Managed Care Program Annual Report (MCPAR) for Iowa: Dental Wellness Plan

Due date	Last edited	Edited by	Status
12/27/2025	12/18/2025	Kurt Behrens	In progress

	Indicator	Response
	Exclusion of CHIP from MCPAR Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program.	Not Selected
	Did you submit or do you plan on submitting a Network Adequacy and Access Assurances (NAAAR) Report for this program for this reporting period through the MDCT online tool? If “No”, please complete the following questions under each plan.	No

Section A: Program Information

Point of Contact

Number	Indicator	Response
A1	**State name** Auto-populated from your account profile.	Iowa
A2a	**Contact name** First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers.	Latisha McGuire
A2b	**Contact email address** Enter email address. Department or program-wide email addresses ok.	latisha.mcguire@hhs.iowa.gov
A3a	**Submitter name** CMS receives this data upon submission of this MCPAR report.	Not answered
A3b	**Submitter email address** CMS receives this data upon submission of this MCPAR report.	Not answered
A4	**Date of report submission** CMS receives this date upon submission of this MCPAR report.	Not answered

Reporting Period

Number	Indicator	Response
A5a	**Reporting period start date** Auto-populated from report dashboard.	07/01/2024
A5b	**Reporting period end date** Auto-populated from report dashboard.	06/30/2025
A6	**Program name** Auto-populated from report dashboard.	Dental Wellness Plan

Add plans (A.7)

Enter the name of each plan that participates in the program for which the state is reporting data.

	Indicator	Response
	Plan name	Delta Dental of Iowa MCNA of Iowa

Add BSS entities (A.8)

Enter the names of Beneficiary Support System (BSS) entities that support enrollees in the program for which the state is reporting data. Learn more about BSS entities at 42 CFR 438.71. See Glossary in Excel Workbook for the definition of BSS entities.

Examples of BSS entity types include a: State or Local Government Entity, Ombudsman Program, State Health Insurance Program (SHIP), Aging and Disability Resource Network (ADRN), Center for Indepedent Living (CIL), Legal Assistance Organization, Community-based Organization, Subcontractor, Enrollment Broker, Consultant, or Academic/Research Organization.

Indicator	Response
BSS entity name	Iowa Office of Ombudsmen Enrollment Broker - Conduent

Add In Lieu of Services and Settings (A.9)

Beginning December 2025, this section must be completed by states that authorize ILOS. Submission of this data before December 2025 is optional.

This section must be completed if any ILOSs *other than short term stays in an Institution for Mental Diseases (IMD)* are authorized for this managed care program. **Enter the name of each ILOS offered as it is identified in the managed care plan contract(s).** Guidance on In Lieu of Services on Medicaid.gov.

Indicator	Response
ILOS name	N/A

Section B: State-Level Indicators

Topic I. Program Characteristics and Enrollment

Number	Indicator	Response
BI.1	**Statewide Medicaid enrollment** Enter the average number of individuals enrolled in Medicaid per month during the reporting year (i.e., average member months). Include all FFS and managed care enrollees and count each person only once, regardless of the delivery system(s) in which they are enrolled.	607,501
BI.2	**Statewide Medicaid managed care enrollment** Enter the average number of individuals enrolled in any type of Medicaid managed care per month during the reporting year (i.e., average member months). Include all managed care programs and count each person only once, even if they are enrolled in multiple managed care programs or plans.	600,406

Topic III. Encounter Data Report

Number	Indicator	Response
BIII.1	**Data validation entity** Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs. Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.	State Medicaid agency staff Other state agency staff State actuaries EQRO Other third-party vendor Proprietary system(s)
BIII.2	**HIPAA compliance of proprietary system(s) for encounter data validation** Were the system(s) utilized fully HIPAA compliant? Select one.	Yes

Topic X: Program Integrity

Number	Indicator	Response
BX.1	**Payment risks between the state and plans** Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities. If no PI activities were performed, enter "No PI activities were performed during the reporting period" as your response. "N/A" is not an acceptable response.	In SFY2025, numerous analytic projects and work was completed focused on the managed care programs. 1. SURS Reports – Peer to peer comparisons to identify outliers and anomalies (e.g. overutilization) of providers 2. Vulnerability Assessment – More than 100 algorithms were delivered through this FWA reporting service including algorithms addressing dental vulnerabilities. 3. Algorithms – examples listed below: a. Dental Anesthesia Outliers b. FQHC Dental Analysis c. Procedure Code Analysis 4. Capitation Payment Sweeps: a. Services after Death b. Incarcerated Members c. HIPP Members 5. Other activities to note are: a. Encounter data quality work for improved monitoring: 1. ORP providers submitted on encounters as appropriate 2. Missing billing provider NPI on encounters 3. Third Partly Liability b. Annual audits on the PAHPs. 1. The PAHP audits reviewed their provider enrollment and screening, non-specific professional codes, and conducting provider audits.
BX.2	**Contract standard for overpayments** Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.	State has established a hybrid system
BX.3	**Location of contract provision stating overpayment standard** Describe where the overpayment standard in the previous indicator is located in plan contracts, as required by 42 CFR 438.608(d)(1)(i).	I.7.07.4 Recovery of Payments
BX.4	**Description of overpayment contract standard** Briefly describe the overpayment standard selected in indicator B.X.2.	The managed care plans are allowed to retain any overpayments they collect as a result of their identified overpayments.
BX.5	**State overpayment reporting monitoring** Describe how the state monitors plan performance in	The managed care plans report overpayment recoveries on a monthly basis. The Department tracks timeliness, accuracy, performance, and completeness of report. The Department

	reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting? The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on various overpayment topics (whether annually or promptly). This indicator is asking the state how it monitors that reporting.	reviews the report for the identified overpayments to collect, the monthly amount collected, and the total to date collected. The Department audits the managed care plans to ensure the reported overpayments collected were reported correctly and the overpayments were collected by the managed care plans.
BX.6	**Changes in beneficiary circumstances** Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).	The Department runs a reconciliation of the managed care enrollment files with the incarceration, deceased, and HIPP files to determine if there were capitations payments made for those members. If there were capitation payments made, the Department will pull back capitation payments in the amount identified as being paid in error.
BX.7a	**Changes in provider circumstances: Monitoring plans** Does the state monitor whether plans report provider "for cause" terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.	Yes
BX.7b	**Changes in provider circumstances: Metrics** Does the state use a metric or indicator to assess plan reporting performance? Select one.	No
BX.8a	**Federal database checks: Excluded person or entities** During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of	No

	the MCO, PIHP, PAHP, PCCM or PCCM entity through routine checks of Federal databases.	
BX.9a	**Website posting of 5 percent or more ownership control** Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to 42 CFR 438.602(g)(3) and 455.104.	No
BX.10	**Periodic audits** If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, provide the link(s) to the audit results. Refer to 42 CFR 438.602(e). If no audits were conducted, please enter "No such audits were conducted during the reporting year" as your response. "N/A" is not an acceptable response.	https://hhs.iowa.gov/about/data-reports/medicaid-reports

Topic XIII. Prior Authorization

Beginning June 2026, Indicators B.XIII.1a-b–2a-b must be completed. Submission of this data before June 2026 is optional.

Number	Indicator	Response
N/A	**Are you reporting data prior to June 2026?**	Not reporting data

Section C: Program-Level Indicators

Topic I: Program Characteristics

Number	Indicator	Response
C1I.1	**Program contract** Enter the title of the contract between the state and plans participating in the managed care program.	Dental Wellness Plan PAHP Contract
N/A	Enter the date of the contract between the state and plans participating in the managed care program.	07/01/2018
C1I.2	**Contract URL** Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.	https://hhs.iowa.gov/medicaid/about-medicaid/policies-rules-regulations/contracts-rates
C1I.3	**Program type** What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.	Prepaid Ambulatory Health Plan (PAHP)
C1I.4a	**Special program benefits** Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more. Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.	Dental
C1I.4b	**Variation in special benefits** What are any variations in the availability of special benefits within the program (e.g. by service area or population)? Enter “N/A” if not applicable.	N/A
C1I.5	**Program enrollment** Enter the average number of individuals enrolled in this managed care program per	600,406

	month during the reporting year (i.e., average member months).	
C1I.6	**Changes to enrollment or benefits** Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year. If there were no major changes, please enter “There were no major changes to the population or benefits during the reporting year” as your response. “N/A” is not an acceptable response.	There were no major changes to the population or benefits during the reporting year.

Topic III: Encounter Data Report

Number	Indicator	Response
C1III.1	**Uses of encounter data** For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more. Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).	Rate setting Quality/performance measurement Monitoring and reporting Contract oversight Program integrity Policy making and decision support
C1III.2	**Criteria/measures to evaluate MCP performance** What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more. Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).	Timeliness of initial data submissions Use of correct file formats Provider ID field complete Overall data accuracy (as determined through data validation) Other, specify – EQR study reports - Ad Hoc analysis performed to identify data quality issues which are remediated with the PAHP
C1III.3	**Encounter data performance criteria contract language** Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.	Section K. Health Information Systems and Enrollee Data.

C1III.4	**Financial penalties contract language** Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose on plans for the types of failures to meet encounter data submission and quality standards. Use contract section references, not page numbers.	Section 3.1 (Performance Measure subjected to 2% withhold) Within ninety days (90) of the end of each quarter the Contractor's accepted encounter data shall match the Contractor's submitted financial information within 98% using reporting criteria set forth in the financial reporting template.
C1III.5	**Incentives for encounter data quality** Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality.	N/A
C1III.6	**Barriers to collecting/validating encounter data** Describe any barriers to collecting and/or validating managed care plan encounter data that the state has experienced during the reporting year. If there were no barriers, please enter "The state did not experience any barriers to collecting or validating encounter data during the reporting year" as your response. "N/A" is not an acceptable response.	Manual validation processes remain a key barrier to validating encounter data.

Topic IV. Appeals, State Fair Hearings & Grievances

Number	Indicator	Response
C1IV.1	**State's definition of "critical incident", as used for reporting purposes in its MLTSS program** If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.	N/A
C1IV.2	**State definition of "timely" resolution for standard appeals** Provide the state's definition of timely resolution for standard appeals in the managed care program. Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.	Per PAHP Contract Section H.7.01 Contractor shall resolve each appeal and provide notices, as expeditiously as the enrollee's health condition requires, within 30 calendar days from the day the Contractor receives the appeal.
C1IV.3	**State definition of "timely" resolution for expedited appeals** Provide the state's definition of timely resolution for expedited appeals in the managed care program. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.	Per PAHP Contract Section H.7.07 Contractor shall resolve each expedited appeal and provide notices, as expeditiously as the enrollee's health condition requires, within Agency-established timeframes not to exceed 72 hours after the Contractor receives the expedited appeal request.

C1IV.4	**State definition of "timely" resolution for grievances** Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.	The Contractor resolves one hundred (100%) of grievances within thirty (30) calendar days or receipt.

Topic V. Availability, Accessibility and Network Adequacy

Network Adequacy

Number	Indicator	Response
C1V.1	**Gaps/challenges in network adequacy** What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting access standards. If the state and MCPs did not encounter any challenges, please enter "No challenges were encountered" as your response. "N/A" is not an acceptable response.	Rural areas with fewer dental providers and lack of dentists who will accept new Medicaid members due to low legislative reimbursement rates are two of Iowa's biggest network adequacy challenges.
C1V.2	**State response to gaps in network adequacy** How does the state work with MCPs to address gaps in network adequacy?	Iowa Medicaid works with dental and medical stakeholders, including the Iowa Dental Association and Iowa Public Policy Center to determine best practices and hear barriers experienced by providers to determine policy and payment practices that can be improved within the Medicaid program. Iowa Medicaid has Network Adequacy as a measurement in the contract and Dental Quality Strategy Plan which describes in further detail, activities which Iowa Medicaid is participating in to increase and improve Network Adequacy in collaboration with the PAHPs. The capitation rates are reviewed on a yearly basis to allow the PAHPs to reimburse dental providers above the fee schedule; both PAHPs reimbursed providers at a rate higher than 100% of the fee schedule.

Access Measures

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.

Access measure total count: 2

Complete

C2.V.3 Standard type: Maximum time or distance

1 / 2

C2.V.2 Measure standard

30 minutes or miles

C2.V.1 General category

General quantitative availability and accessibility standard

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Dental	Urban	Adult and pediatric

C2.V.7 Monitoring Methods

Geomapping, Plan Provider Directory Review, Review of Grievances Related to Access

C2.V.8 Frequency of oversight methods

Quarterly

Complete

C2.V.3 Standard type: Maximum time or distance

2 / 2

C2.V.2 Measure standard

60 minutes or miles

C2.V.1 General category

General quantitative availability and accessibility standard

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Dental	Rural	Adult and pediatric

C2.V.7 Monitoring Methods

Geomapping

C2.V.8 Frequency of oversight methods

Quarterly

Topic IX: Beneficiary Support System (BSS)

Number	Indicator	Response
C1IX.1	**BSS website** List the website(s) and/or email address(es) that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.	Iowa Medicaid Member Services provides enrollment broker and choice counseling services. Information is provided at the following website: https://hhs.iowa.gov/programs/welcome-iowa-medicaid/member-services Ombudsman: Beneficiaries are able to access services to the Managed Care Ombudsman program through the website and email address provided below. https://hhs.iowa.gov/contacts/managed-care-ombudsman sltco@hhs.iowa.gov
C1IX.2	**BSS auxiliary aids and services** How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2))? CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.	Iowa Medicaid Member Services: Inquiries can be made by contacting Member Services call center by phone, mail or email. Iowa Medicaid Member Services (Monday to Friday from 8 a.m. to 5 p.m.) 1-800-338-8366 (Toll Free) 515-256-4606 (Des Moines Area) 515-725-1351 (Fax) Email: IMEMemberServices@hhs.state.ia.us For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942. Ombudsman: Inquires can be made by contacting the Managed Care Ombudsman's office and representatives are available to beneficiaries, even those with disabilities, in person or via-mail to our Des Moines location, via phone, the internet or through our Managed Care Ombudsman email inbox that goes directly to a representative. Beneficiaries can also directly file a complaint or concern with their Managed Care Organization and submit it online: https://hhs.iowa.gov/programs/programs-and-services/aging-services/ltcombudsman/mco-ombudsman See contact information below. Office of the State Long-Term Care Ombudsman 510 E 12th St., Ste. 2 Des Moines, IA 50319 (866) 236-1430 sltco@hhs.iowa.gov
C1IX.3	**BSS LTSS program data** How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).	Reports can be found at this link: https://hhs.iowa.gov/contacts/managed-care-ombudsman sltco@hhs.iowa.gov

C1IX.4	**State evaluation of BSS entity performance** What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?	Enrollment Broker: Information and Choice Counseling, enrollment, disenrollment, RFI, maintain data, escalated member issues are monitored by the state contract manager. The Managed Care Ombudsman program is established in state legislation and is an independent, separate entity from the state Medicaid agency.

Topic X: Program Integrity

Number	Indicator	Response
C1X.3	**Prohibited affiliation disclosure** Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).	No

Topic XII. Mental Health and Substance Use Disorder Parity

Number	Indicator	Response
C1XII.4	**Does this program include MCOs?** If "Yes", please complete the following questions.	No

Section D: Plan-Level Indicators

Topic I. Program Characteristics & Enrollment

Number	Indicator	Response
D1I.1	**Plan enrollment** Enter the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months).	**Delta Dental of Iowa** 386,870 **MCNA of Iowa** 213,537
D1I.2	**Plan share of Medicaid** What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment? Numerator: Plan enrollment (D1.I.1)Denominator: Statewide Medicaid enrollment (B.I.1)	**Delta Dental of Iowa** 63.7% **MCNA of Iowa** 35.2%
D1I.3	**Plan share of any Medicaid managed care** What is the plan enrollment (regardless of program) as a percentage of total Medicaid enrollment in any type of managed care?Numerator: Plan enrollment (D1.I.1)Denominator: Statewide Medicaid managed care enrollment (B.I.2)	**Delta Dental of Iowa** 64.4% **MCNA of Iowa** 35.6%
D1I.4: Parent	**Organization: The name of the parent entity that controls the Medicaid Managed Care Plan.** If the managed care plan is owned or controlled by a separate entity (parent), report the name of that entity. If the managed care plan is not controlled by a separate entity, please report the managed care plan name in this field.	**Delta Dental of Iowa** Delta Dental of Iowa **MCNA of Iowa** MCNA Health Care Holdings, LLC

Topic II. Financial Performance

Number	Indicator	Response
D1II.1a	**Medical Loss Ratio (MLR)** What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience. If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR. Write MLR as a percentage: for example, write 92% rather than 0.92.	**Delta Dental of Iowa** 92.4% **MCNA of Iowa** 89.4%
D1II.1b	**Level of aggregation** What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one. As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.	**Delta Dental of Iowa** Program-specific statewide **MCNA of Iowa** Program-specific statewide
D1II.2	**Population specific MLR description** Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS or Group VIII expansion enrollees? If so, describe the populations here. Enter “N/A” if not applicable. See glossary for the regulatory definition of MLR.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1II.3	**MLR reporting period discrepancies** Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?	**Delta Dental of Iowa** Yes **MCNA of Iowa** Yes

N/A	Enter the start date.	**Delta Dental of Iowa** 07/01/2023 **MCNA of Iowa** 07/01/2023
N/A	Enter the end date.	**Delta Dental of Iowa** 06/30/2024 **MCNA of Iowa** 06/30/2024

Topic III. Encounter Data

Number	Indicator	Response
D1III.1	**Definition of timely encounter data submissions** Describe the state's standard for timely encounter data submissions used in this program. If reporting frequencies and standards differ by type of encounter within this program, please explain.	**Delta Dental of Iowa** Per PAHP Contract Section KS.01 Reporting Format and Batch Submission Scheduled The Contractor shall submit encounter claims in an electronic format that adheres to the data Specifications set forth by the Agency and in any State or federally mandated electronic claims submission standards. The Agency will have all of the remedies provided to it under the Contract, including liquidated damages, for failure to comply with these requirements. Encounter data shall be submitted by the 20th of the month subsequent to the month for which data are reflected. All corrections to the monthly encounter data submission shall be finalized within forty-five (45) days from the date the initial error report for the month was sent to the Contractor of fifty-nine (59) days from the date the initial encounter data were due. The error rate for encounter data cannot exceed one present (1%). The source of the error can be identified by system edits and/or analysis of the encounter data. The Agency will notify the Contractor of changes made to calculate encounter data timeliness, accuracy, and quality sixty (60) days prior to implementation. **MCNA of Iowa** Per PAHP Contract Section KS.01 Reporting Format and Batch Submission Scheduled The Contractor shall submit encounter claims in an electronic format that adheres to the data Specifications set forth by the Agency and in any State or federally mandated electronic claims submission standards. The Agency will have all of the remedies provided to it under the Contract, including liquidated damages, for failure to comply with these requirements. Encounter data shall be submitted by the 20th of the month subsequent to the month for which data are reflected. All corrections to the monthly encounter data submission shall be finalized within forty-five (45) days from the date the initial error report for the month was sent to the

		Contractor of fifty-nine (59) days from the date the initial encounter data were due. The error rate for encounter data cannot exceed one present (1%). The source of the error can be identified by system edits and/or analysis of the encounter data. The Agency will notify the Contractor of changes made to calculate encounter data timeliness, accuracy, and quality sixty (60) days prior to implementation.
D1III.2	**Share of encounter data submissions that met state's timely submission requirements** What percent of the plan's encounter data file submissions (submitted during the reporting year) met state requirements for timely submission? If the state has not yet received any encounter data file submissions for the entire contract year when it submits this report, the state should enter here the percentage of encounter data submissions that were compliant out of the file submissions it has received from the managed care plan for the reporting year.	**Delta Dental of Iowa** 100% **MCNA of Iowa** 100%
D1III.3	**Share of encounter data submissions that were HIPAA compliant** What percent of the plan's encounter data submissions (submitted during the reporting year) met state requirements for HIPAA compliance? If the state has not yet received encounter data submissions for the entire contract period when it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting year.	**Delta Dental of Iowa** 100% **MCNA of Iowa** 100%

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals Overview

Number	Indicator	Response
D1IV.1	**Appeals resolved (at the plan level)** Enter the total number of appeals resolved during the reporting year.An appeal is “resolved” at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary’s representative) chooses to file a request for a State Fair Hearing or External Medical Review.	**Delta Dental of Iowa** 157 **MCNA of Iowa** 121
D1IV.1a	**Appeals denied** Enter the total number of appeals resolved during the reporting period (D1.IV.1) that were denied (adverse) to the enrollee.	**Delta Dental of Iowa** 111 **MCNA of Iowa** 69
D1IV.1b	**Appeals resolved in partial favor of enrollee** Enter the total number of appeals (D1.IV.1) resolved during the reporting period in partial favor of the enrollee.	**Delta Dental of Iowa** 2 **MCNA of Iowa** 3
D1IV.1c	**Appeals resolved in favor of enrollee** Enter the total number of appeals (D1.IV.1) resolved during the reporting period in favor of the enrollee.	**Delta Dental of Iowa** 44 **MCNA of Iowa** 27
D1IV.2	**Active appeals** Enter the total number of appeals still pending or in process (not yet resolved) as of the end of the reporting year.	**Delta Dental of Iowa** 2 **MCNA of Iowa** 0
D1IV.3	**Appeals filed on behalf of LTSS users** Enter the total number of appeals filed during the reporting year by or on behalf	**Delta Dental of Iowa** N/A **MCNA of Iowa**

	of LTSS users. Enter “N/A” if not applicable.An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed).	N/A
D1IV.4	**Number of critical incidents filed during the reporting year by (or on behalf of) an LTSS user who previously filed an appeal** For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter “N/A”.Also, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter “N/A”.The appeal and critical incident do not have to have been “related” to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user.To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal preceded the filing of the critical incident.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.5a	**Standard appeals for which timely resolution was**	**Delta Dental of Iowa**

	provided Enter the total number of standard appeals for which timely resolution was provided by plan within the reporting year.See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.	153 **MCNA of Iowa** 121
D1IV.5b	**Expedited appeals for which timely resolution was provided** Enter the total number of expedited appeals for which timely resolution was provided by plan within the reporting year.See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.	**Delta Dental of Iowa** 3 **MCNA of Iowa** 0
D1IV.6a	**Resolved appeals related to denial of authorization or limited authorization of a service** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service.(Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).	**Delta Dental of Iowa** 129 **MCNA of Iowa** 62
D1IV.6b	**Resolved appeals related to reduction, suspension, or termination of a previously authorized service** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service.	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.6c	**Resolved appeals related to payment denial** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of	**Delta Dental of Iowa** 28 **MCNA of Iowa** 59

	payment for a service that was already rendered.	
D1IV.6d	**Resolved appeals related to service timeliness** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to provide services in a timely manner (as defined by the state).	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.6e	**Resolved appeals related to lack of timely plan response to an appeal or grievance** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding the standard resolution of grievances and appeals.	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.6f	**Resolved appeals related to plan denial of an enrollee's right to request out-of-network care** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain services outside the network (only applicable to residents of rural areas with only one MCO).	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.6g	**Resolved appeals related to denial of an enrollee's request to dispute financial liability** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to dispute a financial liability.	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0

Appeals by Service

Number of appeals resolved during the reporting period related to various services. Note: A single appeal may be related to multiple service types and may therefore be counted in multiple categories.

Number	Indicator	Response
D1IV.7a	**Resolved appeals related to general inpatient services** Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services.Do not include appeals related to inpatient behavioral health services – those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7b	**Resolved appeals related to general outpatient services** Enter the total number of appeals resolved by the plan during the reporting year that were related to general outpatient care not specifically listed in this section (e.g., primary and preventive services, specialist care, diagnostic and lab testing). Please do not include appeals related to outpatient behavioral health services – those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7c	**Resolved appeals related to inpatient behavioral health services** Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7d	**Resolved appeals related to outpatient behavioral health services** Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient mental health and/or	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

	substance use services. If the managed care plan does not cover outpatient behavioral health services, enter “N/A”.	
D1IV.7e	**Resolved appeals related to covered outpatient prescription drugs** Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7f	**Resolved appeals related to skilled nursing facility (SNF) services** Enter the total number of appeals resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover skilled nursing services, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7g	**Resolved appeals related to long-term services and supports (LTSS)** Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter “N/A”.(Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7h	**Resolved appeals related to dental services** Enter the total number of appeals resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover dental services, enter “N/A”.	**Delta Dental of Iowa** 157 **MCNA of Iowa** 121

D1IV.7i	**Resolved appeals related to non-emergency medical transportation (NEMT)** Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover NEMT, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7k:	**Resolved appeals related to durable medical equipment (DME) & supplies** Enter the total number of appeals resolved by the plan during the reporting year that were related to DME and/or supplies. If the managed care plan does not cover this type of service, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7l:	**Resolved appeals related to home health / hospice** Enter the total number of appeals resolved by the plan during the reporting year that were related to home health and/or hospice. If the managed care plan does not cover this type of service, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7m:	**Resolved appeals related to emergency services / emergency department** Enter the total number of appeals resolved by the plan during the reporting year that were related to emergency services and/or provided in the emergency department. Do not include appeals related to emergency outpatient behavioral health – those should be included in indicator D1.IV.7d. If the managed care plan does not cover this type of service, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.7n:	**Resolved appeals related to therapies** Enter the total number of appeals resolved by the plan during the reporting year that were related to speech language pathology services or occupational, physical, or respiratory therapy services. If	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

	the managed care plan does not cover this type of service, enter “N/A”.	
D1IV.7o	**Resolved appeals related to other service types** Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-n paid primarily by Medicaid, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

State Fair Hearings

Number	Indicator	Response
D1IV.8a	**State Fair Hearing requests** Enter the total number of State Fair Hearing requests resolved during the reporting year with the plan that issued an adverse benefit determination.	**Delta Dental of Iowa** 12 **MCNA of Iowa** 5
D1IV.8b	**State Fair Hearings resulting in a favorable decision for the enrollee** Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.8c	**State Fair Hearings resulting in an adverse decision for the enrollee** Enter the total number of State Fair Hearing decisions rendered during the reporting year that were adverse for the enrollee.	**Delta Dental of Iowa** 10 **MCNA of Iowa** 5
D1IV.8d	**State Fair Hearings retracted prior to reaching a decision** Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the representative who filed a State Fair Hearing request on behalf of the enrollee) during the reporting year prior to reaching a decision.	**Delta Dental of Iowa** 2 **MCNA of Iowa** 0
D1IV.9a	**External Medical Reviews resulting in a favorable decision for the enrollee** If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical review process, enter “N/A”.External medical review is defined and described at 42 CFR §438.402(c)(i)(B).	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0

D1IV.9b	**External Medical Reviews resulting in an adverse decision for the enrollee** If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A".External medical review is defined and described at 42 CFR §438.402(c)(i)(B).	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0

Grievances Overview

Number	Indicator	Response
D1IV.10	**Grievances resolved** Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care.A grievance is “resolved” when it has reached completion and been closed by the plan.	**Delta Dental of Iowa** 471 **MCNA of Iowa** 1,742
D1IV.11	**Active grievances** Enter the total number of grievances still pending or in process (not yet resolved) as of the end of the reporting year.	**Delta Dental of Iowa** 6 **MCNA of Iowa** 0
D1IV.12	**Grievances filed on behalf of LTSS users** Enter the total number of grievances filed during the reporting year by or on behalf of LTSS users.An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.13	**Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance** For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting year by (or on behalf of) LTSS users who previously filed grievances in the reporting year. The grievance and critical incident do not have to have been “related” to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

	an LTSS user.If the managed care plan does not cover LTSS, the state should enter “N/A” in this field. Additionally, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, the state can enter “N/A” in this field.To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed a grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.	
D1IV.14	**Number of grievances for which timely resolution was provided** Enter the number of grievances for which timely resolution was provided by plan during the reporting year.See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.	**Delta Dental of Iowa** 469 **MCNA of Iowa** 1,742

Grievances by Service

Report the number of grievances resolved by plan during the reporting period by service.

Number	Indicator	Response
D1IV.15a	**Resolved grievances related to general inpatient services** Enter the total number of grievances resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15b	**Resolved grievances related to general outpatient services** Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care not specifically listed in this section (e.g., primary and preventive services, specialist care, diagnostic and lab testing). Do not include grievances related to outpatient behavioral health services - those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15c	**Resolved grievances related to inpatient behavioral health services** Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15d	**Resolved grievances related to outpatient behavioral health services** Enter the total number of grievances resolved by the plan during the reporting year that	**Delta Dental of Iowa** N/A **MCNA of Iowa**

	were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".	N/A
D1IV.15e	**Resolved grievances related to coverage of outpatient prescription drugs** Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15f	**Resolved grievances related to skilled nursing facility (SNF) services** Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15g	**Resolved grievances related to long-term services and supports (LTSS)** Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15h	**Resolved grievances related to dental services** Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** 471 **MCNA of Iowa** 1,742

D1IV.15i	**Resolved grievances related to non-emergency medical transportation (NEMT)** Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15k	**Resolved grievances related to durable medical equipment (DME) & supplies** Enter the total number of grievances resolved by the plan during the reporting year that were related to DME and/or supplies. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15l	**Resolved grievances related to home health / hospice** Enter the total number of grievances resolved by the plan during the reporting year that were related to home health and/or hospice. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15m	**Resolved grievances related to emergency services / emergency department** Enter the total number of grievances resolved by the plan during the reporting year that were related to emergency services and/or provided in the emergency department. Do not include grievances related to emergency outpatient behavioral health - those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A
D1IV.15n	**Resolved grievances related to therapies** Enter the total number of grievances resolved by the plan during the reporting year that were related to speech language pathology services or occupational, physical, or	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

	respiratory therapy services. If the managed care plan does not cover this type of service, enter “N/A”.	
D1IV.15o	**Resolved grievances related to other service types** Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-n paid primarily by Medicaid, enter “N/A”.	**Delta Dental of Iowa** N/A **MCNA of Iowa** N/A

Grievances by Reason

Report the number of grievances resolved by plan during the reporting period by reason.

Number	Indicator	Response
D1IV.16a	**Resolved grievances related to plan or provider customer service** Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service.Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.	**Delta Dental of Iowa** 7 **MCNA of Iowa** 7
D1IV.16b	**Resolved grievances related to plan or provider care management/case management** Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider care management/case management.Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process.	**Delta Dental of Iowa** 1 **MCNA of Iowa** 0
D1IV.16c	**Resolved grievances related to network adequacy or access to care/services from plan or provider** Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care.Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.	**Delta Dental of Iowa** 416 **MCNA of Iowa** 1,720
D1IV.16d	**Resolved grievances related to quality of care** Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care.Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.	**Delta Dental of Iowa** 35 **MCNA of Iowa** 5
D1IV.16e	**Resolved grievances related to plan communications** Enter the total number of grievances resolved by the plan during the	**Delta Dental of Iowa** 0

	reporting year that were related to plan communications.Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee materials or plan communications.	**MCNA of Iowa** 3
D1IV.16f	**Resolved grievances related to payment or billing issues** Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason related to payment or billing issues.	**Delta Dental of Iowa** 3 **MCNA of Iowa** 5
D1IV.16g	**Resolved grievances related to suspected fraud** Enter the total number of grievances resolved by the plan during the reporting year that were related to suspected fraud.Suspected fraud grievances include suspected cases of financial/payment fraud perpetuated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.	**Delta Dental of Iowa** 6 **MCNA of Iowa** 0
D1IV.16h	**Resolved grievances related to abuse, neglect or exploitation** Enter the total number of grievances resolved by the plan during the reporting year that were related to abuse, neglect or exploitation.Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.	**Delta Dental of Iowa** 2 **MCNA of Iowa** 0
D1IV.16i	**Resolved grievances related to lack of timely plan response to a prior authorization/service authorization or appeal (including requests to expedite or extend appeals)** Enter the total number of grievances resolved by the plan during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0

D1IV.16j	**Resolved grievances related to plan denial of expedited appeal** Enter the total number of grievances resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal.Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.	**Delta Dental of Iowa** 0 **MCNA of Iowa** 0
D1IV.16k	**Resolved grievances filed for other reasons** Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason other than the reasons listed above.	**Delta Dental of Iowa** 1 **MCNA of Iowa** 2

Topic VII: Quality & Performance Measures

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and (8) Other. For composite measures, be sure to include each individual sub-measure component.

Quality & performance measure total count: 5

Complete

D2.VII.1 Measure Name: Dental Care Utilization

1 / 5

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

Contract Measure

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: Dental Wellness Plan, Hawki

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

The Contractor shall meet or exceed the percentage of Enrolled Members who accessed dental care services within the contract year. Rates are reported for: 1) the Dental Wellness Plan Adult (DWP-A) population, 2) the Dental Wellness Plan Kids (DWP-K) population, and 3) the Hawki population.

Measure results

Delta Dental of Iowa

45.90%

MCNA of Iowa

21.17%

Complete

D2.VII.1 Measure Name: Preventive Care Utilization

2 / 5

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

Contract Measure

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: Dental Wellness Plan, Hawki

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

The Contractor shall increase the percentage of Enrolled Members who received preventive dental care during the measurement State fiscal year. Rates are reported for: 1) the Dental Wellness Plan Adult (DWP-A) population, 2) the Dental Wellness Plan Kids (DWP-K) population, and 3) the Hawki population.

Measure results

Delta Dental of Iowa

58.75%

MCNA of Iowa

31.55%

Complete

D2.VII.1 Measure Name: Initial Oral Health Risk Screening

3 / 5

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

Contract Measure

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: Dental Wellness Plan, Hawki

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

The Contractor shall increase reporting of information related to health equity including social determinants of health among the Dental Wellness Plan Adult (DWP-A) population. One rate is reported for: 1) the DWP-A population. Exclude members for whom the PAHP has documentation that verifies that at least 3 unsuccessful attempts have been made to contact the member to schedule a Oral Health Risk assessment.

Measure results

Delta Dental of Iowa

48.00%

MCNA of Iowa

75.00%

Complete

D2.VII.1 Measure Name: Encounter Data Reconciliation

4 / 5

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

Contract Measure

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: Dental Wellness Plan, Hawki

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

Encounter data shall be submitted by the twentieth (20th) of the month subsequent to the month for which data is reflected. All corrections to the monthly encounter data submission shall be finalized within forty-five (45) Days from the date the initial error report for the month was sent to the Contractor or fifty-nine (59) Days from the date the initial encounter data was due. The error rate for the encounter data shall not exceed one percent (1%). For every service provided, providers must submit corresponding Claim or encounter data with Claim detail identical to that required for fee-for-service Claims submissions.

Measure results

Delta Dental of Iowa

99.95%

MCNA of Iowa

96.58%

Complete

D2.VII.1 Measure Name: Timely Claims Processing

5 / 5

D2.VII.2 Measure Domain

Dental and oral health services

D2.VII.3 National Quality Forum (NQF) number

Contract Measure

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: Dental Wellness Plan, Hawki

D2.VII.6 Measure Set

State-specific

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

Yes

D2.VII.8 Measure Description

The Contractor shall pay Providers for covered medically necessary services rendered to the Contractor's Enrolled Members in accordance with the Contract. The Contractor shall pay or deny ninety percent (90%) of all Clean Claims within fourteen (14) calendar days of receipt, ninety-five percent (95%) of all Clean Claims within twenty- one (21) calendar days of receipt, and ninety-nine percent (99%) of all claims within ninety (90) calendar days of receipt. A "Clean Claim" is one in which all information required for processing is present. If a Claim is denied because more information was required to process the Claim, the Claim denial notice shall specifically describe all information and supporting documentation needed to evaluate the Claim for processing. As provided in 42 C.F.R. § 447.46(c)(2), the Contractor may, by mutual agreement, establish an alternative payment schedule with in- Network Providers. The alternative payment schedule shall be outlined in the Provider contract. In accordance with 42 C.F.R. § 447.45(d), the date of receipt of a Claim is the date the Contractor receives the Claim, as indicated by its date stamp on the Claim, and the date of payment is the date of the check or other form of payment.

Measure results

Delta Dental of Iowa

99.30%

MCNA of Iowa

100.00%

Topic VIII. Sanctions

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. The state should include all sanctions the state issued regardless of what entity identified the non-compliance (e.g. the state, an auditing body, the plan, a contracted entity like an external quality review organization).

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.

Sanction total count: 5

Complete

D3.VIII.1 Intervention type: All compliance-related notices or letters (e.g. warnings, non-compliance) 1 / 5

D3.VIII.2 Plan performance issue
Reporting (timeliness, completeness, accuracy)

D3.VIII.3 Plan name
Delta Dental of Iowa

D3.VIII.4 Reason for intervention

Quarter 1 PI11 Did not submit attestations and SCAs with the report submission

Sanction details

D3.VIII.5 Instances of non-compliance
1

D3.VIII.6 Sanction amount
$0

D3.VIII.7 Date assessed
02/05/2025

D3.VIII.8 Remediation date non-compliance was corrected
Remediation in progress

D3.VIII.9 Corrective action plan
No

Complete

D3.VIII.1 Intervention type: All compliance-related notices or letters (e.g. warnings, non-compliance) 2 / 5

D3.VIII.2 Plan performance issue
Reporting (timeliness, completeness, accuracy)

D3.VIII.3 Plan name
Delta Dental of Iowa

D3.VIII.4 Reason for intervention

A1 Care Coordination - DDIA had 44% HRA Completed with a 70% Standard. Performance Measure was not met A10 Member Grievance and Appeals (Adult and Child): Accuracy - DDIA Resubmitted: 5/6/25,After reviewing the resubmission there are still a number of blanks in column L. Please select a Reason for Filing. Secondly, there are blanks under column O which I assume should be 'N' but still need to be filled in. Column T (Iowa Medicaid Outcome) and column U (1115 Waiver – Dental Only) is fully populated so that issue has been resolved. 5/9/25 - Resubmitted with all corrected

Quarterly and Monthly Tracking Spreadsheet - Timely - Reponses from DDIA on Quarterly Report were 3 days late. Due Date 6/24/25 returned 6/27/25

Sanction details

D3.VIII.5 Instances of non-compliance

3

D3.VIII.6 Sanction amount

$0

D3.VIII.7 Date assessed

07/16/2025

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

Complete

D3.VIII.1 Intervention type: All compliance-related notices or letters (e.g. warnings, non-compliance)

3 / 5

D3.VIII.2 Plan performance issue

Reporting (timeliness, completeness, accuracy)

D3.VIII.3 Plan name

MCNA of Iowa

D3.VIII.4 Reason for intervention

Timeliness of Submission: A-1 Care Coordination, B-5 Subcontractor Compliance, F-1 Iowa Insurance Division(IID) Reporting Performance Standard not met: A8/B6 Helplines - August 79.46% (standard 80%) A-1 Care Coordination - 1% HRA completed within 90 days (standard 70%) Accurate and/or Complete: PI9 - PI Activity PI11 - Single Case Agreement Report

Sanction details

D3.VIII.5 Instances of non-compliance

1

D3.VIII.6 Sanction amount

$0

D3.VIII.7 Date assessed

02/04/2025

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

Complete

D3.VIII.1 Intervention type: All compliance-related notices or letters (e.g. warnings, non-compliance)

4 / 5

D3.VIII.2 Plan performance issue

Reporting (timeliness, completeness, accuracy)

D3.VIII.3 Plan name

MCNA of Iowa

D3.VIII.4 Reason for intervention

Timeliness of Submission: SFY26 DWP and Hawki Dental Capitation Rate Setting - Ad Hoc Request Information FinAdm F1 Financial MRT DWP - Annual F1 Report This is MCNA's 2nd Warning Letter of SFY25 Contract Period MED-25-011 SFY26 DWP and Hawki Dental Capitation Rate Setting - Ad Hoc Request Information Due Date: March 3, 2025 and Submitted on March 10, 2025 FinAdm F1 Financial MRT DWP - Annual F1 Report Due Date: March 3rd, 2025 and Submitted on March 7th, 2025

Sanction details

D3.VIII.5 Instances of non-compliance

2

D3.VIII.6 Sanction amount

$0

D3.VIII.7 Date assessed

03/10/2025

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

Complete

D3.VIII.1 Intervention type: All compliance-related notices or letters (e.g. warnings, non-compliance)

5 / 5

D3.VIII.2 Plan performance issue

Reporting (timeliness, completeness, accuracy)

D3.VIII.3 Plan name

MCNA of Iowa

D3.VIII.4 Reason for intervention

A1 Care Coordination - Accuracy - incorrect data submitted: deduplicate the table and double counted members, Timeliness - Resubmitted making the report 2 days late A10 Member Grievance and Appeals (Adult and Child) - Accuracy - "Dismissed" is not a valid Iowa Medicaid Outcome B-3 24-Hour Provider Access - Timeliness - Annual Report, Due 7/15/25 not received B11 Excel Non-Specialty/PCP Performance Measure - Performance Standard not

met at (100% access standard) 99.93% of PCP B11 PDF Maps - MCNA is giving the Members without access. The State requests the percentage of Members with Access. The State requests a table be provided with 30 mins/30 miles, 60 Mins/60 Miles, 90 Mins / 90 Miles with the percentages of Members with Access, which was not provided. Resubmission Dates: 5/16/25 incorrect format (Submitted as a Word Document, not required PDF) and inaccurate data. Resubmission corrected: 5/21/25 C1 Provider Incentives - Timeliness - Report Received 5/1/25. 1 day late. F1 Iowa Financial MRT (MLR Calculation)- Accuracy - Not completed Earn withhold, no populated amounts entered

Sanction details

D3.VIII.5 Instances of non-compliance

7

D3.VIII.6 Sanction amount

$0

D3.VIII.7 Date assessed

07/16/2025

D3.VIII.8 Remediation date non-compliance was corrected

Remediation in progress

D3.VIII.9 Corrective action plan

No

Topic X. Program Integrity

Number	Indicator	Response
D1X.1	**Dedicated program integrity staff** Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).	**Delta Dental of Iowa** 5 **MCNA of Iowa** 3
D1X.2	**Count of opened program integrity investigations** How many program integrity investigations were opened by the plan during the reporting year?	**Delta Dental of Iowa** 15 **MCNA of Iowa** 5
D1X.4	**Count of resolved program integrity investigations** How many program integrity investigations were resolved by the plan during the reporting year?	**Delta Dental of Iowa** 26 **MCNA of Iowa** 3
D1X.6	**Referral path for program integrity referrals to the state** What is the referral path that the plan uses to make program integrity referrals to the state? Select one.	**Delta Dental of Iowa** Makes referrals to the State Medicaid Agency (SMA) only **MCNA of Iowa** Makes referrals to the State Medicaid Agency (SMA) only
D1X.7	**Count of program integrity referrals to the state** Enter the count of program integrity referrals that the plan made to the state in the past year. Enter the count of referrals made.	**Delta Dental of Iowa** 10 **MCNA of Iowa** 0
D1X.9a:	**Plan overpayment reporting to the state: Start Date** What is the start date of the reporting period covered by the plan's latest overpayment recovery report submitted to the state?	**Delta Dental of Iowa** 07/01/2024 **MCNA of Iowa** 07/01/2024

D1X.9b:	**Plan overpayment reporting to the state: End Date** What is the end date of the reporting period covered by the plan's latest overpayment recovery report submitted to the state?	**Delta Dental of Iowa** 06/30/2025 **MCNA of Iowa** 06/30/2025
D1X.9c:	**Plan overpayment reporting to the state: Dollar amount** From the plan's latest annual overpayment recovery report, what is the total amount of overpayments recovered?	**Delta Dental of Iowa** $14,047.87 **MCNA of Iowa** $0
D1X.9d:	**Plan overpayment reporting to the state: Corresponding premium revenue** What is the total amount of premium revenue for the corresponding reporting period (D1.X.9a-b)? (Premium revenue as defined in MLR reporting under 438.8(f)(2))	**Delta Dental of Iowa** $73,056,006 **MCNA of Iowa** $2,621,839
D1X.10	**Changes in beneficiary circumstances** Select the frequency the plan reports changes in beneficiary circumstances to the state.	**Delta Dental of Iowa** Daily **MCNA of Iowa** Promptly when plan receives information about the change

Topic XI: ILOS

Beginning December 2025, this section must be completed by states that authorize ILOS. Submission of this data before December 2025 is optional.

If ILOSs are authorized for this program, report for each plan: if the plan offered any ILOS; if "Yes", which ILOS the plan offered; and utilization data for each ILOS offered. If the plan offered an ILOS during the reporting period but there was no utilization, check that the ILOS was offered but enter "0" for utilization.

Number	Indicator	Response
D4XI.1	**ILOSs offered by plan** Indicate whether this plan offered any ILOS to their enrollees.	**Delta Dental of Iowa** No ILOSs were offered by this plan **MCNA of Iowa** No ILOSs were offered by this plan

Topic XIII. Prior Authorization

Beginning June 2026, Indicators D1.XIII.1-15 must be completed. Submission of this data including partial reporting on some but not all plans, before June 2026 is optional; if you choose not to respond prior to June 2026, select "Not reporting data".

Number	Indicator	Response
N/A	**Are you reporting data prior to June 2026?** If "Yes", please complete the following questions under each plan.	Not reporting data

Topic XIV. Patient Access API Usage

Beginning June 2026, Indicators D1.XIV.1-2 must be completed. Submission of this data before June 2026 is optional; if you choose not to respond prior to June 2026, select "Not reporting data".

Number	Indicator	Response
N/A	**Are you reporting data prior to June 2026?** If "Yes", please complete the following questions under each plan.	Not reporting data

Section E: BSS Entity Indicators

Topic IX. Beneficiary Support System (BSS) Entities

Per 42 CFR 438.66(e)(2)(ix), the Managed Care Program Annual Report must provide information on and an assessment of the operation of the managed care program including activities and performance of the beneficiary support system. Information on how BSS entities support program-level functions is on the Program-Level BSS page.

Number	Indicator	Response
EIX.1	**BSS entity type** What type of entity performed each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	**Iowa Office of Ombudsmen** Ombudsman Program **Enrollment Broker - Conduent** Enrollment Broker
EIX.2	**BSS entity role** What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	**Iowa Office of Ombudsmen** Beneficiary Outreach LTSS Complaint Access Point LTSS Grievance/Appeals Education LTSS Grievance/Appeals Assistance Review/Oversight of LTSS Data **Enrollment Broker - Conduent** Enrollment Broker/Choice Counseling Other, specify – Enrollment, disenrollment, RFI, maintain data, escalate member issues

Section F: Notes

Notes

Use this section to optionally add more context about your submission. If you choose not to respond, proceed to “Review & submit.”

Number	Indicator	Response
F1	**Notes (optional)**	Not answered