

From: **Diane Christensen** Diane.Christensen@pathwaysb.org
Subject: Legislative action
Date: December 14, 2017 at 11:05 AM
To: **Liz Mathis** Liz.Mathis@legis.iowa.gov
Cc: **Chris Hoffman** Chris_Hoffman@pathwaysb.org

Dear Sen. Liz Mathes;
December 14, 2017

Pathways has operated an Integrated Health Home since 2014 serving an average of over 300 individuals from all three managed care organizations. This care coordination model of service provision has been effective at keeping individuals out of the hospital and improving their capacity to function as a member of the communities in which they live.

With the withdrawal of Amerihealth from the Medicaid market, most of these individuals were transferred to United Healthcare as of December 1st of this year. We then discovered that the low intensity transfers will no longer be enrolled with our IHH. This will impact approximately one third of our individuals. My concerns are as follows:

1. The IHH care coordination is one that promotes decreased access to acute care services and increased the dignity and well being of our individuals served.
2. This decision on the part of United has not been given in writing and was not even communicated to us or the clients with adequate notice.
3. We have worked hard to make sure our clients were taken care of early in December due to holidays compressing times when services can be provided. We now may not get paid for work done.
4. This decision impacts 5000 members across the state. I have concerns of client abandonment with the way in which this was done.

I request that you take action to protect Iowa citizens from such arbitrary action.

Regards,

Chris Hoffman
Executive Director



