

Medical Assistance Advisory Council (MAAC) Meeting



March 13, 2025

MCNA Provider Outreach (Quarter 2, SFY25)



- **Provider Site Contact Visits: 100 (Q2/SFY 25)**
 - **Oct:** 32 visits
 - **Nov:** 16 visits
 - **Dec:** 52 visits***Year to Date (YTD): 204 visits***
- **New Provider Orientations: 28/45 (Q2/SFY 25)-17 Declined**
 - **Oct:** 25 orientations completed
 - **Nov:** 3 orientations completed
 - **Dec:** 0 orientations completed***YTD: 83/152 orientations completed***
- **Community/Provider Outreach Events: 11 (Q2/SFY 25)**
 - **Oct:** 10 events
 - **Nov:** 0 events
 - **Dec:** 1 event***YTD: 17 events***

Fall SFY24 Provider Seminar (Quarter 2, SFY25)



**MCNA hosted Provider Training Webinars on October 22nd & 25th (AM & PM) on
“Portal Administration & Practice Changes”**

- Registering a New Account
- My Home Screen
- Notices, Banner messages
- Manage Your Subscribers
- Claim/Prior Auth Submission
- Manage Your Facility
- Support and Downloads
- Online Reconsideration
- Facility/Groups
- Change Password
- Office Fee Schedule
- Performance Reports
- Practice Changes/Updates
- MCNA Documents

MCNA in the Community (Quarter 2, SFY25)



Open Door Mission Family Outreach Center Health Fair
December 17, 2024

MCNA in the Community (Quarter 2, SFY25)



October Events:

- **October 4th & 5th – IA Mission of Mercy (IMOM)** – MCNA’s MAOS volunteered for this event with over 1100 people attending the first day. Those in attendance are provided with a wide variety of free dental services. These services are provided by licensed Dentists, Dental Hygienists and Dental Assistants. MAOS aided attendees by assisting them from one location to another, completing documents and other services as needed. MCNA’s MAOS volunteers for this event annually.
- **October 5th – BiNationalHealth Fair** – MCNA’s MAOS attended this event in Council Bluffs with approximately 100 attendees. This event was held at the All Care Health Center. The MAOS explained to attendees the role MCNA has in providing dental care to those who qualify for Medicaid in IA. She also talked with attendees about the importance of routine dental care. Dental kits, educational flyers and backpacks were distributed.
- **October 10th – Green to Go Event** – MCNA’s MAOS attended this event in Burlington at the Autumn Heights Apartment Building. There were approximately 80 attendees. MAOS talked to residents about the importance of routine dental care, ways to find a dentist and how to access transportation to see their dental and medical providers. Dental kits, educational flyers and backpacks were distributed.
- **October 17th and 18th–Iowa PCA Community Health Conference**– Provider Relations attended this event and gave away tooth fairy bags, chip clips, post it notes, hot/cold packs and lip balm. Many valuable partnerships and collaborations came from this event, not excluding an entire claims processes change after learning about provider pain points.
- **October 22nd and 25th– MCNA Fall Provider Seminar**– Both dates had AM and PM sessions going over the topics of “Provider Portal Administration and practice changes.”

December Events:

- **December 17 – Open Door Mission Family Outreach Center Health Fair** – MAOS attended this event in Council Bluffs. There were approximately 120 attendees. She discussed the importance of routine dental care with event attendees and confirmed they have a dentist. Backpacks, adult and children’s dental kits and educational flyers were distributed.
- **December 21 – Charles Lakin YMCA Event** – MAOS attended this event in Council Bluffs. The MAOS explained to attendees the role MCNA has in providing dental care to those who qualify for Medicaid in IA. She also talked with attendees about the importance of routine dental care. Dental kits, educational flyers and backpacks were distributed.