

Funaro, Patty [LEGIS]

From: Laone Kishman <lkishman@families-first.net>
Sent: Friday, December 15, 2017 10:48 AM
To: Funaro, Patty [LEGIS]
Cc: Foxhoven, Jerry [DHS]; Stier, Mikki [DHS]; Randol, Michael [DHS]; kimberly_foltz@uhc.com; mark.constello@legis.iowa.gov; Chelgren, Mark [LEGIS]; Mathis, Liz [LEGIS]; Ragan, Amanda [LEGIS]; Segebart, Mark [LEGIS]; Heaton, Dave [LEGIS]; Forbes, John [LEGIS]; Fry, Joel [LEGIS]; Heddens, Lisa [LEGIS]; Taylor, Rob [LEGIS]
Subject: United IHH service decision

To whom it may concern,

Under the direction of Governor Brandstad, with support of a Republican controlled legislature a hasty and ill-conceived plan was instituted to privatize Iowa's Medicaid system. This decision was pushed through and implemented twice as fast as any other state and those states were still woefully unprepared for the change-over and continue to struggle with their system change. That being the case, what made Iowa leadership think that we could do in half the time what other states could not do in twice the time? There was no visible consideration for the unintended consequences of such a decision. This was a cost saving strategy by a conservative legislature and governor plain and simple. The state offered contracts to three MCOs which was a poor decision to begin with. Simply, too many cooks in the kitchen. Choice is good but not when the stakes are so high (billions of dollars and thousands of Iowa's most vulnerable citizens) and the cooks can't agree on the most rudimentary parts of the recipe. This system change has been such a disaster that after only two years one MCO has dropped out, another is potentially suing the state for financial misinformation and a third is so poorly managed that they cannot absorb any "extra" clients. The result is that now thousands of Medicaid members will be going without care coordination services (IHH), hundreds of workers could be out of jobs and an entire statewide program for the disadvantaged is about to be dismantled. The IHH problem unfortunately seems to be the first victim. To think that going from IHH back to primary care physicians coordinating care is a good idea is ludicrous. It didn't work the first time that's why the IHH program was instituted! What's next mental health services that already have Iowa ranked 47th in the country being limited to only ICM clients? United or IME needs to step up to the plate and do the right thing regarding the IHH program. Our members struggle with many day to day issues, they do not deserve the state of Iowa and MCOs making their lives even harder. How would you like it if someone (who didn't even bother to tell you) that by the way your whole health support system is gone as of two weeks ago and there is no plan do anything about it in the future? Do the right thing and don't let United do what it is doing. Your job, all of our jobs, is to protect those who cannot protect themselves. How about we do that? Thank you for your time and I welcome the opportunity to speak with you or anyone else directly about the crisis occurring in Iowa.

Respectfully,

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