

STEERING COMMITTEE MEETING SUMMARY OCTOBER 31, 2023, 3:00-4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica presented an update on the case manager to member ratios task. Mathematica interviewed Integrated Health Homes, fee-for-service, and managed care organization (MCO) case managers, as well as members that receive case management from these entities. Mathematica shared key takeaways from the interviews, HOME waiver survey, and an analysis of MCO data, and described next steps for developing the ratios. Findings include:
 - The need for case management services does not align with diagnosis or waiver and can change over time.
 - People with lower case management needs are generally happy with their case managers, while people with higher needs are less happy with their case managers.
 - Consistent contact with a case manager builds trust and improves perception of case management services.
- Steering committee members provided the following feedback on the case manager to member ratio task:
 - Members suggested that requiring MCOs to hire an outside entity to do case management would be beneficial. Case managers could work with all three MCOs and fee-for-service, which could give them a broader understanding to better advocate for members. Mathematica's work has included looking into the organizations that provide case management and how that impacts the overall member experience.
 - Members asked about case managers expected responsibilities. Mathematica explained that the team is also looking at case management training, including how case managers are defining their roles and whether that leads to different experiences for people.
 - Members said lighter caseloads and consistent, easily accessible training and tools would support case managers to do their jobs well.
- Mathematica provided an update on the waitlist policy and procedures task, including the proposed features of a desired future waitlist and feedback from stakeholder interviews on communication between Iowa HHS and waitlist members. Key takeaways from the presentation include:
 - Features of the desired future waitlist:
 - Conduct a short pre-screen to identify key eligibility factors at waiver application.
 - Move away from optional self-screening to screening at waitlist entry by an independent party.

- Prioritize waitlists based on risk of institutionalization.
 - Improve communication between applicants and Iowa HHS during the waitlist process to be clear about where people are on the waitlist.
 - Feedback from stakeholder interviews:
 - Make notice of denial less confusing for applicants; many people think they are denied completely, not being placed on the waitlist.
 - Provide people on the waitlist with routine updates about whether they are moving up on the waitlist or not.
 - Make mail notices with waitlist information look more important so they are not easy to throw away.
 - Send a list of available services with the denial/waitlist notice to help people while they are waiting.
 - Have Iowa HHS confirm that documents were received.
 - Describe eligibility criteria on the application so people know whether to apply or not.
- Steering committee members provided the following feedback on the waitlist policy and procedures task:
 - Members shared that paper mail is hard for some people to process physically and asked whether Iowa HHS could use electronic communications for waitlist members. Mathematica said that the Iowa HHS workgroup has discussed ways to reach out to different populations, and they are reviewing other states' communication practices.
 - Members urged for providing several options for communication to make sure that individuals do not fall through the cracks. Mathematica said that making sure Iowa HHS communication is effective and meets member needs is a priority.
- Mathematica provided an update on HOMEtown Conversations, including successes and participant feedback from the first four events. Mathematica shared the new video featuring steering committee members. Mathematica also asked the steering committee to share upcoming event information with communities. Members provided the following feedback on the HOMEtown Conversations events:
 - A few members have already attended a HOMEtown Conversation and they shared that the events went well from their perspective.
 - Members explained that many people feel fearful about the proposed changes and do not feel informed.
 - Members observed that many individuals are on edge with the proposed waiver redesign. Members suggested that the presentation should clarify that the goal is to

meet peoples' needs and not take away services. This will help make people feel more informed and comfortable with the proposed changes.

- Members shared that having the event slides available on the website has created some confusion and may not be communicating the information clearly enough without the talking points to support the slide content.
- Members asked whether participants would have more time to submit their comments after the events. Mathematica confirmed that there is a feedback survey for participants to provide additional comments for Iowa HHS to review.
- Members asked about plans for future HOMEtown Conversations events to share project updates and ensure lowans feel heard. Mathematica said that conversations about future events have already started. Mathematica shared plans to send updates to people who attended the events and chose to share their contact information.
- Mathematica closed by confirming the next steering committee meeting on Tuesday, December 12, from 3:00-4:30. Mathematica will send the agenda and slides in advance. Mathematica also asked members to think about other perspectives to include in the steering committee next year. Committee members asked the following questions:
 - Members asked whether Iowa HHS had reached out to CMS to lay the groundwork regarding potential changes to the waivers. Iowa HHS confirmed that the conversations with CMS have begun.
 - Members said discussing the timeline for 2024 activities at the December meeting would be helpful.