

# Medical Advisory Council (MAC) Meeting

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September 11, 2025

# IDEAS 2025

MCNA's booth won 1st Place at the Iowa Dental Association Conference incorporating both the Power of the Portal and the State Fair Theme of the conference.



# Spring SFY25 Provider Seminar (Quarter 4, SFY25)



MCNA hosted Provider Training Webinars on April 8th & April 11<sup>th</sup> (AM & PM)



## **MCNA Spring Provider Seminar: Avoidable Denials**

Presented April 2025

# MCNA in the Community

## **April Events**

### **PR Outreach:**

- Spring Provider Seminar: Avoidable Denials  
April 8 & 11 | 10:00–11:30 a.m. & 2:00–3:30 p.m.

### **MAOS Outreach:**

April 17 – Central IA Shelter (Des Moines)

- Assisted members with locating dental providers and scheduling appointments.
- Distributed dental kits (adult & child), backpacks, and educational flyers.

## **May Events**

### **PR Outreach:**

- Iowa Dental Association Conference  
May 9–10

### **MAOS Outreach:**

May 15 – WIC Clinic (Des Moines)

May 15 – WIC Clinic (Burlington)

- Engaged participants on dental access and appointment scheduling.
- Provided dental kits, backpacks, and educational flyers.

## **June Events**

### **MAOS Outreach**

June 3 – WIC Clinic (Keokuk)

June 5 – Family YMCA (Black)

June 9 & 10 – WIC Clinic (Washington County)

June 11-13 WIC Clinic (Allen Women's Health Center)

- Supported dental access and education.
- Distributed dental kits, backpacks, and flyers.

# Bridging Gaps & Building Access - Member Success

## Coordinating Care Across State Lines

Two IMEmembers receiving care at separate NeuroRestorative facilities in Florida faced challenges accessing specialized dental services. But thanks to our incredible team, barriers quickly turned into breakthroughs!

✅ **Swift Action:** Our team sprang into motion, initiating Single Case Agreements (SCAs) with out of network providers.

🦷 **Access Achieved:** One member successfully completed their dental consultation on May 28, 2025, while coordination is actively underway for the second member, with the LOA in progress.

💛 **Collaborative Power:** By partnering with providers, facilities, and the member's medical plan, we transformed a complex situation into a seamless care experience.

💡 **Impactful Coordination:** This story showcases our proactive approach and the power of SCAs to eliminate geographic barriers—ensuring our members receive the care they need, wherever they are.