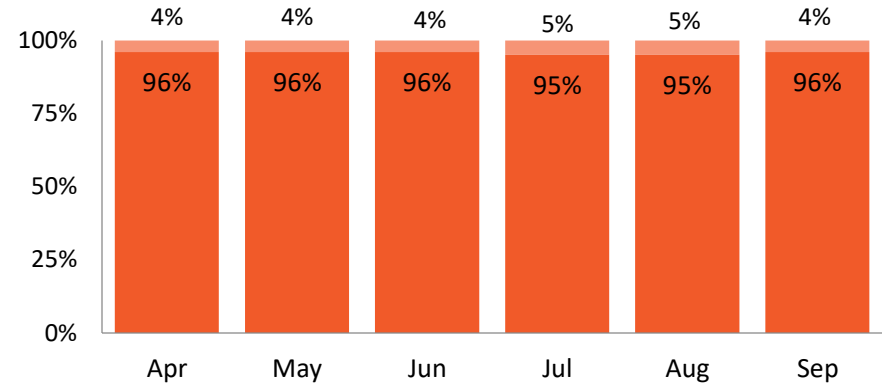
## Non-Pharmacy

July      Aug      Sept

Standard Prior Authorizations (PAs)			
Approved	21,629	24,009	23,141
Denied	1,061	1,283	1,062
Modified	0	0	0
Average Days to Process	5	4	5
<b>Standard PAs Completed</b> in 14-days (Requirement 99%)	100%	100%	100%
<b>Expedited PAs Completed</b> in 72-hours (Requirement 99%)	100%	100%	99%

## Non-Pharmacy by Percentage

Approved      Modified      Denied



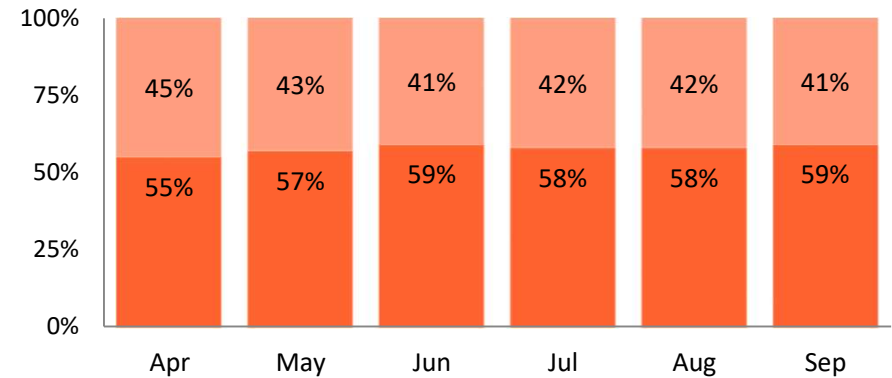
## Pharmacy

July      Aug      Sept

<b>Prior Authorizations</b>			
Approved	3,144	3,400	3,150
Denied	2,242	2,452	2,153
<b>PAs Completed</b> in 24-hours (Requirement 100%)	99.8%	99.3%	99.9%

## Pharmacy by Percentage

Approved      Denied



<sup>5</sup> Totals capture all standard non-pharmacy and pharmacy PA counts. In addition to approved, denied, or modified the submitted totals will also include PA's received, but not yet processed.

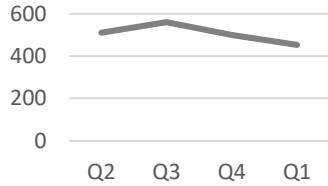


# Grievances and Appeals



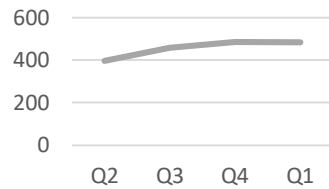
Standard Grievances

453



Standard Appeals

483

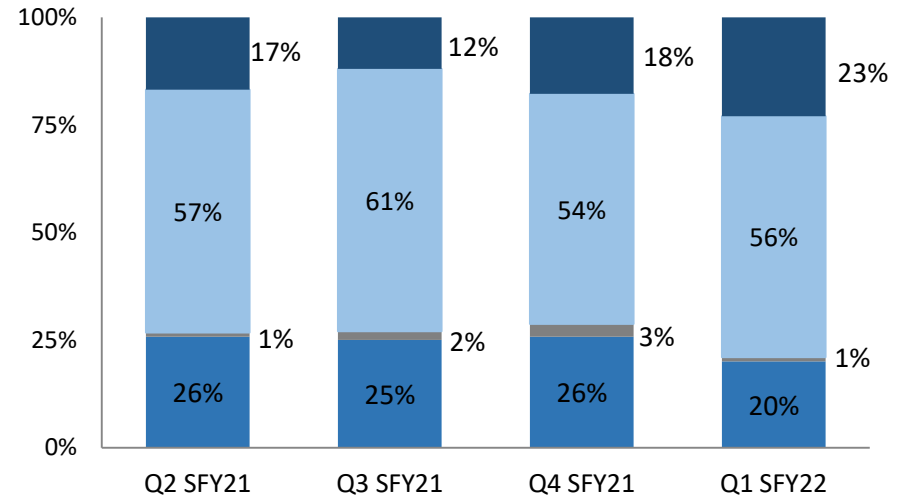


**Resolved in 30-days**  
100%

**Resolved in 30-days**  
100%

■ Withdrawn      ■ Upheld  
■ Partially Overturned      ■ Overturned

Standard Appeal Outcome %



## Top 10 Reasons for Grievances <sup>6</sup>

	%	Reason
1.	46%	Voluntary disenrollment
2.	15%	Provider balance billed
3.	6%	Transportation - Driver delay
4.	6%	Poor Customer Service
5.	5%	Transportation - Driver no-show
6.	5%	Treatment dissatisfaction
7.	4%	Provider dissatisfaction
8.	2%	Inadequate benefit access
9.	2%	Provider attitude/rudeness
10.	2%	Delay in obtaining Authorization/Referral

## Top 10 Reasons for Appeals <sup>6</sup>

	%	Reason
	22%	DME
	20%	Pharmacy - Non Injectable
	11%	Radiology
	9%	Pharmacy - Injectable
	6%	BH - Op Service
	6%	Surgery
	5%	Inpatient - Medical
	4%	Therapy - PT
	3%	Anesthesia for Dental Surgery
	3%	Outpatient Services - Medical

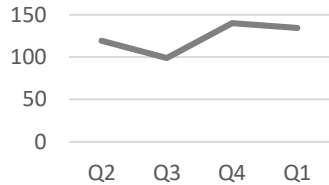
<sup>6</sup> Top 10 reasons for grievances and appeals includes both standard and expedited counts. All percentages listed are based on quarterly totals.

# Grievances and Appeals



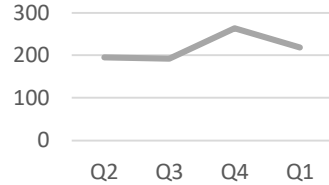
Standard Grievances

134



Standard Appeals

218



Resolved in 30-days

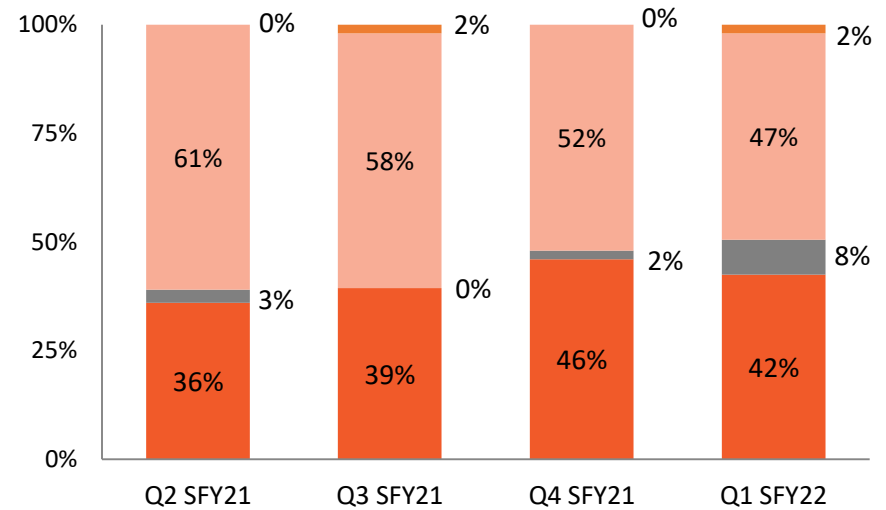
100%

Resolved in 30-days

100%



Standard Appeal Outcome %



## Top 10 Reasons for Grievances <sup>6</sup>

	%	Reason
1.	15%	Unhappy with Benefits
2.	11%	Access to Care - Network Availability
3.	10%	Transportation - Missed Appointment
4.	9%	Transportation - General Complaint Vendor
5.	8%	Transportation - Late Appointment
6.	7%	Transportation - Driver no-show
7.	4%	Provider Staff
8.	4%	Provider
9.	3%	Transportation - Unsafe Driving
10.	3%	Lack of Caring/Concern

## Top 10 Reasons for Appeals <sup>6</sup>

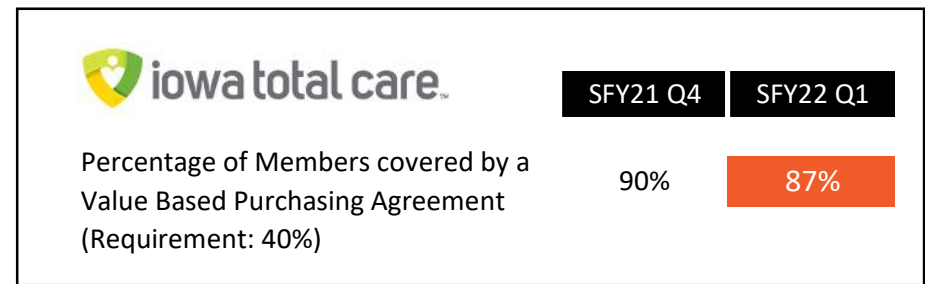
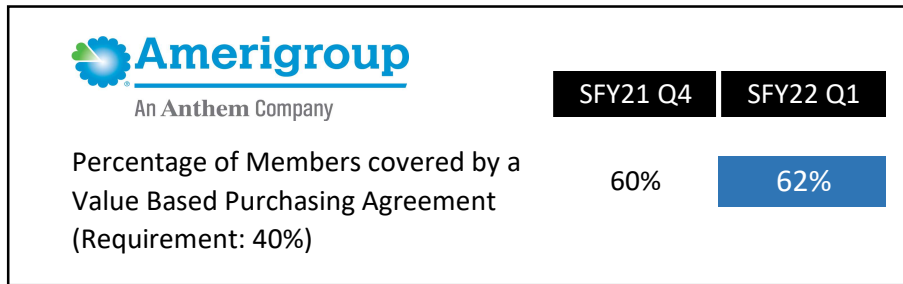
	%	Reason
	33%	RX - Does Not Meet PriorAuth Guidelines
	9%	Diagnostic - MRI
	7%	Other - Mental Health Service
	5%	Vendor Related - HomeCare
	4%	Outpatient - Home Health Visits
	3%	Injection - Self Injectables
	3%	Special Services - PainManagement
	3%	DME - Insulin Pump
	3%	DME - Other
	3%	Other - Self Injectable Medication

<sup>6</sup> Top 10 reasons for grievances and appeals includes both standard and expedited counts. All percentages listed are based on quarterly totals.

# MCO Care Quality and Outcomes

## Value Based Purchasing (VBP) Agreement

Value Based Purchasing (VBP) Agreement: An agreement that holds health care providers accountable for both the cost and quality of care they provide by providing payment to improved performance.



## Top 5 - Value Added Services (VAS)

Value Added Services (VAS) are optional benefits provided by the MCOs outside of the standard Medicaid benefit package. MCOs use value added services as an incentive to attract members to their plan. A complete listing by each MCO can also be found here:

<https://dhs.iowa.gov/sites/default/files/Comm504.pdf>

**Amerigroup**  
An Anthem Company

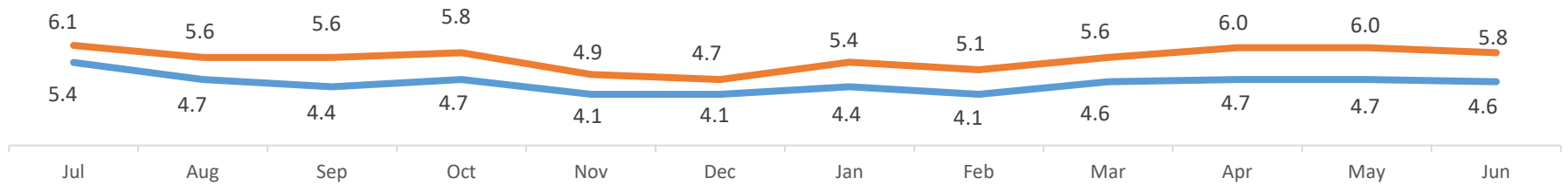
	SFY21 Q4	SFY22 Q1
Healthy Rewards	4,466	3,613
Taking Care of Baby and Me	1,514	2,310
Community Resource Link	1,007	2,046
Exercise Kit	402	662
SafeLink Mobile Phone	447	558

**iowa total care**

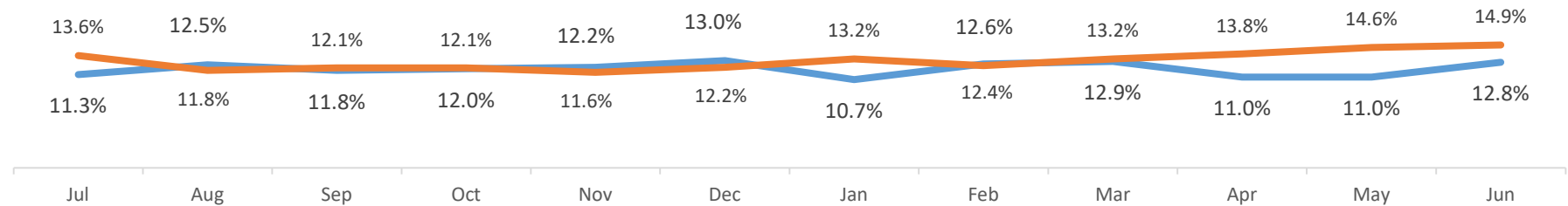
	SFY21 Q4	SFY22 Q1
My Health Pays Program	10,387	14,419
Start Smart for Your Baby	1,445	1,431
Mobile App	933	834
The Flu Program	974	759
Healthy Celebration Days	-	757

# MCO Care Quality and Outcomes

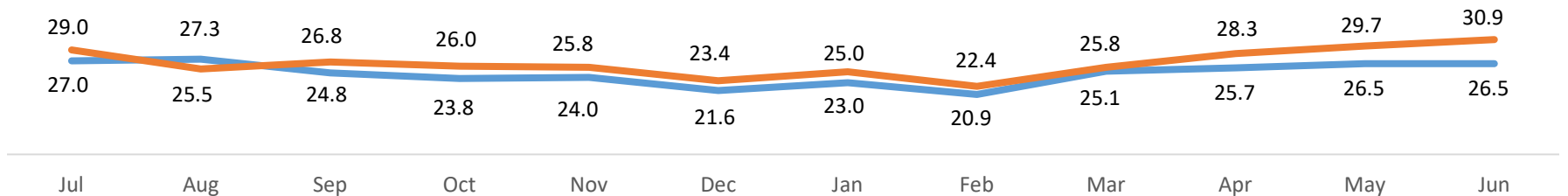
## Inpatient Admissions per 1,000 Members per Month (90-day lag)



## All Cause Readmissions within 30-days (90-day lag)<sup>7</sup>



## Adult Non-Emergent Use Per 1,000 ED Visits (90-day lag)<sup>8</sup>



<sup>7</sup> This measure requires 12 months of continuous enrollment with the MCO. Q2 SFY2021 is the first quarter that ITC is reporting data.

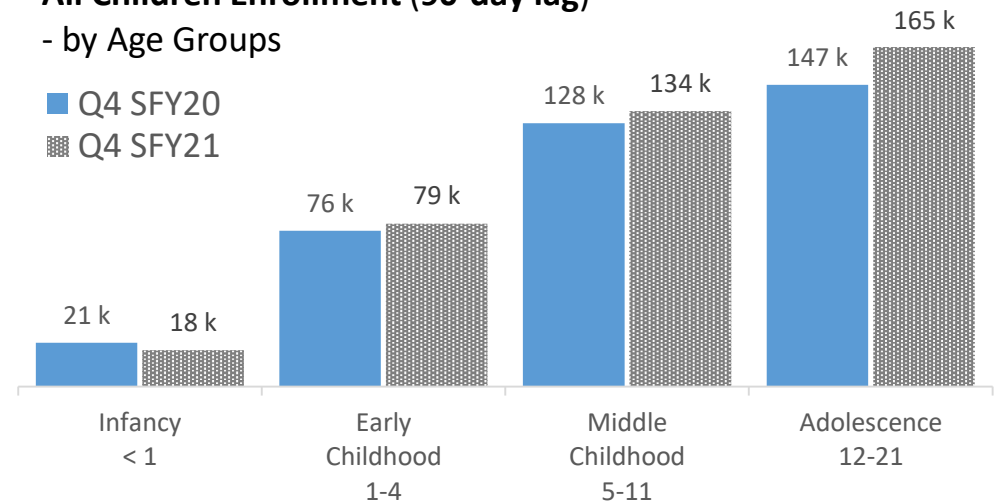
<sup>8</sup> Effective January 1, 2020, the list of emergent diagnosis codes used to determine this measure was updated.

# MCO Children Summary

Medicaid-eligible children either qualify for Traditional Medicaid or CHIP (Children’s Health Insurance Program). Which eligibility group children qualify for is based on household income status and other factors. In Iowa, CHIP is offered through the Healthy and Well Kids in Iowa (Hawki) program or M-CHIP (Medicaid expansion for kids).

Children (ages 0-21) make up over half of the enrolled MCO population. Of this population, 80% of children are Traditional Medicaid eligible. 20% of MCO enrolled children are CHIP eligible (Hawki/M-CHIP).

## All Children Enrollment (90-day lag) - by Age Groups



SFY20 Q4    SFY21 Q4



SFY20 Q4    SFY21 Q4

<b>Member Enrollment</b>	223,742	<b>236,807</b>
Infancy < 1	11,082	9,176
Early Childhood 1 - 4	46,773	47,242
Middle Childhood 5 - 11	77,497	80,950
Adolescence 12 - 21	88,390	99,439
<b>Well Child Exams (Preventive Visits)</b>	29,958	<b>36,804</b>
Infancy < 1	10,935	11,392
Early Childhood 1 - 4	10,483	11,986
Middle Childhood 5 - 11	4,865	7,078
Adolescence 12 - 21	3,675	6,348
<b>Lead Screenings</b>	3,629	<b>4,651</b>
Infancy < 1	77	136
Early Childhood 1 - 4	3,346	4,174
Middle Childhood 5 - 11	190	295
Adolescence 12 - 21	16	46

<b>Member Enrollment</b>	147,722	<b>158,536</b>
Infancy < 1	10,164	8,480
Early Childhood 1 - 4	28,862	31,936
Middle Childhood 5 - 11	50,530	52,915
Adolescence 12 - 21	58,166	65,205
<b>Well Child Exams (Preventive Visits)</b>	22,277	<b>29,353</b>
Infancy < 1	10,728	11,207
Early Childhood 1 - 4	5,777	8,590
Middle Childhood 5 - 11	3,278	5,017
Adolescence 12 - 21	2,494	4,539
<b>Lead Screenings</b>	2,092	<b>3,612</b>
Infancy < 1	55	139
Early Childhood 1 - 4	1,864	3,182
Middle Childhood 5 - 11	144	268
Adolescence 12 - 21	29	23

# MCO Children Summary



SFY20 Q4 **SFY21 Q4**



SFY20 Q4 **SFY21 Q4**

<b>Hearing Screenings</b>	1,328	<b>1,779</b>
Infancy < 1	116	140
Early Childhood 1 - 4	646	810
Middle Childhood 5 - 11	404	556
Adolescence 12 - 21	162	273
<b>Vision Screenings</b>	708	<b>1,565</b>
Infancy < 1	11	34
Early Childhood 1 - 4	378	865
Middle Childhood 5 - 11	216	452
Adolescence 12 - 21	103	214
<b>Vaccination Totals</b>	44,636	<b>63,672</b>
COVID-19 Dose 1	0	8,969
COVID-19 Dose 2	0	7,447
COVID-19 Single-Dose	0	209
DTaP (Diphtheria, Tetanus, Pertussis)	9,080	9,377
Influenza (FLU)	814	778
HepA (Hepatitis A)	4,378	4,497
HepB (Hepatitis B)	860	882
Haemophilus Influenza Type B (Hib)	5,248	5,007
Human Papillomavirus (HPV)	1,787	2,653
Meningococcal ACWY (MenACWY)	1,518	2,476
Meningococcal B - (MenB)	605	994
MMR (Measles, Mumps, Rubella)	3,619	3,682
Pneumococcal (PCV13)	7,806	7,423
Pneumococcal (PPSV23)	37	56
Polio (IPV)	128	225
RV (Rotavirus)	4,816	4,811
Tetanus and diphtheria (Td)	44	31
TDAP (Tetanus, Diphtheria, Pertussis)	1,571	2,171
Varicella Virus Vaccine (VAR)	2,325	1,984

<b>Hearing Screenings</b>	799	<b>1,226</b>
Infancy < 1	107	121
Early Childhood 1 - 4	350	506
Middle Childhood 5 - 11	247	409
Adolescence 12 - 21	95	190
<b>Vision Screenings</b>	438	<b>1,075</b>
Infancy < 1	19	30
Early Childhood 1 - 4	245	587
Middle Childhood 5 - 11	133	349
Adolescence 12 - 21	41	109
<b>Vaccination Totals</b>	28,114	<b>39,098</b>
COVID-19 Dose 1	0	2,419
COVID-19 Dose 2	0	2,092
COVID-19 Single-Dose	0	48
DTaP (Diphtheria, Tetanus, Pertussis)	6,702	7,726
Influenza (FLU)	596	691
HepA (Hepatitis A)	2,274	3,312
HepB (Hepatitis B)	772	780
Haemophilus Influenza Type B (Hib)	1,234	1,285
Human Papillomavirus (HPV)	1,223	1,794
Meningococcal ACWY (MenACWY)	1,008	1,544
Meningococcal B - (MenB)	0	618
MMR (Measles, Mumps, Rubella)	1,843	2,765
Pneumococcal (PCV13)	5,868	6,439
Pneumococcal (PPSV23)	0	33
Polio (IPV)	139	142
RV (Rotavirus)	4,255	4,256
Tetanus and diphtheria (Td)	26	19
TDAP (Tetanus, Diphtheria, Pertussis)	1,114	1,417
Varicella Virus Vaccine (VAR)	1,060	1,718

# Long Term Services - Care Quality and Outcomes

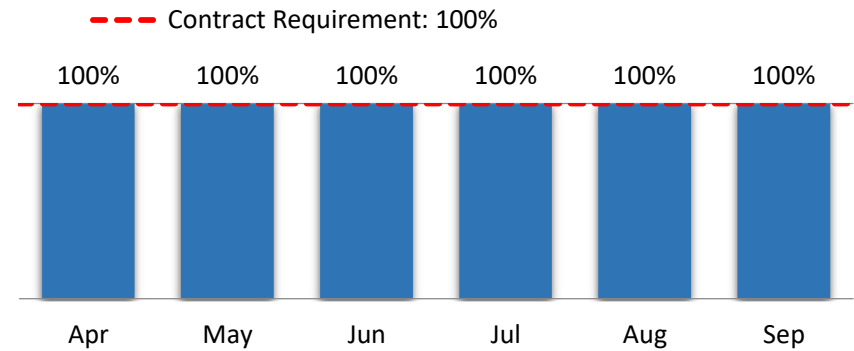
## Non-LTSS Care Coordination and HCBS Case Management



Average Number of Contacts Per Month	SFY21 Q4	SFY22 Q1
by Care Coordinators	0.9	<b>0.8</b>
by Case Managers	1.2	<b>1.2</b>
<b>"Members to" Ratios</b>		
Members to Care Coordinators	34	<b>27</b>
HCBS Members to Case Managers	65	<b>68</b>

There are no current MCO contract standards for ratios of members to care coordinators or community based case managers. However, MCO contracts do state that members are to be visited in their residence face-to-face by their care coordinator at least quarterly with an interval of at least 60 days between visits.

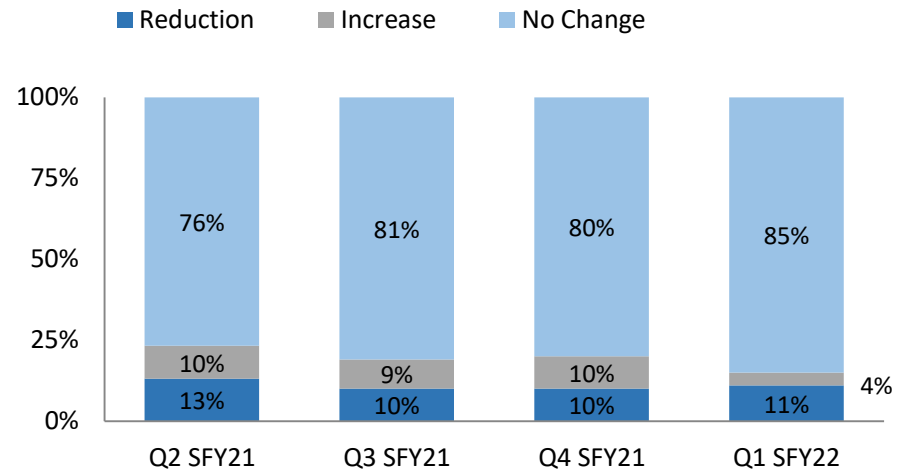
## Percentage of Level of Care (LOC) Reassessments Completed Timely



### Iowa Participant Experience Survey (IPES)

Waiver members reporting...		SFY21 Q4	SFY22 Q1
They were part of service planning.	I don't know	0.0%	0.0%
	No	0.0%	0.0%
	Sometimes	0.0%	0.0%
	<b>Yes</b>	100.0%	<b>100.0%</b>
They feel safe where they live.	I don't know	0.0%	0.0%
	No	0.0%	0.0%
	Sometimes	0.0%	0.0%
	<b>Yes</b>	100.0%	<b>100.0%</b>
Their services make their lives better.	I don't know	0.9%	0.5%
	No	0.3%	0.0%
	Sometimes	0.0%	0.0%
	<b>Yes</b>	98.8%	<b>99.5%</b>

## Waiver Service Plan Outcomes



# Long Term Services - Care Quality and Outcomes

## Non-LTSS Care Coordination and HCBS Case Management



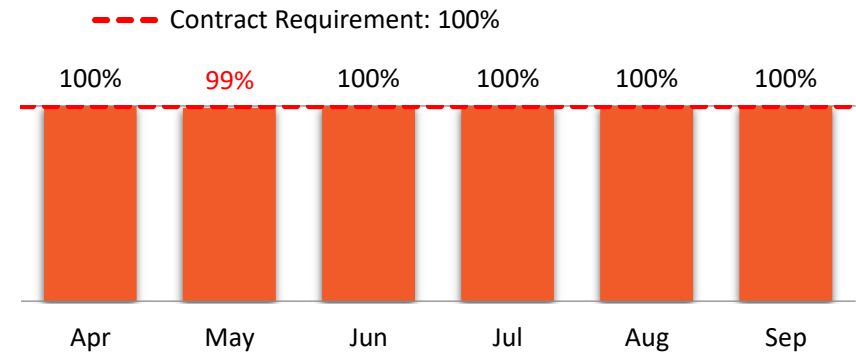
Average Number of Contacts Per Month	SFY21 Q4	SFY22 Q1
by Care Coordinators	0.8	<b>0.8</b>
by Case Managers	1.0	<b>1.0</b>
<b>"Members to" Ratios</b>		
Members to Care Coordinators	47	<b>49</b>
HCBS Members to Case Managers	41	<b>44</b>

MCO contracts also state that community based case managers shall contact HCBS waiver members either at least monthly in person or by telephone with an interval of at least 14 calendar days between contacts. All Level of Care (LOC) and functional need assessments must be updated annually or as a member's needs change

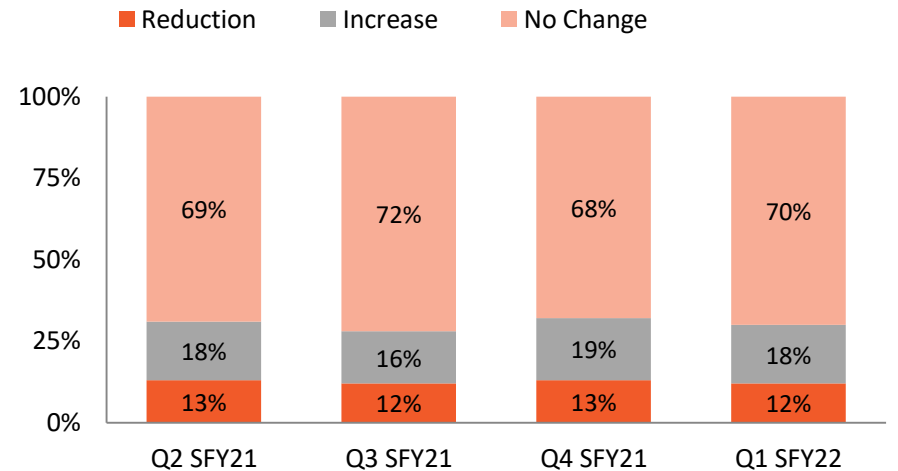
### Iowa Participant Experience Survey (IPES)

Waiver members reporting...		SFY21 Q4	SFY22 Q1
They were part of service planning.	I don't know	0.0%	0.4%
	No	1.4%	0.8%
	Sometimes	0.4%	0.0%
	<b>Yes</b>	98.2%	<b>98.9%</b>
They feel safe where they live.	I don't know	0.0%	0.0%
	No	1.4%	0.8%
	Sometimes	0.4%	1.1%
	<b>Yes</b>	98.2%	<b>98.1%</b>
Their services make their lives better.	I don't know	0.0%	0.4%
	No	1.4%	0.4%
	Sometimes	0.7%	0.4%
	<b>Yes</b>	97.8%	<b>98.9%</b>

### Percentage of Level of Care (LOC) Reassessments Completed Timely



### Waiver Service Plan Outcomes





## Long Term Services - Waiver Service Plan Participation

Home- and Community-Based Services (HCBS) programs are available for eligible members with disabilities or older lowans that would otherwise require care in a medical institution. The following information captures the Top 5 services used by members with active waiver service plans.

### Top 5 Waiver Services

- by Member Usage



	SFY21 Q4	SFY22 Q1
<b>AIDS/HIV - Unique Service Plans</b>	19	20
Home Delivered Meals	15	14
CDAC (individual) by 15 minute units	3	0
CDAC (agency) by 15 minute units	3	0
<b>Brain Injury (BI) Waivers</b>	814	808
Financial Management Services	234	241
Supported Community Living (by unit)	178	187
Respite (by 15 minute units)	167	166
Personal Emergency Response	162	162
Supported Community Living (daily)	107	110
<b>Children's Mental Health (CMH)</b>	840	763
Respite (by 15 minute units)	415	408
Family and Community Support	218	223
Respite (Hos/NF) - 15 minute units	223	214
Respite (Resident Camp) by units	11	11
Respite (Resident Camp) by day	3	5
<b>Elderly Waivers</b>	4,637	4,581
Personal Emergency Response	2,920	2,895
Home Delivered Meals	2,903	2,884
CDAC (agency) by 15 minute units	461	392
Assisted Living Services	363	372
Personal Emergency Response (install)	285	302

	SFY21 Q4	SFY22 Q1
<b>Habilitation (Hab)</b>	4,498	4,346
Home-based Habilitation	3,870	3,921
Long Term Job Coaching	393	440
Day Habilitation (units by day)	373	402
Individual Supported Employment	165	181
Day Habilitation (by 15 minute units)	131	151
<b>Health &amp; Disability (HD)</b>	1,384	1,375
Financial Management Services	353	385
Respite (by 15 minute units)	345	358
Personal Emergency Response	318	314
Home Delivered Meals	306	303
Respite (Hos/NF) - 15 minute units	66	73
<b>Intellectual Disability (ID)</b>	7,053	7,033
Supported Community Living (by unit)	1,785	1,810
Day Habilitation (units by day)	1,363	1,448
Financial Management Services	1,388	1,423
Supported Community Living (RCF)	1,249	1,411
Supported Community Living (daily)	1,242	1,207
<b>Physical Disability (PD)</b>	681	657
Personal Emergency Response	355	345
CDAC (agency) by 15 minute units	88	57
CDAC (individual) by 15 minute units	58	46
Home Delivered Meals	42	39
Financial Management Services	35	37

## Long Term Services - Waiver Service Plan Participation

All eligible members receive service coordination and a customized individual service plan. For additional information on the HCBS waiver program to include wait list information and a full list of available services, reference: <http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>.

### Top 5 Waiver Services

- by Member Usage



	SFY21 Q4	SFY22 Q1		SFY21 Q4	SFY22 Q1
<b>AIDS/HIV - Unique Service Plans</b>	10	9	<b>Habilitation (Hab)</b>	2,353	2,300
Home Delivered Meals	7	7	Home-based Habilitation	1,906	1,951
CDAC (individual) by 15 minute units	4	4	Day Habilitation (by 15 minute units)	341	296
Homemaker (by 15 minute units)	2	1	Long Term Job Coaching	256	274
CDAC (agency) by 15 minute units	0	1	Day Habilitation (units by day)	276	249
Personal Emergency Response	0	1	Individual Supported Employment	140	148
<b>Brain Injury (BI) Waivers</b>	527	526	<b>Health &amp; Disability (HD)</b>	639	616
Supported Community Living (by unit)	229	218	Respite (by 15 minute units)	286	277
Respite (by 15 minute units)	145	137	Home Delivered Meals	169	175
Personal Emergency Response	129	131	Personal Emergency Response	154	168
Supported Community Living (daily)	124	103	CDAC (agency) by 15 minute units	112	113
CDAC (agency) by 15 minute units	87	89	CDAC (individual) by 15 minute units	118	110
<b>Children's Mental Health (CMH)</b>	352	326	<b>Intellectual Disability (ID)</b>	4,488	4,494
Respite (by 15 minute units)	201	189	Supported Community Living (by unit)	1,854	1,856
Respite (Hos/NF) - 15 minute units	131	127	Day Habilitation (units by day)	1,673	1,669
Family and Community Support	102	97	Day Habilitation (by 15 minute units)	1,828	1,466
Mental Health Service	38	39	Supported Community Living (RCF)	1,325	1,330
Respite (Resident Camp) by days	1	5	Respite (by 15 minute units)	1,039	1,022
<b>Elderly Waivers</b>	3,285	3,237	<b>Physical Disability (PD)</b>	375	363
Personal Emergency Response	2,393	2,464	Personal Emergency Response	212	209
Home Delivered Meals	2,432	2,462	CDAC (agency) by 15 minute units	176	167
CDAC (agency) by 15 minute units	1,284	1,307	CDAC (individual) by 15 minute units	132	125
Homemaker (by 15 minute units)	830	812	Transportation (1-way trip)	41	41
CDAC (individual) by 15 minute units	695	649	Personal Emergency Response (install)	15	18

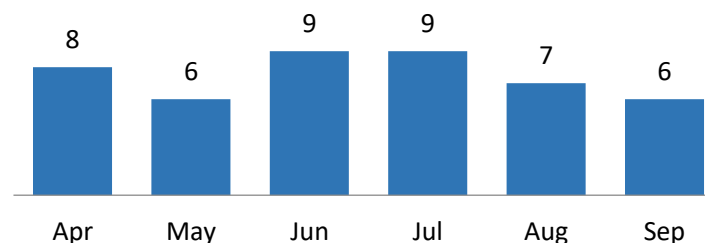
# Call Center Performance Metrics



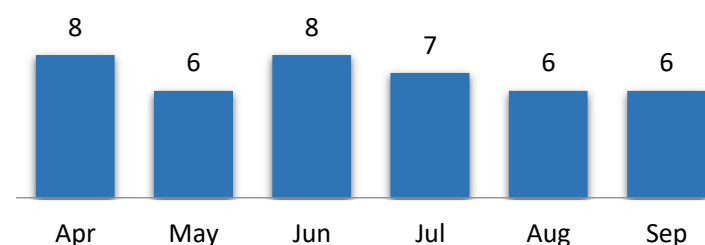
	July	Aug	Sept
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	July	Aug	Sept
<b>Member Helpline</b>			
Service Level (Requirement 80%)	91.84%	88.86%	94.88%
Abandonment Rate - Must be 5% or less	1.16%	1.08%	0.54%
<b>Member Pharmacy Helpline</b>			
Service Level (Requirement 80%)	91.66%	89.11%	92.63%
Abandonment Rate - Must be 5% or less	0.51%	0.26%	0.55%
<b>Provider Helpline</b>			
Service Level (Requirement 80%)	85.32%	80.98%	89.92%
Abandonment Rate - Must be 5% or less	0.76%	0.78%	0.37%
<b>Provider Pharmacy Helpline</b>			
Service Level (Requirement 80%)	93.50%	92.17%	93.63%
Abandonment Rate - Must be 5% or less	0.10%	0.05%	0.00%
<b>Non-Emergency Medical Transportation (NEMT) Helpline</b>			
Service Level (Requirement 80%)	90.41%	79.64%	33.04%
Abandonment Rate - Must be 5% or less	1.53%	2.13%	16.33%

## Secret Shopper Scores - Member Helpline



## Secret Shopper Scores - Provider Helpline



**Data Notes:** Top 5 Call Reasons are captured during the last month of the reporting period.

### Top 5 Call Reasons (Member Helpline)

- Benefit Inquiry
- ID Card Request or Inquiry
- Enrollment Information
- Claim Inquiry
- Transportation Inquiry

### Top 5 Call Reasons (Provider Helpline)

- Benefit Inquiry
- Authorization Status
- Claim Status
- Claim Payment Question or Dispute
- Authorization New

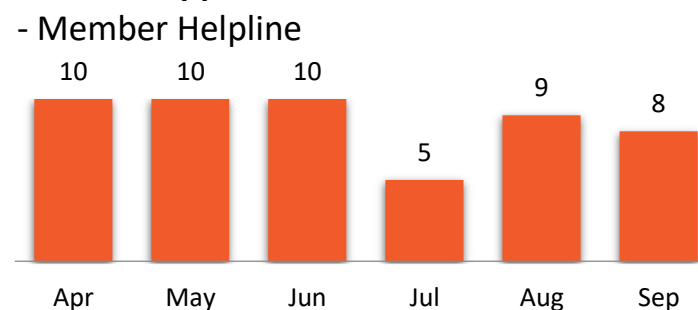
# Call Center Performance Metrics



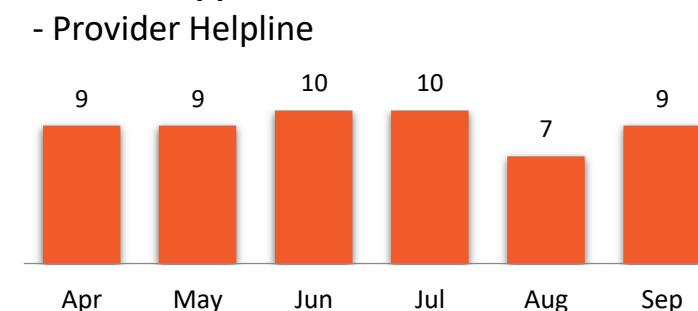
	July	Aug	Sept
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	July	Aug	Sept
<b>Member Helpline</b>			
Service Level (Requirement 80%)	82.81%	82.99%	84.44%
Abandonment Rate - Must be 5% or less	3.80%	3.96%	4.45%
<b>Member Pharmacy Helpline</b>			
Service Level (Requirement 80%)	89.58%	93.23%	82.64%
Abandonment Rate - Must be 5% or less	5.85%	2.77%	5.06%
<b>Provider Helpline</b>			
Service Level (Requirement 80%)	84.35%	81.79%	86.48%
Abandonment Rate - Must be 5% or less	2.84%	3.24%	3.70%
<b>Provider Pharmacy Helpline</b>			
Service Level (Requirement 80%)	87.19%	93.23%	94.11%
Abandonment Rate - Must be 5% or less	0.20%	0.00%	0.38%
<b>Non-Emergency Medical Transportation (NEMT) Helpline</b>			
Service Level (Requirement 80%)	93.37%	81.09%	29.41%
Abandonment Rate - Must be 5% or less	1.28%	1.95%	16.04%

## Secret Shopper Scores - Member Helpline



## Secret Shopper Scores - Provider Helpline



**Data Notes:** Top 5 Call Reasons are captured during the last month of the reporting period.

### Top 5 Call Reasons (Member Helpline)

- Benefits and Eligibility for Member
- Update Address for Member
- Coordination Of Benefits for Member
- Update PCP/PPG for Member
- Member Rewards for Member

### Top 5 Call Reasons (Provider Helpline)

- Medical Claims Inquiry for Provider
- Coordination Of Benefits for Provider
- Benefits and Eligibility for Provider
- Provider Outreach for Provider
- View Authorization for Provider

# Provider Network Access Summary

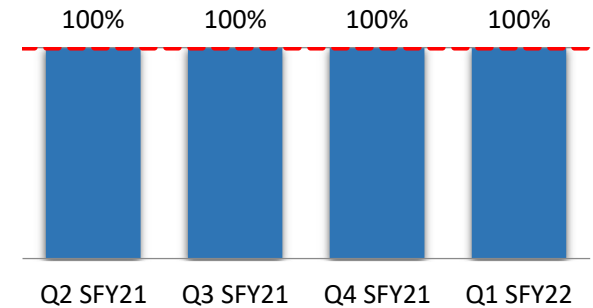


## Primary Care Providers (PCP)

	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1
<b>Adults PCP</b>				
Provider Count	6,641	6,672	6,632	6,589
Members with Access	210,795	219,428	224,574	228,637
Average Distance (Miles)	1.5	1.9	1.8	1.8
<b>Pediatric PCP</b>				
Provider Count	6,677	6,707	6,666	6,621
Members with Access	203,169	209,553	211,406	213,136
Average Distance (Miles)	1.6	2.0	2.0	2.0

### Adult PCP - Standards 30 minutes or 30 miles

--- Contract Requirement: 100%

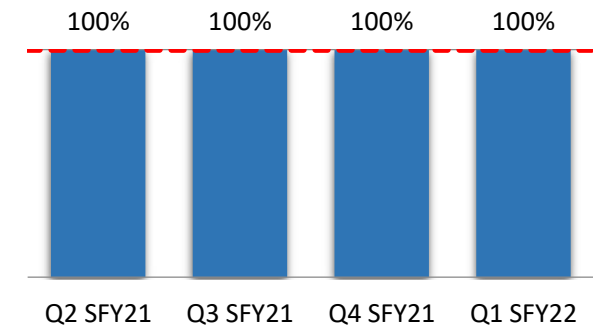


## Specialty Care & Behavioral Health (BH)

	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1
<b>OB/GYN Adult</b>				
Provider Count	399	403	402	401
Members with Access	137,341	142,865	146,051	148,670
Average Distance (Miles)	5.6	5.7	5.6	5.6
<b>Outpatient - Behavioral Health</b>				
Provider Count	4,043	4,137	4,205	4,305
Members with Access	413,964	428,981	435,980	441,773
Average Distance (Miles)	2.1	2.3	2.3	2.3
<b>Inpatient - Behavioral Health</b>				
Provider Count	48	48	50	50
<b>Rural Members</b>				
Members with Access	169,705	175,907	178,368	180,629
Average Distance (Miles)	21.6	21.4	21.4	21.4
<b>Urban Members</b>				
Members with Access	244,259	253,074	257,612	261,144
Average Distance (Miles)	5.7	5.8	5.8	5.8

### Pediatric PCP - Standards 30 minutes or 30 miles

--- Contract Requirement: 100%



Link to Geo Access Reports:

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

# Provider Network Access Summary

## Primary Care Providers (PCP)

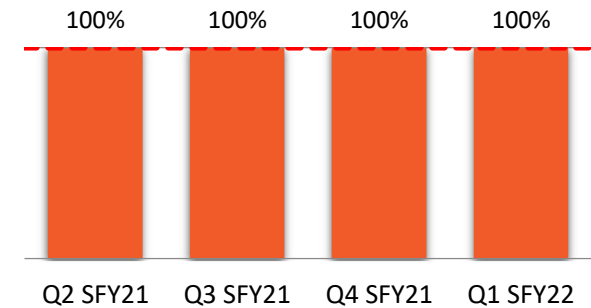
SFY21 Q2   SFY21 Q3   SFY21 Q4   SFY22 Q1

<b>Adults PCP</b>				
Provider Count	8,548	9,085	9,704	9,894
Members with Access	160,490	166,971	171,647	175,634
Average Distance (Miles)	2.0	2.0	2.0	2.0
<b>Pediatric PCP</b>				
Provider Count	9,262	9,820	10,472	10,658
Members with Access	136,490	138,828	140,406	141,050
Average Distance (Miles)	2.1	2.1	2.1	2.1



### Adult PCP - Standards 30 minutes or 30 miles

--- Contract Requirement: 100%



## Specialty Care &

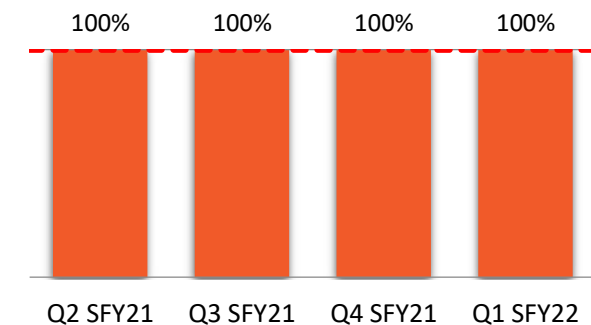
### Behavioral Health (BH)

SFY21 Q2   SFY21 Q3   SFY21 Q4   SFY22 Q1

<b>OB/GYN Adult</b>				
Provider Count	1,207	1,234	1,286	1,298
Members with Access	106,694	110,381	113,317	115,394
Average Distance (Miles)	5.4	5.4	5.4	5.4
<b>Outpatient - Behavioral Health</b>				
Provider Count	8,251	8,737	9,476	9,688
Members with Access	296,980	305,799	312,053	316,684
Average Distance (Miles)	2.5	2.5	2.5	2.4
<b>Inpatient - Behavioral Health</b>				
Provider Count	35	36	36	36
<b>Rural Members</b>				
Members with Access	212,426	218,902	223,411	226,908
Average Distance (Miles)	24.7	24.6	24.6	24.6
<b>Urban Members</b>				
Members with Access	84,554	86,897	88,642	89,776
Average Distance (Miles)	8.4	8.4	8.4	8.4

### Pediatric PCP - Standards 30 minutes or 30 miles

--- Contract Requirement: 100%



Link to Geo Access Reports:

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

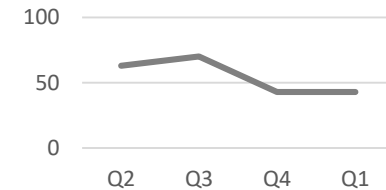
# MCO Program Integrity

Program integrity (PI) encompasses a number of activities to ensure appropriate billing and payment. The main strategy for eliminating fraud, waste and abuse is to use state-of-the-art technology to eliminate inappropriate claims before they are processed. This pre-edit process is done through sophisticated billing systems, which have a series of edits that reject inaccurate or duplicate claims. Increased program integrity activities will be reported over time as more claims experience is accumulated by the MCOs, medical record reviews are completed, and investigations are closed.

The billing process generates the core information for program integrity activities. Claims payment and claims history provide information leading to the identification of potential fraud, waste, and abuse. Therefore MCO investigations, overpayment recovery, and referrals to MFCU listed in this chart would be considered pending until final determinations are made.

Total Investigations  
Opened in SFY22 Q1

43



22 Total Cases  
Referred to MCFU Q1



	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1	Average	Total
Investigations opened	34	42	33	28	34	137
Overpayments identified	23	10	23	14	18	70
Member concerns referred to IME	3	4	2	2	3	11
Cases referred to the Medicaid Fraud Control Unit (MCFU)	6	2	6	6	5	20



	SFY21 Q2	SFY21 Q3	SFY21 Q4	SFY22 Q1	Average	Total
Investigations opened	29	28	10	15	21	82
Overpayments identified	1	0	6	12	5	19
Member concerns referred to IME	4	6	10	10	8	30
Cases referred to the Medicaid Fraud Control Unit (MCFU)	3	2	12	16	8	33

## Appendix: Glossary

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**Abandonment Rate:** Percentage of unanswered calls abandoned by the caller after 30 seconds of the call entering the queue. (E.g. caller hangs up before speaking to anyone after waiting more than 30 seconds in a queue.)

**Administrative Loss Ratio (ALR):** See Financial Ratios

**Adult Day Care:** An organized program of supportive care in a group environment. The care is provided to members who need a degree of supervision and assistance on a regular or intermittent basis in a day care setting.

**All Cause Readmissions:** This measure looks at the rate of provider visits within 30 days of discharge from an acute care hospital per 1,000 discharges among beneficiaries assigned.

**AIDS/HIV Waiver:** A HCBS waiver that offers services for those who have been diagnosed with AIDS or HIV.

**Appeal:** An appeal is a request for a review of an adverse benefit determination. A member or a member's authorized representative may request an appeal following a decision made by an MCO. Actions that a member may choose to appeal:

- Denial of or limits on a service.
- Reduction or termination of a service that had been authorized.
- Denial in whole or in part of payment for a service.
- Failure to provide services in a timely manner.
- Failure of the MCO to act within required time-frames.
- For a resident of a rural area with only one MCO, the denial of services outside the network

Members may file an appeal directly with the MCO. If the member is not happy with the outcome of the appeal, they may file an appeal with DHS or they may ask to ask for a state fair hearing.

**Brain Injury (BI) Waiver:** A HCBS waiver that offers services for those who have been diagnosed with a brain injury due to an accident or an illness.

**Capitation Expenditures:** Medicaid payments the Department makes on a monthly basis to the MCOs for member health coverage. MCOs are paid a set amount for each enrolled person assigned to that MCO, regardless of whether services are used that month. Capitated rate payments vary depending on the member's eligibility.

- **Adjustments:** Monetary only payments/adjustments that can occur within the paid month for same month or prior months
  - Example - Recoup and repay when rate changes occur
- **Current:** Payments that occur within the paid month for same month



**Capitation Expenditures** (continued...):

- **Retro:** Payments for months prior to the current month for member months not previously paid for
  - o Member months are counted if request is to provide member months within a specific date range for more than one month
  - o Data is not pulled by paid date, but by eligibility month

**Care Coordinator:** A person who helps manage the health of members with chronic health conditions.

**Case Manager:** See Community Based Case Management (CBCM)

**Centers for Medicare and Medicaid Service (CMS):** A federal agency that administers the Medicare program and works in partnership with state governments to administer Medicaid standards.

**Children's Mental Health (CMH) Waiver:** A HCBS waiver that offers services for children up to age 18, who have been diagnosed with a serious emotional disturbance.

**Children's Health Insurance Program (CHIP):** A federal program administered by state governments to provide health care coverage for children and families whose income is too high to qualify for Medicaid, but too low to afford individual or work-provided health care.

**Claims:** What providers submit to the MCOs or the Department in order to receive payment for services rendered.

- **Paid:** Claim is received and the provider is reimbursed for the service rendered
- **Denied:** Claim is received and services are not covered benefits, duplicate, or other substantial issues that prevent payment
- **Suspended:** Pending internal review for medical necessity and/or additional information must be submitted for processing
- **Run Out:** Additional time for providers to submit claims for services rendered
- **Provider Adjustment Requests and Errors Reprocessed:**
  - o Claims where the provider may request a reopening to fix clerical errors or billing errors
  - o Claims identified by the MCOs as erroneously paid or denied which are corrected

**Clean Claims:** The claim is on the appropriate form, identifies the service provider that provided service sufficiently to verify, if necessary, affiliation status, patient status and includes any identifying numbers and service codes necessary for processing.

**Community:** A natural setting where people live, learn, work, and socialize.

**Community Based Case Management (CBCM):** Helps LTSS members manage complex health care needs. It includes planning, facilitating and advocating to meet the member's needs. It promotes high quality care and cost effective outcomes. CBCMs make sure that the member's care plan is carried out. They make updates to the care plan as needed.

**Consumer Directed Attendant Care (CDAC):** Helps people do things that they normally would for themselves if they were able. CDAC services may include unskilled tasks such as bathing, grocery shopping, household chores or skilled tasks such as medication management, tube feeding, recording vital signs. CDAC providers are available through an agency or from an individual such as a family member, friend, or neighbor that meets eligibility requirements.

**Denied Claims:** See Claims

**Department of Human Services (DHS):** The state's health and social services agency.

**Disabled:** Group descriptions include: Age Blind Disabled (ABD), Residential Care Facility (RFC), Nursing Facility (NF), Hospice, Skilled Nursing Facility (SNF), Intermediate Care Facility (ICF), State Mental Health Hospital, and Children in Psychiatric Mental Institutions (PMIC).

**Disenrollment:** Refers to members who have chosen to change their enrollment with one MCO to an alternate MCO.

**Dual:** Members who have both Medicare and Medicaid benefits.

**Durable Medical Equipment (DME):** Reusable medical equipment for use in the home. It is rented or owned by the member and ordered by a provider.

**Elderly Waiver:** A HCBS waiver that offers services for elderly persons. An applicant must be at least 65 years of age.

**Financial Ratios:** The Affordable Care Act requires insurance companies to spend at least 80% or 85% of premium dollars on medical care. In Iowa, the Medical Loss Ratio (MLR) for MCOs is contractually set at 88%.

- **Administrative Loss Ratio (ALR):** The percent of capitated rate payments an MCO spends on administrative costs.
- **Medical Loss Ratio (MLR):** The percent of capitated rate payments an MCO spends on claims and expenses that improve health care quality of Medicaid members.
- **Underwriting Ratio (UR):** If total expenses exceed capitated rate payments, an underwriting loss occurs. If total capitated rate payments exceed total expenses, an underwriting profit occurs.

**Grievance:** Members have the right to file a grievance with their MCO. A grievance is an expression of dissatisfaction about any matter other than a decision. The member, the member's representative or provider who is acting on their behalf and has the member's written consent may file a grievance. The grievance must be filed within 30 calendar days from the date the matter occurred. Examples include but are not limited to:

- Member is unhappy with the quality of your care
- Doctor who the member wants to see is not in the MCO's network
- Member is not able to receive culturally competent care
- Member got a bill from a provider for a service that should be covered by the MCO

**Grievance** (continued...):

- Rights and dignity
- Member is commended changes in policies and services
- Any other access to care issues

**Habilitation (Hab) Services:** A program that provides HCBS for lowans with the functional impairments typically associated with chronic mental illnesses.

**Health & Disability (HD) Waiver:** A HCBS waiver that offers services for those persons who are blind or disabled. An applicant must be less than 65 years of age for this waiver.

**Healthy and Well Kids in Iowa (Hawki):** In Iowa, CHIP is offered through the Hawki program. Hawki offers health coverage, through a MCO, for uninsured children of working families. A family who qualifies for Hawki may have to pay a monthly premium.

**Home Delivered Meals:** Meals that are prepared outside of the member's home and delivered to the member.

**Home Health Aide:** Medical services that provide direct personal care. This may include assistance with oral medications, eating, bathing, dressing, personal hygiene, accompanying member to medical services, transporting member to and from school or medical appointments, and other necessary activities of daily living that is intended to prevent or postpone institutionalization.

**Homemaker Services:** Services provided when the member lives alone or when the person who usually performs these functions for the member needs assistance. Homemaker service is limited to essential shopping, limited house cleaning, and meal preparation.

**Home and Community Based Services (HCBS):** Types of person-centered care delivered in the home and community. A variety of health and human services can be provided. HCBS programs address the needs of people with functional limitations who need assistance with everyday activities, like getting dressed or bathing. HCBS are often designed to enable people to stay in their homes, rather than moving to a facility for care.

**Inpatient Admissions:** A member has formally been admitted to a hospital to receive care.

**Intellectual Disability (ID) Waiver:** A HCBS waiver that offers services for persons who have been diagnosed with an intellectual disability.

**Intermediate Care Facilities for the Intellectually Disabled (ICF/ID):** The ICF/IID benefit is an optional Medicaid benefit. The Social Security Act created this benefit to fund "institutions" (4 or more beds) for individuals with intellectual disabilities, and specifies that these institutions must provide "active treatment," as defined by the Secretary. Currently, all 50 States have at least one ICF/IID facility. This program serves over 100,000 individuals with intellectual disabilities and other related conditions. Most have other disabilities as well as intellectual disabilities. Many of the individuals are non-ambulatory, have seizure disorders, behavior problems, mental illness, visual or hearing impairments, or a combination of the above. All must qualify for Medicaid assistance financially.

**Iowa Health and Wellness Plan (IHAWP):** The Iowa Health and Wellness Plan covers Iowans, ages 19-64, with incomes up to and including 133 percent of the Federal Poverty Level (FPL). The plan provides a comprehensive benefit package and is part of Iowa's implementation of the Affordable Care Act or Medicaid expansion.

**Iowa Insurance Division (IID):** The state regulator which supervises all insurance business transacted in the state of Iowa.

**Iowa Medicaid Enterprise (IME):** The division of DHS that administers the Iowa Medicaid Program.

**Iowa Participant Experience Survey (IPES):** A survey tool developed for use with HCBS programs that asks members about the services they receive, and where the service is provided.

**Level of Care (LOC):** Members asking for HCBS waivers or facility care must meet Level of Care criteria. These must be consistent with people living in a care facility such as a nursing facility. Level of Care is determined by an assessment approved by DHS.

**Long Term Services and Supports (LTSS):** Medical and/or personal care and supportive services needed by individuals who have lost some capacity to perform activities of daily living, such as bathing, dressing, eating, transfers, and toileting, and/or activities that are essential to daily living, such as housework, preparing meals, taking medications, shopping, and managing money.

**M-CHIP:** Refers to Medicaid CHIP, or Medicaid expansion. M-CHIP provides coverage to children ages 6-18 whose family income is between 122 and 167 percent of the Federal Poverty Level (FPL), and infants whose family income is between 240 and 375 percent of the FPL.

**Managed Care Organization (MCO):** A health plan contracted with DHS to provide Iowa Medicaid members with comprehensive health care services, including physical health, behavioral health, and LTSS.

**Medicaid:** Provides medically necessary health care coverage for financially needy adults, children, parents with children, people with disabilities, elderly people and pregnant women. Also known as Title XIX under the Social Security Act.

**Medicaid Expansion:** See Iowa Health and Wellness Plan (IHAWP) and/or M-CHIP

**Medicaid Fraud Control Unit (MFCU):** A division within the Iowa Department of Inspections & Appeals whose primary goal is to prevent abuse of taxpayer resources through professional investigation of criminal activity. MFCU staffs experienced criminal investigators, auditors, and attorneys to achieve this goal.

**Medical Loss Ratio (MLR):** See Financial Ratios

**Mental Health Institute (MHI):** Provide short term psychiatric treatment and care for severe symptoms of mental illness. Iowa has two MHIs located in **Cherokee** and **Independence**. The services at each MHI vary.

**Monthly Capitation Expenditures:** See Capitation Expenditures

**Nursing Facility (NF):** Provide 24-hour care for individuals who need nursing or skilled nursing care.

**Non-Emergent Use:** Illnesses or injuries that are generally not life-threatening and do not need immediate treatment at an Emergency Department.

**Non-Emergency Medical Transportation (NEMT):** Services are for members with full Medicaid benefits, who need travel reimbursement or a ride to get to their medical appointments.

**Physical Disability (PD) Waiver:** A HCBS waiver that offers services for persons who are physically disabled. An applicant must be at least 18 years of age, but less than 65 years of age.

**Prior Authorization (PA):** Some services or prescriptions require approval from the MCO for them to be covered. This must be done before the member gets that service or fills that prescription. Prior Authorizations for pharmaceuticals are becoming more complex and may require more specific data for approval.

**Primary Care Provider (PCP):** A physician, a physician assistant or nurse practitioner, who directly provides or coordinates member health care services. A PCP is the main provider the member will see for checkups, health concerns, health screenings, and specialist referrals.

**Program Integrity (PI):** Program Integrity (PI) is charged with reducing fraud, waste and abuse in the Iowa Medicaid program.

**Provider Adjustment Requests and Errors Reprocessed:** See Claims

**Provider Network Access:** Each MCO has a network of providers across Iowa who their members may see for care. Members don't need to call their MCO before seeing one of these providers. Before getting services from providers, members should show their ID card to ensure they are in the MCO network. There may be times when a member needs to get services outside of the MCO network. If a needed and covered service is not available in-network, it may be covered out-of-network at no greater cost to the member than if provided in-network.

**Psychiatric Medical Institute for Children (PMIC):** Institutions which provide more than 24-hours of continuous care involving long-term psychiatric services to three or more children in residence. The expected periods of stay for diagnosis and evaluation are fourteen days or more and for treatment the expected period of stay is 90-days or more.

**Reported Reserves:** Refer to an MCO's ability to pay their bills and the amount of cash they have on hand to do so.

**Service Level (SL):** In relation to call centers, service level is defined as the percentage of calls answered within a predefined amount of time.

**Service Plan:** Plan of services for HCBS members. A member's service plan is based on the member's needs and goals. It is created by the member and their interdisciplinary team to meet HCBS Waiver criteria.

**Skilled Nursing Care:** See Nursing Facility

**Suspended Claims:** See Claims

**Temporary Assistance for Needy Families (TANF) Adult and Child:** A program to help needy families achieve self-sufficiency.

**Third-Party Liability (TPL) Recovered:** Third party payments include recoveries from health insurance coverage, settlements or court awards for casualty/tort (accident) claims, product liability claims (global settlements), medical malpractice, worker's compensation claims, etc. This means all other available TPL resources must meet their legal obligation to pay claims for the care of an individual eligible for Medicaid. By law, Medicaid is generally the payer of last resort, meaning that Medicaid only pays claims for covered items and services if there are no other liable payers.

**Underwriting Ratio (UR):** See Financial Ratios

**Value Added Services (VAS):** Optional benefits provided by the MCOs outside of the standard Medicaid benefit package. MCOs use value added services as an incentive to attract members to their plan. The following VAS examples, captured from each MCO's handbook, provide a description of their most active services offered. A complete listing by each MCO can also be found here:

<https://dhs.iowa.gov/sites/default/files/Comm504.pdf>

- **Taking Care of Baby and Me® (AGP):** It's very important to see your primary care provider (PCP), obstetrician or gynecologist (OB/GYN) for care when you're pregnant. This kind of care is called prenatal care. It can help you have a healthy baby. Prenatal care is always important even if you've already had a baby. With our program, members receive health information and rewards for getting prenatal and postpartum care.
- **My Health Pays (ITC):** This program rewards members who engage in healthy behaviors with predetermined nominal dollar amounts. Members who complete plan determined healthy behaviors will receive a reloadable Visa card. This Visa card can only be used at participating retailers, such as Walmart and for additional options such as transportation, utilities, phone bills, education costs, child care and rent. This card does not allow for the purchase of tobacco, firearms, or alcohol. In addition to this, members may utilize this card for medical cost share. Should a member incur a copay for a non-emergent emergency department visit, they may use the card to pay for this copay.

**Value Based Purchasing (VBP) Agreement:** An agreement that holds health care providers accountable for both the cost and quality of care they provide by providing payment to improved performance.

**Waivers:** See Home and Community Based Services (HCBS) or reference by individual waiver descriptions (Elderly, Physical Disability, Health and Disability, AIDS/HIV, Brain Injury, Intellectual Disability, or Children's Mental Health)

**Waiver Service Plan:** See Service Plan