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Subject: AHC transition to UHC
Date: December 15, 2017 at 3:04 PM
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I am writing to voice my concerns regarding United Healthcare's current position on the eligibility for IHH (Integrated Health Home) services for the Non-ICM (Intensive Case Management)/low-intensity members who transitioned from AmeriHealth Caritas to United Healthcare. I am the Program Manager for Hillcrest Family Services Integrated Health Home in our SE region, we currently serve individuals living in Des Moines, Jefferson, Johnson, Keokuk, Lee, Louisa, Mahaska, Muscatine, Van Buren, and Washington Counties. Our IHH also serves members in Dubuque and Jackson County as well.

My largest concern regarding with this is the impact it has on the members we serve. This decision was not shared with anyone prior to implementation and to my knowledge to date, the members themselves have not been notified. As an IHH, we were only made aware of this after we received our member roster which was missing a significant number of members who were previously enrolled. After reaching out to United Healthcare we were told of their intentions and this decision was effective 12/1/17 even though we were not aware of any issues prior to 12/7/17 and some services had already been rendered.

I believe this decision was made without any regard to the member as the plan for service UHC has identified (ACO's) for these members is not ready to serve the members or meet their needs. I also question if the ACO's were ready to serve the members if they could truly meet the members' needs. I don't feel UHC has an accurate understanding of exactly how IHH's serve their non-ICM members. We support the members in a wide variety of ways including but not limited to assistance finding and securing housing, coordinating transportation, applying for various benefits they may be eligible for including Medicaid, food stamps, SSI/SSDI, low rent housing, and energy assistance, just to name a few. We have also worked with our non-ICM members to avoid hospitalizations by securing crisis appointments with our local mental health centers or placement in our local crisis stabilization homes.

Our IHH provides a team approach and coordinates each members' services based on their individual needs and allows the member the opportunity to receive support not only from a care coordinator but also from a registered nurse and a peer or family support. By offering all of these under one service, the IHH, it ensures the entire team is aware of the members needs and works together to meet those needs. The members have a team of professionals they can trust and have built relationships with, this is often an extremely difficult time of year for

the members we serve and it has already been compounded by the change in MCO, it is only further compounded if this change is allowed to occur leaving our members to rely on people they have not been given the opportunity to develop relationships with and establish trust. We have asked for more information regarding the ACO's so if in fact this does move forward and this change is implemented we can assist in the transition however UHC has not provided this information. I find it very telling, when we had our conference call with our United Representative for IHH's she shared that her team (Clinical Transformation Team) advocated that IHH's continue to provide this needed service and not be altered or attempted to be done through another means.

The eligibility criteria for IHH has not changed since the inception of IHH. I don't understand how someone can be eligible for a service on November 30th but not eligible for the same service on December 1st when no changes to the eligibility criteria/contract were made. United has consistently enrolled non-ICM members in our IHH since they began in April 2016, not only have they allowed for these members to be enrolled in our IHH but their staff have made referrals to our IHH for some of these members. I also don't understand how at current time, this appears to only be impacting the members who transitioned from AmeriHealth Caritas to United Healthcare but not to existing United non-ICM members.

I also feel it is extremely unfair to the members we serve not to have a choice in this matter. They are currently unable to choose their MCO and if United Healthcare moves forward with their plan they no longer have a choice in the service/care coordination they receive which goes against the philosophy of person centered care.

I appreciate your time and thank you for listening to my concerns. I hope you take into consideration the impact this decision will have on our member's lives.

Sincerely,

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Integrated Health Home

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