

Iowa CSA Operational Overview

December 2025

Rebecca Curtiss, Medicaid
Deputy Director of Operations,
Health and Human Services

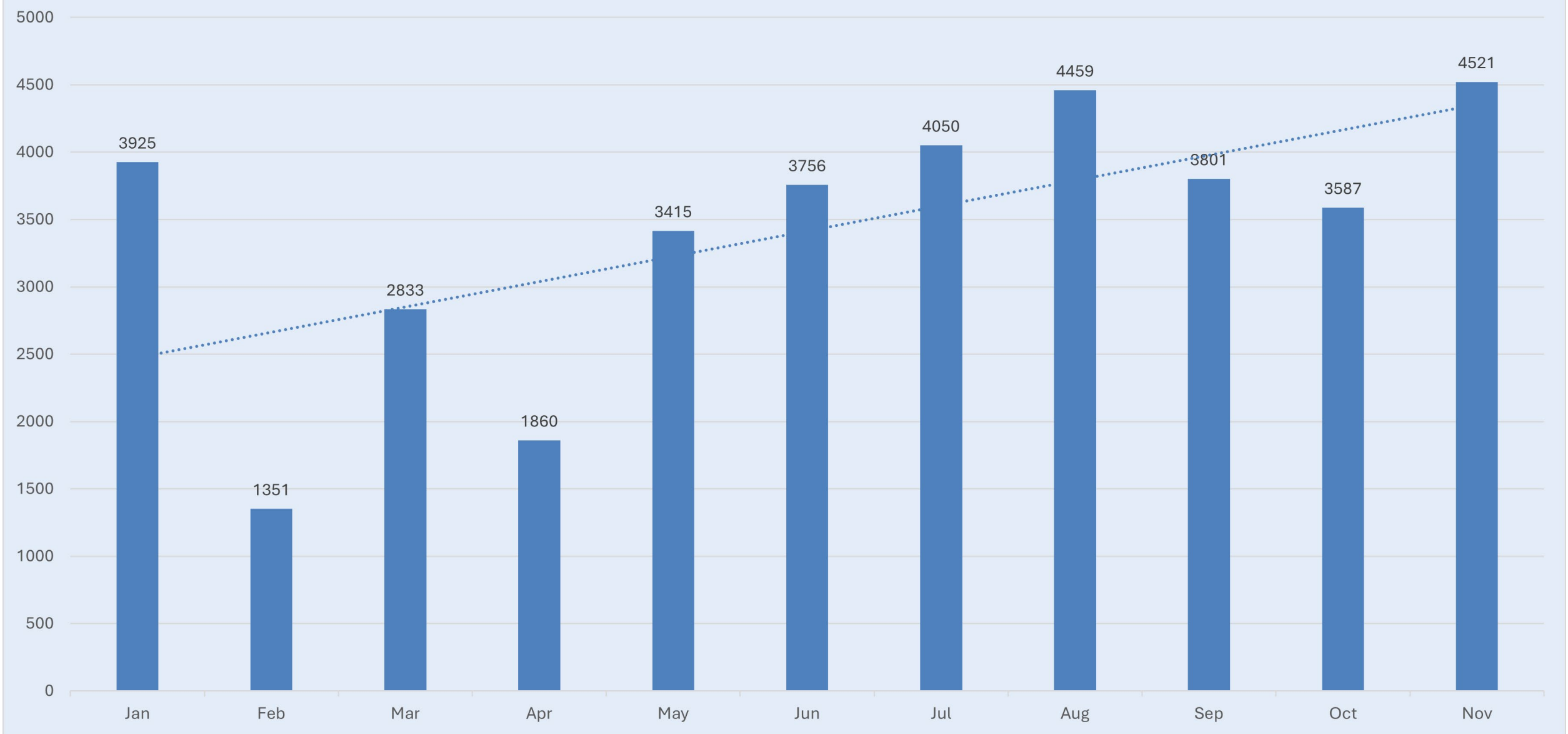
Assessment Volume

- ▶ Total YTD assessments through November 2025 equal 37,558
- ▶ Monthly volumes ranging from 1,351 to 4,521 assessments
- ▶ Key waiver transition dates to Telligen:
 - January 2025: ID waiver transition
 - April 2025: AIDS, BI, CMH, HD, and PD waivers
 - May 2025: Habilitation Services/LOCUS
 - July 2025: EW waiver



2025 New Asssments By Month

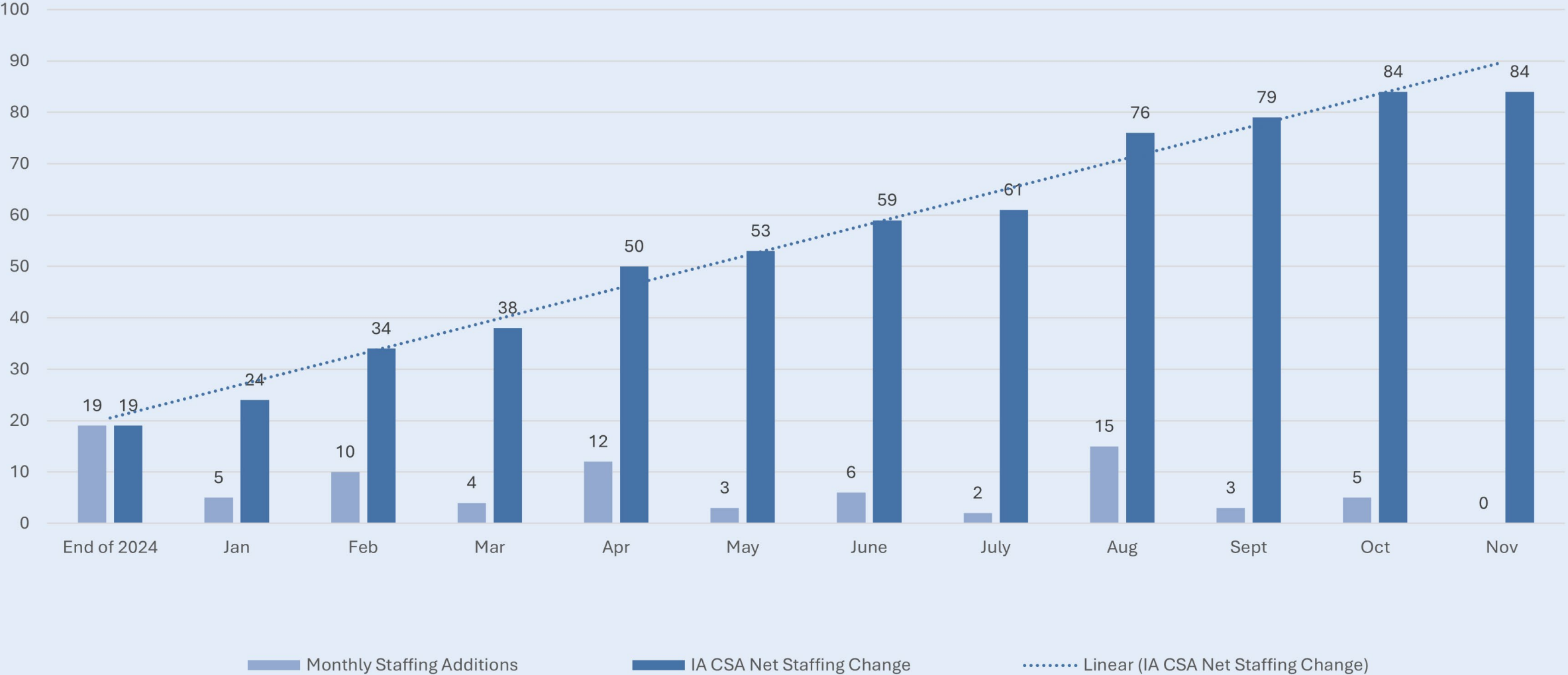
YTD Total = 37,558



Staffing Progress

- ▶ Net staffing increased from 19 to 84 staff members through November 2025
- ▶ Continuous recruitment efforts occurred throughout the year
- ▶ Hiring paused April-July during contract amendments
- ▶ Focused hiring in key geographic locations
- ▶ 23 additional staff members being added throughout the course of December

IA CSA Net Staffing Change



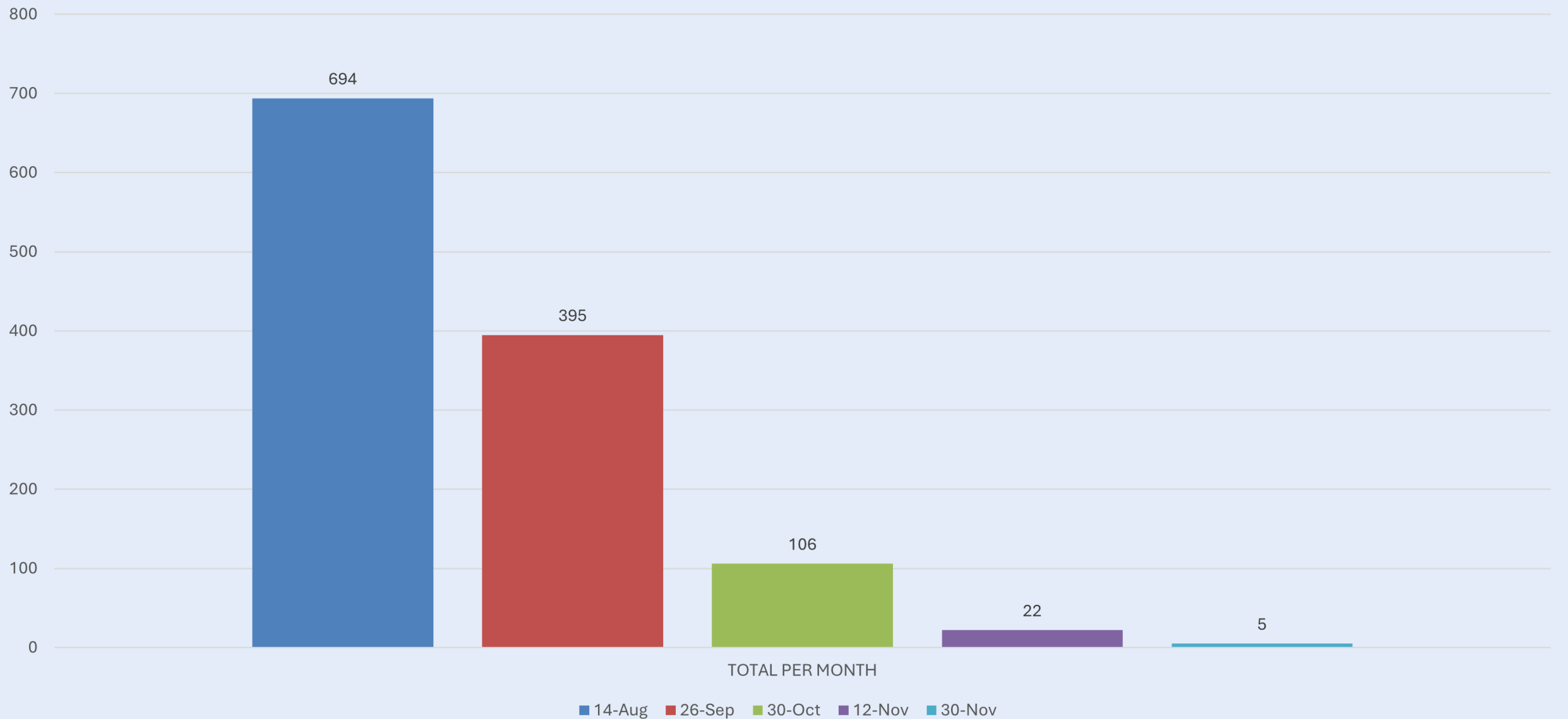
Backlog Reduction Success

- ▶ 99.3% reduction in backlog from January-June assessments
- ▶ Current backlog status (as of November 30, 2025):
- ▶ Only 5 assessments remaining from January-June due date period
- ▶ Total past due assessments: 1,571 (later slide will demonstrate timeline for completion)
- ▶ Systematic reduction across all waiver types
- ▶ Oldest assessments and slots receiving the highest priority



Backlog Progress on All Assessments Due January Through June

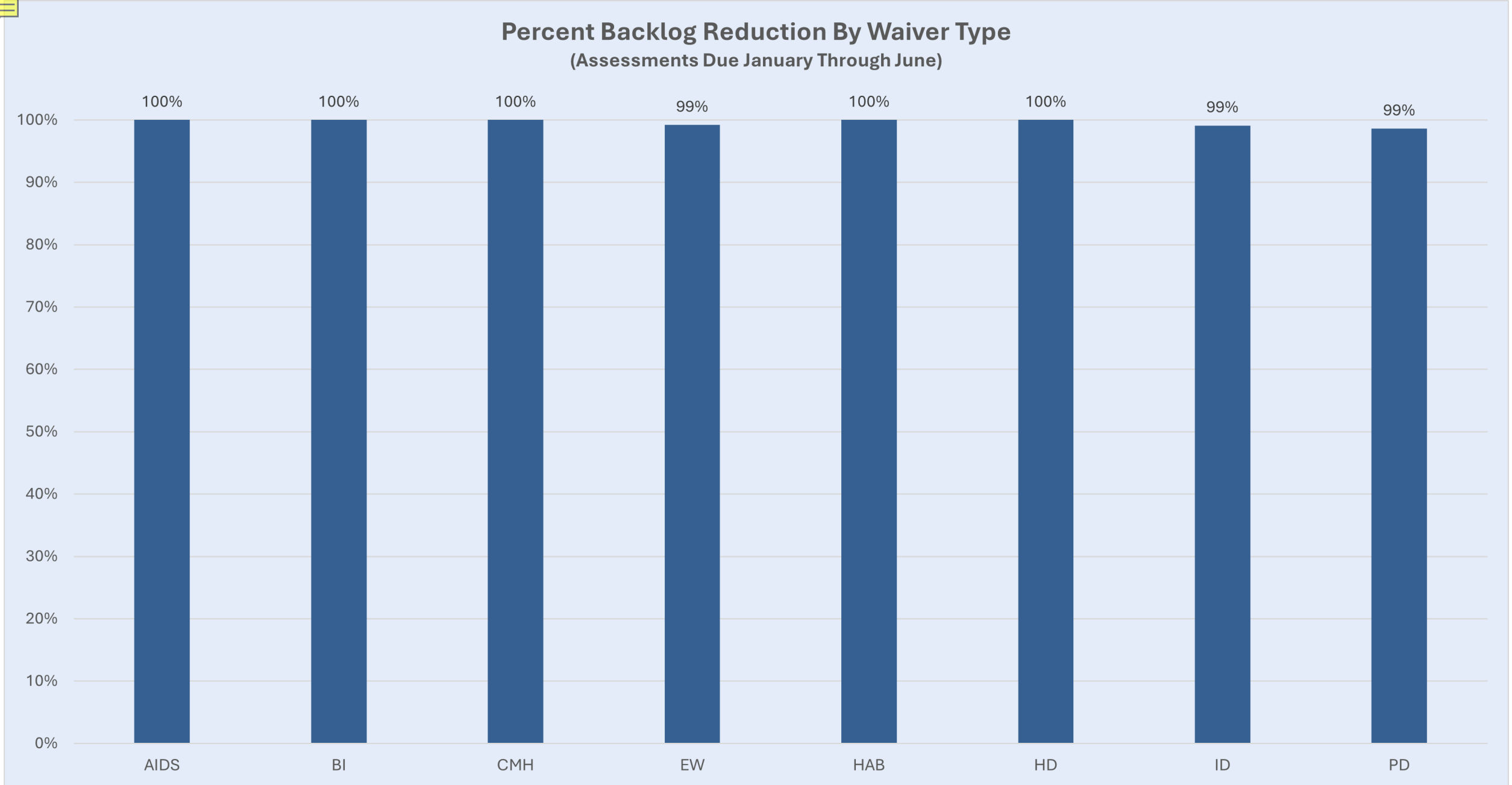
(as of Nov 30)





Percent Backlog Reduction By Waiver Type

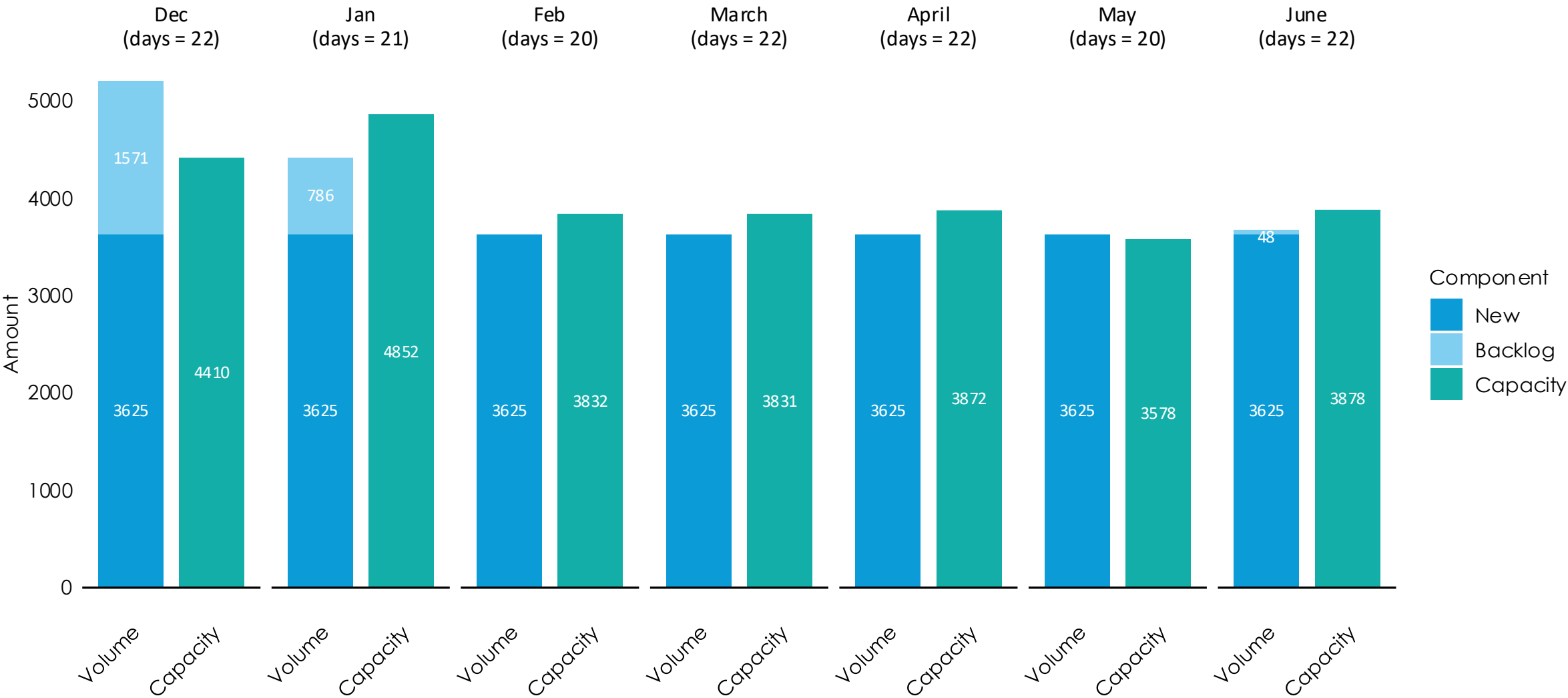
(Assessments Due January Through June)





Monthly Volume vs. Capacity

Shows current past due work with expected incoming assessments and planned capacity.



Depiction begins with Backlog numbers as of the first of the month and an estimated 3625 new assessments each month.
Volume that exceeds capacity is added to the Backlog of the following month.



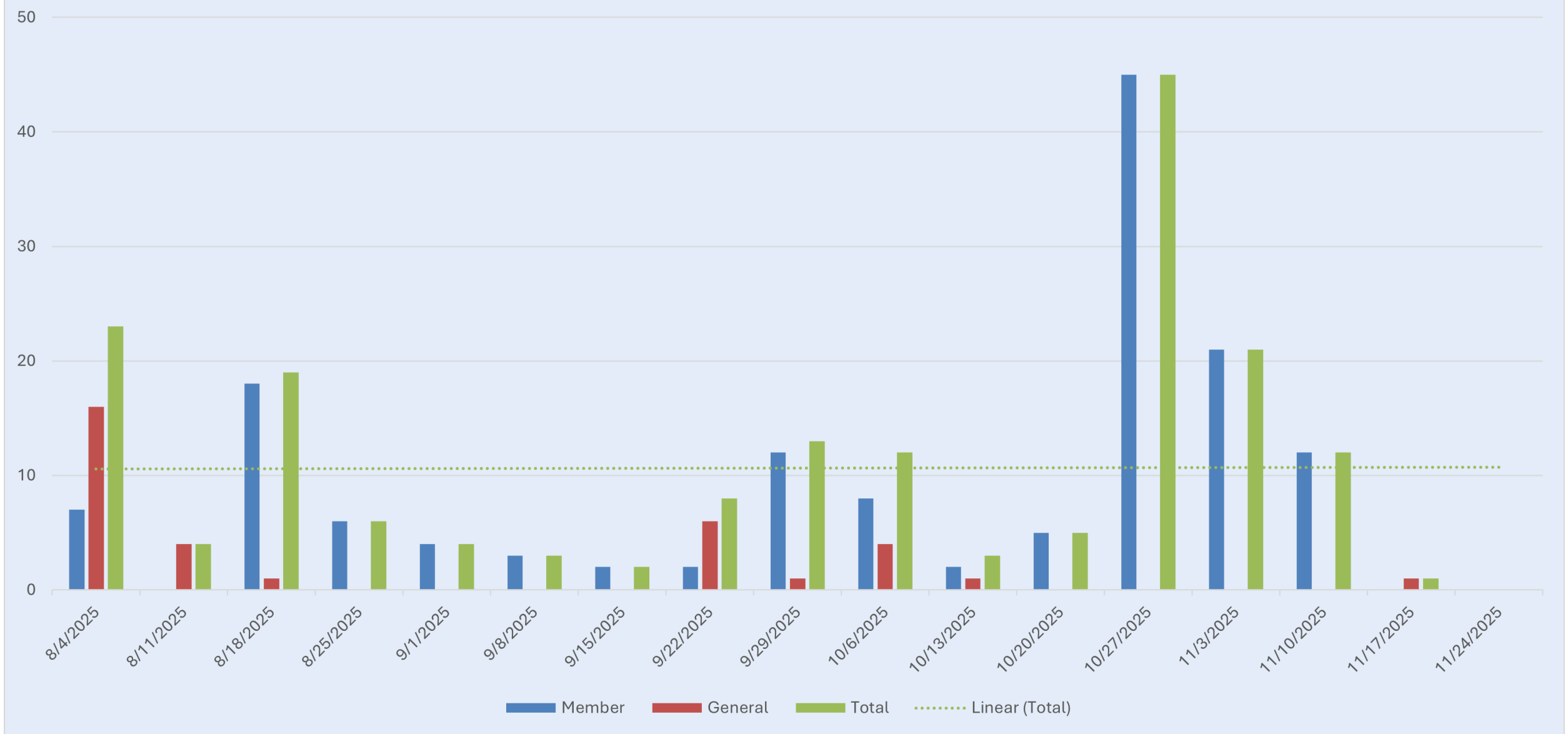
Continuous Improvement

- ▶ Established streamlined support process for case managers, members, and MCOs to address feedback
- ▶ Telligen tracks and resolves escalated issues
- ▶ Categories of issues addressed:
 - Member-specific concerns
 - Communication challenges
 - Scheduling delays
 - Training opportunities
- ▶ Committed to continuous improvement in issue resolution



IA CSA Total Escalated Weekly Issues

(188 Total Issues YTD)





Escalated Member Issues by Category

(as of 11/30/25)

