

From: Oltrog Oltrogma@neimhc.org  
Subject: Legislative Oversight Committee  
Date: December 14, 2017 at 10:52 AM  
To: Liz Mathis Liz.Mathis@legis.iowa.gov

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Hello-

My name is Marcia Oltrogge and I am the Executive Director of Northeast Iowa Mental Health Center, dba Northeast Iowa Behavioral Health, in Decorah, IA. As a rural CMHC we serve a geographical challenging area that requires us to be efficient and organized in supporting our seriously mentally ill population.

One of the best programs that has recently been developed is the Integrated Health Home, IHH. The program allows us to serve individuals in a cost effective manner; meeting their current needs and coordinating services. We recently were informed that UHC, with no warning, has decided to change how services are delivered; saying the low intensity IHH members are no longer eligible for support if they are transferring from AmeriHealth Caritas. The important part of the low intensity program is that the IHH worker monitors what is happening in the individuals life and responds accordingly. Some months people are stable and other months they may require a large amount of support. It evens out so that individuals are able to remain in the least restrictive setting and have peer support and other interventions.

We were not notified until December 7<sup>th</sup> of the change. We had already been providing services in December, that UBH states will be unpaid. We have to continue to provide those services for the month as we assist seriously mentally ill clients understand that the support we have been providing will no longer be there through our agency and we don't know what will replace our services and support. This is very upsetting to clients who depend on IHH staff to assist them in maintaining their independence and mental health.

I am also concerned that UBH will not refer and fund new IHH clients as they will be the funder and provider. That concept of determining level of care and services needed when you are also the payer is troubling. It would appear to be in UBH interest to not fund services.

As a CMHC I can tell you our administrative time with billing as increased 30% since the change to MCOs and United is the worst. Yesterday our MIS Director was on hold 50 minutes with a billing question and that is not unusual but the norm. Our reimbursement from UBH is so inconsistent that we need to double check every reimbursement. They currently pay 60% of our claims **incorrectly** and we have to call and/or resubmit so that they are reprocessed. This takes a huge amount of time.

Please consider the impact on our clients when you meet on Monday, December 18, 2017.

Thank You.

Marcia Oltrogge