
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Home Health and Personal Care Listening Session

May 22, 2023

Goals of Listening Session

- Hear from Medicaid members
 - Challenges/solutions
- Hear from Home Health and Personal Care Providers
 - Challenges/solutions
- Establish Next Steps

- Guiding principles of listening session:
 - We cannot keep doing things the way we always have
 - Everyone should have an opportunity to speak/provide input
 - We might be frustrated but we will treat each other with respect
 - All engaged are interested in pursuing solutions that work to:
 - Increase access to services for our members
 - Safely provide back-up services
 - Support providers effectively

Member Perspective

1. Seems like agencies are choosing not to serve individuals with more complex needs
2. Cannot find agencies to pick up multiple shifts per day
3. Inability to secure quick and time limited services when emergencies come up
4. Minimal, if any, back-up plans when staff is sick or a no-show
5. Agencies will not provide supervision for skilled consumer directed care providers not employed by the agency
6. Members are hearing agencies push nursing facility as an option
7. Direct care workers are hard to keep

Provider Perspective

1. Challenging to schedule around a number of different client schedules – later or very early shifts are hard to fill
2. Pay is limited by payer fee schedules and may not always support higher direct care wages
 - Gunderson – paid about half what the cost of service is for skilled nursing
3. Home health providers have been most challenged in getting paid timely or correctly (most inappropriate denials and incorrect claims) and then audited/recouped
4. Would be helpful to leverage more tech where appropriate to free up staff for more acute needs
5. Single case agreement does not pay correctly – a lot of work
6. Rural challenges when mileage and drive time not reimbursed
7. No flexibility in moving hours from one month to another
8. Member tiers changing wildly – providers not invited to assessment

Ideas

- Update Iowa Administrative Code related to skilled CDAC and supervision requirements
- Rate updates
 - Parity for rates across respite, homemaker, CDAC, etc.
 - Visit rates for nursing – tiered based on acuity or level of skills? Off hours/holidays?
 - Review cost report information
 - Mileage reimbursement
- Quicker enrollment and credentialing (including background check and evaluation)
 - 1-2 months for Iowa Medicaid; additional time on the MCO side
- More flexibility in service authorization and rolling over unused hours for months where more is needed
- Resolve claim payment and prior authorization issues
 - Inappropriate denials (EOB, no PA, etc.)
 - Incorrect payment (including when there is a SCA)
- CCO
 - Add skilled care
 - Reevaluate how the hourly calculation works
- Local collaboration – opportunities for shared resources?
- Intermittent guidelines for home health caps revisited
- Consider adding social work coordination back into program (was removed)
- Cover grocery app delivery as a service to reserve direct care worker time for other care
- Leveraging technology, including telehealth and telemonitoring
- Better training on transfers, use of technology, etc.
- Technical assistance and oversight/check-ins at local level

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