

**BROADLAWNS MEDICAL CENTER**  
Presentation  
for the  
Medical Assistance Projections and  
Assessment Council  
June 30, 2006

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**Overview of the Presentation**

- Review of Broadlawns Medical Center and the IowaCare Program
- Unresolved Issues or Concerns
- Recommendations to the Council

Page 2

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**IowaCare Benefits Provided to the Enrollees**

- Similar benefits as received by the Medicaid Title 19 patients except mental health services and pharmacy as noted below.
- If any of the patients who are enrolled in the IowaCare Program qualifies for the BMC Community Care Program, we provide them with outpatient pharmaceuticals.
- No mental health care services are provided to the IowaCare enrollees through this program, as these Polk County patients are covered through Polk County Mental Health Services.

Page 3

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Broadlawns Medical Center  
and the  
IowaCare Program  
– A Year In Review –

Page 4

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IowaCare Enrollment

- As of June 30, 2006, the State had 24,753 enrollees and 9,047 of these are Polk County residents.
- Broadlawns provides 37% of the care to the IowaCare enrollees.
- Largest percentage of enrollees in the State for IowaCare.

Page 5

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IowaCare Disenrollment Issues

- As of June 28, 2006, 4,887 individuals were disenrolled in IowaCare. 1,976 of these were in Polk County.
- Broadlawns has received over 300 complaints from our patients because they have been disenrolled.
- Broadlawns is providing their medications in order to prevent an acute episode.

Page 6

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## Declaration of Hardship

- Initially we had issues with our patients understanding hardship. What we learned is that it is often very difficult to teach responsibility.
  - Written communication is not always effective for our patients. One-to-one verbal communication is key to understanding.
  - Having DHS onsite is of great value to our patients.
  - Being able to print statements and walk the patient through declaring hardship has resulted in more patients staying on the program.

Page 7

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## Collection of Premiums

- The collection of premiums has been an ongoing issue at Broadlawns Medical Center.
- In December we started working with DHS to be able to collect cash payments onsite.
- DHS is still working on necessary regulations to operationalize this at Broadlawns Medical Center.
- **It is imperative for our patients that we are able to collect premiums at Broadlawns within the near future.**

Page 8

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## Demographics

Page 9

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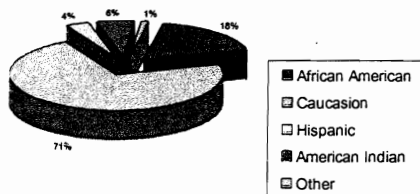
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### IowaCare Pending Accounts by Ethnicity



Page 10

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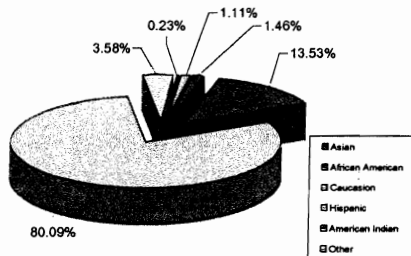
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### IowaCare Approved Accounts by Ethnicity



Page 11

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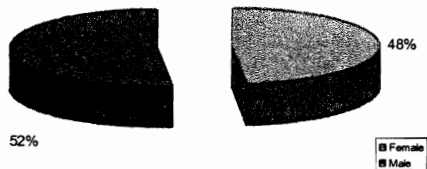
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### IowaCare Pending Accounts by Gender



Page 12

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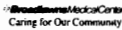
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## Re-enrollment in IowaCare

- The following is a list of the projected number of patients who will be re-enrolling in IowaCare:
  - \* July 864
  - \* Aug 942
  - \* Sept 864
  - \* Oct 834
  - \* Nov 734
  - \* Dec 653
  - \* Jan 615
  - \* Feb 590
- Broadlawn Medical Center knows that we cannot simply mail to our patients the re-enrollment information.
- We are working with DHS to be able to offer this information on site to our patients, as well as be able to discuss the re-enrollment process and address any questions they may have.
- **Re-enrollment** is key to the future success of this program.

Page 16

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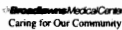
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## Verification of Citizenship and Identity

- Effective July 1, 2006, the DHS will be required by the Budget Reduction Act to verify U.S. Citizenship.
- Broadlawn Medical Center and DHS are discussing how we can work together to develop a process where our patients would not have to verify their citizenship more than once.
- You may recall Broadlawn Medical Center verified citizenship prior to IowaCare.
- It would be very difficult for our patients to have to verify this with two separate organizations.
- The current federal legislation mandates that DHS has to have an original Birth Certificate. They cannot accept Broadlawn verifying the information.

Page 17

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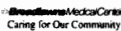
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## Verification of Citizenship and Identity

- In addition, proof of identity is required and DHS has to conduct this process independent of Broadlawn.
- What this means is that many of our patients will need to pay \$20.00 to obtain a copy of their Birth Certificate. Most of the patients probably do not have these funds.
- In addition, our patients will have to go through two verifications. Many of our patients have limited time schedules and committing that much time to a registration process will be difficult.
- Broadlawn and DHS will need to work together to find a solution or IowaCare enrollment will be impacted by this federal change.

Page 18

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## Understanding of Medicaid Programs

- Broadlawns Medical Center enrolls our patients in the various Medicaid Programs.
- Broadlawns needs to understand which of the Medicaid Programs is primary and which one is secondary. (i.e. Is IowaCare primary and the Family Planning Wavier secondary?)
- We have begun these conversations with DHS.

Page 19

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## IowaCare Other Premium Issues Needing to be Addressed

- Patients who are no longer eligible for the IowaCare program and need Tertiary Care cannot be transferred to the University of Iowa Hospitals and Clinics if they need Specialty Services and Advanced Levels of Care we do not provide. This highlights a critical flaw created by elimination of the state quota system.
- We are have been discussing a transfer agreement with the University of Iowa Hospitals and Clinics. However, that agreement will not completely resolve this issue.
- This will be a public relations issue for Broadlawns Medical Center and the State regarding the IowaCare program denying patients tertiary healthcare.
- Our initial draft of the 28E Agreement has been sent to the Attorney General's office.
- Pharmaceuticals and DMEs continue to be a major issue for our patients as IowaCare is not covering these.

Page 20

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## Other Insights

- The Federal Match for the State of Iowa is based upon the dollar amount of claims that the State submits.
  - If there are fewer claims due to the disenrollment of patients, the State may be facing a greater budget shortfall.

Page 21

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## Broadlawns Medical Center's Recommendations to the Council

- Prior to any additional components being operationalized there should be collaboration with Broadlawns Medical Center and the University of Iowa Hospitals and Clinics by the Department of Human Services.
- We are working to understand how we provide Dental Care under the program.
- We need to work with the legislators on health policy changes regarding premiums and transfers to the University of Iowa Hospitals and Clinics.

Page 22

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## Questions?

Page 23

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