



Public Health
Prevent. Promote. Protect.

Webster County Health Department
723 1st Avenue South, Suite 220
Fort Dodge, IA 50501
Telephone: (515) 573-4107 Fax: (515) 955-1682
Email: public_health@webstercountya.org

November 3, 2015

Talking points for the Health Policy Legislative Meeting

1. Webster County Health Department, we are a CMS Certified Home Care Agency, local governmental public health agency, a Maternal/Child Health Screening Center and a Public Health Provider with IME.
2. I'd like to give a boots on the ground perspective.
3. Aggressive timeline is causing confusion and chaos to members, member's families, and providers.
4. This confusion leads to uncertainty in the delivery of the health care.
5. Manuals are not inclusive to all current Medicaid provider types. Maternal and Child Health Centers, Public Health have been omitted from the manuals as provider types.
6. We are concerned about the lack of knowledge of the MCO's to Iowa Medicaid services.
7. Contracts are not inclusive to the current provider types.
8. We are concerned about the lack of a communication process and plan to members, caregivers, and providers. Communication lacks the structure of how to receive services. We'd like to see a communication plan that includes how the MCO plans to reach members with disconnected telephone numbers, members who have moved several times, and members with no access to a computer.
9. Public health advocates for the population we have jurisdiction over. The Medicaid population is our most vulnerable population. The only constant entity is the local public health or community based service. Engage and communicate with these agencies to better serve the members.
10. Uncertainty of care to members: Will a member's specialist, provider and pharmacy sign with the same MCO? What if my hospital and my provider have signed with different MCO's. How will a member know to access care from several MCO's. Who would be the primary care coordinator if multiple MCO's are assigned to a member?
11. Our public health agency is located in a health shortage area. We provide gap filling services in direct coordination with our providers and our mental health providers. Public health focuses on pre-conception to elderly. Public Health is the only constant entity with some of these members. Engage local public health in the decision making process in the community. Members are already coming to public health for answers. They are asking questions. Questions that we do not have the answers too.
12. Local Public Health agencies are the boots on the ground. All of the MCO's stated they will be hiring case managers to provider services. Why not contract services with a local entity to provide the services to the members they are already serving and to a community that we are engaged and part of? This is a more cost effective way to provide community based services.
13. Our request: SLOW DOWN this process
14. Develop an implementation process that is clear and easily understandable by all.
15. Establish a communication plan to address hard to reach members that includes community partners.
16. Learn Iowa's processes and provider types. Completely understand what is currently provided.
17. Update and correct the manuals to reflect current practices.

Respectfully,
Kari Prescott
Director, Webster County Health Department