

Iowa Medicaid Enterprise (IME)



Managed Care Organization (MCO) Report: SFY 2020, Quarter 3 (January-March) Performance Data

Published June 2020



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Legislative Requirements:

This report is based on requirements of **2016 Iowa Acts Section 1139**. The legislature grouped these reports into three main categories:

- Consumer Protection
- Outcome Achievement
- Program Integrity

The Department grouped the managed care reported data in this publication as closely as possible to **House File 2460** categories but has made some alterations to ease content flow and data comparison. This publication content will flow in the following way:

- Eligibility and demographic information associated with members assigned to managed care.
- Care coordination related to specific population groupings (General, Special Needs, Behavioral Health, and Elderly).
- Consumer protections and support information.
- Managed care organization program information related to operations.
- Network access and continuity of providers.
- Financial reporting.
- Program integrity actions and recoveries.
- Health care outcomes for Medicaid members.
- Appendices with supporting information.

This report is based on Quarter 3 of State Fiscal Year (SFY) 2020 and includes the information for the Iowa Medicaid Managed Care Organizations (MCOs):

- Amerigroup Iowa, Inc. (Amerigroup, AGP)
- Iowa Total Care (ITC)

Notes about the reported data:

- This quarterly report is focused on key descriptors and measures that provide information about the managed care implementation and operations.
- While this report does contain operational data that can be an indicator of positive member outcomes, standardized, aggregate health outcome measures are reported annually. This will include measures associated with HEDIS^{®1} and CAHPS².
- The reports are largely based on managed care claims data. Because of this, the data will not be complete until a full 180 days has passed since the period reported. However, based on our knowledge of claims data, this accounts for less than 15% of the total claim volume for that reporting period.
- Data pulled on other dates may not reflect the same numbers due to reinstatements and eligibility changes.

¹ The Healthcare Effectiveness Data and Information Set (HEDIS[®]) is a standardized, nationally-accepted set of performance measures that assess health plan performance and quality.

² The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a standardized, nationally-accepted survey that assesses health plan member satisfaction.

- All encounter data is provided “as is”. The IME takes measures to attempt to ensure the accuracy, completeness, and reliability of the data. However, users accept the quality of the data they receive and acknowledge that there may be errors, omissions, or inaccuracies in the data provided. Further, the IME is not responsible for the user’s interpretation, misinterpretation, use or misuse of the data. The IME does not warrant that the data meets the user’s needs or expectations.
- The Medical Loss Ratio information is reflected as directly reported by the MCOs.
- The Department validates the data by looking at available Fee-for-Service (FFS) historical baselines, encounter data, and by reviewing the source data provided by the MCOs.

More information on the move to managed care is available at <http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

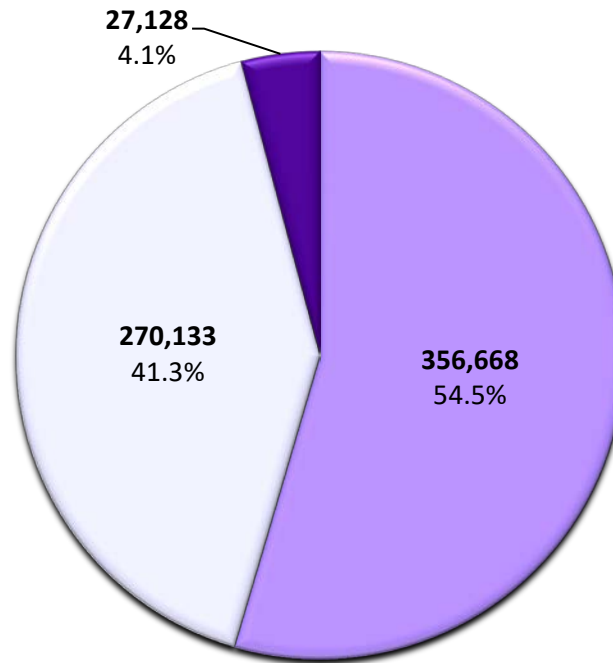
Providers and members can find more information on the IA Health Link program at <http://dhs.iowa.gov/iahealthlink>

PLAN ENROLLMENT BY AGE

Managed Care Enrollment (by Age)

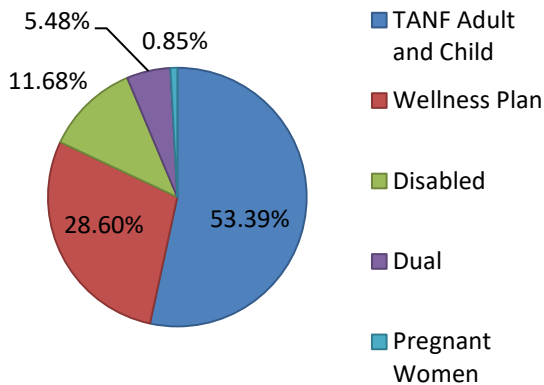
Total MCO Enrollment = 653,929*

0-21 22-64 65+

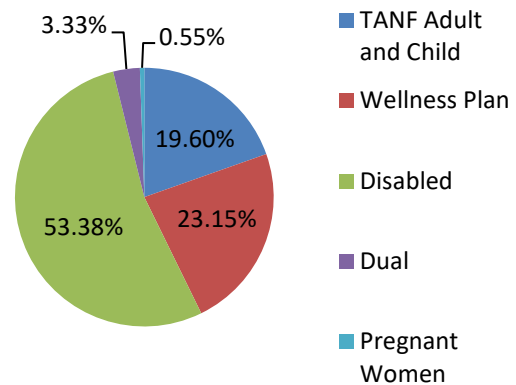


*March 2020 enrollment data as of April 30, 2020. Enrollment data captures Hawki enrollees; however, excludes the 38,172 Fee-for-Service (FFS) members.

Capitated Enrollment

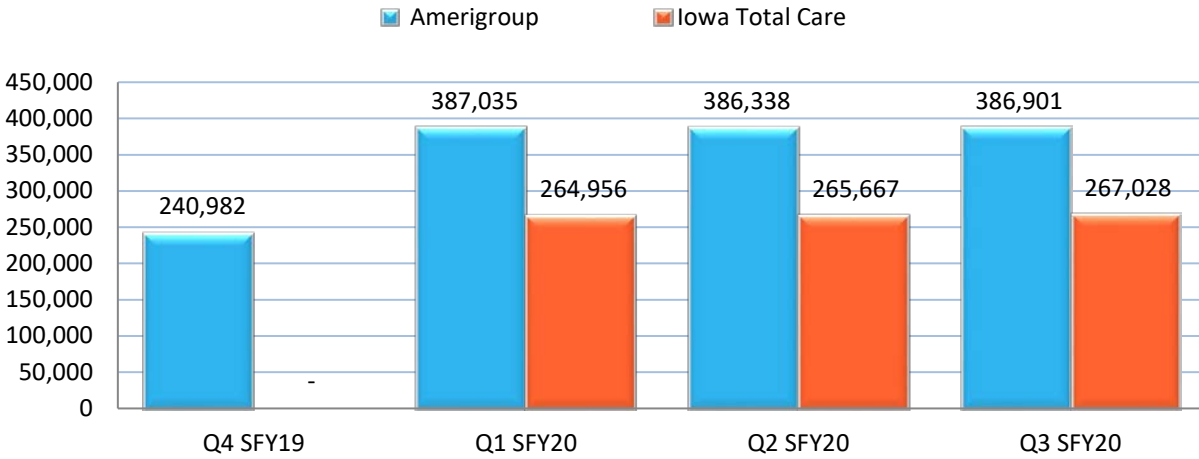


Capitation Expenditures



PLAN ENROLLMENT BY MANAGED CARE ORGANIZATION (MCO)

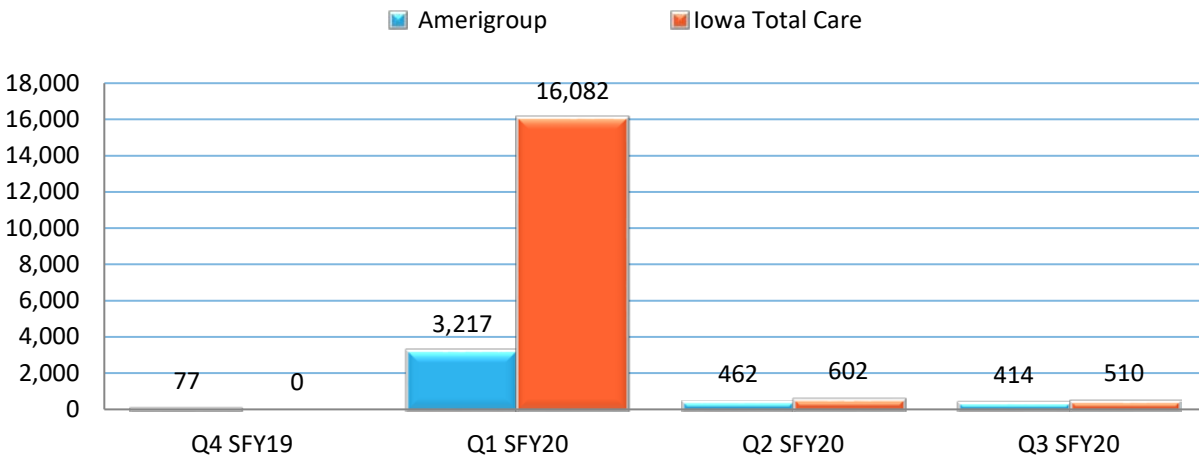
Total Plan Enrollment by MCO*



* March 2020 enrollment data as of April 30, 2020

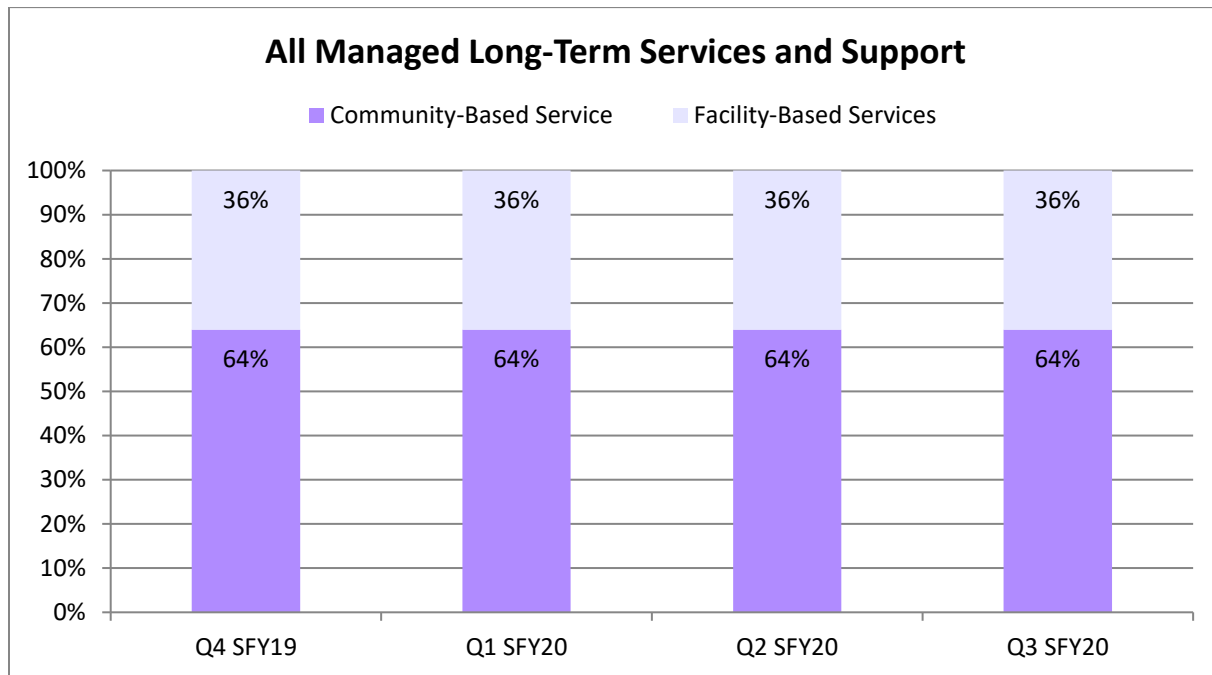
PLAN DISENROLLMENT BY MCO

Active Member Disenrollment by MCO*



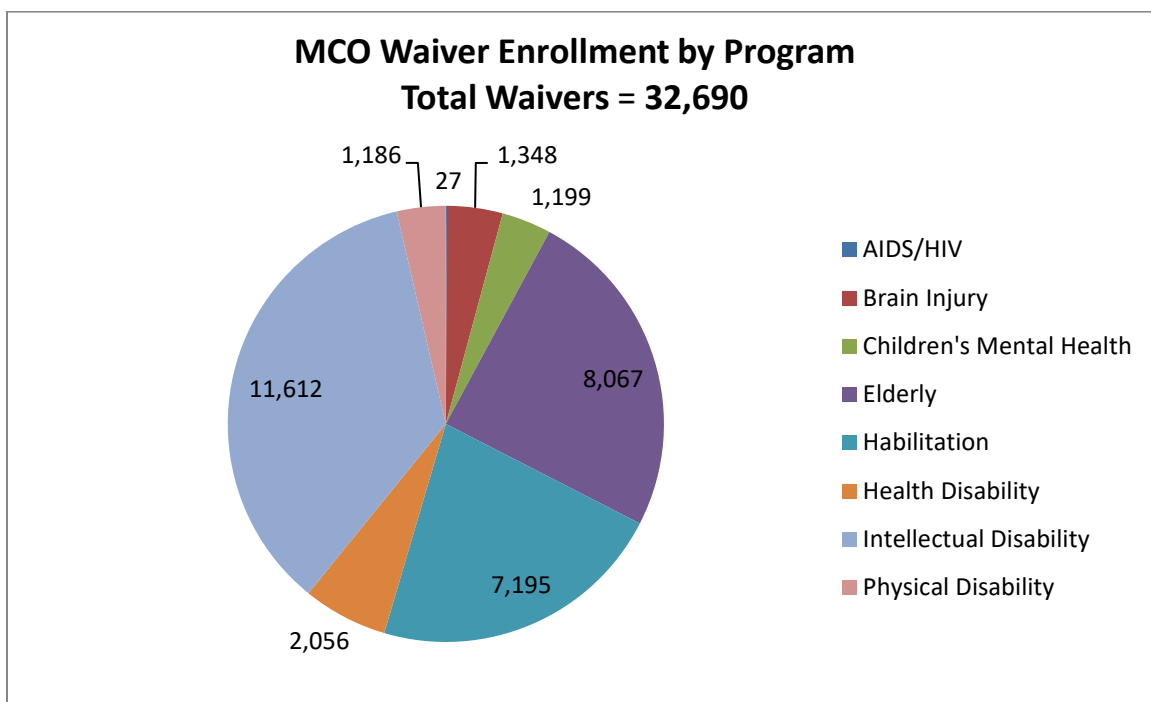
* March 2020 enrollment data as of April 30, 2020

ALL MCO LONG TERM SERVICES AND SUPPORTS (LTSS) ENROLLMENT



Information on individual waiver enrollment and waitlists can be found at the dedicated webpage: <http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>.

ALL MCO HOME AND COMMUNITY-BASED SERVICE (HCBS) WAIVER ENROLLMENT



CARE COORDINATION AND CASE MANAGEMENT

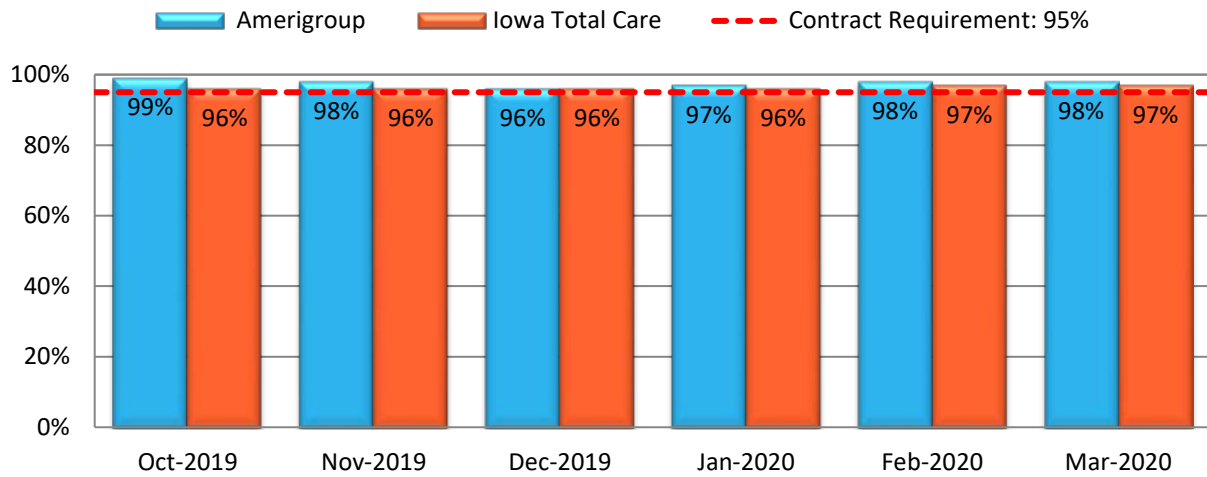
Average Number of Contacts		
Data Reported as of March 31, 2020	Amerigroup	Iowa Total Care
Average Number of Care Coordinator Contacts per Member per Month	0.8	1.3
Average Number of Community-Based Case Manager Contacts per Member per Month	1.2	1.5

Member to Coordinator Ratios		
Data Reported as of March 31, 2020	Amerigroup	Iowa Total Care
Ratio of Members to Care Coordinators	13	34
Ratio of HCBS Members to Community-Based Case Managers	62	37

Level of Care (LOC) Reassessments

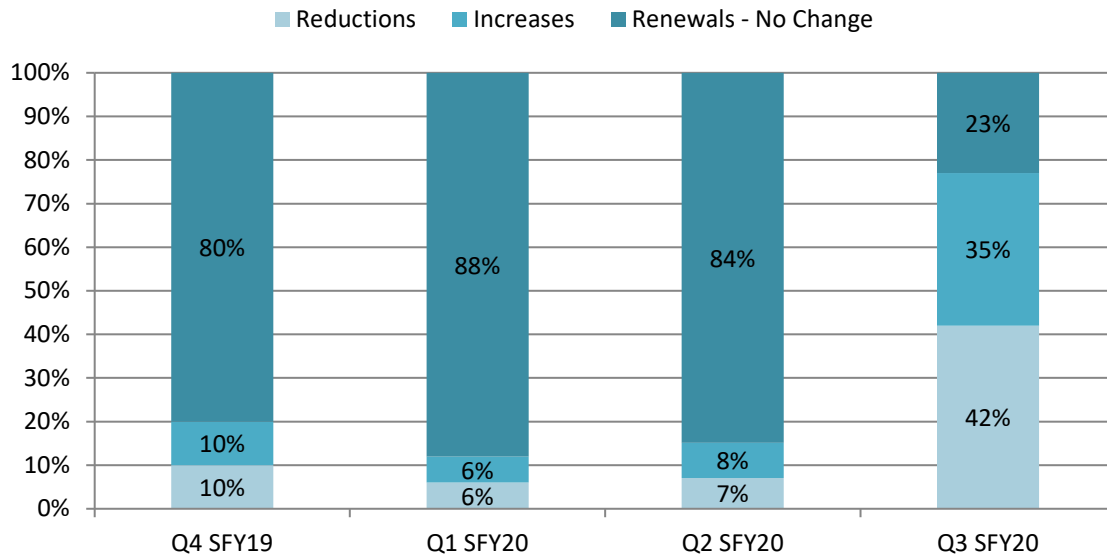
Must be updated annually or as a member's needs change.

Percentage of Level of Care (LOC) Reassessments Completed Timely

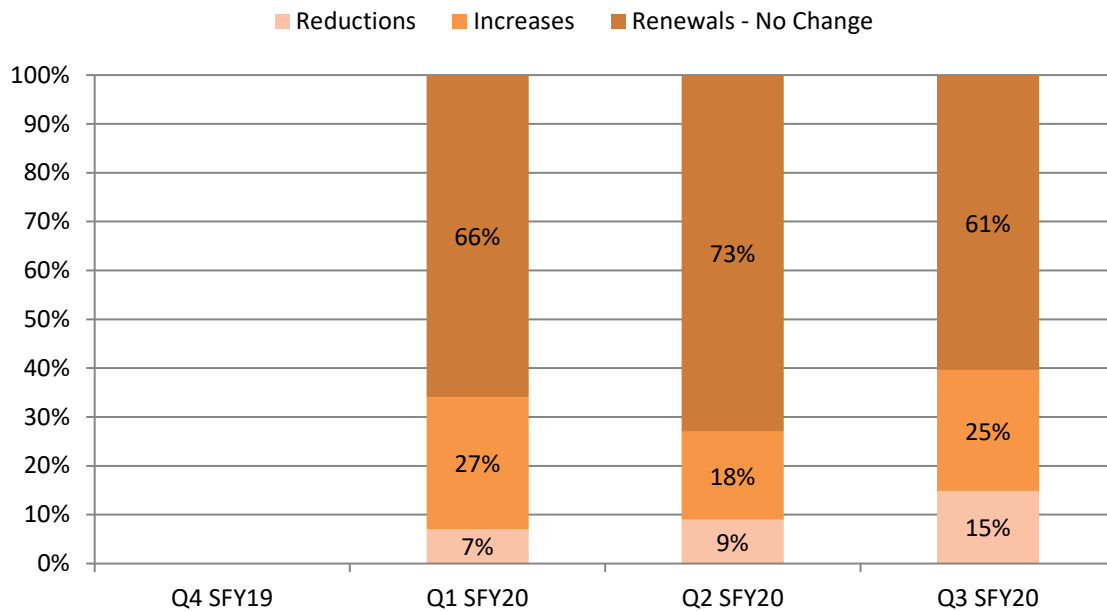


The data illustrated below reflects the status of the annual service plan reviews for members receiving HCBS.

Amerigroup Service Plan Revision Outcomes



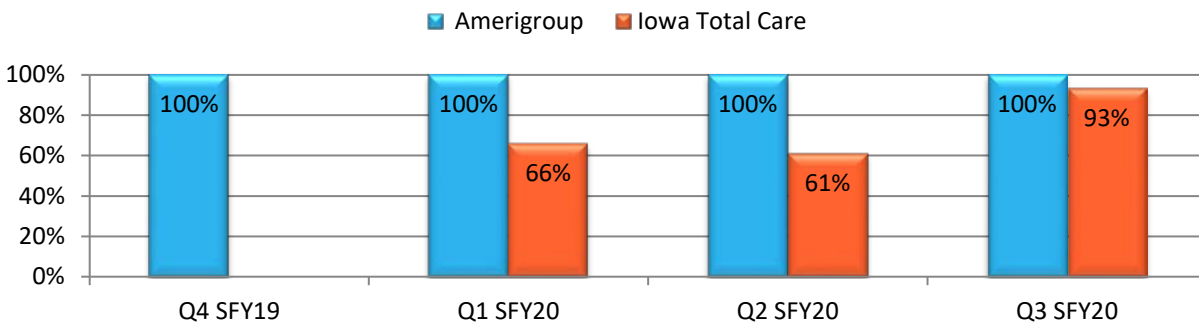
Iowa Total Care Service Plan Revision Outcomes



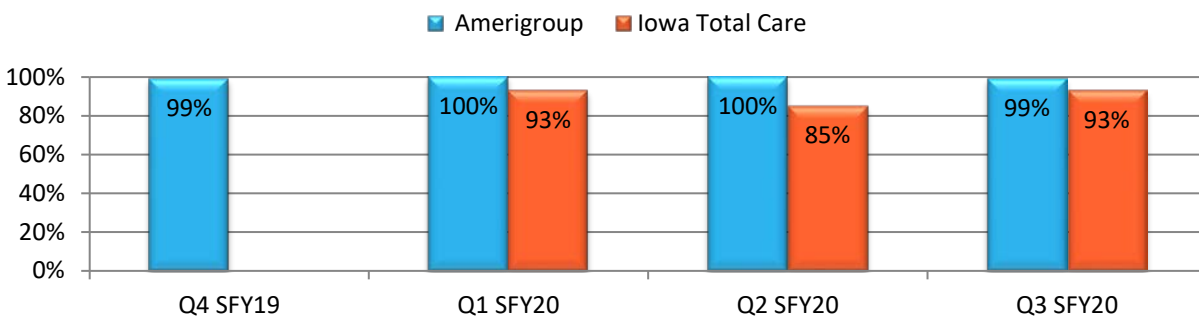
IOWA PARTICIPANT EXPERIENCE SURVEY (IPES) REPORTING

Iowa Participant Experience Survey (IPES) results are one component of the Department's HCBS quality strategy. Surveys are conducted to achieve a statistically significant representative sample by waiver with a 95% confidence level and a 5% error rate. Percentages below reflect the number of survey responses in the quarter from all applicable waivers indicating "yes". Other valid survey responses include "no," "I don't know," "I don't remember," and "no/unclear."

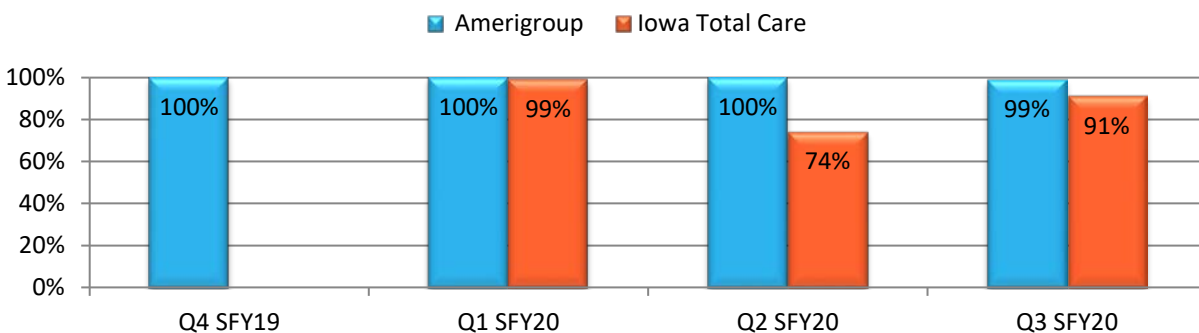
Members Reporting: They Were Part of Service Planning



Members Reporting: They Feel Safe Where They Live



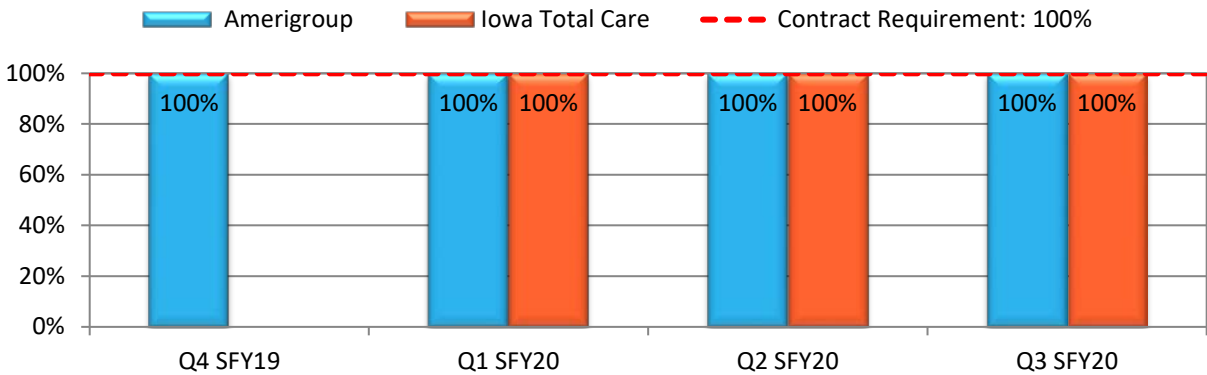
Members Reporting: Their Services Make Their Lives Better



MCO Member Grievances

The grievances resolved data below demonstrates the level to which the member is receiving timely and adequate levels of service. A grievance is considered resolved once it has been through the process and a disposition has been communicated to the member and member representative.

Percentage of Grievances Resolved within 30 Calendar Days of Receipt



Grievances Received Supporting Data

Quarter	Amerigroup		Iowa Total Care	
	Count	% Pop	Count	% Pop
Q4 SFY19	248	0.09%	-	-
Q1 SFY20	286	0.07%	155	0.05%
Q2 SFY20	784	0.19%	282	0.10%
Q3 SFY20	706	0.19%	230	0.08%

Top 10 Reasons for Grievances

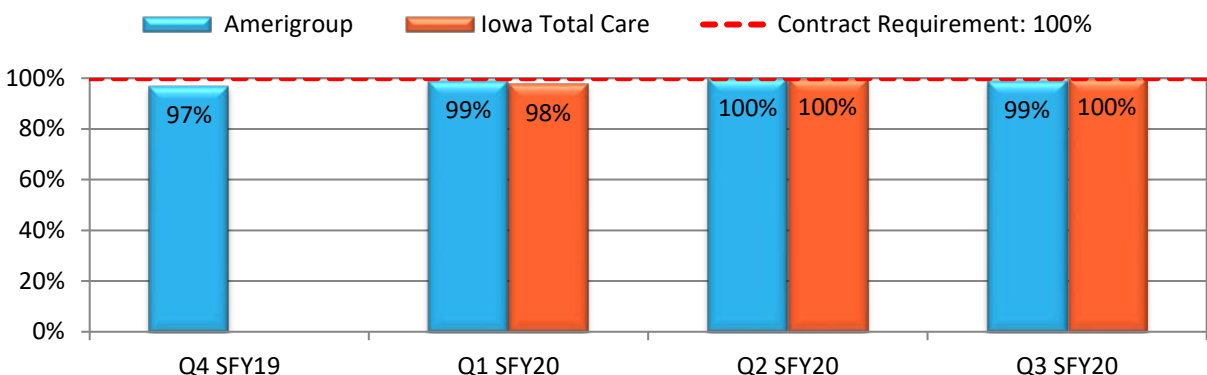
**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	Voluntary Disenrollment	17%	Access to Care - Network Availability/Disenrollment request	48%
2.	Transportation - Driver Delay	17%	Unhappy with Benefits	18%
3.	Transportation - Driver no-show	15%	Transportation - General Complaint Vendor	7%
4.	Termination of eligibility	11%	Transportation - Missed Appointment	4%
5.	Provider balance billed	9%	Transportation - Late Appointment	3%
6.	Provider attitude/rudeness	6%	Transportation - Driver did not show	2%
7.	Adequacy of treatment record keeping	5%	Transportation - General Complaint Vendor Customer Service Rep	2%
8.	Availability of appointments	5%	Transportation - Other	1%
9.	Transportation - Unsafe Driving	3%	Lack of Caring/Concern	1%
10.	Inadequate benefit access	3%	Provider	1%

MCO Member Appeals

The appeals resolved data below demonstrates the level to which the member is receiving adequate and timely and levels of service. An appeal is considered resolved once it has been through the process and a disposition has been communicated to the member and member representative.

Percentage of Appeals Resolved within 30 Calendar Days of Receipt



Appeals Received Supporting Data

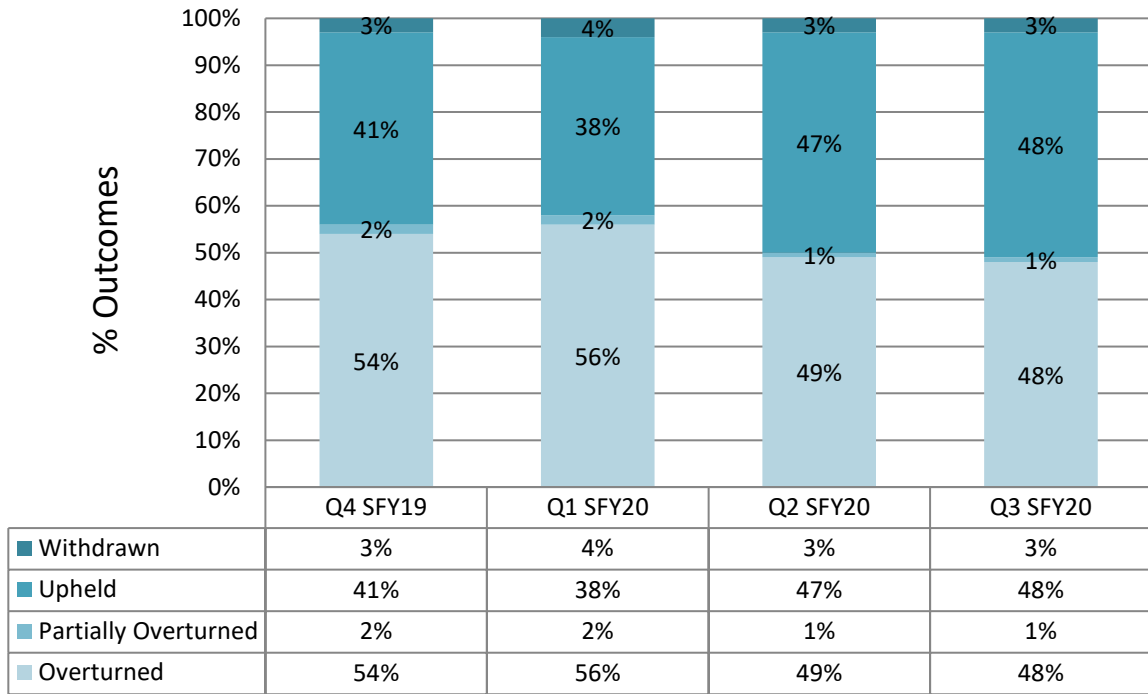
Quarter	Amerigroup		Iowa Total Care	
	Count	% Claims	Count	% Claims
Q4 SFY19	211	0.01%		
Q1 SFY20	244	0.01%	89	0.01%
Q2 SFY20	355	0.01%	199	0.01%
Q3 SFY20	433	0.01%	179	< 0.01%

Top 10 Reasons for Appeals

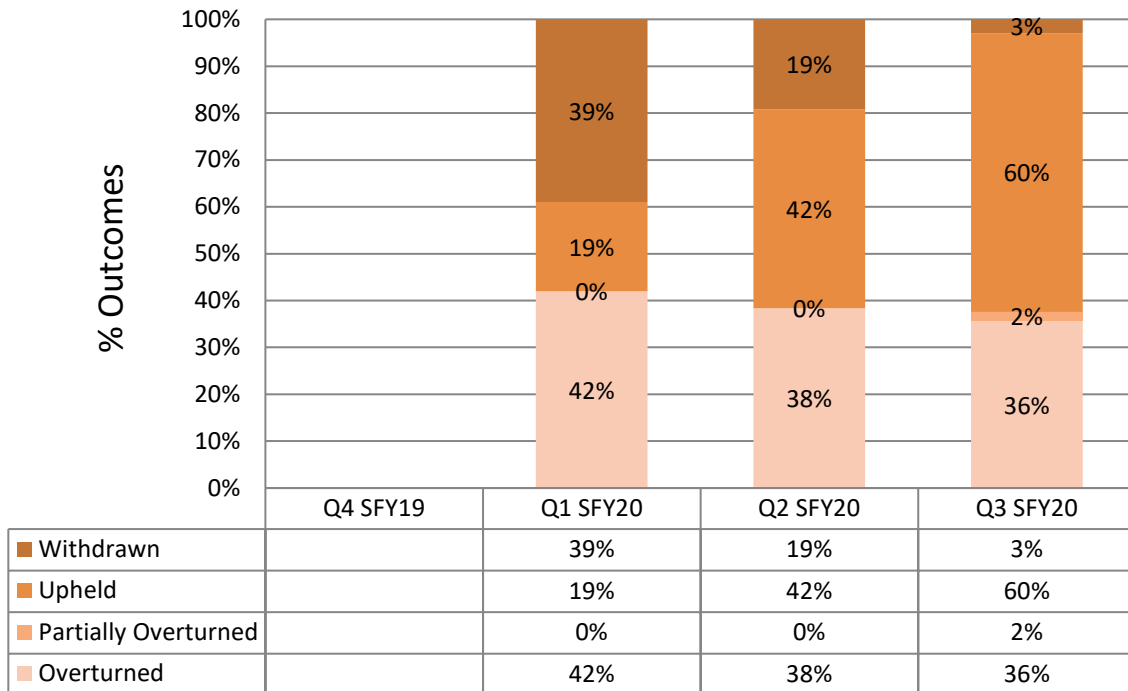
**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	Pharmacy - Non Injectable	27%	RX - Does Not Meet Prior Auth Guidelines	22%
2.	DME	20%	Other - Mental Health Service	19%
3.	Radiology	11%	DME - Other	8%
4.	Surgery	8%	DME - Wheelchair	6%
5.	BH - Op Service	6%	Injections - Epidural Injections	3%
6.	Pharmacy - Injectable	6%	Vendor Related - Home Care	3%
7.	Personal Care Services Self-Directed	5%	DME - Pneumatic Compressor/Appliance	3%
8.	BH - Inpatient	5%	DME - Orthopedic Devices	2%
9.	Pain Mgmt	3%	Consultation - Hematology/Oncology	2%
10.	Other	3%	DME - Blood Glucose Monitor	2%

Amerigroup Appeal Outcome Percentages

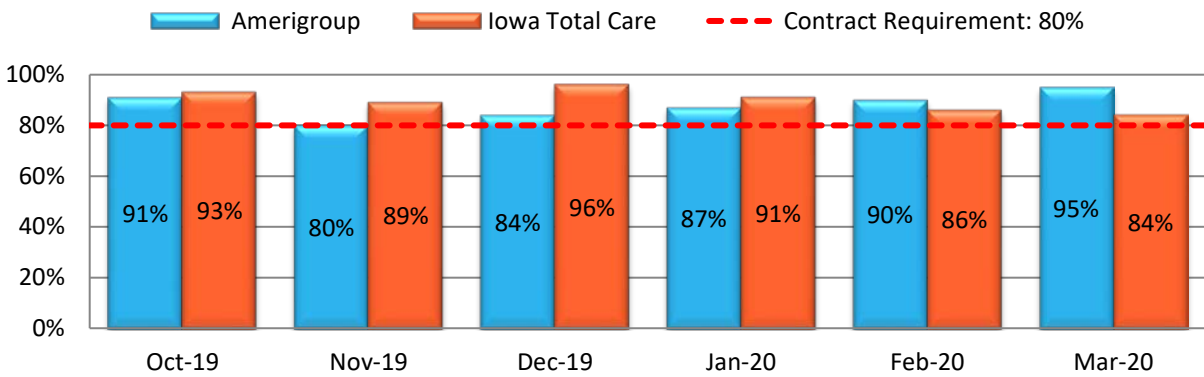


Iowa Total Care Appeal Outcome Percentages

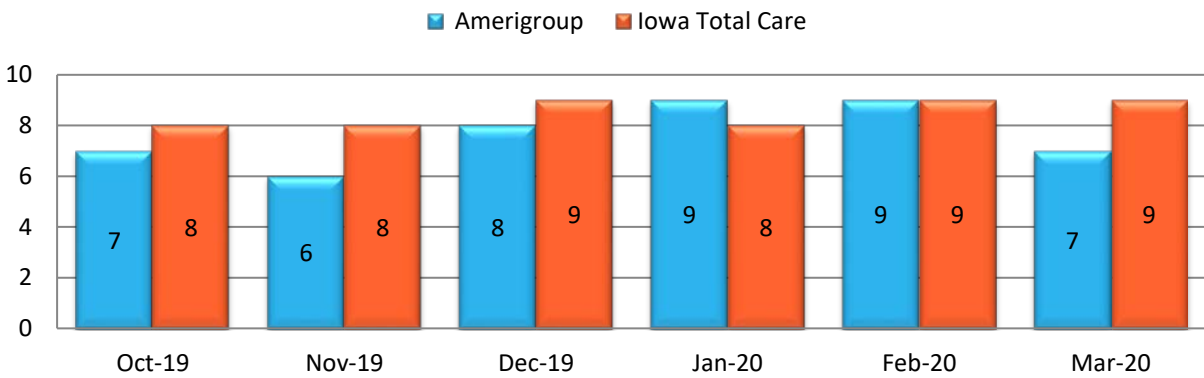


Member Helpline

Service Level
Percentage of Member Helpline Calls Answered Timely



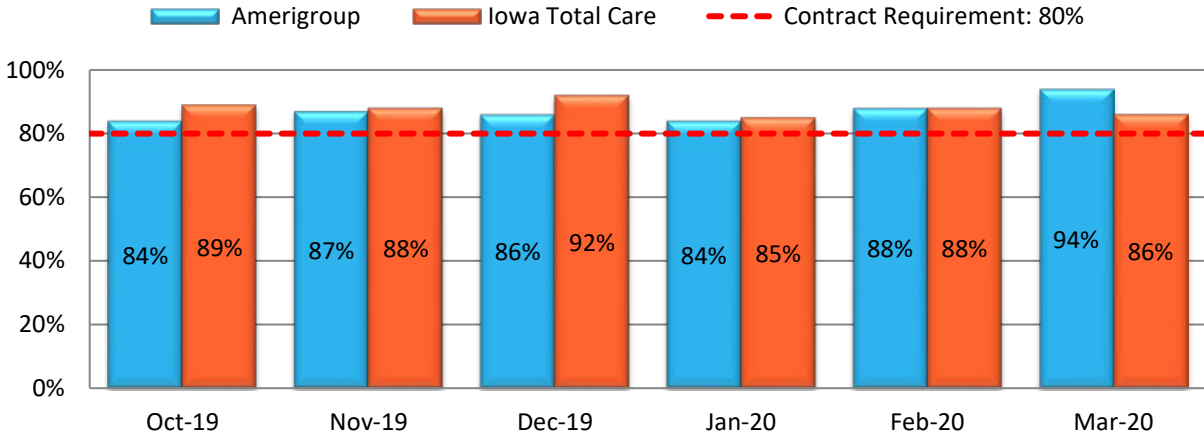
Secret Shopper
Member Helpline Average Monthly Score



Provider Helpline

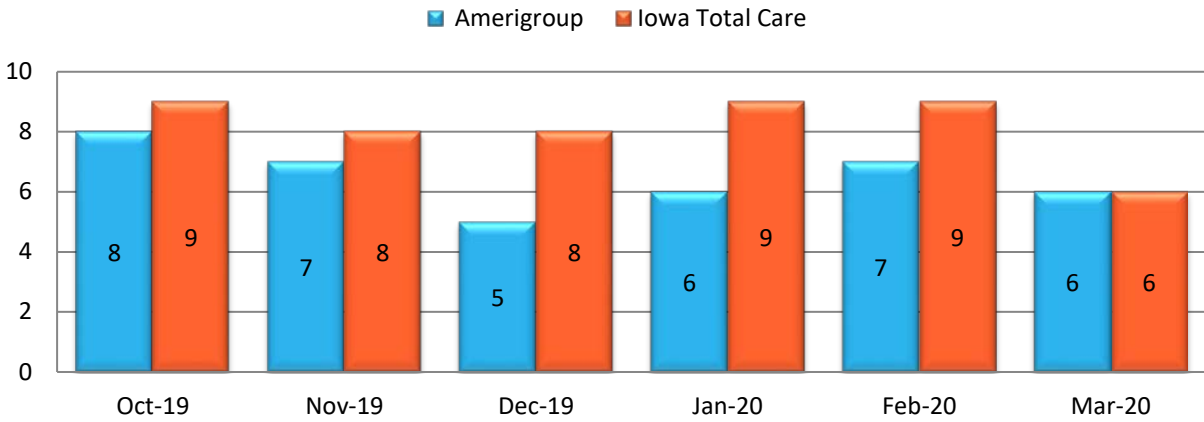
Service Level

Percentage of Provider Helpline Calls Answered Timely



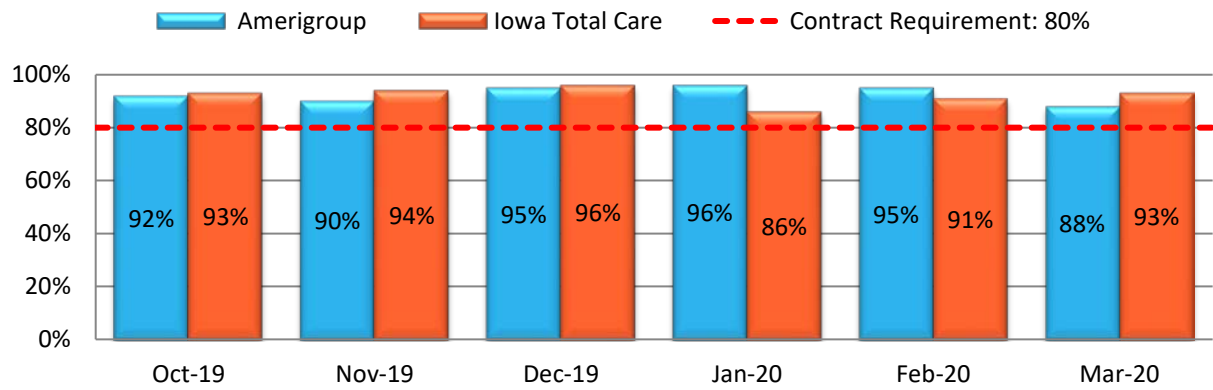
Secret Shopper

Provider Helpline Average Monthly Score



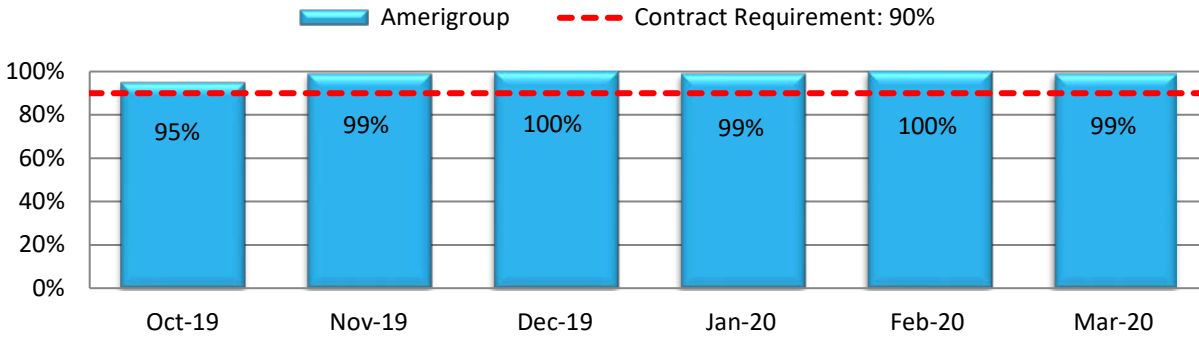
Pharmacy Provider Helpline

Service Level Percentage of Pharmacy Provider Helpline Calls Answered Timely

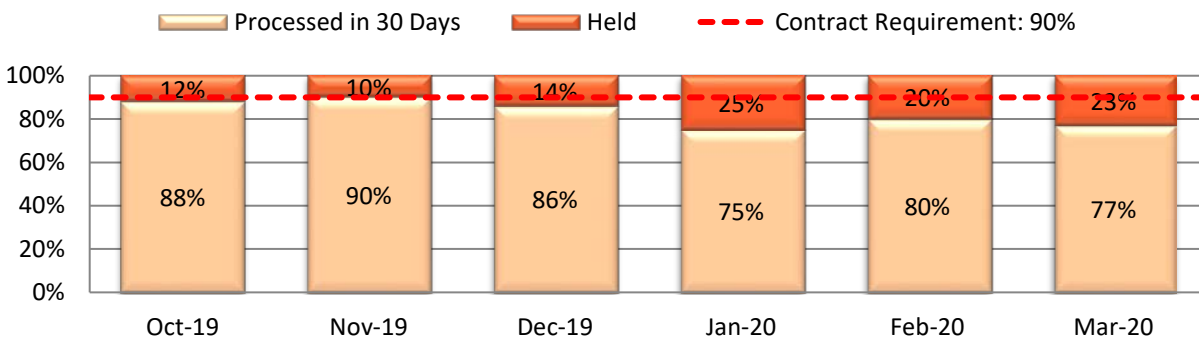


Non-Pharmacy Claims Payments

Amerigroup
 Percentage of Clean Non-Pharmacy Claims Paid or Denied
 Within 30 Calendar Days



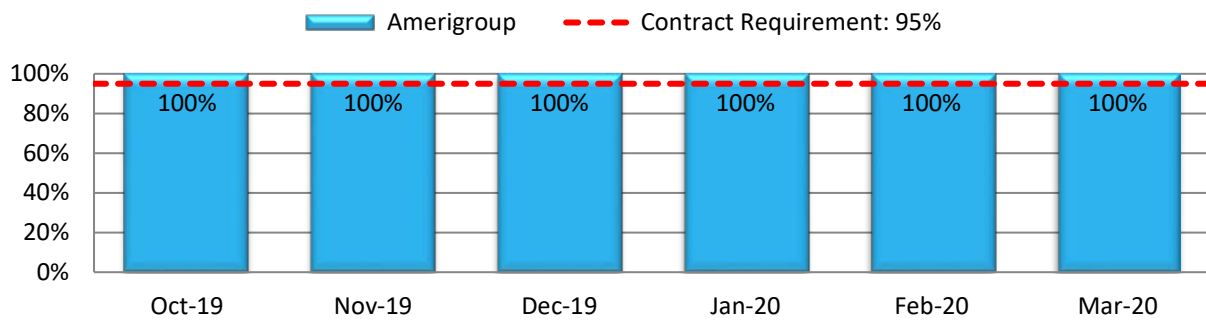
Iowa Total Care
 Percentage of Clean Non-Pharmacy Claims Paid or Denied
 Within 30 Calendar Days



This measure is being reported separately for ITC at this time due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues. The chart above reflects the percentage of those clean claims that have been withheld from processing as well as those processed within 30 calendar days. There is potential for some clean claims withheld by ITC due to payment system configuration issues to have been processed within 30 or 45 days. However, there is not a count of such claims available at this time.

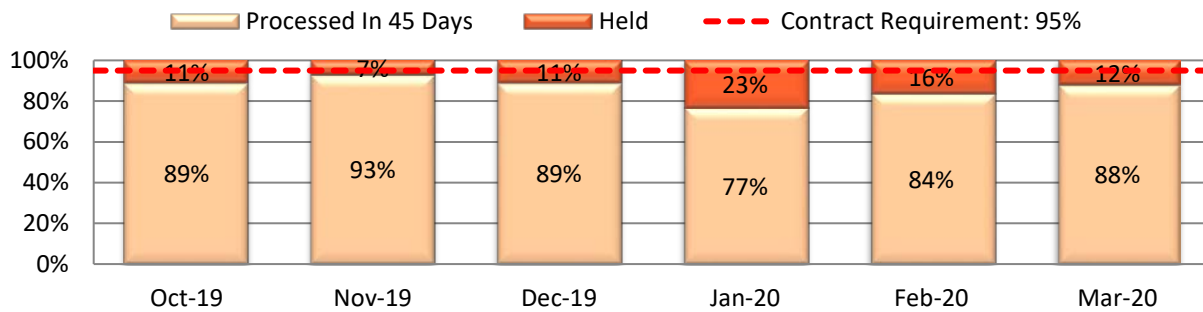
Amerigroup

Percentage of Clean Non-Pharmacy Claims Paid or Denied Within 45 Calendar Days



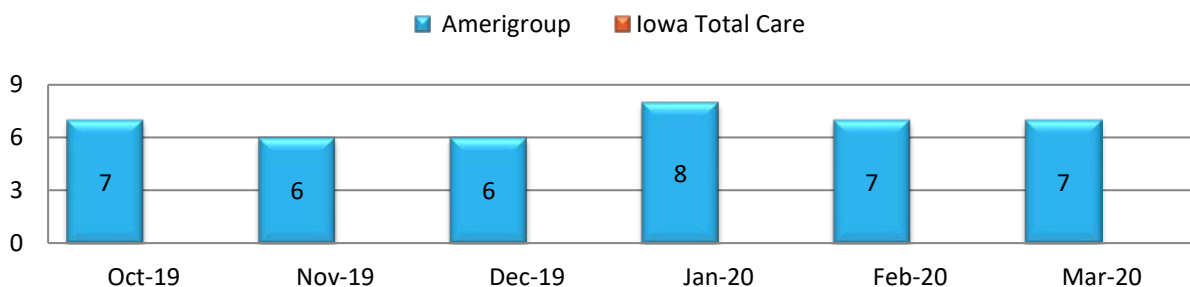
Iowa Total Care

Percentage of Clean Non-Pharmacy Claims Paid or Denied Within 45 Calendar Days



This measure is being reported separately for ITC at this time due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues. The chart above reflects the percentage of those clean claims that have been withheld from processing as well as those processed within 45 calendar days. There is potential for some clean claims withheld by ITC due to payment system configuration issues to have been processed within 30 or 45 days. However, there is not a count of such claims available at this time.

Average Days for Non-Pharmacy Claims Payment



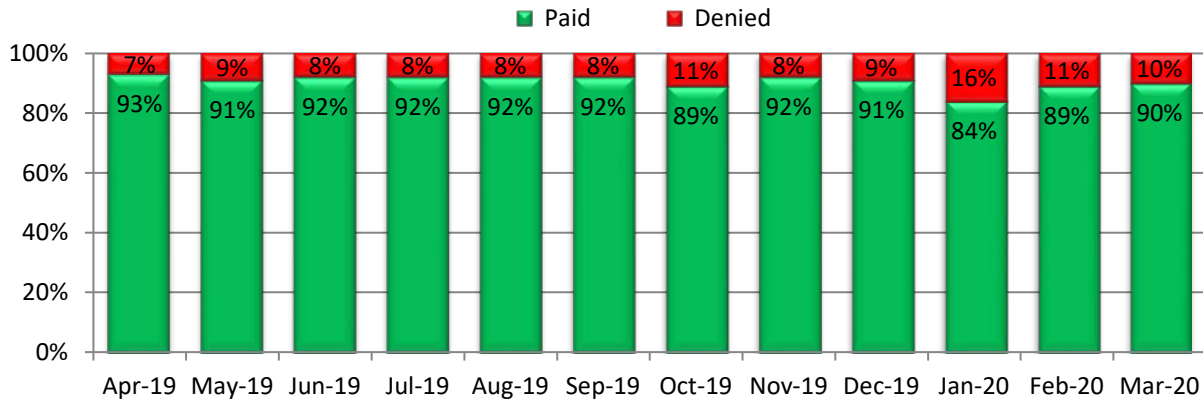
Due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues, it is not possible to accurately reflect this measure for ITC for this quarter.

Non-Pharmacy Claims Payments

Amerigroup

Non-Pharmacy Claims Status

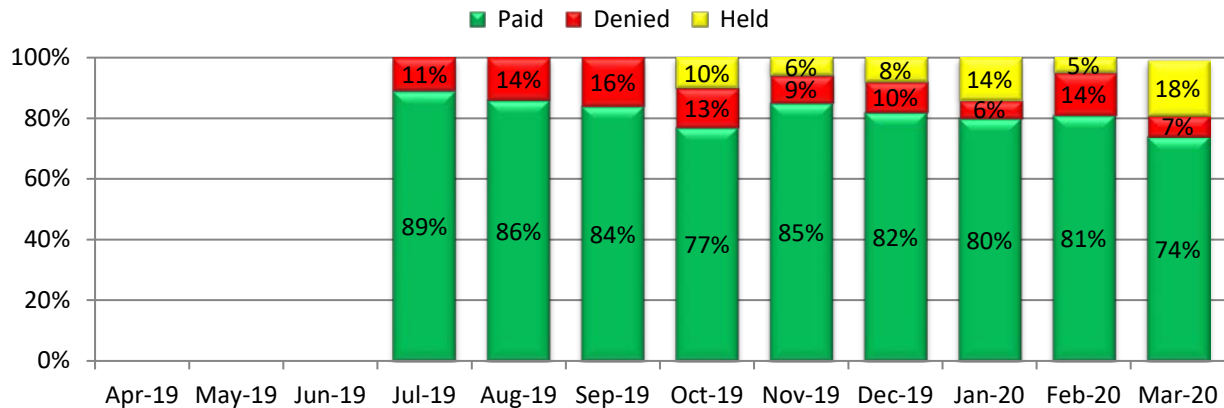
**As of the end of the reporting period



Iowa Total Care

Non-Pharmacy Claims Status

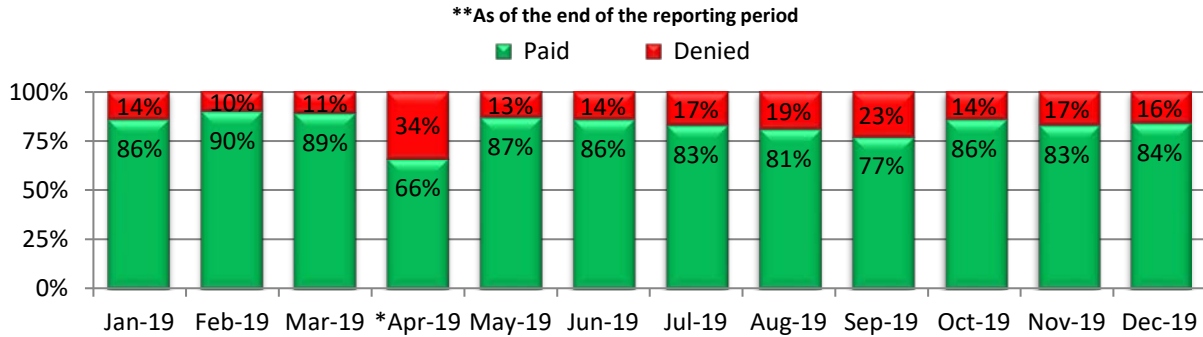
**As of the end of the reporting period



This measure is being reported differently for ITC at this time due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues. The chart above reflects the percentage of those clean claims that have been withheld from processing as well as all claims paid and denied.

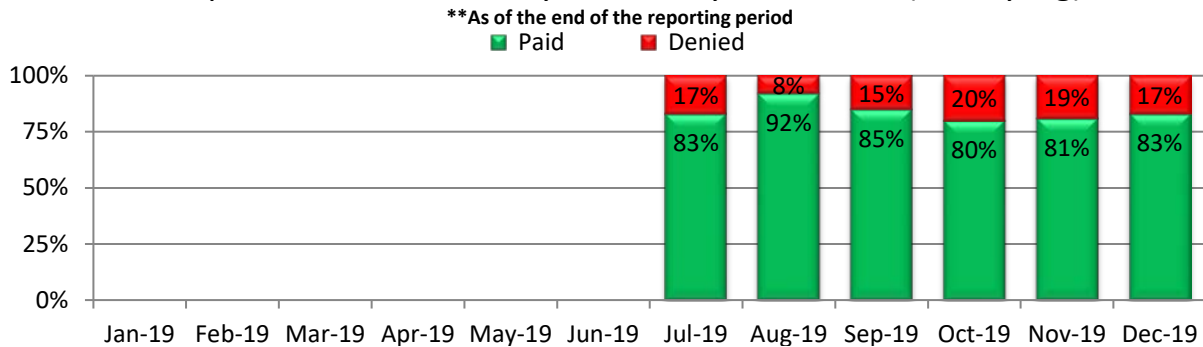
Non-Pharmacy Claims Payments

Amerigroup Suspended Non-Pharmacy Claims Payment Rates (90-day lag)

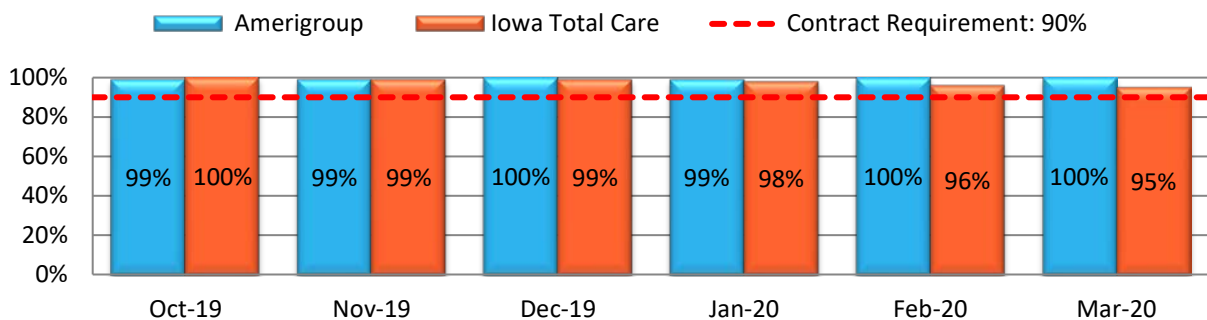


**After the final Q1 SFY20 report was completed, Amerigroup identified an error in their calculation of the Suspended Non-Pharmacy Claims Payment Rates for April 2019. Their corrected rates for April 2019 are 84% paid and 16% denied.*

Iowa Total Care Suspended Non-Pharmacy Claims Payment Rates (90-day lag)



Percentage of Clean Provider Adjustment Requests and Errors Reprocessed Within 30 Days of Identification



Top 10 Reasons for Non-Pharmacy Claims Denial

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	18-Exact duplicate claim/service	28%	18: DENY: DUPLICATE CLAIM SERVICE	19%
2.	27-Expenses incurred after coverage terminated	11%	185: RENDERING PROV NOT REGISTERED WITH IA DHS/IOWA MEDICAID	9%
3.	197-Precertification/authorization/notification absent	10%	252: DENY: BILL PRIMARY INSURER 1ST RESUBMIT WITH EOB	4%
4.	16-Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	8%	206: REFERRING NPI NOT SUBMITTED ON CLAIM	4%
5.	256-Service not payable per managed care contract	7%	18: DENY: DUPLICATE SUBMISSION-ORIGINAL CLAIM STILL IN PEND STATUS	3%
6.	45-Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Note: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability) N381-Alert: Consult our contractual agreement for restrictions/billing/payment information related to these charges	6%	N/A: NOT COVERED UNLESS SUBMITTED VIA ELECTRONIC CLAIM	3%
7.	23-The impact of prior payer(s) adjudication including payments and/or adjustments. (Use only with Group Code OA)	6%	184: BILLING PROVIDER NOT REGISTERED WITH IA DHS/IOWA MEDICAID	2%
8.	29-The time limit for filing has expired	4%	23: VOID ADJUSTMENT	1%
9.	252-An attachment/other documentation is required to adjudicate this claim/service. At least one Remark Code must be provided (may be comprised of	3%	197: DENY: NO AUTHORIZATION ON FILE THAT MATCHES SERVICE(S) BILLED	1%

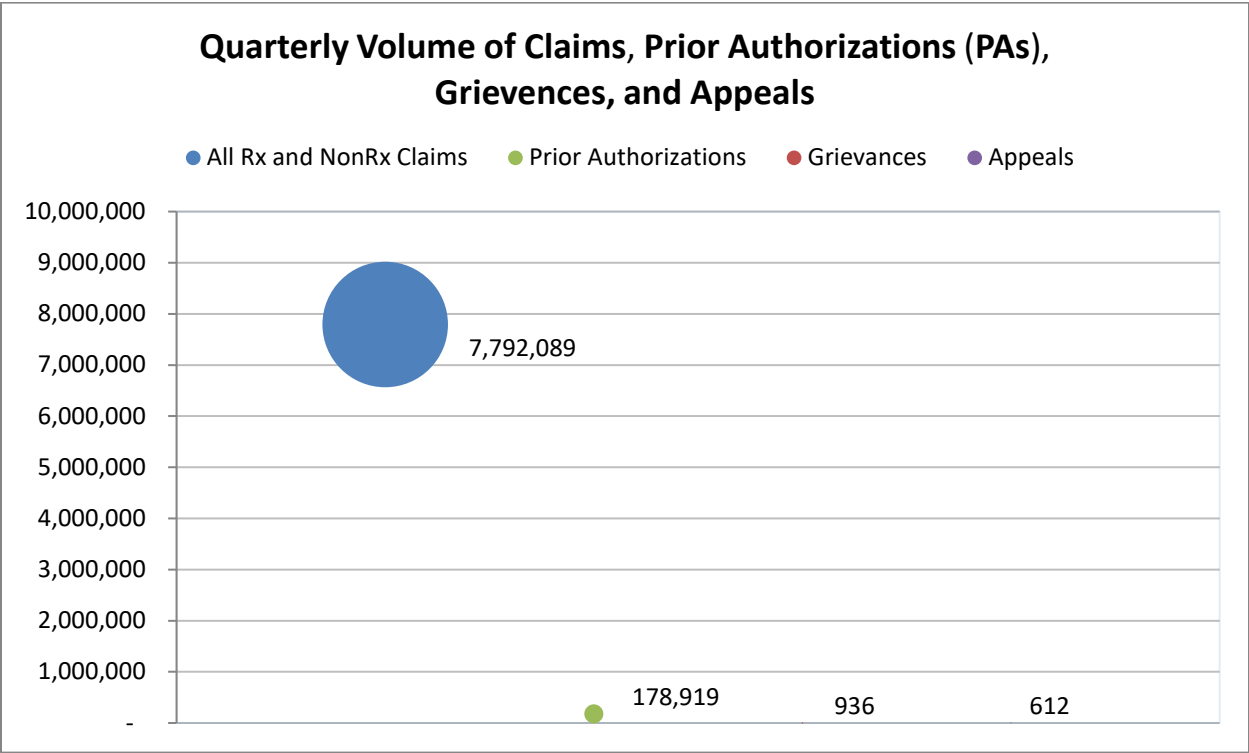
Top 10 Reasons for Non-Pharmacy Claims Denial

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
	either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT). N479-Missing Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payer)			
10	16-Claim/service lacks information or has submission/billing error(s) which is needed for adjudication. Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Note: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present MA130-Your claim contains incomplete and/or invalid information, and no appeal rights are afforded because the claim is unprocessable. Please submit a new claim with the complete/correct information	1%	272: HEALTH PLAN GUIDELINES FOR SUBMITTING CORRECTED CLAIM WERE NOT FOLLOWED	1%

Claim Adjustment Reason Codes (CARC): A nationally-accepted, standardized set of denial and payment adjustment reasons used by all MCOs. <http://www.wpc-edi.com/reference/codelists/healthcare/claim-adjustment-reason-codes/>

Remittance Advice Remark Codes (RARC): A more detailed explanation for a payment adjustment used in conjunction with CARCs. <http://www.wpc-edi.com/reference/codelists/healthcare/remittance-advice-remark-codes/>



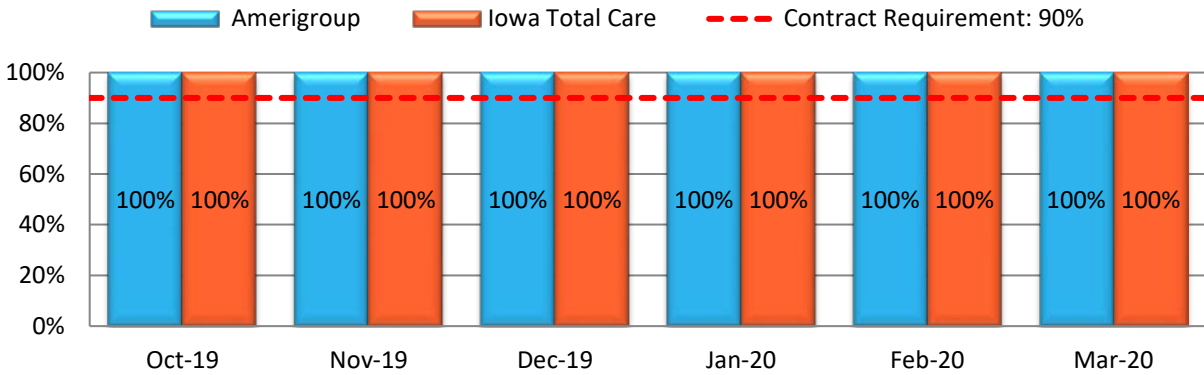
The illustration above provides context to the volume of the following actions in comparison to the overall claims universe:

- Benefits may require **Prior Authorization** before service
- Members may elect to file a **Grievance** to express general plan dissatisfaction
- Members or Providers may **Appeal** a filed claim based on a reduction in benefits or an outright rejection

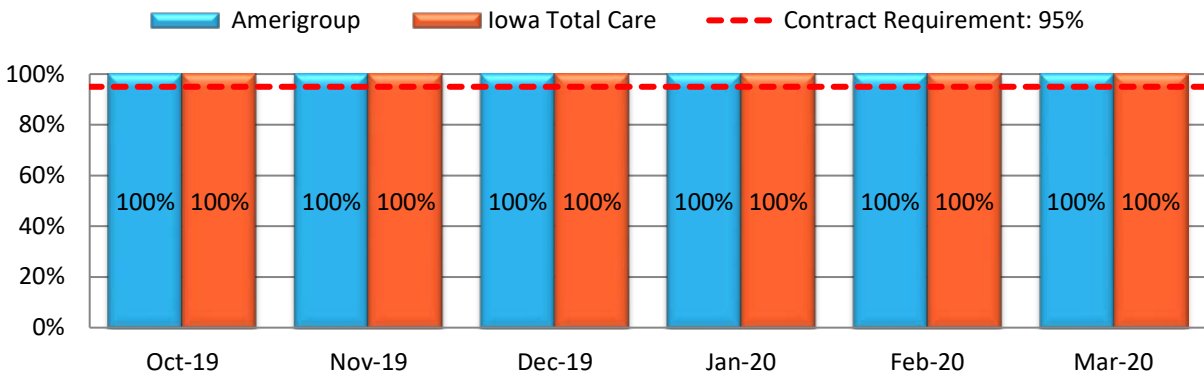
Supporting Data		
All Rx and NonRx Claims	7,792,089	% of Claims Universe
Prior Authorizations	178,919	2.30%
Grievances	936	0.01%
Appeals	612	0.01%

Pharmacy Claims Payment

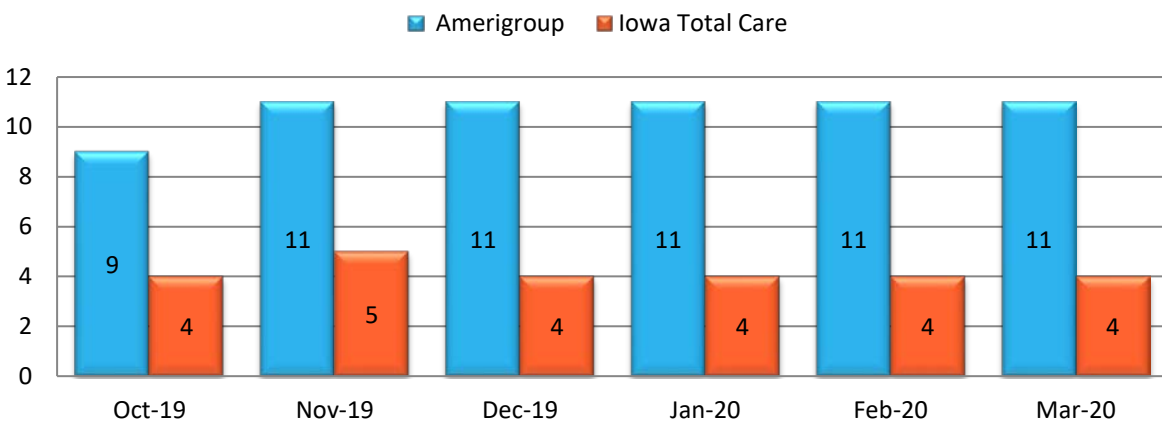
Percentage of Clean Pharmacy Claims Paid or Denied Within 30 Calendar Days



Percentage of Clean Pharmacy Claims Paid or Denied Within 45 Calendar Days



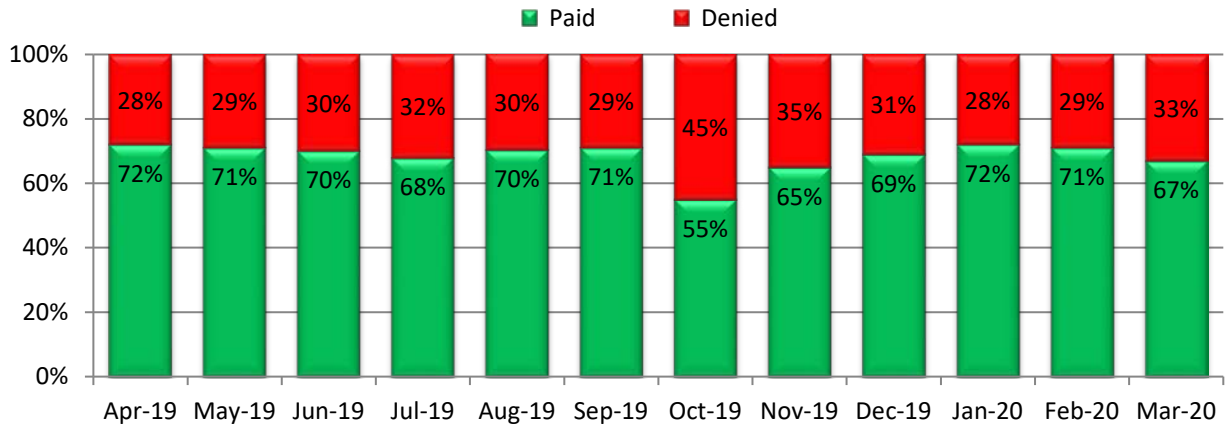
Average Days for Pharmacy Claims Payment



Pharmacy Claims Payment

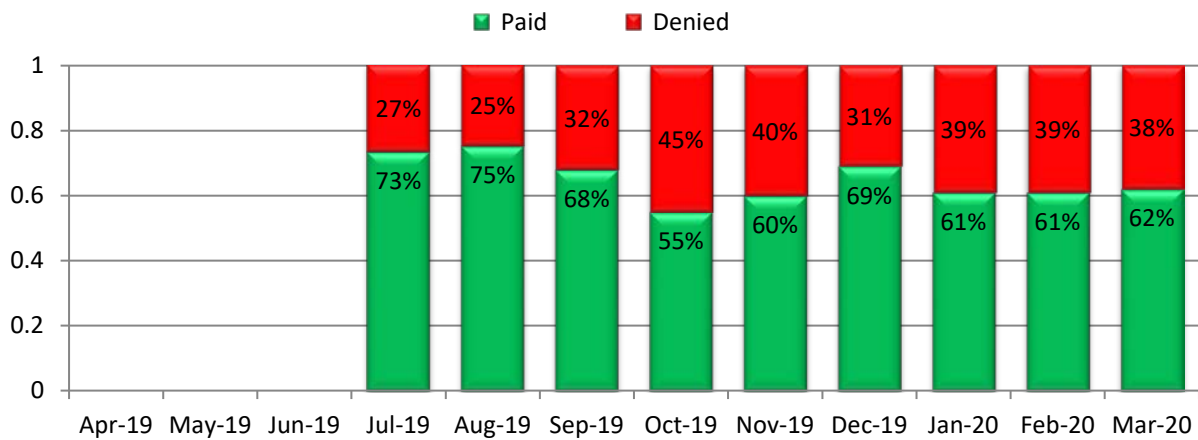
Amerigroup Pharmacy Claims Status

**As of the end of the reporting period



Iowa Total Care Pharmacy Claims Status

**As of the end of the reporting period



Top 10 Reasons for Pharmacy Claims Denial

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	79 - REFILL TOO SOON	43%	79 - REFILL TOO SOON	31%
2.	75 - PRIOR AUTHORIZATION REQRD	14%	75 - PRIOR AUTHORIZATION REQUIRED	12%
3.	41 - SBMT BILL TO OTHER PROCSR	13%	AG - Days' Supply Limitation For Product/Service	5%
4.	70 - NDC NOT COVERED	7%	68 - FILLED AFTER COVERAGE EXPIRED	5%
5.	69 - FILLED AFTER COVERAGE TRM	6%	85 - CLAIM NOT PROCESSED	3%
6.	76 - PLAN LIMITATIONS EXCEEDED	5%	MR - Product Not On Formulary	2%
7.	7X - DAYS SUPPLY EXCEED PLANLT	2%	41 - SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYOR	2%
8.	6E - M/I OTH PAYER REJECT CODE	1%	88 - DUR REJECT ERROR	2%
9.	83 - DUPLICATE PAID/CAPT CLAIM	1%	9G - Quantity Dispensed Exceeds Maximum Allowed	2%
10.	56 - NON-MATCHED PRESCRIBER ID	1%	60 - DRUG NOT COVERED FOR PATIENT AGE	1%

Utilization of Value Added Services Reported Count of Members

The MCOs may offer value added services in addition to traditional Medicaid and HCBS services. Between the plans there are 40 value added services available as part of the managed care program.

Q3 SFY20 Data	Iowa Total Care
My Health Pays Program	14,835
The Flu Program	6,537
Start Smart for Your Baby	1,212
Member Connections Program	317
Mobile App	598
Q3 SFY20 Data	Amerigroup
Weight Watchers	209
Exercise Kit	57
Dental Hygiene Kit	76
Personal Bag for Belongings with Comfort Item	4
SafeLink Mobile Phone	619
Healthy Families Program	30
Community Resource Link	763
Live Health Online	115
Healthy Rewards	1,620
Taking Care of Baby and Me	2,895
Boys & Girls Club	289
Home Delivered Meals	20
Community Reintegration	5
HiSET	3

Provider Network Access

There are two major methods used to determine adequacy of network in the contract between the Department and the MCOs:

- Member and provider ratios by provider type and by region
- Geographic access by time and distance

As there are known coverage gaps within the state for both Medicaid and other health care markets; exceptions will be granted by the Department when the MCO clearly demonstrates that:

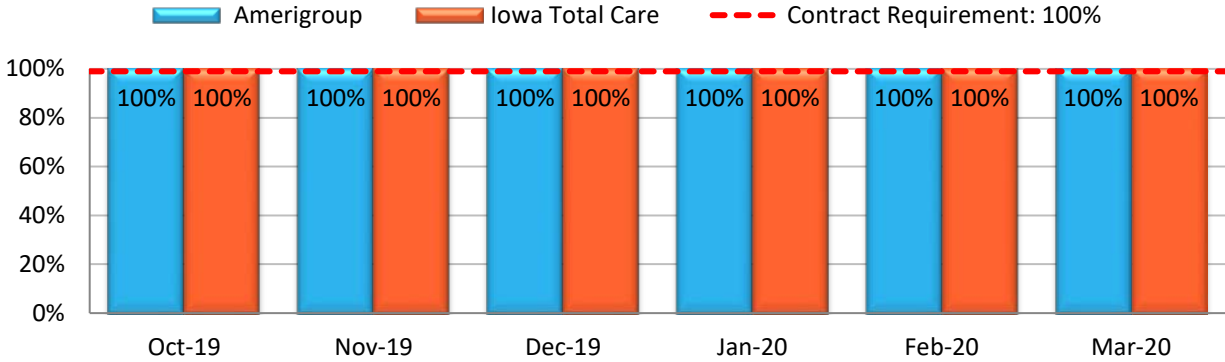
- Reasonable attempts have been made to contract with all available providers in that area; or
- There are no providers established in that area.

Links to time and distance reports can be found at:

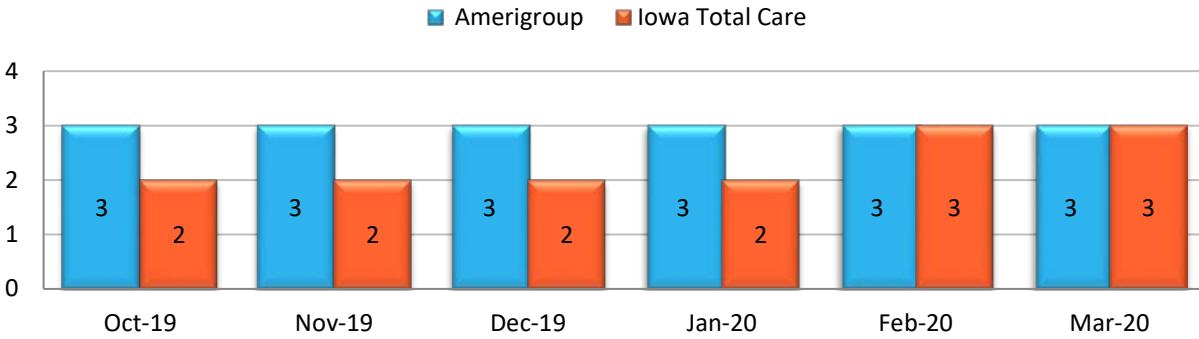
<https://dhs.iowa.gov/ime/about/performance-data-GeoAccess>

Non-Pharmacy Prior Authorizations (PAs)

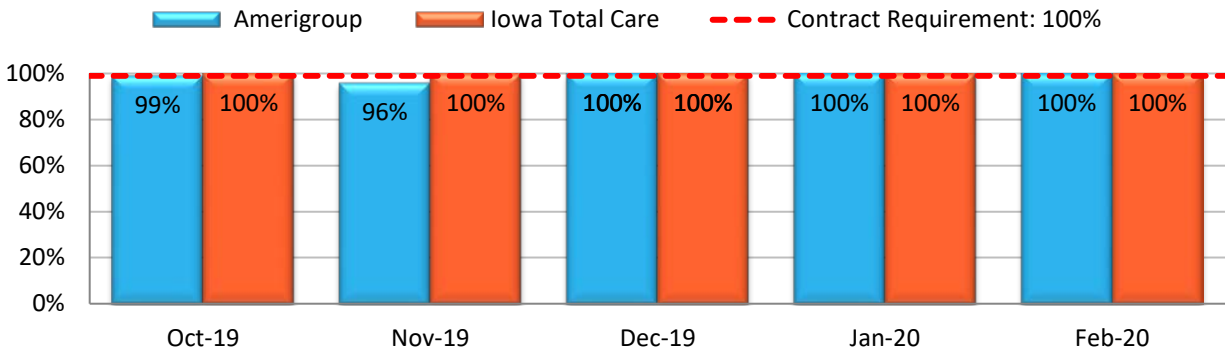
Percentage of Regular PA's Completed Within 14 Calendar Days of Request



Average Days for Regular PA Processing



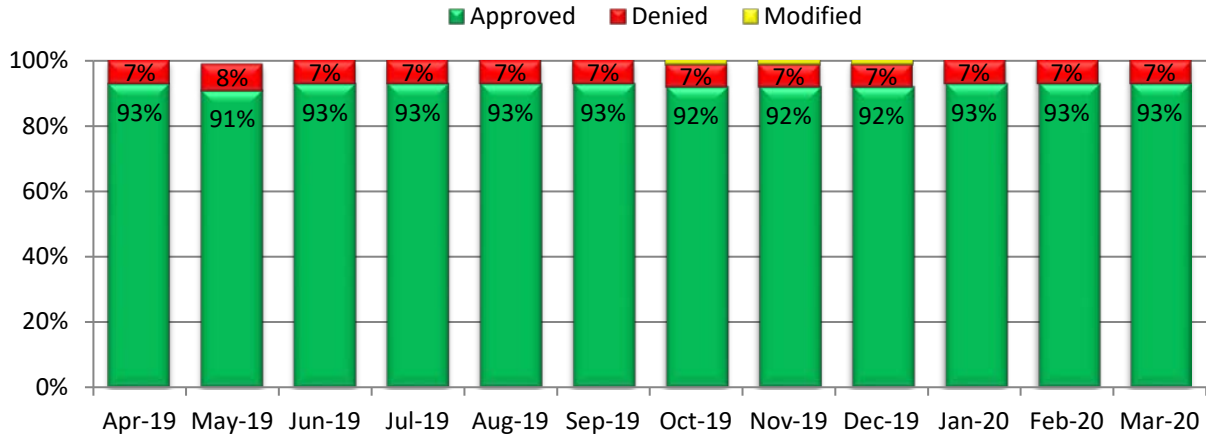
Percentage of Expedited PAs Completed Within 72 Hours of Request



Non-Pharmacy Prior Authorizations (PAs)

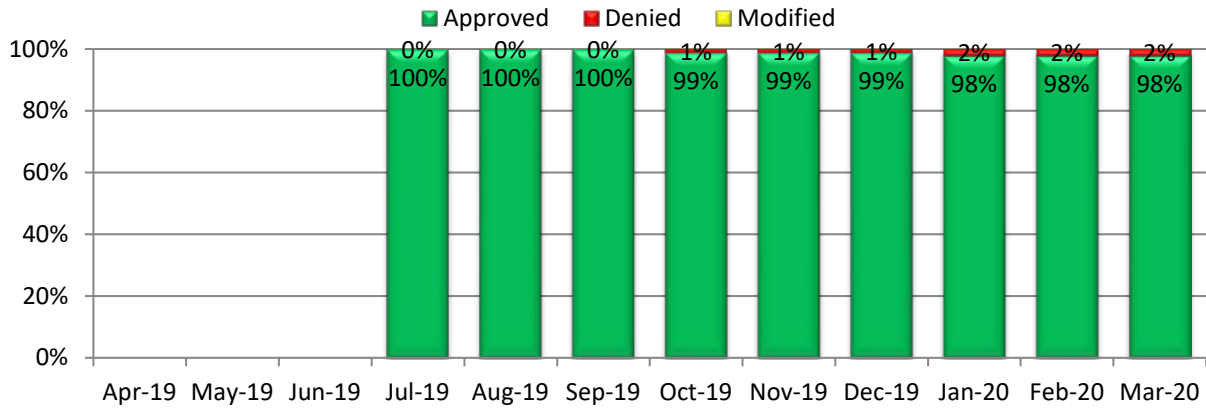
Amerigroup Non-Pharmacy PAs Status

**As of the end of the reporting period



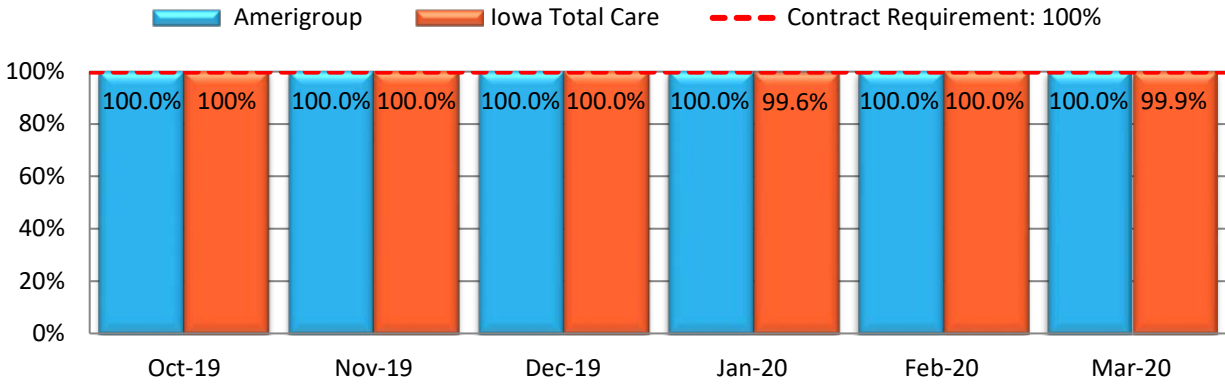
Iowa Total Care Non-Pharmacy PAs Status

**As of the end of the reporting period



Pharmacy Prior Authorizations (PAs)

Percentage of Regular PAs Completed Within 24 Hours of Request

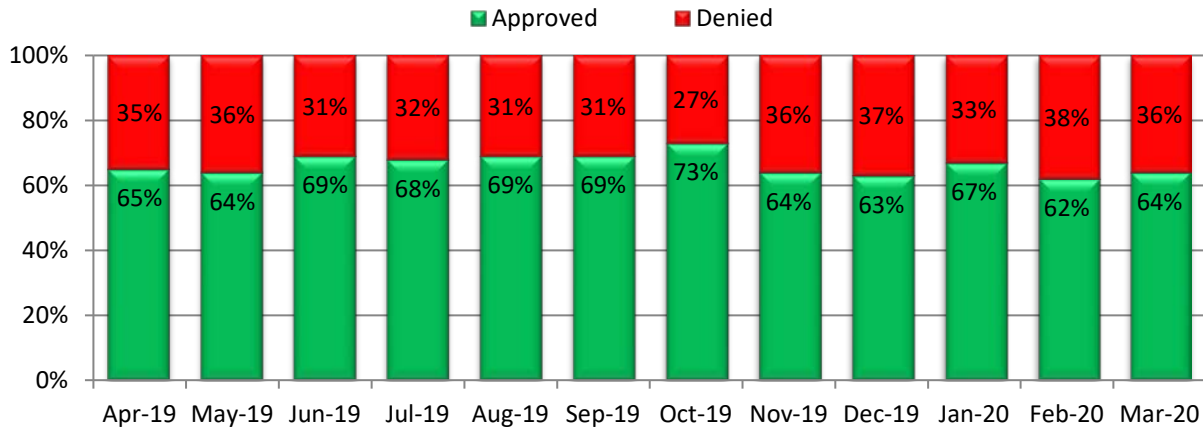


Pharmacy Prior Authorizations (PAs)

Amerigroup

Pharmacy PAs Submitted Status

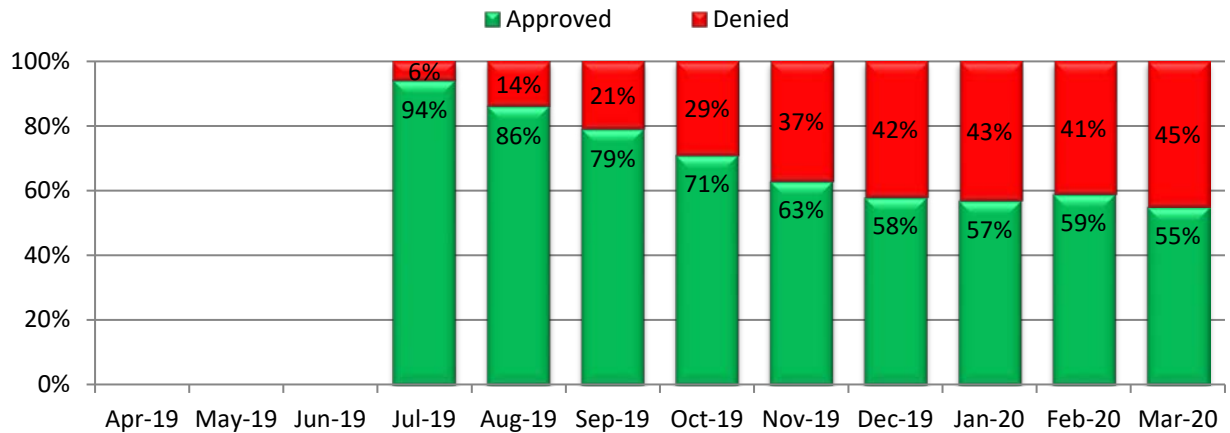
**As of the end of the reporting period



Iowa Total Care

Pharmacy PAs Submitted Status

**As of the end of the reporting period



Encounter Data Reporting

Encounter Data are records of medically-related services rendered by a provider to a member. The Department continues the process of validating all encounter data to ensure adequate development of capitation rates and overall program and data integrity.

Measure	Amerigroup			Iowa Total Care		
	Oct	Nov	Dec	Oct	Nov	Dec
Encounter Data Submitted By 20 th of the Month	Y	Y	Y	Y	Y	Y

Value Based Purchasing Enrollment

The MCOs are expected to have 40% of their population covered by a value based purchasing agreement.

Data as of March 2020	Amerigroup	Iowa Total Care
% of Members Covered by a Value Based Purchasing Agreement Meeting State Standards	60%	30%

Financial Ratios

Each MCO is required to meet a minimum Medical Loss Ratio (MLR) of 88% per the contract between the Department and the MCOs.

- **Medical Loss Ratio (MLR):** Reflects the percentage of capitation payments used to pay medical expenses.
- **Administrative Loss Ratio (ALR):** Reflects the percentage of capitation payments used to pay administrative expenses.
- **Underwriting Ratio (UR):** Reflects either profit or loss.

A minimum MLR protects the state, providers, and members from inappropriate denial of care to reduce medical expenditures. It also protects the state if capitation rates are significantly above the actual managed care experience, in which case the state will recoup the difference.

Q3 SFY20 Data	Amerigroup	Iowa Total Care
MLR	89.2%	93.2%
ALR	9.9%	7.4%
UR	0.9%	-0.6%

These measurements may be subject to change after the end of the reporting quarter due to out of period adjustments made by the MCOs.

Capitation Payments

Capitation payments include payments made for the reported quarter's enrollment, adjustments, and member reinstatements and retroactive eligibility. Quarterly Performance Reports in previous fiscal years only included payments for the current quarter's enrollment, which is why previous quarters are not provided.

Amerigroup	Q4 SFY19	Q1 SFY20	Q2 SFY20	Q3 SFY20
Total	\$402,424,413	\$776,896,261	\$770,541,008	\$780,177,202
Adjustments	(\$313,567)	\$6,430,230	(\$318,472)	(\$561,917)
Current	\$391,378,265	\$746,007,181	\$741,757,464	\$737,725,943
Member Reinstatements and Retroactive Eligibility	\$11,359,715	\$24,458,850	\$29,102,016	\$43,013,176
Iowa Total Care	Q4 SFY19	Q1 SFY20	Q2 SFY20	Q3 SFY20
Total	-	\$490,980,587	\$515,932,803	\$517,576,251
Adjustments	-	(\$2,210,078)	(\$738,123)	(\$269,855)
Current	-	\$472,574,570	\$477,277,865	\$482,489,315
Member Reinstatements and Retroactive Eligibility	-	\$20,616,095	\$39,393,061	\$35,356,790

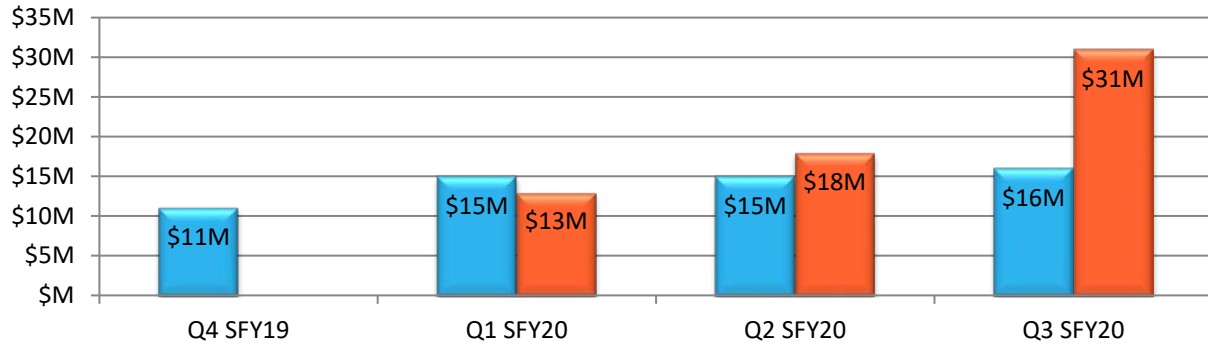
Reported Reserves

Data reported	Amerigroup	Iowa Total Care
Acceptable Quarterly Reserves per Iowa Insurance Division (IID) (Y/N)*	Y	Y

Third Party Liability (TPL)

TPL Recovery (Millions)

Amerigroup Iowa Total Care



PROGRAM INTEGRITY

Program Integrity (PI)

Program integrity (PI) encompasses a number of activities to ensure appropriate billing and payment. The main strategy for eliminating fraud, waste and abuse is to use state-of-the-art technology to eliminate inappropriate claims before they are processed. This pre-edit process is done through sophisticated billing systems, which have a series of edits that reject inaccurate or duplicate claims.

Increased program integrity activities will be reported over time as more claims experience is accumulated by the MCOs, medical record reviews are completed, and investigations are closed.

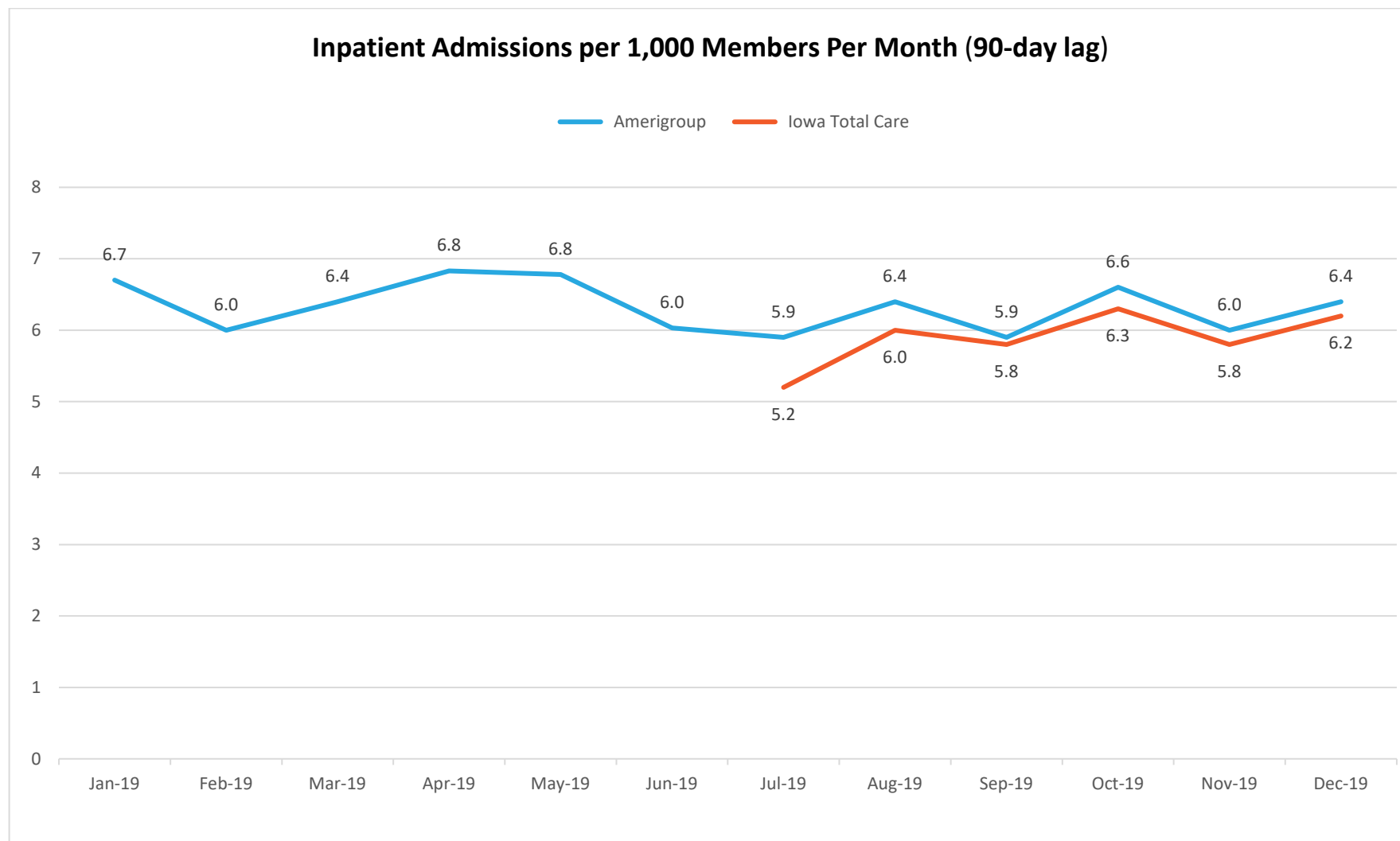
Fraud, Waste and Abuse

Program integrity activity data demonstrates the MCO's ability to identify, investigate and prevent fraud, waste and abuse.

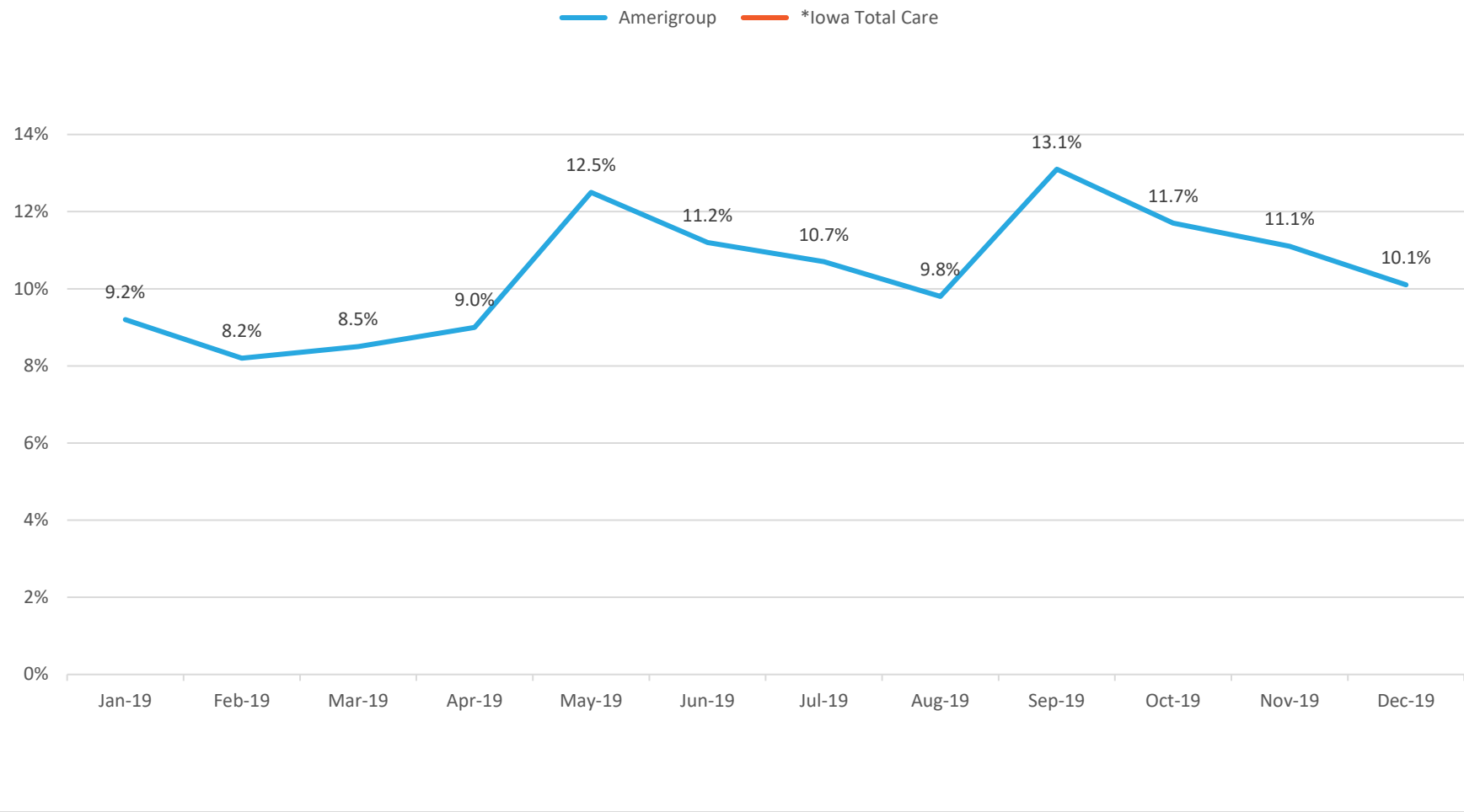
Q3 SFY20 Data	Amerigroup	Iowa Total Care
Investigations Opened During the Quarter	42	50
Overpayments Identified During the Quarter	0	0
Cases Referred to the Medicaid Fraud Control Unit (MFCU) During the Quarter	4	0
Member Concerns Referred to IME	6	3

The plans have initiated 92 investigations in the third quarter and referred four cases to the Medicaid Fraud Control Unit (MFCU). The billing process generates the core information for program integrity activities. Claims payment and claims history provide information leading to the identification of potential fraud, waste, and abuse; therefore, MCO investigations, overpayment recovery, and referrals to MFCU would not occur until there is sufficient evidence to implement.

HEALTH CARE OUTCOMES

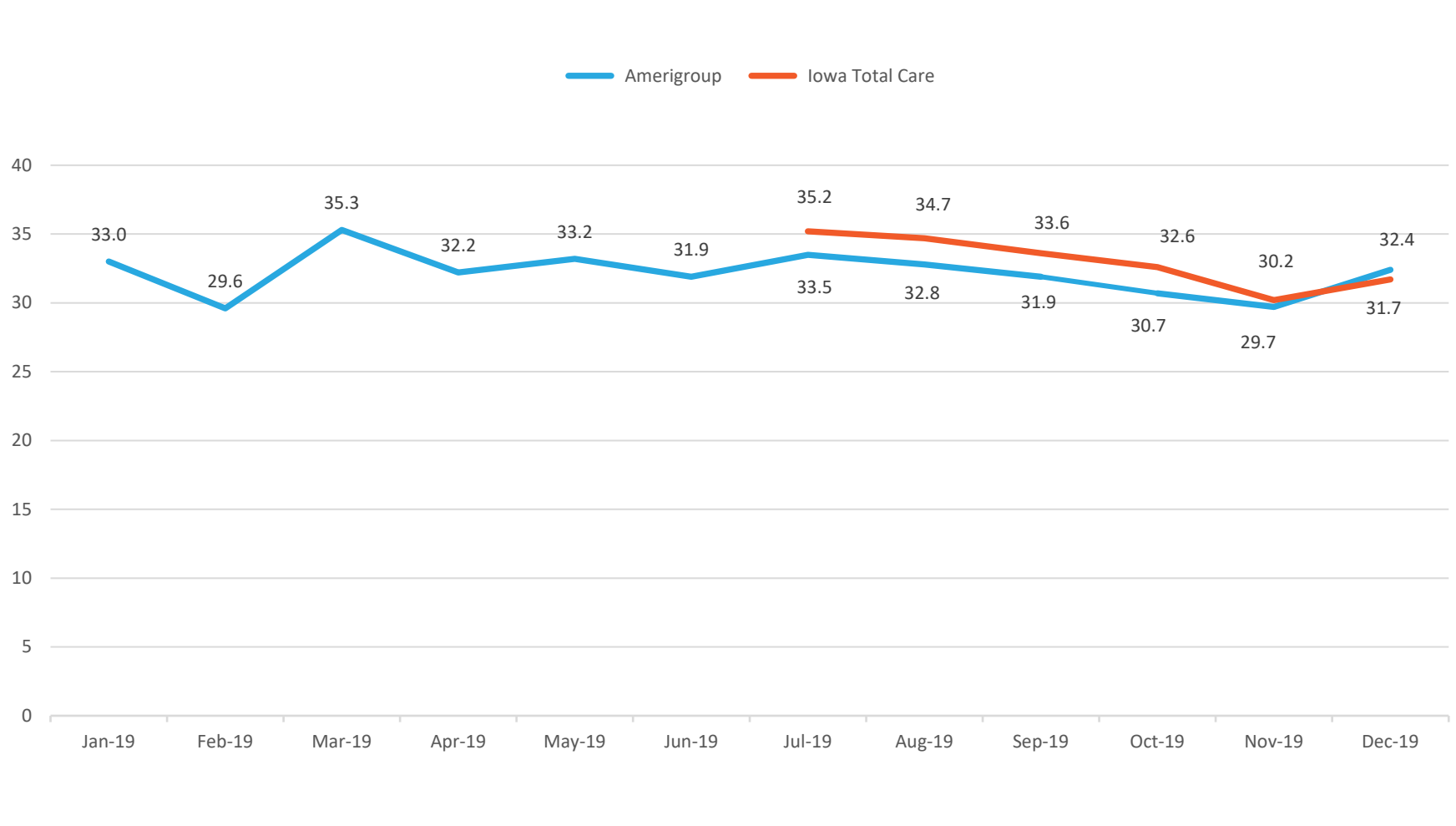


All Cause Readmissions within 30 Days (90-day lag)



**This measure requires 12 months of continuous enrollment with the MCO. Since ITC does not have members with 12 months of continuous enrollment, and since this measure is reported using a 90 day lag, there will not be results for ITC for this measure until Q2 SFY2021.*

Adult Non-Emergent ED Use Per 1,000 ED Visits (90-day lag)



APPENDIX

MCO Abbreviations:

AGP: Amerigroup Iowa, Inc.

ITC: Iowa Total Care

Glossary Terms:

Administrative Loss Ratio (ALR): The percent of capitated rate payment or premium spent on administrative costs.

Appeal: An appeal is a request for a review of an adverse benefit determination. A member or a member's authorized representative may request an appeal following a decision made by an MCO. Actions that a member may choose to appeal:

- Denial of or limits on a service.
- Reduction or termination of a service that had been authorized.
- Denial in whole or in part of payment for a service.
- Failure to provide services in a timely manner.
- Failure of the MCO to act within required time-frames.
- For a resident of a rural area with only one MCO, the denial of services outside the network

Members may file an appeal directly with the MCO. If the member is not happy with the outcome of the appeal, they may file an appeal with the Department of Human Services (DHS) or they may ask to ask for a state fair hearing.

Appeal process: The MCO process for handling of appeals, which complies with:

- The procedures for a member to file an appeal
- The process to resolve the appeal
- The right to access a state fair hearing and
- The timing and manner of required notices

Calls Abandoned: Member terminates the call before a representative is connected.

Capitation Payment: Medicaid payments the Department makes on a monthly basis to MCOs for member health coverage. MCOs are paid a set amount for each enrolled person assigned to that MCO, regardless of whether services are used that month. Capitated rate payments vary depending on the member's eligibility.

CARC: Claim Adjustment Reason Code. An explanation why a claim or service line was paid differently than it was billed. A **RARC** – Readjustment Advice Remark Code provides further information.

Care Management: Care Management helps members manage their complex health care needs. It may include helping member get other social services, too.

Chronic Condition: Chronic Condition is a persistent health condition or one with long-lasting effects. The term chronic is often applied when the disease lasts for more than three months.

Chronic Condition Health Home: Chronic Condition Health Home refers to a team of people who provide coordinated care for adults and children with two chronic conditions. A Chronic Condition Health Home may provide care for members with one chronic condition if they are at risk for a second.

Clean Claims: The claim is on the appropriate form, identifies the service provider that provided service sufficiently to verify, if necessary, affiliation status, patient status and includes any identifying numbers and service codes necessary for processing.

Client Participation: Client Participation is what a Medicaid member pays for Long-Term Services and Supports (LTSS) services such as nursing home or home supports.

Community-Based Case Management (CBCM): Community-Based Case Management helps Long Term Services and Supports (LTSS) members manage complex health care needs. It includes planning, facilitating and advocating to meet the member's needs. It promotes high quality care and cost effective outcomes. Community-Based Care managers (CBCMs) make sure that the member's care plan is carried out. They make updates to the care plan as needed.

Consumer Directed Attendant Care (CDAC): Consumer Directed Attendant Care (CDAC) helps people do things that they normally would for themselves if they were able. CDAC services include:

- Bathing
- Grocery Shopping
- Medication Management
- Household Chores

Critical Incidents: When a major incident has been witnessed or discovered, the HCBS provider/case manager must complete the critical incident form and submit it to the HCBS member's MCO in a clear, legible manner, providing as much information as possible regarding the incident.

Denied Claims: Claim is received and services are not covered benefits, are duplicate, or have other substantial issues that prevent payment.

DHS: Iowa Department of Human Services

Disenrollment: Refers to members who have chosen to change their enrollment with one MCO to an alternate MCO.

Durable Medical Equipment: Durable Medical Equipment (DME) is reusable medical equipment for use in the home. It is rented or owned by the member and ordered by a provider.

ED: Emergency department

Emergency Medical Condition: An Emergency Medical Condition is any condition that the member believes endangers their life or would cause permanent disability if not treated immediately. A physical or behavioral condition medical condition shown by acute symptoms of sufficient severity that a prudent layperson, who possesses an average knowledge of health and medicine, could expect the absence of medical attention right away to result in:

- Placing the health of the person (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy.
- Serious impairment to bodily function.
- Serious dysfunction of any bodily organ or body part.

If a member has a serious or disabling emergency, they do not need to call their provider or MCO. They should go directly to the nearest hospital emergency room or call an ambulance. The following are examples of emergencies:

- A Serious Accident
- Stroke
- Severe Shortness of Breath
- Poisoning
- Severe Bleeding
- Heart Attack
- Severe Burns

Emergency Medical Transportation: Emergency Medical Transportation provides stabilization care and transportation to the nearest emergency facility.

Emergency Room Care: Emergency Room Care is provided for Emergency Medical Conditions.

Emergency Services: Covered inpatient or outpatient services that are:

- Given by a provider who is qualified to provide these services.
- Needed to assess and stabilize an emergency medical condition.

Emergency Services are provided when you have an Emergency Medical Condition.

Excluded Services: Excluded services are services that Medicaid does not cover. The member may have to pay for these services.

Fee-for-Service (FFS): The payment method by which the state pays providers for each medical service given to a patient; this member handbook includes a list of services covered through fee-for-service Medicaid.

Fraud: An act by a person, which is intended to deceive or misrepresent with the knowledge that the deception could result in an unauthorized benefit to himself or some other person; it includes any act that is fraud under federal and state laws and rules; this member handbook tells members how to report fraud.

Good Cause: Members may request to change their MCO during their 12 months of closed enrollment. A request for this change, called disenrollment, will require a Good Cause reason. Some examples of Good Cause for disenrollment include:

- A member's provider is not in the MCO's network.
- A member needs related services to be performed at the same time. Not all related services are available within the MCO's provider network. The member's primary care provider or another provider determined that receiving the services separately would subject the member to unnecessary risk.
- Lack of access to providers experienced in dealing with the member's health care needs.
- The member's provider has been terminated or no longer participates with the MCO.
- Lack of access to services covered under the contract.
- Poor quality of care given by the member's MCO.
- The MCO plan does not cover the services the member needs due to moral or religious objections.

Grievance: Members have the right to file a grievance with their MCO. A grievance is an expression of dissatisfaction about any matter other than a decision. The member, the member's representative or provider who is acting on their behalf and has the member's written consent may file a grievance. The grievance must be filed within 30 calendar days from the date the matter occurred. Examples include but are not limited to:

- The member is unhappy with the quality of your care.
- The doctor who the member wants to see is not an MCO doctor.
- The member is not able to receive culturally competent care.
- The member got a bill from a provider for a service that should be covered by the MCO.
- Rights and dignity.
- The member is commended changes in policies and services.
- Any other access to care issues.

Habilitation Services: Habilitation Services are HCBS services for members with chronic mental illness.

HCBS: Home- and Community-Based Services, waiver services. Home- and Community-Based Services (HCBS) provide supports to keep Long Term Services and Supports (LTSS) members in their homes and communities.

Hawki: A program that provides coverage to children under age 19 in families whose gross income is less than or equal to 302 percent of the Federal Poverty Level (FPL) based on Modified Adjusted Gross Income (MAGI) methodology.

Health Care Coordinator: A Health Care Coordinator is a person who helps manage the health of members with chronic health conditions.

Health Risk Assessment (HRA): A Health Risk Assessment (HRA) is a short survey with questions about the member's health.

Historical Utilization: A measure of the percentage of assigned members whose current providers are part of the managed care network for a particular service or provider type based on claims history.

Home Health: Home Health is a program that provides services in the home. These services include visits by nurses, home health aides and therapists.

Hospital Inpatient Care: Hospital Inpatient Care, or Hospitalization, is care in a hospital that requires admission as an inpatient. This usually requires an overnight stay. These can include serious illness, surgery or having a baby. (An overnight stay for observation could be outpatient care.)

Hospital Outpatient Care: Hospital Outpatient Care is when a member gets hospital services without being admitted as an inpatient. These may include:

- Emergency services
- Observation services
- Outpatient surgery
- Lab tests
- X-rays

ICF/ID: Intermediate Care Facility for Individuals with Intellectual Disabilities

IHAWP: Iowa Health and Wellness Plan covers Iowans, ages 19-64, with incomes up to and including 133 percent of the FPL. The plan provides a comprehensive benefit package and is part of Iowa's implementation of the Affordable Care Act.

IID: Iowa Insurance Division

IME: Iowa Medicaid Enterprise

Integrated Health Home: An Integrated Health Home is a team that works together to provide whole person, patient-centered, coordinated care. An Integrated Health Home is for adults with a serious mental illness (SMI) and children with a serious emotional disturbance (SED).

Level of Care (LOC): Members asking for HCBS waivers or facility care must meet Level of Care criteria. These must be consistent with people living in a care facility such as a nursing facility. Level of Care is determined by an assessment approved by DHS.

Long Term Services and Supports (LTSS):

Long Term Services and Supports (LTSS) help Medicaid members maintain quality of life and independence. LTSS are provided in the home or in a facility if needed.

Long Term Care Services:

- Home- and Community-Based Services (HCBS)
- Intermediate Care Facilities for Persons with Intellectual Disabilities
- Nursing Facilities and Skilled Nursing Facilities

MCO: Managed Care Organization

Medicaid Fraud Control Unit (MFCU) - Iowa Department of Inspections & Appeals:

The Medicaid Fraud Control Unit's (MFCU) primary goal is to prevent abuse of taxpayer resources through professional investigation of criminal activity. MFCU staffs experienced criminal investigators, auditors, and attorneys to achieve this goal.

Medical Loss Ratio (MLR): The percent of capitated rate payment or premium spent on claims and expenses that improve health care quality.

Medically Necessary: Services or supplies needed for the diagnosis and treatment of a medical condition. They must meet the standards of good medical practice.

Network: Each MCO has a network of providers across Iowa who their members may see for care. Members don't need to call their MCO before seeing one of these providers. Before getting services from providers, members should show their ID card to ensure they are in the MCO network. There may be times when a member needs to get services outside of the MCO network. If a needed and covered service is not available in-network, it may be covered out-of-network at no greater cost to the member than if provided in-network.

NF: Nursing Facility

PA: Prior Authorization. Some services or prescriptions require approval from the MCO for them to be covered. This must be done before the member gets that service or fills that prescription.

PCP: Primary Care Provider. A Primary Care Provider (PCP) is either a physician, a physician assistant or nurse practitioner, who directly provides or coordinates member health care

services. A PCP is the main provider the member will see for checkups, health concerns, health screenings, and specialist referrals.

PDL: Preferred Drug List

Person-centered Plan: A Person-centered Plan is a written individual plan based on the member's needs, goals, and preferences. This is also referred to as a plan of care, care plan, individual service plan (ISP) or individual education plan (IEP).

PMIC: Psychiatric Medical Institute for Children

Rejected Claims: Claims that don't meet minimum data requirements or basic format are rejected and not sent through processing.

SMI: Serious Mental Illness

Serious Emotional Disturbance (SED): A mental, behavioral, or emotional disturbance which impacts children. An SED may last a long time and interferes with family, school, or community activities. SED does not include Neurodevelopmental or substance-related disorders.

Service Plan: A Service Plan is a plan of services for HCBS members. A member's service plan is based on the member's needs and goals. It is created by the member and their interdisciplinary team to meet HCBS waiver criteria.

Skilled Nursing Care: Nursing facilities provide 24-hour care for members who need nursing or Skilled Nursing Care. Medicaid helps with the cost of care in nursing facilities. The member must be medically and financially eligible. If the member's care needs require that licensed nursing staff be available in the facility 24 hours a day to provide direct care or make decisions regarding their care, then a skilled level of care is assigned.

Supported Employment: Supported Employment means ongoing job supports for people with disabilities. The goal is to help the person keep a job at or above minimum wage.

Suspended Claims: Claim is pending internal review for medical necessity and/or may need additional information to be submitted for processing.

Third-Party Liability (TPL): This is the legal obligation of third parties (e.g., certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under a Medicaid state plan.

Underwriting: A health plan accepts responsibility for paying for the health care services of covered individuals in exchange for dollars, which are usually referred to as premiums. This practice is known as underwriting. When a health insurer collects more premiums than it pays in expense for those treatments (claim costs) and the expense to run its business (administrative expenses), an underwriting gain is said to occur. If the total expenses exceed the premium dollars collected, an underwriting loss occurs.

Medicaid Modernization

Quarterly Report Executive Summary

Q3 SFY20 (Jan - Mar 2020)

The sixteenth Medicaid Modernization Quarterly Report is a comprehensive review of key metrics focused on outcome achievement, consumer protection, and program integrity.

COVID-19 in Iowa: This is the first quarterly performance report to be partially impacted by COVID-19. While the virus was first reported in the U.S. in late January; it wasn't until March before cases were first reported in Iowa. By mid-March all schools and non-essential businesses in Iowa were closed and by the end of the month all non-essential or elective surgeries were suspended.

- **January 21, 2020:** First confirmed case in the US.
- **March 8, 2020:** Three confirmed cases in Iowa announced.
- **March 9, 2020:** Governor signs disaster emergency.
- **March 31, 2020:** By the end of the month over 500 positive cases are reported in Iowa.

Service Plan Revisions (Plans for HCBS Member) - page 9: There were significant changes in the total percentages of increases, reductions, and renewals without change for Amerigroup (AGP). Amerigroup reports that approximately 50% of the members who had a service change were previous UnitedHealthcare (UHC) members and ended their continuity of care period. Hierarchy of care was applied or replaced with a comparable service (for example chore, homemaker, attendant care) Additionally, services were changed due to expanded benefits and daily SCL codes (between S5136 and H2016) that were adjusted due to day HAB programs closing as a result of COVID-19.

There were also higher percentages of increases and reductions in services reported by Iowa Total Care (ITC). ITC states that there was an increase of service requests in March due to COVID-19 that would impact the number of increases to services. The vast majority of decreases to services are member driven. Also, ITC has begun to authorize T2021 as a year-long authorization rather than a monthly authorization to add flexibility to when the member can use their units of service. This also led to a dramatic increase of T2021 due to the ability to now meet the needs of the member with less units. ITC case managers are trained to be attentive to member needs, and ITC is willing to change services as needed to accommodate this.

ITC reported additional changes related to day habilitation service plans after changing their best practice from monthly to yearly authorizations.

Grievances Received Supporting Data (page 11): Grievances Received Supporting Data (page 11): The overall total number of grievances reported by the Managed Care Organizations (MCO) decreased by more than 12% between Q2 and Q3. The MCOs continue to report disenrollment as their top reason for filing a grievance.

- **AGP - Transportation Grievances (35%):** AGP uses several different categories to capture all transportation grievances which attributes to the high 35% total (of all AGP

grievances). Per AGP, the following efforts are being made to reduce transportation complaints: “Our transportation vendor is actively credentialing and contracting with additional transportation companies to increase their network to support the increased demand. We are working with the transportation vendor to educate drivers and re-train customer call center representatives to address common questions and grievances received by members. Also, we have identified areas to improve the mileage reimbursement process with the transportation vendor in an effort to make this process more member friendly.”

Appeals Received Supporting Data (page 13): AGP appeals increased by 22% (355 to 433); AGP cites that their appeals are higher than previous quarters due to increased enrollment. As enrollment has increased so have the number of appeals.

Appeal Outcome Percentages (page 14): ITC reported a large number of withdrawals in Q3 that could be attributed to appeal cases being opened by their radiology vendor prior to receiving member consent. ITC provided additional education and oversight and has seen a decrease in withdrawn cases in Q4 SFY20.

Secret Shopper Calls Monitoring MCO Customer Assistance (pages 15-16): The IME staff conducts secret shopper calls at least weekly to assess MCO customer service representatives on their soft skills and policy knowledge. These calls monitor a number of changing specific topics, such as grievances and appeals processes, translation services and pharmacy benefits. Results of these calls are provided to MCOs to focus on continuous quality improvement in the assistance they provide.

Period	Member Topics	Provider Topics
January	Billing and Newborn Enrollment	Prior Authorization and Payments
February	Billing and Newborn Enrollment	Coverage and Denials
March	Healthy Behaviors and Wellness Plan	Transportation Billing and IMPA

Non-Pharmacy Claims Payments Paid or Denied within 30 & 45 days (p. 18-20): This measure is being reported separately for ITC at this time due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues. The charts reflect the percentage of those clean claims that have been withheld from processing as well as those processed within 30 & 45 calendar days.

Average Days for Non-Pharmacy Claims Payment (page 19): Due to significant numbers of clean claims that have been withheld from processing by ITC due to payment system configuration issues, it is not possible to accurately reflect the measure for Average Days for Non-Pharmacy Claims Payment for ITC.

Quarterly Volume of Claims, PAs, Grievances, and Appeals (page 24): The total number of reported claims increased 21.4%; Both MCOs reported more than 500,000 additional claims each for this quarter.

- **ITC Feedback** - ITC released a significant amount of corrected claims and adjustments in February, which caused this volume/number to be artificially high compared to other previous quarters.
- **AGP Feedback** - Utilization at the member level was flat from Q1 2019 to Q1 2020 (1.1 RX PMPM). Rather, the increase of ~580,000 RX claims can be attributed to the membership increase starting in July 2019. The new membership resulted in an average increase of ~175,000 claims per month. Furthermore, there was a slight increase in utilization in Q1 2020 due to the prolonged flu season. The 2020 flu season trended about 46% longer than last year and peaked in February 2020. As a result, flu related prescriptions in December-February doubled compared to same period in the prior year.

Utilization of Value Added Services (page 28): Iowa Total Care's My Health Pays Program continues to be one of the top utilized value-added services. The My Health Pays Program rewards members who complete healthy activities with dollars on a reloadable Visa card. The member can then use the Visa card at participating retailers. The card does not allow for the purchase of tobacco, firearms, or alcohol.

Value Based Purchasing Enrollment (page 34): ITC has completed 30% of value based agreements with participating providers. ITC states they are committed to meeting the 40% contracted rate for value based agreements by December 31, 2020.

Third Party Liability (TPL) - page 37: ITC reported a 72% increase in Third Party Liability claims (18M to 31M). They confirmed as accurate and a result of releasing a large amount of claims during the January-March timeframe because of reconfiguration and claim projects.

Program Integrity - Fraud, Waste, and Abuse (page 38): The plans have initiated 92 investigations in the third quarter and referred four cases to the Medicaid Fraud Control Unit (MFCU).