

CARESTAR PRESENTATION

CSA CONTRACT VENDOR

IOWA MEDICAID
MEMBER TOWN HALL
JULY 2, 2026



Health and
Human Services



Procurement

- Current contract with Telligen for CSA expires 06/30/2026
- Iowa HHS posted public solicitation on February 18, 2026
- Notice of Intent to Award posted on April 16, 2026
- New contract with CareStar effective 06/01/2026

CareStar Background

- ▶ Currently conducting similar assessment work in 5 other states:
 - Ohio
 - Pennsylvania
 - Indiana
 - Georgia
 - Kentucky
- ▶ Has more than 38 years of experience
- ▶ Highly regarded in vendor community

CareStar Background Continued

Pamela E. Zipperer-Davis, President and CEO

Julie Stevens, RN and Quality Improvement and Compliance Manager

- ▶ Introduction to CareStar

- ▶ CareStar's Mission

- ▶ CareStar's Purpose

Timeline for Transition

- June 1, 2026 – First day CareStar begins scheduling assessments for July 1st and after
 - *May 31, 2026 – Last day that Telligen schedules assessments*
- July 1, 2026 – First day CareStar begins meeting with Members or Case Managers to complete assessments
 - *June 30, 2026 – Last day that Telligen will complete assessments*

Scheduling and Assessments

- Scheduling Data – current stats
- Scheduling Process
 - Individual's needs and schedules are CareStar's top priority.
- Assessor Staffing
- Assessment Process

Moving Forward

- **Serving Members is top priority and focus**
 - Complete assessments timely
 - Meet Member needs
- **Process improvement**
 - CareStar brings experience and knowledge specific to the CSA process
 - How things were done may not be how things will be done
 - Collaborative effort to streamline and become more efficient

CareStar Contact Information

- Phone: 1-833-939-6121
 - Call Center Hours: 8:00AM – 4:30PM
- Email: IowaAssessments@carestar.com

Questions

- Iowa HHS Contact Manager:
Traci McCaughey (traci.mccaughey@hhs.iowa.gov)