



Elizabeth Matney, Medicaid Director

Healthy and Well Kids in Iowa (Hawki)

Hawki Board Meeting Materials

Monday, June 17, 2024

1. June 17, 2024, Hawki Board Meeting Agenda
2. April 15, 2024, Hawki Board Meeting Minutes
3. February 19, 2024, Hawki Board Meeting Minutes



MEETING AGENDA

| | | | |
|---------------|--|------|-------------------|
| DIVISION | Iowa Medicaid | | |
| MEETING TITLE | Hawki Board Meeting | | |
| FACILITATOR | Mary Nelle Trefz, Hawki Board Chair | | |
| DATE | Monday, June 17, 2024 | TIME | 12:30 – 2:30 p.m. |
| LOCATION | ZoomGov Meeting: https://www.zoomgov.com/j/1606925507 Meeting ID: 160 692 5507 | | |

MEETING OBJECTIVES

- Review current benefits offered to Hawki members and explore benefit options and flexibilities.
- Inform board members of new Advisory Committee structure

MEETING PARTICIPANTS

Elizabeth Matney, Iowa Medicaid Director
 Kera Oestreich, Deputy Iowa Medicaid Director
 Rebecca Curtiss, Deputy Iowa Medicaid Director
 Lisa Cook, Senior Iowa Medicaid Policy Advisor
 Joanne Bush, Iowa Medicaid Bureau Chief
 Norm Edgington, Iowa Medicaid Bureau Chief
 Paula Motsinger, Iowa Medicaid Bureau Chief
 Jennifer Steenblock, Iowa Medicaid Bureau Chief
 Jenny Erdman, Iowa Medicaid Bureau Chief
 Alex Carfrae, Iowa Medicaid Communications Manager
 Nell Bennett, Communications Specialist
 Emma Nutter, Communications Specialist

Managed Care Plans

- Delta Dental of Iowa
- Iowa Total Care
- Molina Healthcare
- Wellpoint Iowa (formerly known as Amerigroup Iowa)

AGENDA TOPIC

ITEMS

| | |
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| Roll Call | |
| Approval of Meeting Minutes from February 19 and April 15, 2024 | |
| New Business and Public Comment | |
| Medicaid Unwinding Impact Report — Anna Casteel, Division of Community Access and Eligibility Bureau Chief | |



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| Benefit Plan and Behavioral Health Parity Assessment — Tashina Hornaday, Medical Policy Program Manager | |
| Postpartum Bill Impact Report | |
| Transition of Hawki Board's duties to MAAC | Medicaid Advisory Committee (MAC) and Beneficiary Advisory Committee (BAC) |
| MCO and PAHP Engagement — Iowa Total Care, Molina, Wellpoint, Delta Dental | Developmental screening and speech/language conditions, oral health overview |



ELIZABETH MATNEY, MEDICAID DIRECTOR

HEALTHY AND WELL KIDS IN IOWA (HAWKI)

HAWKI BOARD OF DIRECTORS MEETING

MONDAY, APRIL 15, 2024

| HAWKI BOARD MEMBERS | IOWA MEDICAID |
|---|-------------------------------------|
| Mary Nelle Trefz, Chair – present | Elizabeth Matney, Director |
| Mary Scieszinski, Vice Chair – present | Kera Oestreich |
| Angela Burke Boston – present | Rebecca Curtiss |
| Angie Doyle Scar – present | Joanne Bush |
| | Dr. William Jagiello |
| Senator Janice Wiener – | Jamie Beskow |
| Representative John Forbes – | Alex Carfrae |
| Representative Devon Wood – | Emma Nutter |
| Senator Mark Costello – | Nell Bennett |
| Shawn Garrington – | GUESTS |
| Mike Stopulous – | Melody Walter, Wellpoint Iowa, Inc. |
| Jim Donoghue – | Kristin Pendegraft, Iowa Total Care |
| | Nafissa Egbuonye, Molina Healthcare |
| | Dr. Gutshall, Molina Healthcare |
| | Gretchen Hageman, Delta Dental IA |



CALL TO ORDER AND ROLL CALL

Hawki Board chair Mary Nelle Trefz called the meeting to order at 12:30 PM. Mary Nelle requested that recording secretary Nell Bennett call the roll, and there were three board members present at the time of roll call. When roll call was revisited at the end of the meeting, there were four board members present. Quorum was not reached for this board meeting.

APPROVAL OF MEETING MINUTES

Hawki Board meeting minutes from February 19, 2024 were distributed and reviewed prior to the meeting. Since quorum was not reached, approval of meeting minutes was postponed until the June Hawki Board meeting.

PUBLIC COMMENT

There was no public comment.

NEW BUSINESS

There was no new business.

DIRECTOR UPDATE

Director Matney began by acknowledging the absence of some attendees due to the ongoing legislative session, where efforts were being made to finalize appropriation bills. She discussed Medicaid rate investments, highlighting disparities among providers and outlining a plan to bring rates above benchmarks over the next few years, focusing on specific areas such as occupational therapy, physical therapy, and home health. She also addressed the need for increased capacity in certain services, such as residential-based supported community living and intermittent supported community living. Director Matney emphasized the importance of finding a balance between providing adequate care and promoting independence. Additionally, plans were mentioned to create a preferred network for entities capable of providing care for specialized populations.

Director Matney reflected on the recent retreat she attended for the National Association of Medicaid Directors board, noting many states shared struggles regarding behavioral health issues, workforce challenges, and engagement in the system. She highlighted the emphasis on prevention efforts across states, recognizing a shift towards more intentional and strategic approaches post-public

health emergency. Additionally, she mentioned discussions on addressing health disparities and the importance of inclusive dialogue. Director Matney also mentioned ongoing efforts, such as a health equity assessment, aimed at action-oriented solutions aligned with universal core values. Overall, the retreat provided valuable insights and discussions on addressing common challenges and promoting equitable healthcare practices.

Director Matney opened the floor for questions. Mary Nelle inquired about legislative developments regarding the Hawki board's duties potentially being assumed by the MAAC. The Senate passed a bill, and it's set for debate in the House. Mary Nelle wanted to ensure the board was aware, as there will be a direct impact, although the timing of implementation is unclear. Director Matney and Angie Doyle Scar expressed thoughts on the matter, acknowledging the burden of multiple boards and the potential value in merging conversations between Hawki and broader Medicaid discussions. They highlighted the alignment between the programs and the need to prioritize children's issues within MAAC if the bill passes. Mary Nelle emphasized the importance of staying aligned with MAAC and keeping the board informed about potential changes resulting from the legislation.

OUTREACH UPDATE

Jamie Beskow, Hawki Outreach Coordinator, provided an update on recent activities and strategies to increase Hawki enrollment and assist families with presumptive eligibility applications. Jamie discussed outreach efforts to reach children and families, including partnerships with community organizations like children's ministerial leaders in faith-based organizations, employers of parents, and I-Smile dental services. Hawki coordinators are identifying eligible children during I-Smile dental screenings and linking them to healthcare services, with a focus on reaching families with diverse immigration statuses. Hawki coordinators are focusing on accessibility for immigrant families by translating materials into languages consistent with current immigration trends, including French and Marshallese.

Jamie had the opportunity for community outreach with an exhibitor table at the Public Health Conference of Iowa. There are additional Hawki outreach functions planned at the upcoming Iowa School Nurses conference and Iowa Family Planning conference.

COMMUNICATIONS UPDATE

Alex Carfrae, Iowa Medicaid Communications Manager, provided an update on member enrollment mailings, scheduled to begin reaching members' mailboxes by



the following week. The mailing will continue until mid-May, allowing members just over a month to make changes to their MCO or dental plan. Changes must be submitted by June 18, and they will take effect on July 1. Alex highlighted the Medicaid member and provider Town Hall meetings, where this information will also be presented.

MCO ENGAGEMENT

Nafissa Egbuonye, Associate VP of Growth and Community Engagement, presented for Molina Healthcare. Nafissa highlighted Molina's efforts in promoting health equity and improving population health outcomes. They focused on individual care, such as reaching out to members with care gaps to ensure well-child visits and immunizations are met. Molina also emphasized community partnerships with organizations like schools, medical providers, and local public health to amplify education efforts and outreach to diverse populations, including new waves of refugees. Molina collaborated with community-based organizations like Knock and Drop, and All-In Grocers in Waterloo to provide education on Medicaid, nutrition, and immunizations, particularly in underserved areas. Molina also engaged faith-based organizations and community leaders to spread awareness about healthcare options and the importance of establishing medical homes. Furthermore, Molina addressed dental and food insecurity needs by partnering with Delta Dental and explored ways to increase utilization of summer feeding sites. Nafissa highlighted a partnership with the Iowa Head Start Association to improve immunization rates among children, providing education and resources like new shoes in a program titled Strengthening Community Ties, One Foot at a Time.

Kristin Pendegraft, Senior Director of Quality Improvement, presented for Iowa Total Care. Kristin outlined the performance metrics of population health initiatives, particularly focusing on immunizations, weight assessment and counseling, and well-care visits. Following the conclusion of each year, deep dives were conducted to analyze HEDIS rates, identify areas for improvement, and formulate interventions for the upcoming year. For immunizations, analysis after the 2022 measurement year revealed lower rates for second dose influenza, DTaP, and second dose HPV vaccines. Disparities were noted among different racial and ethnic groups, with Black/African American and Asian/Pacific Islander populations showing lower rates. Efforts were made to improve education and access to vaccinations, especially before the second birthday. Urban populations generally outperformed rural ones, and specific counties were identified for targeted interventions. Weight assessment and counseling also presented challenges, with discrepancies in BMI calculation and variations in performance across different racial groups and counties. Efforts were underway to address these gaps, including provider text campaigns, centralized

scheduling, and member engagement strategies through multiple channels. Initiatives like the Shoes for Shots program, Community Concierge program, and collaborations with public health departments and community partners were highlighted as successful approaches to engaging members and addressing social determinants of health. These efforts aimed to bridge gaps in healthcare access and improve overall population health outcomes.

Melody Walter, Director of Healthcare Management, presented for Wellpoint. Wellpoint's presentation focused on trends in immunizations and other measures derived from HEDIS data. Data was presented from measurement years 2023 and 2022 as of March 15, 2024, so data may change slightly as final results become available.

Wellpoint observed improvements for weight assessment and counseling for children and adolescents in all measurements, though comparisons between 2022 and 2023 are not straightforward due to changes in membership. Wellpoint noted improvements regarding childhood immunization status in MMR vaccinations, but a slight overall decrease between 2023 and 2022. Wellpoint's proactive outreach and partnerships with providers continue to promote immunization efforts. Melody highlighted adolescent immunizations, particularly focusing on the HPV vaccine, which saw improvement from 2022. Wellpoint also monitored lead screening visits closely, noting improvement but aiming for further increases to ensure children are screened, especially in areas with potential lead exposure. Well-child visits for the first 30 months of life and child and adolescent well-care visits have shown increases year over year, indicating positive trends in healthcare access for younger populations. Melody also highlighted some value-added benefits available to Wellpoint's members and discussed upcoming community partnerships, such as a collaboration with Starts Right Here. This partnership includes initiatives like expanding facilities, establishing a peer-run support program, and supporting career development opportunities for students.

TRUALTA CAREGIVER SUPPORT

Kunal Parikh and Kirby Corey delivered an overview of Trualta, Iowa Medicaid's new LMS caregiver support portal. Trualta is a learning management system for caregivers and case managers in Iowa, addressing gaps in resources and providing personalized training. The platform aims to bridge gaps in resources for caregivers by providing personalized training. Trualta offers on-demand, accessible training for caregivers, alleviating the need for a specific time commitment. Caregivers of children with complex care needs face anxiety, isolation, and feeling of inadequacy. Validation, standardized routines, and self-care strategies can help alleviate these challenges. Caregivers of children with complex conditions need skills to advocate for



their child's health, education, and well-being. Tualta will help caregivers with identifying and managing symptoms, navigating healthcare visits, and supporting wellness for care recipients. The training platform also offers structured learning with quizzes and final exams, impacting caregiver competency. Caregivers who used Tualta skills saw a 32% increase in fulfillment and a 14% improvement in managing care.

The meeting concluded with appreciation for the participation of MCOs and Tualta LMS. Tualta's presentation materials were distributed to board members following the Hawki Board meeting.

Meeting adjourned at 1:49 PM.

The next meeting will be Monday, June 17, 2024.

Submitted by Nell Bennett Recording Secretary

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ELIZABETH MATNEY, MEDICAID DIRECTOR

HEALTHY AND WELL KIDS IN IOWA (HAWKI)

HAWKI BOARD OF DIRECTORS MEETING

MONDAY, FEBRUARY 19, 2024

| HAWKI BOARD MEMBERS | IOWA MEDICAID |
|-----------------------------------|---|
| Mary Nelle Trefz, Chair – present | Elizabeth Matney, Director |
| Angela Burke Boston – present | Rebecca Curtiss |
| Angie Doyle Scar – present | Joanne Bush |
| Shawn Garrington – present | Kurt Behrens |
| Senator Janice Wiener – present | Heather Miller |
| | Dr. William Jagiello |
| Representative John Forbes – | Lynh Patterson |
| Representative Devon Wood – | Alex Carfrae |
| Senator Mark Costello – | Emma Nutter |
| Mary Scieszinski, Vice Chair – | Jamie Beskow |
| Mike Stopulous – | Peter Schumacher |
| Jim Donoghue – | Lucas Grundmeier |
| | GUESTS |
| | Melody Walter, Wellpoint Iowa (formerly known as Amerigroup Iowa) |
| | Kristin Pendegraft, Iowa Total Care |
| | Kevin Carroll, Molina Healthcare |
| | Dr. Gutshall, Molina Healthcare |
| | Gretchen Hageman, Delta Dental IA |



CALL TO ORDER AND ROLL CALL

Hawki Board chair Mary Nelle Trefz called the meeting to order at 12:30 PM. Mary Nelle requested that recording secretary Nell Bennett call the roll, and a quorum was achieved.

APPROVAL OF MEETING MINUTES

Hawki Board meeting minutes from December 18, 2023 were distributed and reviewed prior to the meeting. Mary Nelle motioned to approve, Shawn Garrington seconded, motion carried, and the minutes were approved.

PUBLIC COMMENT

There was no public comment.

NEW BUSINESS

Mary Nelle brought forth Iowa SSB 3172 which pertains to boards and commissions. There is a possibility that passage of this bill would result in the consolidation of the Hawki Board into the Medical Assistance Advisory Council. Senator Weiner asked that there be future discussion on the implications of this bill for the Hawki program. There was no other new business.

MCO ENGAGEMENT

Gretchen Hageman from Delta Dental provided an update on bright spots and challenges within the Hawki program, which Delta Dental has served as the sole dental carrier for since 2005. The Hawki program, developed during Medicaid expansion, is structured similarly to a commercial product with commercial rates for providers. Currently, Delta Dental's contract focuses on preventative services with a goal of 45%. As of December, they have achieved 46%, serving approximately 28,500 kids. Last fiscal year ended with a 62% access rate, with typical commercial access rates averaging 65-68%. Challenges include reaching members who only seek urgent dental services without following up on preventative care. Efforts are in place to increase outreach and encourage members to return for preventative care. Adolescents and the zero to five age group, particularly zero to three, have been more challenging to engage due to limited pediatric dentists in Iowa and a need for more provider education. Additional services for at-risk members based on a Caries Risk Assessment have seen limited uptake despite extensive provider education and outreach efforts. Identifying and reaching children at childcare settings, schools, and

sports settings is a challenge, but efforts are underway with iSmile coordinators, school nurses, and medical practitioners to improve access and referrals. Collaboration with non-traditional partners like YMCA and childcare centers has been a recent focus to promote oral health and facilitate warm handoffs.

Gretchen opened the floor for questions, and Angie Doyle Scar asked about the current recommendations for dental visits for children aged 0-3. Gretchen explained the American Academy of Pediatric Dentists recommends children have their first dental exam once their first tooth erupts, typically between six months to a one year of age. At this stage, a simple sit-down exam is conducted with the child on the parent's lap, focusing mainly on oral health education and a basic examination of the teeth. There is no cleaning billed at this point. As the child grows and gets more teeth, usually between two to three years old, they may receive a cleaning. The primary focus remains on educating parents about oral care habits, such as avoiding bedtime bottles and cleaning teeth throughout the day. The discussion also highlighted the importance of these updates from Delta Dental to help the board plan their engagement strategies for the rest of the calendar year.

Kristin Pendegraft from Iowa Total Care discussed the organization's efforts to engage members more holistically by encouraging engagement with Primary Care Physicians (PCPs) and offering education and resources. In 2023, they initiated a co-branded texting campaign with providers, which proved successful in engaging Hawki program members and scheduling visits. Iowa Total Care also increased community presence to educate members and community-based organizations about available resources. However, challenges remain, including reaching members due to inaccurate contact information, lack of awareness about vaccination schedules, and social determinants of health (SDOH) barriers, especially in rural areas.

Specific areas of focus include:

- Educating on immunization schedules, particularly flu and rotavirus vaccines
- Promoting HPV second dose and chlamydia screenings for teenagers

The co-branded texting campaign involved collaborating with specific clinics to target their assigned populations for wellness exams. This approach yielded over 60% completion rates and helped close gaps in care. Kristin also emphasized the challenges with larger healthcare providers like Unity Point and Mercy in implementing co-branded campaigns due to their size.

Kevin Carroll from Molina Healthcare discussed the challenges faced by the organization in communicating with Hawki members, emphasizing the difficulty in making initial outreach due to inaccurate contact information. He expressed interest in future collaborations to address this issue and improve performance for the lowans



they serve. Dr. Timothy Gutshall highlighted Molina's transition from focusing on paying claims and answering phone calls when they started last July, to their current primary focus of encouraging members to attend physicals and consult their primary care physicians (PCPs). He stressed the importance of nurturing relationships with individual provider groups and understanding their specific needs and opportunities. Molina Healthcare has a strong case management team and is interested in co-branding initiatives like the texting campaign mentioned by Iowa Total Care.

Melody Walter from Wellpoint (formerly Amerigroup) presented slides outlining their approach to supporting Hawki members and other Medicaid program beneficiaries, with a focus on preventive care and holistic well-being. Wellpoint emphasizes the importance of getting young children off to a good start in managing their healthcare. Challenges include differences in benefits between Hawki and traditional Medicaid, particularly in the Behavioral Health space where certain services are not covered under the Hawki plan. Wellpoint leverages community resources and value-added benefits to bridge gaps in services. They offer Physician Quality Incentive Programs (PQIP) and care management to support Hawki members. Wellpoint aims to increase awareness of available benefits and preventive services, focusing on childhood and adolescent care. They use various interventions such as member and provider education, outbound calls, SMS campaigns, and birthday reminder postcards to promote immunization and well-child visits. Value-added benefits for Hawki members include Healthy Kids Healthy Choices, farm fresh produce delivery, sensory products, personal care supplies, and a summer reading program.

Wellpoint's presentation echoed the sentiments of other MCOs in wanting to provide a holistic approach to care, focusing on early intervention and preventive measures to ensure the well-being of children under their coverage. After Melody's presentation, the floor was opened for questions. Following their presentation, the board acknowledged the importance of well-child visits and expressed interest in partnering with MCOs to develop strategies to increase attendance. They appreciated the insights shared by the MCOs and looked forward to future collaborative discussions.

DIRECTOR UPDATE

Director Matney provided an update on two legislative bills, HSB 643 and SF 2251, related to postpartum coverage expansion. HSB 643 proposes lowering the income eligibility for pregnant women from 375% to 215% of the Federal Poverty Level (FPL) under the Medicaid program. This change would affect coverage for newborns, who would transition to the Hawki program if their household income falls between the traditional Medicaid FPL and the Hawki FPL. This adjustment is expected to increase the number of children covered under the Hawki program.

Director Matney also demonstrated how to access dashboards on the Health and Human Services website to view enrollment data, specifically highlighting the impact of the public health emergency unwind on Hawki enrollment. The dashboard allows users to filter data by different parameters, such as enrollment type, year, and county, providing insights into trends and changes in enrollment over time. During the discussion, questions were raised about the income eligibility thresholds for Hawki and traditional Medicaid, with clarification that children up to 167% FPL are covered under traditional Medicaid, while those between 167% and 302% FPL are covered under Hawki.

Director Matney invited further questions from board members and, at Mary Nelle's request, provided updates on several legislative initiatives the department is focusing on:

1. Coalition for Family and Children's Services Legislation: This legislation aims to enhance services for children with specialized or complex needs in Iowa. It proposes two main components:
 - Encourage Health and Human Services and Medicaid to initiate a competitive procurement process for specialized services within the state, aiming to serve more children with acute needs. This encourages local providers to expand their services or attract out-of-state providers if local options are insufficient.
 - Reduce administrative barriers for payment providers to improve efficiency, acknowledging the workforce challenges and the need to minimize time spent on paperwork.
2. Work Without Worry Bill: This proposed legislation would modify income, asset, and service access requirements for individuals on Medicaid who are employed and have a disability designation.
3. Recoupment Bill: This bill addresses the Medicaid program's ability to recoup funds from providers due to claim errors. Despite past attempts to resolve this issue, challenges persist. The department supports this bill in hopes of providing relief to providers, allowing them to focus more on member care.

OUTREACH UPDATE

Hawki Outreach Coordinator, Jamie Beskow, provided an update on recent activities and strategies to increase Hawki enrollment and assist families with presumptive eligibility applications. The Outreach Coordinators have completed one-on-one meetings and a quarterly Hawki huddle to share ideas and innovative approaches, particularly focusing on the use of technology to overcome challenges in reaching families. One agency is utilizing income level lists to target eligible families in specific



communities and sending them targeted Hawki outreach postcards, promoting both medical and dental benefits. Another agency is employing geofencing to advertise Hawki in areas like schools and doctor's offices via social media platforms. Additionally, coordinators are conducting outreach during lunch hours at large factories to assist parents and caregivers with the application process. Jamie highlighted some upcoming opportunities, including attending the Public Health Conference of Iowa and updating the Iowa HHS webpage to include medical and dental income guidelines linked with QR codes to Hawki brochures. The board acknowledged the coordinators' valuable work, emphasizing the importance of their innovative approaches in addressing the common challenge of member contact faced by the MCOs and expressed gratitude for their teamwork and contributions to the community.

BOARD DISCUSSION ON TOPICS FOR EDUCATIONAL PRESENTATION AND MCO ENGAGEMENT

The board discussed potential topics for future educational presentations and MCO engagement, referencing a survey sent to board members to collect feedback on topics based on strategic planning from 2022. The three most popular topics from the survey were Benefit Plan (reviewing current benefits for Hawki members and exploring flexibility), Data Dive (examining trends in access, outcome measures, and program impact evaluation strategies), and Social Determinants of Health (impact on Hawki numbers and health outcomes). Additionally, evidence-based practices to improve health outcomes, performance measures for MCOs focusing on immunizations, and clarification on legislation affecting Hawki eligibility for infants were discussed. Board members expressed interest in exploring strategies to improve health outcomes and understand the role of MCOs in immunization promotion. The meeting concluded with appreciation for the participation of MCOs and state agency partners.

Meeting adjourned at 1:39 PM.

The next meeting will be Monday, April 15, 2024.

Submitted by Nell Bennett Recording Secretary

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