

**From:** Audrey Larson [larsona@siouxlandmentalhealth.com](mailto:larsona@siouxlandmentalhealth.com)  
**Subject:** Integrated Health Home Service Coverage  
**Date:** December 15, 2017 at 1:31 PM  
**To:** Liz Mathis [Liz.Mathis@legis.iowa.gov](mailto:Liz.Mathis@legis.iowa.gov), Mark Costello [Mark.Costello@legis.iowa.gov](mailto:Mark.Costello@legis.iowa.gov), Mark Chelgren [Mark.Chelgren@legis.iowa.gov](mailto:Mark.Chelgren@legis.iowa.gov), Amanda Ragan [Amanda.Ragan@legis.iowa.gov](mailto:Amanda.Ragan@legis.iowa.gov), Mark Segebart [Mark.Segebart@legis.iowa.gov](mailto:Mark.Segebart@legis.iowa.gov), Dave Heaton [Dave.Heaton@legis.iowa.gov](mailto:Dave.Heaton@legis.iowa.gov), John Forbes [John.Forbes@legis.iowa.gov](mailto:John.Forbes@legis.iowa.gov), Joel Fry [Joel.Fry@legis.iowa.gov](mailto:Joel.Fry@legis.iowa.gov), Lisa Heddens [Lisa.Heddens@legis.iowa.gov](mailto:Lisa.Heddens@legis.iowa.gov), Rob Taylor [Rob.Taylor@legis.iowa.gov](mailto:Rob.Taylor@legis.iowa.gov), Mikki Stier [mstier@dhs.state.ia.us](mailto:mstier@dhs.state.ia.us), Michael Randol [mrando1@dhs.state.ia.us](mailto:mrando1@dhs.state.ia.us)  
**Cc:** Sheila Martin [martins@siouxlandmentalhealth.com](mailto:martins@siouxlandmentalhealth.com)

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Good Afternoon,

I would like to make the issue addressed in the email below known to you regarding the discontinuation of coverage for the Integrated Health Home service to patients who were transferred from Amerihealth Caritas to United Healthcare for Medicaid coverage. 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. Based on the scope of work the IHH's provide, 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.

Respectfully,  
Audrey Larson  
Siouxland Mental Health Center  
Sioux City, IA

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**From:** Audrey Larson  
**Sent:** Wednesday, December 13, 2017 2:50 PM  
**To:** '[jfoxhov@dhs.state.ia.us](mailto:jfoxhov@dhs.state.ia.us)'; '[kimberly.foltz@uhc.com](mailto:kimberly.foltz@uhc.com)'  
**Cc:** Sheila Martin  
**Subject:** Integrated Health Home Service Coverage  
**Importance:** High

Good Afternoon,

I am reaching out seeking information 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 Community Mental Health Centers have been provided with little to no correspondence on how to adequately direct these affected patients so that their needs are met. 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. Without this service, costs are going to skyrocket as patients turn to the Emergency Departments for care, risk hospital admission for uncontrolled conditions and have limited to no assistance in coordinating follow up preventative care across all systems of care.

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.

As a non-profit agency, the decision to discontinue IHH services for approximately 350 of our participating patients is devastating and will not result in cost-saving for United Healthcare.

Any correspondence related to this matter would be greatly appreciated.

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