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**Subject:** Concerns Regarding UnitedHealthcare Integrated Health Homes Transition  
**Date:** December 15, 2017 at 4:08 PM  
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Dear Members of the Health Policy Oversight Committee,

I am reaching out today on behalf of Lutheran Services in Iowa regarding UnitedHealthcare's reported intention to remove Integrated Health Home services from 5,000 vulnerable Iowa children and families. These are families that are transitioning from AmeriHealth Caritas to UnitedHealthcare. This potentially impacts 53 children LSI serves through our Pediatric Integrated Health services.

We are disappointed and frustrated by the complete lack of collaboration, communication, and clinical rationale for the way this policy is being implemented. In fact, not once has this fundamental shift in practice been professionally communicated with us. On December 7, we learned through casual conversation with a fellow provider that UnitedHealthcare intended to make this change retroactive to December 1. To this date, UnitedHealthcare has not submitted anything in writing to LSI. Families enrolled in LSI's Pediatric Integrated Health Homes have received no communication from UnitedHealthcare.

Is this the way we implement healthcare policy in the state of Iowa? Through rumor and hearsay? Is this really what our system has come to? Frankly, we are stunned and deeply concerned about the quality of care that these families may stand to lose.

If what we have heard about this policy is true, this structural change will cast 5,000 children and families — all struggling with serious mental illness or emotion disturbance — into chaos. And for what? What clinical purpose does this serve? How does this improve outcomes for these families?

Because we have not received formal notification regarding the retroactive implementation of this policy change, we as an organization cannot create action

plans for our clients, staff, or budget. But if what we have heard is true, this change will impact 25 percent of our Pediatric Integrated Health services client base. With a loss in enrollment that significant, we may not be able to cover operating costs for the rest of the enrollees, which could force us to close the entire program. This decision by UnitedHealthcare could have a dramatic ripple effect for providers and especially for at-risk children and families.

We urge UnitedHealthcare and the Department of Human Services to work with us and fellow providers to identify and analyze issues, proactively develop a plan and strategy, and work together to implement a solution that benefits all concerned.

Thank you for your time and consideration,  
John Twardos

**John Twardos** | President - CEO

**LSI: People Focused • Results Driven**

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