

Beneficiary Advisory Council (BAC)

MEETING MINUTES

May 13, 2026

CALL TO ORDER AND ROLL CALL

The Iowa Department of Health and Human Services (HHS) convened its March meeting of the Beneficiary Advisory Council (BAC), bringing together Medicaid members, family caregivers, and state staff to discuss ongoing initiatives, upcoming program updates, and the experiences of Iowans receiving Medicaid services.

Id join later. Significant discussion centered on Medicaid reimbursement, MAC updates, forms and letters auditing, dental program transitions, HOME waiver redesign, and CCO operations.

Participants expressed concerns about communication gaps, confusion about waiver transitions, dental access issues, background check delays, and the future of paid family caregiving.

ADMINISTRATIVE ITEMS

GAX Reimbursement Information:

- Members reminded to submit GAX reimbursement forms after meetings.
- No changes to reimbursement processes announced.

MAC Meeting Updates:

- June meeting to include presentations on dental crisis and MCO value-added services.
- MCO oversight information to be shared; transparency improvements planned.
- June and September meetings to include in-person options at Lucas Building.
- Calendar invites for all 2026 meetings will be sent to eliminate confusion.

FORMS & LETTERS UPDATE

HHS Communications is auditing all 470-series forms. The 470-3912 form is being prioritized. High priority forms targeted for completion by July 1. Communications documents will follow with expected completion by end of 2026.

COMMITTEE MEMBER DISCUSSION

- HOME Waiver Redesign — Confusion & Communication Gaps:
 - Members raised concerns about inconsistent guidance from caseworkers and MCOs.
 - Widespread confusion regarding service changes, EPSDT transitions, and terminology.
 - Requests for clear crosswalks showing current vs. future services.
 - HHS agreed to produce improved guides and glossaries.
- Training Gaps Between MCO and State Caseworkers:
 - Members reported MCO caseworkers providing future state guidance while state caseworkers had:
 - No training
 - No guidance
 - No knowledge of upcoming HOME processes.
 - HHS committed to escalating internal communication issues.
- Appeals & Service Loss Risks:
 - Families fear increased appeals and service disruptions due to unclear transitions, especially regarding IMMT and respite allocations.
- EPSDT Confusion:
 - Families expressed difficulty understanding how EPSDT replaces certain child services. Updated materials and examples will be developed.

DENTAL PROGRAM TRANSITION

- Members asked about network differences between Delta Dental and DentaQuest.
- Medicaid determines covered services; differences relate to provider networks.
- Updated provider list pending; HHS will verify HIPPA dental eligibility and reimbursement differences between hospitals vs. clinics.
- Good-cause disenrollment policies explained (e.g., provider not in network).

CCO BACKGROUND CHECK UPDATES

- Delays often caused by background check 'hits' requiring more information.
- Employers currently not notified of hits; rule updates planned.
- CCO workers may soon be registered centrally to avoid duplicate checks.
- Background checks to be repeated every 5 years, plus monthly monitoring.
- Additional FMS providers to be added after HOME rollout.

SYSTEMIC CONCERNS RAISED BY MEMBERS

- Strong need for HHS to use social media (Facebook, TikTok, Instagram) for rapid updates.
- Families overwhelmed by dense quick-guide documents; prefer digestible updates.
- Desire for more training consistency across state and MCO caseworkers.
- Paid Family Caregiving & Federal Scrutiny:
 - Members expressed fear that federal conversations about fraud, waste, and abuse could result in cuts to paid family caregiving. HHS agreed to bring Program Integrity in August to discuss oversight, fraud prevention, and Iowa's position.

ACTION ITEMS

- Send calendar invites for all 2026 meetings.
- Provide updates on dental provider networks, HIPP dental coverage, and reimbursement variations.
- Escalate state caseworker training gaps.
- Coordinate Program Integrity presentation for August meeting.

NEXT MEETINGS

- MAC General Meeting: June (hybrid)
- Beneficiary Subcommittee: August (HOME + Fraud/Waste/Abuse focus)
- December meeting: virtual only