

# **Managed Care RFP Listening Session - Member**

**January 18, 2022**

# Agenda

- Introduction and Purpose
- Changing Plans
- Continuity of Care
- Plans' Communication of Covered Benefits
- 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 members and advocates on the upcoming Managed Care RFP.
- This session has been broken out into key topics and questions based on recurring input from the member communality.
- The goal of this listening session is to hear from members and advocates who have experience and ideas for ways in which to improve processes and policies.

# Changing Plans

- Are there areas of accountability that could be improved?
- How would members 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 members to change plans? If so, how could this be improved?
- Do members and advocates feel like they have a voice in MCO operations and policy?
- Is there anything that MCOs could do better/differently to support members?

# Continuity of Care

- Are there areas of accountability that could be improved?
- How would members envision measuring MCO success? (i.e., do you all have ideas on what types of measures Iowa Medicaid should consider?)
- Are there any parts of case management that could be better and woven into contracting?
- Do members and advocates feel like they have a voice in MCO continuity of care operations and policy?
- Is there anything that MCOs could do better/differently to support members?

# Plans' Communication of Covered Benefits

- Are there areas of accountability that could be improved?
- How would members 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 not communicated covered benefits effectively? If so, how could this be improved?
- Do members and advocates feel like they have a voice in MCO operations and policy?
- Is there anything that MCOs could do better/differently to support members?

# Other Topics for Discussion

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

**Thank You!**