



MEMORANDUM

Health Policy Oversight Committee

December 4, 2015

Page 2

Medicaid Managed Care = Ongoing Preparedness

The Iowa AAA's continue to prepare, plan, and anticipate for the transition to Medicaid managed care. As an ongoing oversight committee, we recommend you continually monitor the following areas for the success and sustainability of Medicaid managed care in Iowa:

Timeline – Adequate lead time is needed for both consumer and community-based providers to learn and make informed decisions. For providers specifically, as changes occur, appropriate time is needed to modify service delivery for consumers and retool administrative processes to stay in business.

Provider Network Readiness – Provider network adequacy and readiness are key for continual preparedness for those to be served and cared for. An effective and efficient provider system – in urban and rural areas – should be continually assured to meet the objectives of managed care; meeting the goals for all stakeholders involved.

Communication Process – With a significant change such as the implementation of and the ongoing requirements of Medicaid managed care, timely and thorough communication is needed. Supplying provider information a few days before changes are to occur is not adequate time for absorbing information, planning, preparation, and feedback. More lead time and comprehensive information will facilitate quality and cost effective care for those supported by the Iowa Medicaid System.

Utilization of Existing Resources – The Iowa AAA's, with an integrated statewide network, have expressed interest and support to be a part of the Medicaid managed care implementation and as an on-going resource after the "go-live" date. Utilizing existing, trained experts already in place is cost effective and should facilitate a higher state of preparedness and long-term results.

Transition of Medicaid Members During Change – Monitoring how Iowa Medicaid Members are transitioned between providers and services to ensure some of Iowa's most frail and vulnerable citizens, such as those receiving case management support, are effectively and efficiently handed off between providers – without incident – should be on-going.

Let's Work Together

Iowans are known for doing what's right and getting the job done. Let's work together and make Iowa's Medicaid healthcare system a model for others – and build Iowa as the state to age in place.

The Iowa Area Agencies on Aging pledge our continued support to be an important partner and collaborator preparing for Iowa's future.