

Hi, I wanted to say a few things regarding the changes regarding the privatization of Medicaid and to whom is going to manage the Medicaid dollars. I am not sure that there is much that can be said regarding all that has taken place that has not been said in the newspapers or on social media regarding how quickly this is moving and who it is going to affect. I have been a Targeted Case Manager for 16 years as of January 1st 2016. I know what change is and I have dealt with it throughout the years regarding paperwork and rules and regulations and have had to be held at these standards when reviewed by the state in order for our agency to receive its accreditation to continue to serve our clients. I have been held at standards by the people that I work with regarding how I will treat them and how I will advocate for them. **Now, why are we so willing to hand over the Medicaid program to these companies with such low standards when I have been held at standards my entire career? WHY are we willing to hand over the Medicaid system to agencies that have no clue regarding care coordination or at least Targeted Case Management and the standards that Iowa has expected?**

Some of my clients I have worked with for the entire time that I have held my position as case manager for them, that's a long time to work with someone and advocate for someone and be involved in their services, care plans, family and life in general. Now, imagine me going around to these same families and trying to explain to them that I probably won't be working with them and these people whom I have advocated for and worked for don't seem to understand why or what is happening. That is what the modernization or privatization has done to people. It has created confusion and chaos. I provide coordination for clients on the BI Waiver and the Intellectual Disabilities Waiver. My clients have always been given a choice of providers and case managers and doctors, but from what I understand is yes, they will have a choice, but if all of their providers are not under the same MCO they will have to drop one or go with another MCO that has most of their providers and still have to change some. Now, we live in rural Iowa where transportation is an issue for these people. **Yes, they will have a choice, but what if they have to pay out of their pockets, as a provider is not working with a particular MCO? What has this done? It has now caused confusion and financial hardship for people who I think we all know already struggle.**

If we look at this change at how confused the majority of people are that are trying to navigate the system I just don't understand how anyone would expect our clients to navigate it successfully? In the perfect world our clients would have guardians and natural supports to assist them with the paperwork that they will be required to complete and understand, however, this world is not perfect. Frankly, a phone line is not going to help. **I would request that they send representatives to areas to meet with people and their guardians, providers and family members to answer questions, much as they did when they changed over to Part D for the medication coverage.**

**As a Targeted Case Manager I have already gone through one change. I used to have clients with Chronic Mental Illness on my caseload, however, Magellan took that over and they created the Integrated Health Home System. IHH care coordinator's have upwards of 60 high intensity clients and 25 low intensity clients so a total of 85 clients to try and assist. I think it is obvious what happens when caseloads sky rocket, the amount of actual time spent assisting and advocating and helping the clients plummets, hence the reason I still have clients to this day asking to come back to our case management agency.**

I am upset. I am upset that I could be losing my job. I am upset that I have to help my people navigate a system that hasn't been a successful system in other states according to the horror stories in the media. I am upset that everything has to be RUSHED with no explanation or discussion or education on how this is going to work. I am upset that ultimately it will be the people that I have worked for and advocated for who are going to suffer from this change.

Thank you for taking the time to read my comments.

**Thanks,**  
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