

### MEETING AGENDA

DIVISION	Iowa Medicaid		
MEETING TITLE	Member Town Hall		
FACILITATOR	Kera Oestreich, Deputy Medicaid Director		
DATE	Thursday, February 1, 2024	TIME	4:00 - 5:00 p.m.
LOCATION	Join ZoomGov Meeting: <a href="https://www.zoomgov.com/j/1612132439">https://www.zoomgov.com/j/1612132439</a> Meeting ID: 161 213 2439		

### MEETING OBJECTIVES

- Update members on recent developments
- Update members on Hope and Opportunity in Many Environment (HOME)
- Present the Member Grievances & Appeals process to members
- Take member questions

### MEETING PARTICIPANTS

Elizabeth Matney, Medicaid Director Kera Oestreich, Deputy Medicaid Director Rebecca Curtiss, Deputy Medicaid Director Joanne Bush, Iowa Medicaid Bureau Chief Norm Edgington, Iowa Medicaid Bureau Chief Paula Motsinger, Iowa Medicaid Bureau Chief Jennifer Steenblock, Iowa Medicaid Bureau Chief Lisa Cook, Senior Medicaid Policy Advisor LeAnn Moskowitz, LTSS Policy Program Manager Brooke Watson, Medicaid Policy Program Manager Alex Carfrae, Medicaid Communications Manager Nell Bennett, Communications Specialist Emma Nutter, Communications Specialist Iowa Medicaid Team Members	<ul style="list-style-type: none"> <li>▪ Wellpoint Iowa, Inc. (formerly known as Amerigroup Iowa, Inc.)</li> <li>▪ Iowa Total Care</li> <li>▪ Molina Healthcare, Inc.</li> </ul>
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### AGENDA TOPIC

### ITEMS

STATE OF IOWA DEPARTMENT OF  
**Health**<sup>AND</sup> **Human**  
SERVICES

Medicaid Updates	Kera Oestreich, Deputy Medicaid Director
HOME Updates	Lisa Cook, Senior Medicaid Policy Advisor
MCO Member Grievances and Appeals Presentations	Iowa Total Care Molina Healthcare, Inc. Wellpoint Iowa, Inc. (formerly known as Amerigroup Iowa, Inc.)
Q&A	Open