



Iowa Association of Area Agencies on Aging

MEMORANDUM

December 4, 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 Oversight Input

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.

Successful Implementation = Easier Oversight in the Future

The effectiveness and success of the IA Health Link implementation will have long-term implications for the overall desired results – quality outcomes and cost management of a growing Medicaid population. Adequate time and planning spent now will ensure fewer problems down the road and reduce the oversight burden in the future.

The aggressive timeline for implementation is problematic for both consumers and community-based providers. More time is needed for effective consumer decision making. More time is needed for providers to prepare changes and transitions to care delivery and administration systems – to ensure we can take care of Iowans without incident.

To facilitate a successful Iowa Medicaid healthcare management system we request a delay in the implementation of IA Health Link.

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Health Policy Oversight Committee

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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.