

# Introducing Molina Healthcare of Iowa

**Health Policy Oversight Committee**  
December 9, 2022

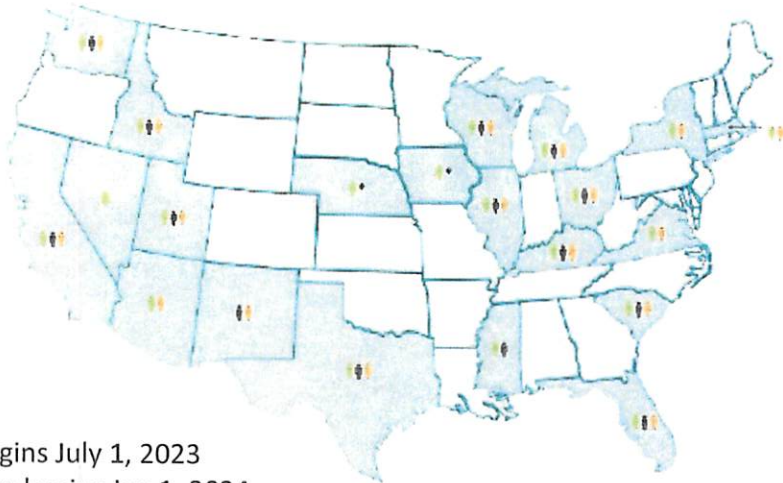
Jennifer Vermeer, Iowa Plan President

December 9, 2022



# Who is Molina Healthcare?

- Founded in 1980 as a clinic for the underserved, now serving 4.3 million Medicaid members in 17 states (soon to be 19)
- Medicaid is our core focus (83% of members) and our plans are customized for states
- Our approach is a flat organizational structure with locally empowered plans
- Strong LTSS and complex Medicaid population experience, including community transitions
- Strong midwestern presence in Wisconsin, Illinois, Ohio, Michigan, now adding Iowa and Nebraska



\*Iowa coverage begins July 1, 2023

\*Nebraska coverage begins Jan 1, 2024

## Our vision

At Molina Healthcare, we improve the health and lives of our members who are covered by government programs. To us, it's not just a line of business – **it's our only business.**

## Our mission

- Be the partner and plan of choice
- Be the low-cost leader in government programs
- Provide effective, high-quality, appropriate access to care
- Provide reliable services
- Offer a seamless experience

## Our values

We strive to be an exemplary organization. We value:

- Member-focused care
- Provider-focused partnerships
- A community approach to holistic care
- High-quality care and population health
- Operational and service excellence

# Molina Healthcare of Iowa

- Iowa's managed care program is one of the most comprehensive models in the US and offers the opportunity to truly deliver a fully integrated and advanced care model – **Molina is excited for the opportunity to be part of it!**
- Molina spent over **3 years** listening to leaders across the state before we started designing our Iowa health plan
  - 400 meetings with stakeholders, including nearly 200 providers, advocates, thought leaders, state leaders, community-based organizations and members and families



- We utilized what we learned to **build a plan for Iowa** suited to Iowa's program, Iowa members, Iowa's needs and environment, in collaboration with Iowa providers and stakeholders
  - Smooth **implementation**
  - Highly **responsive** to providers and members
  - **Partner** to the state, partner with providers differently, engage with members in their communities
  - Support **rural health care** and access to care for all members to **advance employment and independence**
  - Advance the system of care in Iowa – especially, increasing access to **specialized services for individuals with disabilities and complex needs to live in the community**

# Ensuring a smooth implementation is a top priority for all of us in Medicaid

## ELEMENTS FOR SUCCESS

- Accurate system configuration with testing
  - Close collaboration with HHS, providers and MCOs
  - Robust Communication and outreach
  - Iowa-specific case management training
  - 90-day Authorization waiver
- Early start on system configuration, proactively asking providers about their experiences and listening to their pain points
  - Iowa Medicaid program robust support – longer implementation time, comprehensive onboarding, required claims testing
  - We will do 4 months of robust claims testing beginning in February:
    - All provider types (NF, HCBS, IHH, Home Health, BH, health systems)
    - Asking providers for testing scenarios
    - We will be completing contracting and provider data loads early to enable testing
  - Close contact and communication with leading Iowa Medicaid provider groups and members most at risk during implementation
  - LTSS Case Management – staffing ratios and Iowa-specific training
  - Continuity of Care:
    - **90-day authorization waiver to ensure no disruptions**
    - Robust communication
    - Collaboration with MCOs on transitions

# Partnering to Advance Iowa's System of Care – a Journey Together



Understand Iowa's system needs and take action to impact over time



Ensure access and right services for complex members



Improve access, right now, for behavioral health and other urgently needed services



Align and Partner with providers in new Value-based care programs



Bring about the next 'big jump' for community integration



Collaborate to drive improvement