

Managed Care RFP Listening Session - Provider

January 18, 2022

Agenda

- Introduction and Purpose
- Provider Enrollment
- Claims Processing
- Prior Authorization
- Other Topics for Discussion

Introduction and Purpose

- Based on recurrent themes and proposals received, Iowa Medicaid has reserved this time to hold a listening sessions with providers on the upcoming Managed Care RFP.
- This session has been broken out into key topics and questions based on recurring input from the provider communality.
- The goal of this listening session is to hear from providers who have experience and ideas for ways in which to improve processes and policies.

Provider Enrollment

- Are there areas of accountability that could be improved?
- How would providers envision measuring MCO success? (i.e., do you all have ideas on what types of measures Iowa Medicaid should consider?)
- Are there perceptions that MCOs have made it difficult for providers to enroll? If so, how could this be improved?
- Do providers feel like they have a voice in MCO provider enrollment operations and policy?
- Is there anything that MCOs could do better/differently to support providers?

Claims Processing

- Are there areas of accountability that could be improved?
- How would providers envision measuring MCO success? (i.e., do you all have ideas on what types of measures Iowa Medicaid should consider?)
- Are there perceptions that MCOs have made claims processing difficult from a provider perspective? If so, how could this be improved?
- Do providers feel like they have a voice in MCO claims processing operations and policy?
- Is there anything that MCOs could do better/differently to support providers?

Prior Authorization

- Are there areas of accountability that could be improved?
- How would providers envision measuring MCO success? (i.e., do you all have ideas on what types of measures Iowa Medicaid should consider?)
- Are there perceptions that MCOs have the prior authorization process difficult from a provider perspective? If so, how could this be improved?
- Do providers feel like they have a voice in MCO prior authorization operations and policy?
- Is there anything that MCOs could do better/differently to support providers?

Other Topics for Discussion

- Are there any questions or other topics that you all would like to discuss?

Thank You!