



November 2, 2015

Senator Amanda Ragan, Co-Chair  
Representative David Heaton, Co-Chair  
Health Policy Oversight Committee

Dear Senator Ragan, Representative Heaton, and Members of the Committee:

The Iowa Primary Care Association (IPCA) represents 14 federally qualified nonprofit community health centers that serve Iowans at 35 clinic locations across the state. We focus our services on the underserved, and nearly 50% of our patients are Medicaid members.

Our member centers embrace innovation in the healthcare services delivery system as demonstrated by our accountable care contract with Iowa Medicaid (through our sister company, IowaHealth+), our efforts to obtain NCQA patient-centered medical home designations, and many other efforts. We are committed to furthering our efforts to improve quality while reducing costs, and being a willing and effective partner as our state moves toward mandatory Medicaid managed care.

At this juncture in this transition to Medicaid managed care, we are most concerned about the following items:

- **Member Assistance:** Due primarily to the condensed timeframe, we are very concerned about our health center patients receiving timely, accurate information that helps them to make good choices concerning their healthcare coverage through this transition.
- **Care Coordination:** Care coordination will be a key strategy to reducing costs and ensuring the right care is provided in the right setting. However, setting up duplicate systems is counterproductive. Managed care companies should be required or encouraged to contract for local care coordination services that are imbedded within clinical care teams.
- **Administrative Burden on Providers:** The move to four managed care companies will place a significant new burden on all providers as they navigate four new systems. Streamlining and aligning systems and processes across payers will mitigate these concerns. Universal credentialing is a good start; the Iowa Medicaid Enterprise should consider requiring standardization for prior-authorizations, appeals and grievances, and other administrative functions so that our health centers can focus on providing high quality care rather than navigating a maze of new administrative systems.

The IPCA stands ready to assist in this transition and is available to provide further details concerning the issues raised in these comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Boesen, Jr.", written over a white background.

Theodore J. Boesen, Jr., CEO