

# Steering Committee Meeting Summary

**MAY 27, 2025, 3:00 – 4:30 PM CENTRAL TIME**

## Attendee List:

Mathematica: Kimberly Aguiard, Amy Wodarek-O'Reilly, Jackie Brenner, Maddie Vincent, Claire Pendergrast

Iowa Health and Human Services (HHS): Latisha McGuire, LeAnn Moskowitz, Dex Walker, Kim Grasty, Will Linder

Committee members: Becky Coffin, Shelley Jaspering, Eric Donat, Liliana Hernandez-Castro, Jean Shelton, Brittany Singleton, Faraji Hubbard, Darci Alt, Kay Marcel, Garret Frey, Leah Price, Moises Castellanos, Mary Beth O'Neil, Ruth Wilson, Bill Stumpf, Thamera Almaqsood, Brooke Lovelace (DD Council), Sonia Reyes

## Summary of Meeting Themes:

- Iowa HHS is creating new website content to clarify and simplify information related to HOME topics. Iowa HHS welcomes any feedback from members on the new website content.
  - Iowa HHS developed new [Individual Consumer-Directed Attendant Care \(ICDAC\) content](#) for its website. Though this change is not directly related to HOME, Mathematica highlighted these resources in response to the steering committees' questions during the April meeting about recent changes to ICDAC.
  - Iowa HHS also created a new [Assessments webpage](#), incorporating steering committee feedback and questions. Following a recommendation from the steering committee, Iowa HHS is planning to share an email with case managers so they are also aware of these resources.
- Mathematica provided an overview of the Iowa HCBS Provider Profiles, designed as a quick reference to understand Iowa's HCBS provider landscape. These profiles aim to strengthen provider capacity-building in preparation for HOME waiver implementation. Iowa HHS developed the profiles using 3.4 million claims from state fiscal year 2023, covering 3,201 providers and 26,713 members. The analysis showed that most HCBS providers offer only one service, serve a small number of members, and nearly all work with Managed Care Organizations (MCOs). While most providers interact with just one member, members typically engage with many providers and receive distinct clusters of services.
  - Members asked whether the analysis was based on claims submitted or claims paid and if the dataset included denial rates.
    - The analysis was based on all claims submitted. The data set used for this analysis did not include claims denial information.
  - Members asked whether or how the analysis accounted for Consumer Choice Option (CCO) employees.
    - CCO was excluded from the analysis. ICDAAC was included in the data but separated out for most of the analysis (as noted in the slide deck).
  - Members noted that payment delays and varying service rates make it difficult for providers to remain financially stable and suggested that Iowa HHS improve communication with providers about reimbursement.
- Mathematica shared insights on service packages, emphasizing feedback from Iowans who face challenges in locating and understanding available waiver services. Iowa HHS found that some services have different names despite having similar or overlapping definitions – for example, 'Home and Vehicle Modifications versus Environmental Modifications' and 'Adaptive Devices'. To make services easier to identify, Iowa HHS is standardizing the names of similar services across current waivers. While the names will change, the level of support will stay the same so members will not lose

access to services. These updated names will appear in members' person-centered plans and will support smoother transitions to the new Children and Youth and Adult and Disability waivers in the future.

- The transition to simplified service names will begin on January 1, 2026, and continue through the end of the year. Changes will take effect during a member's annual reassessment or a service change, with all members transitioning by the end of 2026.
  - Members asked if this would affect their reassessment schedule.
    - Reassessment timing will stay the same. The updates will take effect during a member's scheduled 2026 reassessment if they receive services with revised names.
  - Members liked the updated names and definitions and thought they would improve clarity.
  - Members raised concerns about member confusion when starting CCO, recommending that Medicaid members have an Independent Support Broker (ISB) for at least the first four months to help them understand the ISB role.
- Mathematica presented an example of how another state (Minnesota) communicated service name changes, including a comparison of old and new service names and a persona example showing how services would change after the rollout.
  - Members said that it can be confusing when a waiver includes services that are not available to every member on the waiver. They suggested that Iowa HHS explain the level of need for specific services.
  - Members recommended that Iowa HHS communicate the upcoming changes in varying levels of detail. Since the changes will not affect all Medicaid members, some may prefer a brief summary, while others may want more in-depth information, or the "terms and conditions" version.
  - Members recommended that Iowa HHS create a crosswalk of current service names and definitions and the new names and definitions. Members added that this crosswalk should include all waiver services to prevent concerns about missing services. So, the crosswalk should include all services and simply note "no change" when appropriate.
  - Members suggested communicating in advance to members who are getting these services, and making sure people know that they will not lose their services.
- Mathematica shared a simplified definition for Home Health Aide, compared to the much longer definition from the Centers for Medicare and Medicaid Services (CMS).
  - Members found the simplified version clearer while agreeing that technical definitions should still be available for case managers and those seeking more detail.
  - Members also emphasized the importance of case managers in helping people understand services and urged Iowa HHS to dedicate resources to prepare them for these changes.
  - Members noted that the HOME project page is outdated and has broken links.
    - Iowa HHS is currently working on website updates and will provide more information in a future meeting.