

## Funaro, Patty [LEGIS]

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**From:** Audrey Larson <larsona@siouxlandmentalhealth.com>  
**Sent:** Friday, December 15, 2017 2:24 PM  
**To:** Funaro, Patty [LEGIS]  
**Cc:** Sheila Martin; Joel Peterson  
**Subject:** HPOC Public Comments

Good Afternoon,

I would like the following statement to be posted for public comment in Monday's 10:00AM meeting.

This comment is regarding the Amerihealth Caritas Integrated Health Home patients whose Medicaid coverage was transferred to United Healthcare and who had Integrated Health Home (IHH) service coverage discontinued effective 12/1. The Integrated Health Homes provide a critical service to mentally ill patients in Iowa and have cut costs to the Managed Care Organizations and Medicaid system by improving outcomes. This program serves as the center of Care Coordination for many of the most mentally and chronically ill individuals in our community and am very concerned about the ability of these patients to stay well without IHH service interventions. United Healthcare has stated that the Care Coordination responsibility going forward in this scenario would be shifted to the Primary Care Physicians within the ACO's. I do not believe that Primary Care Physicians are prepared to meet the level of need that exists for this chronically and severely mentally ill population. PCP offices are not prepared to provide the level of care coordination that exists within the IHH programs across all systems of care, spanning the entire community to keep individuals well. Service cuts for this population will undeniably result in higher healthcare costs for UHC. The PMPM rate that is paid monthly to the IHH's pales in comparison to what the healthcare costs would be for the chronically ill population we serve, if IHH services were not intervening. Of all populations to discontinue services to, why choose the most high cost, at risk, chronically ill members who are bound to drive up costs to the healthcare system?

Mental Health Centers have also not been given any clear answers on whether or not we will still be reimbursed for these services with UHC, honoring the 30 day transition period. The IHH service, as billed under its designated CPT code, should be reimbursable and covered for the patient at the very least, within this 30 day transition period to provide continuity of care. I have been told by United Healthcare staff that they do not intend to send formal correspondence about the decision to discontinue service coverage to providers or patients, which is unacceptable. Our patients deserve to be informed about cuts to their previously covered healthcare services, as this greatly affects many of our patients who have difficulty navigating the healthcare system to stay healthy and out of the hospitals.

I have also included below United Healthcare's values as posted on their website. I would ask that United Healthcare reconsider whether or not their actions in previous weeks regarding this decision hold true to the company's values. I would also ask that United Healthcare provide adequate, honest communication with their patients and community providers regarding service coverage. Regarding United Healthcare's relationships in the community, I have been very disappointed in being told that no providers would receive any formal communication regarding how to direct patients in moving forward. Community Mental Health Centers, along with patients, have been left in the dark.

## Our Values

- **INTEGRITY**
- **COMPASSION**
- **RELATIONSHIPS**

- **INNOVATION**
  - **PERFORMANCE**
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## Integrity

Honor commitments. Never compromise ethics.

### ***We believe:***

We must be an enterprise that represents the highest level of personal and institutional integrity. With integrity, people and institutions will want to work with us, and our core purpose will not be compromised.

### ***We value integrity:***

We will honor commitments. We will never compromise ethics. We will be known for living to the highest forms and standards of ethical behavior. We will make honest commitments and consistently honor those commitments.

### ***We behave:***

We will speak the truth. We will deliver on our promises. We will have the courage to acknowledge mistakes and do whatever is needed to address them.

## Relationships

Build trust through collaboration.

### ***We believe:***

In order to achieve the full potential of our enterprise in our efforts to help people by Making Health Care Work for Everyone, we understand and believe that we can never achieve that goal alone. We must positively engage the efforts and interests of everyone who is touched by and can contribute to that effort.

### ***We value relationships:***

We will build trust through collaboration in order to take action and find solutions. We understand that relationships are critical to help people work together, even when their interests are not fully aligned or fulfilled. We realize relationships bind people and organizations through trust. Trust is earned and preserved through truthfulness, integrity, active engagement and collaboration with our colleagues and clients.

### ***We behave:***

We will approach all people with respect, humility, confidence and energy. We will confront issues, not people. When we have differences, we will confront them in a direct way, not passively, to resolve the issues that drive those differences. We will actively engage with people and institutions to share information, ideas and resources in order to help others achieve their goals. We will encourage the variety of thoughts and perspectives that reflect the diversity of our markets, customers and workforce.

### **Audrey Larson**

**Director, Integrated Health & Community Based Services**

**Siouxland Mental Health Center**

205 5<sup>th</sup> St. Sioux City, IA 51101

Phone: 712-202-0173 ext. 130

Fax: 888-990-2303



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