

December 19, 2017

To: Health Policy Oversight Committee

Re: Integrated Health Home (IHH) services for United Health Care – River Valley (UHC-RV) members

Greetings and thank you for your service,

I apologize I was unable to provide my written comments prior to the December 18, 2017 committee meeting. Nonetheless, I wanted to take a moment to share my concerns. I am the Executive Director of UnityPoint Health-Berryhill Center. We provide IHH services to 590 Medicaid members in 7 counties in North Central Iowa.

IHH services are part of the Medicaid State Plan. They provide care coordination which includes transportation, peer support, medication reconciliation, and case management services to Iowa's most vulnerable residents who have been impacted by mental illness. As you know on December 7th IHH's throughout the state were notified by phone that UHC-RV was discontinuing these services to 5,000 Medicaid members statewide. This impacted 206 of our patients. United Health Care declined to provide any written notice and refused to notify patients of this transition. They stated that this decision would be made retroactively back to December 1st. They also did not inform the Department of Human Services prior to calling IHH providers.

They have since acknowledged that they did a poor job of communicating this transition, and have decided place this transition on "pause." Kim Foltz (UHC-RV CEO) stated yesterday that she intended to cut these services to patients on February 1, 2018.

Berryhill's IHH successfully demonstrated a decrease of \$206,400 in ED and Inpatient utilization costs in 2017. Further, both AmeriHealth Caritas and Amerigroup have provided verified claims data showing that our IHH has brought ED visits, Inpatient stays, and All Cause Readmissions within the State's utilization targets for our IHH patients. Unfortunately, UHC-RV has refused to provide us with any data relating to IHH utilization metrics since April 1, 2016.

I would respectfully ask the Health Policy Oversight Committee to approve a recommendation that would put continue UHC-RV's pause until the legislature could evaluate the impact of



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cutting these services on lowans in the upcoming session. I would further request a recommendation that patients and providers receive written communication if UHC-RV or any other MCO desires to cut or transition services for any Medicaid member.

Sincerely,

A handwritten signature in blue ink, appearing to read "Aaron McHone, MBA".

Aaron McHone, MBA
UnityPoint Health-Berryhill Center
Executive Director

CC: Senator Tim Kraayenbrink
Representative Hellen Miller
Representative Mike Sexton