



MEMORANDUM

November 1, 2015

TO Senator Amanda Ragan Representative David E. Heaton
 Senator Joe Bolkcom Representative John Forbes
 Senator Mark Costello Representative Joel Fry
 Senator David Johnson Representative Lisa Heddens
 Senator Liz Mathis Representative Linda J. Miller

FROM Donell Doering, Co-Executive Director – Elderbridge Area Agency on Aging
 Mike Isaacson, CEO – Northeast Iowa Area Agency on Aging
 Christa Merritt, CEO – Milestones Area Agency on Aging
 Barb Morrison, CEO – Connections Area Agency on Aging
 Joel Olah, Executive Director – Aging Resources of Central Iowa
 Joseph Sample, Executive Director – Heritage Area Agency on Aging
 Shelly Sindt, Co- Executive Director – Elderbridge Area Agency on Aging
 James K. Cushing, Executive Director – Iowa Assoc. of Area Agencies on Aging

RE Iowa’s Medicaid Managed Care Implementation

Iowa’s Area Agencies on Aging – Preparing for Medicaid Managed Care and Iowa’s Future

Since the announcement of Iowa’s Medicaid healthcare management system is moving to a managed care approach, and even prior to that, the Iowa Area Agencies on Aging (AAA’s) have been diligently preparing for the transition to managed care and the rapidly growing aging and disability populations in our state.

During this time of significant change, the Iowa AAA’s – by operating LifeLong™ Links, Iowa’s Aging and Disability Resource Center, and with service to all 99 counties through 15 community coordination centers – have pledged to support consumers, family members, community-based providers, the Iowa Department of Human Services, and the managed care organizations with the implementation of managed care.

Medicaid Managed Care Implementation Success = Being Prepared

The Iowa AAA’s continue to prepare, plan, and anticipate for the transition to Medicaid managed care. The following areas are opportunities for an increased level of preparedness for Iowa:

Timeline for Implementation – The aggressive timeline for implementation is problematic for both consumers and community-based providers. More time is needed for effective decision making. Implementation for providers is costly and an administrative burden – interpreting and digesting not only new rules and processes associated with the State of Iowa but also four sets of information and processes linked to the managed care organizations.

Provider Network Readiness – Provider network adequacy and readiness are key for preparedness and a smooth transition to managed care. More time is needed to build an effective and efficient provider system – in urban and rural areas – that will meet the objectives of managed care; meeting the goals for all stakeholders involved.

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Communication Process – With a significant change such as the implementation of Medicaid managed care, more timely and thorough communication is needed. Supplying provider information a few days before readiness review meetings is not adequate time for absorbing information, planning, preparation, and feedback. More lead time and comprehensive information will facilitate a better rollout of the managed care program for Iowa.

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 is cost effective and should facilitate a higher state of preparedness.

Transition Planning – A transition plan 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 – is needed. A transition plan to ensure community-based providers can serve consumers and...stay in business, is needed.

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 their continued support to be an important partner and collaborator preparing for Iowa's future.