Mission

Iowa Medicaid is committed to ensuring that - all members have equitable access to high quality services that promote dignity, barriers are removed to increase health engagement, and whole person health is improved across populations.

Vision

Iowa Medicaid works diligently to operate a fiscally responsible and sustainable program that improves the lives of its members through effective internal and external collaboration, innovative solutions to identified challenges, and data driven program improvement.

Objectives

Values: Partnership, Integrity, Diversity/Equity/Inclusion, Accountability, Advocacy

1. Identify and mitigate program gaps in meaningful service delivery.

Action
1. Gap analysis of (disability and behavioral health) services.
2. Evaluate service delivery and engagement through the lens of equity to remove barriers to engagement.
3. Implementation of pilot programs to measure successful innovations.
4. Develop necessary maternal health coordination & reimbursement strategies that lead to appropriate risk identification & referrals.
5. Coordinate policy initiatives to ensure that oral health is a component of whole person health.

2. Shift program operations and planning to focus on outcomes

Action
1. Overhaul contracts to create balance between compliance and outcome monitoring
2. Evaluate the value of administrative processes, such as prior authorization and claims cycles, relative to member outcomes and return on investment
3. Evaluate internal Iowa Medicaid administrative purposes to reduce low value tasks and increase high value tasks

3. Promote transparency in program development and performance

Action
1. Provide thoughtful, audience focused communication to members and other stakeholders
2. Consistent application of program mission, vision, and objectives
3. Engage internal and external stakeholders early and often in development and monitoring activities
4. Refine reports and dashboards so that they are reflective of stakeholder needs, while ensuring protection of patient privacy and dignity
5. Readily share opportunities for improvement and solicit input

4. Modernize Iowa Medicaid infrastructure and operations

Action
1. Pursue technology solutions that supports collaboration, data driven decisions, efficiency, and monitoring of program outcomes
2. Promote business process and IT modernization that drives high quality data
3. Update team project structures to leverage resources within and outside of agency for more impactful interagency collaboration
4. Modernize the process of updating Medicaid provider reimbursement rates
5. Align reimbursement structures that incent quality services that improve outcomes