

Iowa Department of Human Services



Medicaid Managed Care Oversight Quarterly Meeting Minutes 1st Quarter SFY 2019 (Jul – Sept 2018)

October 2018

COUNCIL ON HUMAN SERVICES

MINUTES

July 11, 2018

COUNCIL

Mark Anderson
Phyllis Hansell
Alexa Heffernan
Kimberly Kudej
Kim Spading (absent)
Sam Wallace (absent)

EX-OFFICIO LEGISLATIVE MEMBERS

Representative Joel Fry (present)
Representative Lisa Heddens (present)
Senator Amanda Ragan (absent)
Senator Mark Segebart (absent)

STAFF

Jerry Foxhoven	Wendy Rickman
Sandy Knudsen	Mike Randol
Jean Slaybaugh	Matt Highland
Vern Armstrong	Rick Shults

GUESTS

Catherine Gray, Iowa Citizens for Community Improvement
John Gray, Iowa Citizens for Community Improvement
Jodi Tomlonovic, Family Planning Council of Iowa
John McCalley, Amerigroup Iowa
Erin Cubit, Iowa Hospital Association
Flora A. Schmidt, Iowa Behavioral Health Association
Melody Nelson, Grandmother/Carroll, Iowa
Paige Petitt, UnitedHealthcare
Lois Santi, Grandparent Alienation
EJ Jorgensen, Iowa Citizens for Community Improvement
Sandi Hurtado-Peters, Iowa Department of Management (DOM)
John Hedgecoth, Amerigroup Iowa
Bridget Fagin-Reidburn, Iowa Citizens for Community Improvement
Kris Bell, Senate Democrat Caucus
Katelyn Hobin, Iowa Citizens for Community Improvement
Cindy Baddeloo, Iowa Health Care Association
Patty Funaro, Legislative Services Agency
Shirley Faircloth, Juvenile Court Office

Tim Ross, Juvenile Court Services
Shanell Wagler, DOM, Early Childhood Iowa
David Arens, Early Childhood Iowa
Amy Karaidos, State Child Care Advisory Committee
Karen Bandy, Comfort Keepers
Nancy Augustine, Iowa Family Preservation Project
Beverly Anderson
Kelsey Thien, House Democrat Staff
Shari Hauk
Tony Leys, Des Moines Register
Jodi Mueller, Parental Alienation Iowa
Toya Johnson, Families United Action Network

CALL TO ORDER

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. on Wednesday, July 11, 2018, at River Place, Conference Room 1, 2309 Euclid Avenue, Des Moines, Iowa.

ROLL CALL

All Council members were present with the exception of Spading and Wallace. All ex-officio legislative members were present with the exception of Senators Ragan and Segebart.

PUBLIC HEARING ON THE DEPARTMENT OF HUMAN SERVICES' UPDATE TO THE FISCAL YEAR 2020-2021 BUDGET RECOMMENDATIONS AND LEGISLATIVE PACKAGE

This portion of the meeting was held for the purpose of hearing public comments as the Department of Human Services develops its update to the FY 2020-2021 budget recommendations and legislative package. (All written testimony is on file and available in the Director's Office.)

Those persons/groups presenting and sharing written comments were:

- Jodi Tomlonovic, Family Planning Council of Iowa
- Cindy Baddeloo, Iowa Health Care Association
- Cindy Baddeloo, Iowa Center for Home Care
- Shirley Faircloth/Tim Ross, Juvenile Court
- Shirley Faircloth/Tim Ross, Iowa Juvenile Court Services Association
- David Arens, Early Childhood Iowa Board
- Amy Karaidos, State Child Care Advisory Committee
- Jodi Mueller, Parental Alienation Iowa
- Lois Santi, Grandparents Visitation of Iowa
- Nancy Augustine, Family Preservation Project

- Melody Nelson, Family Preservation Project ADAA
- Toya Johnson, Families United Action Network
- EJ Jorgensen/Catherine Gray/John Gray/Katelyn Hobin, Iowa CCI

Organizations that submitted written comments but did not present were:

- Iowa Food Bank Association
- Doug Sample
- Youth Policy Council (Destinee)

APPROVAL OF MINUTES

A motion was made by Heffernan and seconded by Hansell to approve the minutes of June 13, 2018. MOTION CARRIED UNANIMOUSLY.

ELECTION OF OFFICERS

A motion was made by Hansell and seconded by Kudej to retain the current slate of officers and re-elect Mark Anderson, Chair and Alexa Heffernan, Vice-Chair. MOTION CARRIED UNANIMOUSLY.

OVERSIGHT OF MANAGED CARE

Mike Randol, Medicaid Director, Iowa Medicaid Enterprise (IME) provided the following update:

- Randol continues to meet with the Process Improvement Work Group and reported that the meetings are going well. Randol anticipates the meetings will be held at least through the summer and early fall.
- Due to legislative requirements, the department has developed a work plan regarding Legislative Oversight language with respect to managed care organizations (MCO's) and oversight of Medicaid.
- The MCO Quarterly Report for SFY 2018 (Quarter 3) has been published.
- Iowa Total Care, Iowa's third MCO is on target for a 7/1/19 start date.

In response to a question from Anderson, Randol noted that he couldn't speak to individual cases, but assured the Council that when concerns or issues are raised to the IME, a review is conducted so that the appropriate services are provided to individuals.

In response to questions from Kudej regarding Iowa Total Care, the DHS is very specific on requirements that are negotiated in the contract and would ensure terms are adhered to. Also, regarding Iowa Total Care, the department will do what it can to mitigate disruptions. As memberships get distributed to the new MCO, specific algorithms will be used in the considerations. Also, members have a 90-day period in which to choose membership.

In response to concerns expressed by Representative Heddens regarding families experiencing constant changes and disruptions regarding their Medicaid coverage, Randol noted that a communication strategy relative to onboarding the third MCO will be in place to have discussions with family members, groups and associations to walk them through the process and timeline. He believes that 'over-communicating' will be important.

DIRECTOR'S REPORT

Jerry Foxhoven, Director, reported

- This month marks the 50th anniversary of Dr. Bhasker Dave's service to the State of Iowa. Dr. Dave currently serves as the Superintendent of the Independence Mental Health Institution.
- A Federal report has been released indicating that Iowa's Supplemental Nutrition Assistance Program (SNAP) benefits error rate is high at just over 9%. Of the 9%, approximately 8% is overpayment and 1% underpayment. Foxhoven noted that the State erred on the side of getting out the benefits as quick as possible. The errors will be addressed.
- DHS is coordinating with Iowa Workforce Development on the "Future Ready Iowa" program - designed to increase job rates (and quality of jobs) for Iowans.

COUNCIL UPDATE

Heffernan requested that DHS share their "Legislative Wish List" with the Council prior to submission. Foxhoven responded that he could do that sometime in October.

Hansell recommended the Council send a letter to Dr. Dave congratulating him on his 50-year anniversary with the State.

Council asked that the recently published Managed Care Organization Performance Data Quarterly Report (SFY 2018, Quarter 3) be included on the agenda for the Council's August meeting.

Anderson shared his concerns about a 'flat budget' and its ramifications, i.e. reductions in services. He proposed to send a memo to Foxhoven requesting the true costs to the department if funding is status quo or cut.

NEXT MEETING

The next meeting of the Council on Human Services is Wednesday, August 8, 2018.

ADJOURNMENT

A motion was made by Hansell and seconded by Heffernan that the Council adjourn. MOTION CARRIED UNANIMOUSLY. Council adjourned at 12:08 p.m.

Submitted by,

Sandy Knudsen
Recording Secretary

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Meeting Minutes August 8, 2018

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

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

Guests

Erin Cubit, Iowa Hospital Association
 Kelsey Thien, Iowa House Democrat Staff
 Tony Leys, Des Moines Register
 John Hedgecoth, Amerigroup Iowa
 Joyce Russell, Iowa Public Radio

CALL TO ORDER

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. by teleconference on August 8, 2018, in the First Floor Conference Room of the Hoover State Office Building.

ROLL CALL

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

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

RULES

Nancy Freudenberg, Bureau of Policy Coordination, presented the following rules for notice:

N-1. Amendments to Chapter 7, Appeals. Allows household members who are suspected of an intentional program violation an opportunity to waive their right to an administrative disqualification hearing, if they so choose.

N-2. Amendments to Chapter 79, Medicaid. Rescinds rules regarding fee-for-service with cost settlement for Targeted Case Management (TCM). Also revises the existing fee schedules for TCM and Case Management (CM) under the Home- and Community-Based Services waiver and Habilitation (Hab) programs. TCM and CM provider agencies will no longer be required to submit an annual cost report. Allows the Department to standardize rates for TCM and CM provider agencies. These rates will only apply to members who are enrolled in Medicaid as fee-for-service.

N-3. Amendments to Chapter 79, Medicaid. Adjusts home health agency Low Utilization Payment Adjustment (LUPA) rates to reflect approximately \$1,000,000 of additional state appropriations for reimbursement in accordance with 2018 Iowa Acts, Senate File 2418, section 39. This amendment will increase home health agency provider rates.

N-4. Amendments to Chapter 79, Medicaid. Revises the current inpatient hospital 30-day readmission policy to exclude readmissions that are planned for repetitive or staged treatments and clarifies that the policy does not apply to critical access hospitals.

N-5. Amendments to Chapter 79, Medicaid. Makes the pharmacy copayment a flat copayment of \$1.00 per prescription or refill and no longer bases the copayment on the preferred or non-preferred status of the drug on the Preferred Drug List (PDL), consistent with federal regulations and state legislative requirement.

N-6. Amendments to Chapters 81 and 82, Medicaid. Expands the Special Population Nursing Facility criteria to include persons residing in an intermediate care facility for persons with medical complexity up to age 30. The rules will increase the number of qualified providers available to meet the needs of young adults with complex medical conditions.

Council requested further clarification on the actual rate Child Serve will be paid and thought the wording was confusing.

N-7. Amendments to Chapter 87, Family Planning Program. These amendments are legislatively mandated changes regarding distribution of funds and participating providers of the Family Planning Program (FPP).

Council requested information on how many people were served (or not served) since the new program started July 1, 2017.

Motion was made by Wallace to approve the noticed rules and seconded by Hansell. MOTION CARRIED UNANIMOUSLY.

APPROVAL OF MINUTES

A motion was made by Heffernan and seconded by Hansell to approve the minutes of July 11, 2018. MOTION CARRIED UNANIMOUSLY.

OVERSIGHT OF MANAGED CARE

Mike Randol, Medicaid Director, Iowa Medicaid Enterprise (IME), provided the following report:

- The Progress Improvement Workgroup continues to meet. Four subgroups were formed covering credentialing, prior authorization, claims payments, and data (healthy outcome data and operational data).
- Staff is compiling the results of a survey sent to providers regarding their training needs.

Hansel requested that Randol, at a future meeting, discuss the kinds of problems that seem to be the most difficult to resolve and if those problems are common across states. Randol responded that most problems are not unique to Iowa and that Medicaid Directors across the nation meet twice a year to discuss the issues and challenges facing states.

Anderson suggested that Randol, at the next Council meeting, share his top five problems and frustrations and if they are shared among other states.

REVIEW OF MCO QUARTERLY REPORT

Liz Matney, Chief, MCO Oversight and Supports Bureau, Iowa Medicaid Enterprise, provided an overview of the “Managed Care Organization Report: SFY 2018, Quarter 3 (January-March) Performance Data Report.”

- The number of ‘Health Risk Assessments’ (page 9) completed by UnitedHealthcare rose significantly due to the large number of members that transitioned from AmeriHealth.
- ‘Service Plans Completed Timely’ and ‘Level of Care Reassessments Completed Timely’ (pages 17-18) metrics are important to the State as HCBS programs are monitored and also particularly important to CMS as they monitor the State’s administration of the HCBS programs. For both of these metrics the standard is that the service plans are updated and the care assessments are completed at least annually. Matney noted that a member’s services are not interrupted if the service plan is not updated timely.
- Responding to a question from Hansell regarding examples of ‘Critical Incidents’ (page 19), Matney reported that it is important to look at it from a reporting period perspective and also backtrack - looking at it from a baseline perspective (a trend over time) to give it context. Kudej requested more information/clarification on the injuries. Matney responded that she could pull more data to give more context, and noted that these are unduplicated numbers and in more than one category and reporting period.
- Matney noted that in regard to the “Iowa Participant Experience Survey Reporting” (page 20) - issues are flagged for follow-up. The survey sample size is approved by CMS.
- In regard to the call center statistics (page 27) related to ‘transportation’ and why the Amerigroup’s numbers appear high, Matney noted that UnitedHealthcare’s ‘transportation’ program is included under their ‘bucket’ of benefits and the calls do not necessarily reflect a member calling in with a problem with transportation, but also reflects inquiry calls. Member’s grievances regarding transportation are found on page 23. To provide context, transportation grievances total 171 for both Amerigroup and UnitedHealthcare - the number of trips that are scheduled for that time period totaled 300,000.
- Regarding ‘Health Plan Claims Payments’ (page 32), the metric for timeliness has been met. Senate File 2418 requires the Department to conduct a small claims audit for the LTSS population and that audit is being arranged. The average days from receipt to adjudication of the claims to the MCO’s was 6-8 days.

- A drop in 'Value Added Services' (page 39) from the last quarter is largely attributed to the transfer of members from AmeriHealth to UnitedHealthcare, or to 'fee-for-service' and then to Amerigroup. Some 'Value Added Services' are specifically related to a situational condition that the member is experiencing, such as pregnancy. DHS is working with the MCO's to outline what they are going to continue to be offering for the next fiscal year and what they will bring on as new Value Added Services.
- In response to a question from Hansell, Matney reported that "COB" stood for 'Cross-Over Benefits' and Matney would get back to Hansell regarding why there wasn't more consistency of categories among MCO's (page 30) and noted that it isn't always an 'apples to apples' comparison when looking from Amerigroup, to AmeriHealth, to UnitedHealthcare and the Department looks at the reports over time to get a better perspective.
- In response to a question from Kudej, Matney reported that providers have 180 days from the date of service for an initial claim to be filed (page 33). For a claims adjustment, the provider has an additional 365 days to correct it.

UPDATE ON DHS RESPONSE TO RECENT NATURAL DISASTERS

Vern Armstrong, Administrator, Division of Field Operations, provided the following report:

- Whenever there is a disaster it is up to the local communities to decide the level of response needed. If additional assistance from the State is requested, the local emergency management coordinator works with Iowa Homeland Security to request a Governor's declaration of disaster. The declaration can be for either public assistance (roads, dam repair, clean-up, etc.) or individual assistance.
- The Individual Assistance Grant Program (IAGP) helps low income residents pay for repair to their homes or for property replacement with grants totaling up to \$5,000 for each household. To be eligible, the household has to be under 200% of the federal poverty guidelines, to be reimbursed for uninsured items. Individuals have 45 days to apply for the IAGP - and the program runs for 120 days after the declaration. This program is run by a contract with local emergency assistance agencies.
- In FY18, Iowa experienced 9 declared disasters and, so far, in FY19 (starting on July 1, 2018) there have been 4 declared disasters. The FY19 disasters include 9 counties and the Iowa Executive Council has approved \$1.6M for the IAGP. So far in FY19, the IAGP has paid 118 households with 651 pending and 5 denied.
- Information and applications can be found on the Department's website and a toll-free phone number is provided.

- In 2016, new legislation created ‘Disaster Case Management’ that is tied to community action agencies. Disaster case management provides a case worker to help a family develop a recovery plan for their unmet disaster needs and help them work to accomplish their plan. This program runs for six months after the disaster and people can apply any time during that six months. In FY18 over \$98,000 has been spent for disaster case management and in FY19 over \$21,000 has been spent.
- Another program the Department coordinates, when requested, is the “Disaster Behavioral Health Response Team” out of the Mental Health and Disabilities Services (MHDS) Division. The team (18 volunteers) have been working in Marshalltown providing behavioral health needs assessments, psychological crisis counseling, stress debriefing, etc.

Anderson reported that he serves on ‘Long Term Recovery Committees’ in three different counties and, in his experience, the Department’s system is efficient and working very well.

DIRECTOR’S REPORT

Jerry Foxhoven, Director, provided the following report:

- Amerigroup and UnitedHealthcare managed care organizations conducted extensive outreach in the three communities affected by the recent tornados (Marshalltown, Pella and Bondurant).
- In an effort to provide positive news, now and then, Foxhoven shared a story of an Amerigroup member who was homeless and suffering from medical and addiction challenges. Due to Amerigroup’s intervention, the member is thriving under a comprehensive plan to address her various needs.

NEXT MEETING

Council decided to hold a day-and-a-half budget meeting in September. The Council will meet beginning at 1:00 p.m. on September 11, 2018, until late afternoon and then re-convene at 9:00 a.m. on September 12, 2018.

ADJOURNMENT

Council adjourned at 11:40 a.m.



Meeting Minutes September 11 - 12, 2018

COUNCIL MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – present	Jerry Foxhoven - present
Phyllis Hansell – present	Mikki Stier - present
Alexa Heffernan – absent	Jean Slaybaugh - present
Kimberly Kudej – present	Sandy Knudsen - present
Kim Spading – present	Vern Armstrong - present
Sam Wallace – present	Mike Randol - present
	Matt Highland - present
	Rick Shults - present
	Bob Krebs - present
	Julie Allison - present
	Anthony Lyman - present
	Joe Havig - present
	Nancy Freudenberg - present 9/12 only
	Carol Eaton - present 9/12 only
	Jennifer Steenblock - present 9/12 only
	Janee Harvey - present 9/12 only
	Jana Rhoads - present 9/12 only
	Merea Bentrrott - present 9/12 only
	Kathy Blume - present 9/12 only

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – present
Representative Lisa Heddens – absent
Senator Amanda Ragan – absent
Senator Mark Segebart – present on 9/12 only

Guests on September 11, 2018

Erin Cubit, Iowa Hospital Association
Kelsey Thien, House Democrat Caucus
Natalie Ginty, House Republican Caucus
Jess Benson, Legislative Services Agency
Maddie Miller, Advocacy Strategies
Angelica Cardenas, Child and Family Policy Center
Paige Petitt, UnitedHealth Care
Sara Allen, Cornerstone Government Affairs
Sandi Hurtado-Peters, Department of Management
Kris Bell, Senate Democrat Caucus
Patty Funaro, Legislative Services Agency
Flora A. Schmidt, IBHA
Nancy Norman, Citizen
Tony Leys, Des Moines Register

Guests on September 12, 2018

Erin Cubit, Iowa Hospital Association
Kelsey Thien, House Democrat Caucus
Sheila Hansen, Child and Family Policy Center
Sandi Hurtado-Peters, Department of Management
George Eichhorn, ChildServe
Kris Bell, Senate Democrat Caucus
Hannah Beach, Legislative Services Agency
Patty Funaro, Legislative Services Agency
John Hedgecoth, Amerigroup
Jill Applegate, Every Child Matters
Kent Ohms, Legislative Services Agency
Flora A. Schmidt, IBHA
Tony Leys, Des Moines Register

Call to Order

Mark Anderson, Chair, called the Council meeting to order at 1:00 p.m. on September 11, 2018.

Roll Call

All Council members were present with the exception of Heffernan.
All ex-officio legislative members were present with the exception of Representative Heddens and Senators Ragan and Segebart.

Director's Comments

Jerry Foxhoven, Director, reported that the department, in an effort to save money, will not be printing hard copies of the budget beyond the copies for the Council members. Charts on pages 2-1 through 2-5 were reviewed that showed the total DHS clients served, the SFY2020 budget by funding source, program funding percentages and DHS staff salary comparisons.

Foxhoven thanked the Division of Fiscal Management staff for their hard work in putting the budget book together.

Spading requested a 'pre and post' Managed Care staff comparison.

Budget Overview

Jean Slaybaugh, Administrator, Division of Fiscal Management, reviewed page 2-5 which compared the SFY19 enacted appropriation and the SFY20-21 Department request. What is presented is largely a status quo request with the exception of Medicaid, CHIP, Adoption and Child Care Assistance where there is either a mandate or Federal changes that need additional aspects of Federal regulations implemented.

SFY 2020 and 2021 Budget Presentations

Staff presentations were provided to the Council on each section of the appropriation requests. The presentations provided an overview of the agency's work with nearly 988,324 Iowans who benefit from the programs and services administered by DHS. The budget recommendations can be found on the DHS website: <https://dhs.iowa.gov/budget-reports>

The following presentations were discussed in detail:

Improve Iowan's Health Status

Iowa Medicaid Enterprise (IME)

- Medical Assistance (Mike Randol, Medicaid Director)
- Iowa Health and Wellness Plan (Mike Randol)
- Children's Health Insurance Program (Mike Randol)
- Medical Contracts (Mike Randol)
- State Supplementary Assistance (Mike Randol)

Hansell requested data on how many people pay 'co-pays' (page 3-18).

Hansell requested a listing of the current 39 contractors that provide medical services (page 3-30).

Spading inquired about the sum of what is being paid in medical contracts (page 3-30).

Spading questioned the increase over the last two years in the Medicaid cost per member (page 3-8). She stated this was the opposite of what was expected. Randol offered to look at the driving factors behind those figures. Foxhoven noted that the cost of healthcare continues to increase as well as the increase in complicated care cases and the elderly population.

Promote Iowan's Behavioral & Disabilities Health Status

Division of Mental Health and Disability Services

- Cherokee Mental Health Institution (Rick Shults, Division Administrator)
- Independence Mental Health Institution (Rick Shults)
- Glenwood Resource Center (Rick Shults)
- Woodward Resource Center (Rick Shults)
- Conner Training (Rick Shults)
- Civil Commitment Unit for Sexual Offenders (Rick Shults)
- State Payment Program (Rick Shults)
- MHDS Regional Funding (Rick Shults)

Wallace requested a cost of service comparison for all institutions over the last several years.

Kudej inquired as to how long most of the clients have been in the CCUSO program.

Recess

The Council recessed at 4:20 p.m.

Call to Order

Mark Anderson, Chair, reconvened the Council meeting at 9:00 a.m. on September 12, 2018.

Roll Call

All Council members were present with the exception of Heffernan.

All ex-officio legislative members were present with the exception of Representative Heddens and Senator Ragan.

Rules

Nancy Freudenberg presented the following rules:

R-1. Amendments to Chapter 7, Appeals. Allows household members who are suspected of an intentional program violation an opportunity to waive their right to an administrative disqualification hearing, if they so choose.

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

R-2. Amendments to Chapter 79, Medicaid. Rescinds rules regarding fee-for-service with cost settlement for Targeted Case Management (TCM). Also revises the existing fee schedules for TCM and Case Management (CM) under the Home- and Community-Based Services waiver and Habilitation (Hab) programs. TCM and CM provider agencies will no longer be required to submit an annual cost report. Allows the Department to standardize rates for TCM and CM provider agencies. These rates will only apply to members who are enrolled in Medicaid as fee-for-service.

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

R-3. Amendments to Chapter 79, Medicaid. Adjusts home health agency Low Utilization Payment Adjustment (LUPA) rates to reflect approximately \$1,000,000 of additional state appropriations for reimbursement in accordance with 2018 Iowa Acts, Senate File 2418, section 39. This amendment will increase home health agency provider rates.

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

R-4. Amendments to Chapter 79, Medicaid. Revises the current inpatient hospital 30-day readmission policy to exclude readmissions that are planned for repetitive or staged treatments and clarifies that the policy does not apply to critical access hospitals.

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

R-5. Amendments to Chapter 79, Medicaid. Makes the pharmacy copayment a flat copayment of \$1.00 per prescription or refill and no longer bases the copayment on the preferred or nonpreferred status of the drug on the Preferred Drug List (PDL), consistent with federal regulations and state legislative requirement.

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

R-6. Amendments to Chapters 81 and 82, Medicaid. Expands the Special Population Nursing Facility criteria to include persons residing in an intermediate care facility for persons with medical complexity up to age 30. The rules will increase the number of qualified providers available to meet the needs of young adults with complex medical conditions.

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

R-7. Amendments to Chapter 87, Family Planning Program. These amendments are legislatively mandated changes regarding distribution of funds and participating providers of the Family Planning Program (FPP).

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

Notices of Intended Action

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

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

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

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

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

[Continuation of the SFY 2020 and 2021 Budget Presentations](#)

Jana Rhoads, the new Administrator for the Division of Adult, Children and Family Services, was introduced to the Council.

Improve Safety, Well-Being & Permanency for Iowa's Children

Divisions of ACFS and MHDS

- Child Abuse Prevention (Janee Harvey, Chief, Bureau of Child Welfare and Community Services)
- Adoption Subsidy (Janee Harvey)
- Child and Family Services (Janee Harvey)
- Eldora State Training School (Rick Shults)
- Comprehensive Family Support Programs (Julie Allison, Chief, Bureau of Child Care Services)

Senator Segebart requested the rate of termination of parental rights (page 5-5).

Improve Iowan's Employment & Economic Security

Divisions of ACFS and Field Operations

- Family Investment Program (Mikki Stier, Deputy Director)
- Food Assistance (Mikki Stier)
- Child Care Assistance (Julie Allison)
- Child Support Recovery (Vern Armstrong, Administrator, Division of Field Operations)

Effectively Manage Resources

Divisions of Field Operations and Fiscal Management

- Field Operations (Vern Armstrong)
- Volunteers (Vern Armstrong)
- General Administration (Jean Slaybaugh)

Senator Segebart inquired about the number of employees there were at the 'start date' of SFY18 (page 7-3).

Allocation of Specific Federal and State Funds

- TANF & Block Grants (Jean Slaybaugh)

Technology Requests

Division of Information Technology

IT Transformation and Modernization (Anthony Lyman, Administrator, Division of Information Technology)
Major Technology Projects (Anthony Lyman)

Spading noted that it may be worth exploring ways to partner with the University of Iowa.

General Budget Discussions

Foxhoven reviewed his responses to the Chair's written request for 'true program and operating needs of the department.' (handout provided to Council members)

FY 2020 and FY 2021 Budget Decisions

A motion was made by Hansell to approve the proposed state fiscal year 2020 and state fiscal year 2021 status quo budget request, with the identified changes for Medicaid, CHIP Adoption and Child Care Assistance as well as replacement of one-time funds appropriated to Medical Contracts as part of the state fiscal year 2019 status quo. This includes state general funding, related federal funding and other funding including TANF, SSBG, the Health Care Trust Fund and all other sources of funding as associated with the DHS budget request document." The motion was seconded by Wallace. MOTION CARRIED with Kudej and Spading opposed.

A motion was made by Wallace to allow the Department to make adjustments, including federal match rates changes, necessary to the Council's state fiscal year 2020 and state fiscal year 2021 budget recommendations. The motion was seconded by Hansell. MOTION CARRIED UNANIMOUSLY.

A motion was made by Wallace to submit a separate additional budget request for consideration by the Governor's office. Included in that additional budget request also a request for funding to address the comprehensive technology needs of the department. The additional budget request should be prioritized as directed by the Council. The motion was seconded by Kudej. MOTION CARRIED UNANIMOUSLY. (Anderson will draft a letter for the Council's review and input and will share the 'final' product with the Council before it's submission to the Governor).

Approval of Minutes

A motion was made by Kudej and seconded by Hansell that the minutes of August 8, 2018 be approved. MOTION UNANIMOUSLY CARRIED.

Director's Report

Foxhoven provided the following report:

- Foxhoven and Mikki Stier have been visiting field and institution offices over the last few weeks.
- The Department is in the process of developing proposed legislative changes

Adjourn

Council adjourned at 2:20 p.m.



Executive Committee Summary of Meeting Minutes July 12, 2018

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Jerry Foxhoven -
Dennis Tibben – present	Michael Randol - present
Dan Royer – present	Julie Lovelady -
Shelly Chandler – present	Liz Matney - present
Cindy Baddeloo – present	Kevin Kirkpatrick - present
Casey Ficek – present	Lindsay Paulson -
Lori Allen –	Sean Bagniewski -
Richard Crouch –	Luisito Cabrera - present
	Alisha Timmerman -

Introduction

Gerd called the roll call at 10:34 A.M. Executive Committee attendance is as reflected above and quorum was not met.

Approval of the Executive Committee Meeting Minutes of June 12, 2018

No vote was taken to approve the June 12, 2018, Executive Committee meeting minutes.

Legislative Report Subcommittee Update

Gerd reviewed the subcommittee working document. He stated the subcommittee intends to develop recommendations by the September 11, 2018, Executive Committee meeting and for the Executive Committee to deliver a final legislative report by the December 31, 2018, deadline.

Discussion on Medical Necessity

Liz provided a general definition of medical necessity. She stated that the Iowa definition of what is medically necessary is outlined in the contract and determines the appropriateness of services.

Discussion on Cost Avoidance Estimate

Mike stated that he wanted to dispel the confusion surrounding cost avoidance and cost savings by moving away from comparing Fee-for-Service (FFS) and Managed Care (MC). He stated that the methodology identified an acceptable base year for comparison and compared Medicaid cost prior to managed care and Medicaid cost after managed care.

Medicaid Director's Update

Legislative Update

Mike stated that Senate File 2418 established numerous requirements for the Medicaid program that necessitated the establishment of different workgroups to meet the various deadlines.

Dental Wellness Plan (DWP) Update

Mike stated that this involves the alignment of the Dental Wellness Plan (DWP) with *hawk-i*, and state employee dental plans and implements an annual benefit maximum (ABM) of \$1,000 to ensure sustainability.

Summary of Monthly Reports on Service Terminations and Reductions that are provided to the Iowa Office of the Ombudsman

Mike stated that the IME does not provide reports on service terminations and reductions to the Ombudsman's office but that MCO reports on service terminations and reductions are monitored very closely by the IME.

Process Improvement Working Group

Mike gave a brief summary of recent activities by the main working group and the four sub groups. He stated that they are pulling together a lot of providers and provider types to make sure that the IME understands their issues and challenges and the recommendations for resolutions. He added that information regarding the various subgroups and their progress is accessible via the website. He stated that quarterly provider training is being planned but will be clarified through informational letters.

MCO Contracts

Mike stated that he anticipates that this will be completed soon for all three MCOs.

Open Discussion

Gerd updated the Executive Committee regarding the discussion at the June 12, 2018, Executive Committee meeting concerning legislative lobbying by MCOs and the potential conflict of interest that may arise. Gretchen Kramer from the Attorney General's Office suggested that this should be addressed through Ethics and Campaign Finance.

Gerd also outlined a list of items for potential inclusion in the MAAC Full Council meeting agenda.

Adjourn

11:20 A.M.



Full Council Summary of Meeting Minutes August 9, 2018

Introduction and Roll Call

Gerd called the meeting to order and performed the roll call. Full Council attendance is as reflected in the separate roll call sheet. Quorum was not met.

Approval of the Full Council Meeting Minutes of February 19, 2018, and May 3, 2018

Minutes of the Full Council meetings of February 19, 2018, and May 3, 2018, were not put to a vote because quorum was not met.

Gerd acknowledged the Governor's appointment of four new MAAC Full Council public members; Thomas Broeker, Jason Haglund, Amy Shriver, and Marcie Strouse.

Legislative Report Subcommittee Update

Gerd stated that the subcommittee was developed in response to a requirement of Senate File 2418, Section 131 which requires the MAAC Executive Committee to review data that is being collected by the Department and recommend additional data to be included in period reports to the general assembly. He stated that the group consists of Gerd, Kacey Ficek, Shelly Chandler, Cindy Baddeloo, and Dennis Tibben. The timeline for the recommendations and future topics were reviewed.

Long-Term Care Ombudsman Update

Cynthia Pederson was not in attendance. This topic is to be discussed at the November 8, 2018, Full Council meeting. The July 2018 Long-Term Care Ombudsman report is available on the [Managed Care Ombudsman Program Website](#)¹.

Election of MAAC Members Update

The Executive Committee is elected for two-year terms, beginning at the start of a State Fiscal Year (SFY). Ballots were made available to Professional Entity representatives for the election of 5 Professional Entity representatives to the Executive Committee and an electronic version of the ballot was to be sent; the election was to conclude on August 23, 2018. Ballots were to be sent to public members at a later date for the election of the 5 public representatives, and co-chair to the Executive Committee. The SFY19 through SFY20 Executive Committee was to be determined by the September 2018 Executive Committee meeting.

Director Foxhoven Recommendations and Response

Gerd briefly reviewed the SFY18 Q2 recommendations response letter from Director Foxhoven that was made available in the materials packet.

Update from the Medicaid Director

Legislative Update

Mike stated that Senate File 2418 established numerous requirements for the Medicaid program that necessitated the establishment of different workgroups to meet the various deadlines.

¹ <https://www.iowaaging.gov/state-long-term-care-ombudsman/managed-care-ombudsman-program/managed-care-ombudsman-program-reports>

Dental Wellness Plan Update:

The IME will be implementing a \$1,000 Annual Dental Benefit Maximum (ABM) effective September 1, 2018, that will not apply to preventive or emergency dental services and some specific sedation codes; informational letters have been published.

Process Improvement Working Group:

Additional information regarding the working group can be found on the Process Improvement Working Group website. He stated that provider trainings are to occur more frequently to assist providers and a survey had been sent to providers requesting topics of interest for the meetings.

MCO Contracts:

Mike stated that he anticipates that this will be completed soon and Iowa Total Care is currently working with providers to develop their network. Additional information regarding the distribution of members amongst the MCOs will be communicated at a later date and members will continue to have a choice period for their MCO selection.

Action Items:

The Action Items document was provided in the materials packet.

Quarterly Managed Care Report

The Q3 SFY18 report was made available in the materials packet. Liz provided data on Health Risk Assessments (HRAs), Member and Provider Services helplines, timeliness of claims payments, Value Added Services, pharmacy and medical Prior Authorizations (PAs), intake admissions and care coordination. Liz and Mike explained that Value Added Services such as tobacco cessation are additional services provided by the MCOs to the member beyond their Medicaid services and the MCOs are not required to offer the same Value Added Services; a list of Value Added Services is available on the DHS website.

Updates from MCOs

The UnitedHealthcare Plan of the River Valley, Inc. (UnitedHealthcare) representative, Paige Petit, and Amerigroup Iowa, Inc. (Amerigroup) representative, John McCalley, provided updates regarding their natural disaster relief efforts in Marshalltown and Polk County following tornados and flooding. Paige and John identified that the MCOs must establish Value-Based Payment (VBP) models that cover 40 percent of their member populations and both MCOs were working with providers to meet that requirement. Representatives from the MCOs regularly attend the Process Improvement Working Group meetings and the MCOs are implementing changes based on the information provided by providers in the meetings.

Action Item:

- The Department to provide a comparison of service usage for Medicaid benefits that are also Value Added Services.; how many Medicaid members are receiving these services through the Medicaid program and not through Value-Added Services.

Open Comment (Open Comment Opportunity for Members)

Senator Bolkcom stated that he recently attended a Medical Cannabidiol Advisory Board meeting and that a doctor had presented information regarding opioid issues and how medicinal marijuana could assist in this matter and decrease the current costs associated with prescription medications for this concern. He stated that the Department could review the possibility of authorizing medicinal marijuana for Medicaid recipients; especially members with epilepsy.

Amy Shriver noted that in review of the Q3 FY18 Medicaid Managed Care Quarterly report that 55% of the Medicaid population were age 21 and younger and stated that moving forward, she would like the Full Council to address cost savings and preventive measures starting at the infant level. Liz Matney requested that Amy volunteer for a subgroup of the Process Improvement Working Group which will discuss children receiving Medicaid and Amy accepted.

Adjourn

3:30 P.M.



Executive Committee Summary of Meeting Minutes August 21, 2018

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Jerry Foxhoven -
Dennis Tibben – present	Michael Randol - present
Dan Royer –	Julie Lovelady -
Shelly Chandler –	Liz Matney - present
Cindy Baddeloo –	Kevin Kirkpatrick - present
Casey Ficek – present	Lindsay Paulson -
Lori Allen – present	Sean Bagniewski -
Richard Crouch – present	Luisito Cabrera - present
	Alisha Timmerman - present

Introduction

Gerd called the roll call at 3:03 P.M. Executive Committee attendance is as reflected above and quorum was not met.

Approval of the Executive Committee Meeting Minutes of June 12, 2018 and July 12, 2018

With no quorum, no vote was taken to approve the June 12, 2018 and July 12, 2018 Executive Committee meeting minutes.

Legislative Report Subcommittee Update

Gerd stated that at the August 15, 2018 subcommittee meeting, the group continued to develop the cross walk document. He recapped the results of the first two subcommittee meetings to frame the discussion of the third meeting. He stated that the group made sure that discussion included behavioral health, substance abuse, LTSS and overall acute care, HEDIS data, annual versus quarterly managed care reports, being able to electronically query data to make it easier to analyze the volume of data in the report. Gerd stated that he is working to create a draft subcommittee report for review by the subcommittee at the next subcommittee meeting on September 5, 2018 and for eventual review by the Executive Committee at the September 18 Executive Committee meeting.

Value-Added Services

Gerd stated that this was a follow up on the Value-Added Services discussion at the August 9, 2018 MAAC Full Council meeting with the aim to identify questions and issues that the Committee would like to have more information from the MCOs regarding these Value-Added Services. He cited as an example, information on tobacco cessation but that each MCO offer a variety of these services. Mike clarified that MCOs decide what services they want to offer as choices for members.

Medicaid Director's Update

Provider Reimbursement

Mike addressed a letter that was received regarding Medicaid network adequacy and reimbursement rates. He stated that the network adequacy report is closely monitored by the IME with the aim to ensure that any issues that arise are addressed with the MCOs. In another letter involving a request to include a medication to the PDL, Mike agreed to have the IME address this issue at the next Executive Committee meeting.

Future Agenda Item:

Presentation by the IME at the September 18, 2018 Executive Committee meeting regarding Pharmaceutical and Therapeutics Committee Decision

General Budget Discussion

Mike stated that there is a DHS Council presentation on September 11 and 12 regarding the budget. Gerd suggested possibly having a budget presentation at the September or October Executive Committee meeting

Future Agenda Item:

Presentation by the IME at either the September or October Executive Committee meeting as an update based on the DHS Council meeting.

Action Items

Mike reviewed the items on the action items document. He specified that gathering feedback from Health Homes is still ongoing.

Open Discussion

Rick Schultz, administrator for Mental Health and Disability Services (MHDS), gave a presentation to the Committee as an update on the current status of MHDS.

Gerd gave an update on the orientation of new public members and the MAAC election.

Adjourn

4:23 P.M.



Executive Committee Summary of Meeting Minutes September 18, 2018

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

Introduction

Gerd called the roll call at 2:03 P.M. Executive Committee attendance is as reflected above and quorum was met.

Approval of the Executive Committee Meeting Minutes of June 12, 2018, July 12, 2018, and August 21, 2018

The minutes of the June 12, 2018, July 12, 2018, and August 21, 2018 meetings were approved.

Governance Presentation

Assistant Attorney General for DHS, Gretchen Kraemer, briefly discussed the open meetings law and the open records law. She explained the various MAAC responsibilities of both the Full Council and the Executive Committee as outlined in the [Iowa Administrative Code](#)¹.

Data Recommendations Subcommittee Update

Gerd explained that the subcommittee’s work is in response to Senate File 2418 which asked the MAAC Executive Committee to issue recommendations for revisions to the quarterly and annual data reports issued by DHS. Gerd indicated that one of the objectives is to review the data and make recommendations on changes to the presentation of the data. He indicated that the Executive Committee should intend to provide timely feedback on the current draft of the recommendations so an edited version may be presented to the Full Council by October 1, 2018. Gerd added that he would like to give the Full Council two weeks to review and provide further feedback on the draft of the document and eventually have the Subcommittee and Executive Committee refine the document to its

¹<https://www.legis.iowa.gov/docs/iac/rule/441.79.7.pdf>

DIRECTOR'S REPORT

Director's report was given by Mike Randol, Medicaid Director. He reported that enrollment in **hawk-i** seems stable. He reviewed the financial statements and pointed out that we seem to be where we should be at this point in the fiscal year.

Randol asked if there is a reason reports are displayed as they are. He would like reports to be more visually pleasing. This will be worked on in the future.

REVIEW OF MCO QUARTERLY REPORT

Liz Matney, MCO Bureau Chief, pointed out a few highlights of the Quarter 3 report. Amerihealth has transitioned their business outside the State of Iowa. She encouraged readers to remember that the data is a snapshot in time. All questions that may arise after the meeting can be sent to Nick and they will be answered as soon as possible. She also pointed out the Quarter 4 report will be published and she will return to present that information at the October meeting.

APPROVAL OF MINUTES

The minutes for May and June, 2018 meetings were inadvertently not included in the Board packet. Approval tabled until October meeting.

DELTA DENTAL CONTRACT

Heather Miller gave an overview of the Delta Dental Contract that has recently been signed. She reported this is a one-year contract with the possibility of five (5) yearly extensions.

The current capitation rate is \$22.99 per member. The increased rate is \$23.26 (+\$0.27).

After discussion about benefits to higher risk constituencies, Gretchen Hageman from Delta Dental will present data at the October meeting on:

- Preventive services- approvals and denials
- Fluoride services - approvals and denials
- High risk members

Moved by Jonathan Crosbie and seconded by Kaaren Vargas to approve the Delta Dental Contract.

MOTION CARRIED UNANIMOUSLY.

MAXIMUS AMENDMENT

Anna Ruggle presented the Fourth Amendment to the MAXIMUS **hawk-i**-contract. The purpose of the amendments is to raise compensation to \$36,000,000 for the life of the contract.

Motion to approve by Jim Donoghue, second by Kaaren Vargas.

MOTION CARRIED with Angela Burke Boston abstaining.

hawk-i OUTREACH REPORT

Jean Johnson, Iowa Department of Public Health **hawk-i** coordinator, mentioned that three of the telephone participants in this meeting are Outreach Coordinators. Her report went on to highlight the success stories she compiled. She encouraged the Board members to read and enjoy the stories. She also reported that she will attend several conferences and meeting during the fall.

hawk-i CLINICAL OUTREACH COMMITTEE REPORT

Dr. C. David Smith gave a report highlighting the activities of the **hawk-i** Clinical Advisory Committee. The committee met in July. Discussion centered on drug prescribing protocols.

COMMUNICATION UPDATES

Kevin Kirkpatrick reported that work continues on electronic distribution of Medicaid news.

PUBLIC COMMENT

None

NEW BUSINESS

Kohlsdorf asked for any information about the concerns on Speech Therapy and the MCO's. Liz Matney reported that IME is still looking at the numbers and will report back to the Board as soon as that information is confirmed.

NEXT MEETING

The next meeting will be October 15, 2018.

ADJOURNMENT

Meeting adjourned at 2:04 p.m.



BOARD MEETING MINUTES
August 20, 2018

BOARD MEMBERS

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

Staff

Mike Randol
Liz Matney
Anna Ruggle

EX-OFFICIO LEGISLATIVE MEMBERS

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

Heather Miller
Kevin Kirkpatrick
Nick Peters

Guests

Nancy Lind, UnitedHealthcare
Kris Bell, Senate Democratic Caucus
Amand Loder, Brown Winick Law Firm
Sandi Hurtado Peters, IDOM
Mary Nell Trefz, Child and Family Policy Center
Gretchen Hageman, Delta Dental of Iowa
Jess Benson, Legislative Service Bureau

CALL TO ORDER

Eric Kohlsdorf called the meeting to order at 12:34 p.m.

ROLL CALL

A quorum was present.

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MOTION CARRIED UNANIMOUSLY.

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Motion to approve by Jim Donoghue, second by Kaaren Vargas.

MOTION CARRIED with Angela Burke Boston abstaining.

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NEXT MEETING

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ADJOURNMENT

Meeting adjourned at 2:04 p.m.

hawk-i Board Minutes

August 20, 2018

Submitted by,

Nick Peters, Recorder of Minutes