

MEETING MINUTES			
DIVISION	QIO Health Management Operations – Integrated Health Home		
MEETING TITLE	Integrated Health Home Open Office Hours		
FACILITATOR	Pamela Lester Quality Manager		
DATE	11.17.2022	TIME	10:30-11:00am
LOCATION	Teams		


MEETING OBJECTIVES

Provide Iowa Medicaid updates and allow for discussion.

MEETING PARTICIPANTS

Abbe	Crossroads	Plains	Tanager
Berryhill	Elevate CCBHC	Prairie Ridge	Vera French
Black Hawk Grundy	Ellipsis	Robert Young	Waubonsie
Bridgeview	Eyerly Ball	Siouxland Mental	Young House Family
Broadlawns	First Resources	Health Center	Services
CHSC	Families First	Southern Iowa	YSS
Capstone	Family Resources	Mental Health	
Center Associates	Four Oaks	Center	IACP
Children's Square	Heartland	Southwest Iowa Mental	IBHA
Community	Hillcrest	Health Center	ITC
Support Advocates	Northeast Iowa	Stepping Stone	AGP
Counseling Associates	MHC	Family Services	Molina
	Orchard Place	The ARC of East	
	Pathways	Central Iowa	
			BOLDED NOTE
			ATTENDEES

AGENDA TOPIC	ITEMS
New MCO Molina	They are hiring an IHH person, and we will introduce that person once they have been orientated a bit.
Director's Follow-Up	
Documentation	Assessments and Plans should not be done on the same day for ICM or non-ICM. If you find you are doing several on the same day, look to see where you can improve processes to reduce this.

	<p>The MCOs have outlined when it is allowed and why. Even when all of these incidences are allowed, QI activities should be enacted to reduce the number of times this occurs.</p> <p>All member documentation MUST be in the EHR in the member record. There should never be documentation outside of that record.</p> <p>When MCOs and the State ask for records, it must be printed from the EHR. Screenshots and word documents copied from the EHR will not be accepted. If this isn't an option, the Health Home may provider access to the EHR.</p>
<p>IoWANS</p>	<p>IoWANS Access: we need at least 2 staff at each Health Home with access (A disabled access does not count). If we have reached out to you and you have not responded, this is a requirement as a Health Home. Please get your access. THANK YOU to those that are working on this!</p> <p>We continue to work on updating IoWANS to create a milestone for CSA when you have uploaded the CASH. This project has been moved to testing. Once testing has been completed by all, it will be moved into production.</p> <p>For now, please continue to send an email to assessments Iowa AssessmentsIowa@telligen.com to let them know it was uploaded to IMPA.</p> <p>User guide for questions on how to navigate.</p>  <p>IoWANS User Guide.pdf</p>
<p>IMPA</p>	<p>IMPA Access: Make sure all staff have all of the needed access. Documents are late because of this. Updated Training is on the website Iowa Health Home Program</p> <p>Asking to add IMW lookup in IMPA for Health Homes. No update</p>

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Quality Improvement Workgroup	We will be starting 2 workgroups in January of 2023. Health Information Technology and Reimbursement Study. More to come.
IHH Director Meeting	Next Meeting January 17th, agenda items due January 3rd EOD.
General	See Program types considered full Medicaid below.
Open Discussion	<p>The last Open Office Hours for the state will be December 29th. We will be phasing these out as we don't have a lot to share which isn't a good use of your time. We will be sending out updates like this on a monthly basis and ad hoc to keep you informed on FFS members. The MCOs are your source of truth and where you need to go for technical assistance. They have great staff with lots of great knowledge, not using them as a resource is a disadvantage for your Health Home. If you have FFS questions, please email the Health Home email healthhomes@dhs.state.ia.us. We can add a Q & A section to this update so you can have an answer to that question as well.</p> <p>Director's send me feedback on what you would like to see in this monthly email. It is important that you have a process on how you share and implement information provided to you by the State and the MCOs. We have been thinking though the best way to communicate information to you in a way that is useful. I share about the same thing every week and it is really for a small group of Health Homes and is not a global need and not a good use of your time.</p>

When an MCO says contact DHS, DHS could mean several different contacts. See below:

IMPA Access	impasupport@dhs.state.ia.us
IMPA Issues	IMPAhelpdesk@dhs.state.is.us
IMPA Training	https://dhs.iowa.gov/ime/providers/integrated-health-home

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Questions not related to Health Home	imeproviderservices@dhs.state.ia.us .
IM Worker	To identify the IMW for members on CMHW or Habilitation, you may look in loWANs (FFS only) and it is also located on the Member's Notice of Decision. Also, you can use this website to identify local offices through this interactive Map DHS Offices Map Iowa Department of Human Services .
Billing Questions (Option one)	imeproviderservices@dhs.state.ia.us
General Medicaid Eligibly Questions	https://dhs.iowa.gov/ihawp/who-qualifies
MCO Health Home Questions	Amerigroup ia-healthhome@amerigroup.com Iowa Total Care ITC_IHH@IowaTotalCare.com
Health Home Questions Specifically related to FFS	healthhomes@dhs.state.ia.us
Question about loWANs	loWANshelpdesk@dhs.state.ia.us
Waiver Slot Questions	waiverslot@dhs.state.ia.us
Waiver Slot Wait List	9.1.22_Monthly_Slot_and_Wait_list_Public.pdf (iowa.gov)
Questions about HCBS Waivers	hcbswaiver@dhs.state.ia.us
Questions about Assessments or Expedited Assessment Request	Assessmentslowa@telligen.com
Program types considered full Medicaid *subject to change	021, 023, 027, 028, 060, 061, 063, 064, 100, 130, 131, 134, 135, 136, 137, 138, 140, 141, 142, 143, 144, 146, 246, 308, 370, 372, 373, 376, 401, 403, 407, 408, 409, 411, 413, 417, 418, 421, 423, 428, 429, 431, 433, 437, 438, 461, 462, 463, 464, 465, 481, 483, 487, 488, 600, 60M, 630, 631, 632, 633, 634, 636, 637, 638, 640, 641, 642, 643, 644, 645, 646, 647, 731, 732, 733, 734, 735, 920 501 and 531 are Iowa Health and Wellness plan so must be medically exempt to be enrolled in a Health Home.