



**AGENDA**  
**Hawki Board Meeting**

**Monday, April 20, 2020**  
**Time: 12:30 – 2:30 p.m.**  
Via Telephone Conference Call  
**Dial: 1-866-685-1580**  
**Code: 966-412-4361**

- 12:30 p.m. Roll call – **Eric Kohlsdorf**
- 12:35 p.m. Approval of minutes – **Eric Kohlsdorf**
  - February 17, 2020 – BOARD ACTION REQUIRED
- 12:45 p.m. Director's Report – **Michael Randol**
  - Enrollment reports
  - Review and discuss finances
  - COVID-19 Update
- 1:10 p.m. Updates from the MCOs – **MCOs**
  - Amerigroup Iowa (10 minutes)
  - Iowa Total Care (10 minutes)
  - Delta Dental (10 minutes)
- 1:45 p.m. Communications update – **Kevin Kirkpatrick**
- 1:55 p.m. Outreach update – **Jean Johnson**
- 2:05 p.m. Public Comment – **Eric Kohlsdorf**
- 2:15 p.m. New Business – **Eric Kohlsdorf**
- 2:30 p.m. Adjourn

For more information, contact Michael Kitzman at 515-974-3216 or [mkitzma@dhs.state.ia.us](mailto:mkitzma@dhs.state.ia.us).  
**Note:** Times listed on agenda for specific items are approximate and may vary depending on the length of discussion for preceding items. Please plan accordingly.



## Hawki Board Meeting February 17, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Mike Randol, Medicaid Director
Dr. Jonathan Crosbie – present	Mary Stewart, IME Bureau Chief
Jim Donoghue – present	Marissa Eyanson, IME Bureau Chief
Eric Kohlsdorf, Chair – present	Kevin Kirkpatrick
Dr. Bob Russell – present	Anna Ruggle
Dr. Kaaren Vargas – present	<b>Guests</b>
Ronda Eick -	Jean Johnson, IA Department of Public Health
Senator Nate Boulton –	Lindsay Paulson, MAXIMUS
Senator Dennis Guth -	Joe Estes, MAXIMUS
Representative John Forbes –	
Representative Shannon Lundgren -	

### **Call to Order and Roll Call**

Board Chair Eric Kohlsdorf called the meeting to order at 12:30 PM. A roll call was conducted and attendance is as reflected above. A quorum was present.

### **Approval of the Hawki Board Meeting Minutes**

Kohlsdorf called for the Board to review the minutes from the December 16, 2019 meeting. Kohlsdorf called for a motion to approve the minutes, the motion carried and the minutes were approved.

### **Director's Report**

Medicaid Director Mike Randol gave updates on the Hawki program and Medicaid overall. In an effort toward transparency, the Managed Care Organizations (MCOs) have posted on their websites spreadsheets that show systemic issues, such as claims payments issues. These spreadsheets will be updated weekly, and will allow providers to track progress toward issue resolution.

The first Quarterly Provider Training session was held in Dubuque, focusing on Home- and Community-Based Services (HCBS). The next session is scheduled to be held in March in Mason City.

As of February 1, 2020, Dental providers are required to submit claims electronically. Legislation passed last year, mandated the creation of a uniform prior authorization form. A form has been created, and the Department hopes to implement this form by early spring.

The Department has withheld a portion of Iowa Total Care's (ITC's) monthly payment for January 2020, \$44 million, due to a lack of timely claims payments. Iowa Total Care has until February 29, 2020 to process 75% of delayed claims, or they will not receive these funds. Randol stated that he anticipates ITC meeting the deadline. Randol then reviewed Hawki enrollment and financial data.

### **Managed Care Quarterly Report**

Mary Stewart, Managed Care Bureau Chief, presented the Managed Care Quarterly Report for State Fiscal Year (SFY) 2020 Quarter 1. Topics covered included: Discussion about Open Choice Period, Service Level Assessments, Secret Shopper data, Non-Pharmacy Claim Payments, and Prior Authorizations. During the discussion of Prior Authorizations, it was noted that the IME recently approved payment of \$1.78 million for a single dose of Zolgensma<sup>®</sup>, a drug for spinal muscular atrophy. Dr. John Crosbie remarked that the drug uses a virus to inject genetic material into cellular structures that are not functioning, stating, "That's dope!" he then requested these remarks be included in the minutes. Angela Burke Boston requested information regarding spending for hemophilia drugs.

### **Updates from the MCOs**

John Hedgecoth, of Amerigroup Iowa, Inc., presented an update to the Board. Hedgecoth stated that for 2020 Amerigroup will focus on innovations in Maternal Child Health, Social Determinants of Health, Value Based Purchasing, and developing their integrated case management team. Hedgecoth noted that Amerigroup missed target on assessment completions by a small margin. At the last Hawki Board meeting Rep. John Forbes raised an issue that Amerigroup had sent a notice that they would be reducing rates for Durable Medical Equipment providers, and that the notice was received on December 13, 2019, with an effective date of December 15, 2019. Hedgecoth addressed this notice, stating that the notice was sent with the incorrect effective date, it was supposed to say January 15, 2020, and that no providers had left the network due to these rates.

Kim Flores, of ITC, presented an update. Currently, ITC has roughly 255,000 Iowa Medicaid members. ITC went live in the Medicaid program on July 1, 2019, spending their first several months in the market overcoming the operational challenges involved in standing up a health plan. ITC is now focusing on increasing outreach to their members and providing value-added benefits. ITC launched a new Notification of Pregnancy program on January 1, 2020, partnering with providers specializing in maternity care, with a focus on reducing Neonatal Intensive Care Unit (NICU) admissions.

Gretchen Hageman, of Delta Dental Iowa (DDIA), gave a brief update: DDIA has about 60,000 members in the Hawki program. Hageman stated that 50% of Hawki DDIA members have had a preventative service in the first quarter of 2020. DDIA is forecasting an average of 68-70% members will have a preventative service by the end of the year. DDIA is funding the installation of water bottle refilling stations, primarily targeting high risk school districts. In addition to building the water bottle refilling station, DDIA gives everyone at the school a water bottle. DDIA is moving this program out into community settings as well, installing water bottle filling stations in airports and along trails.

### **Communications Update**

Kevin Kirkpatrick stated that the IME Communications team is gearing up for the annual Open Choice period for Hawki in May and June of 2020. The onboarding of ITC and redistribution of members in 2019 reset a large population of members' annual Open Choice period to the same dates.

### **Outreach**

Jean Johnson gave an update on Hawki outreach. Hawki outreach is developing a new brochure, and has on-boarded some new outreach coordinators.

### **Public Comment**

There were no comments.

### **New Business**

No new business was proposed.

**Next Meeting**

The next meeting will be April 20, 2020.

Meeting adjourned at 1:42 PM.

Submitted by,

Michael Kitzman  
Recording Secretary  
mk

Needs Quorum Approval

# Hawki Dashboard

Updated 4/20/2020

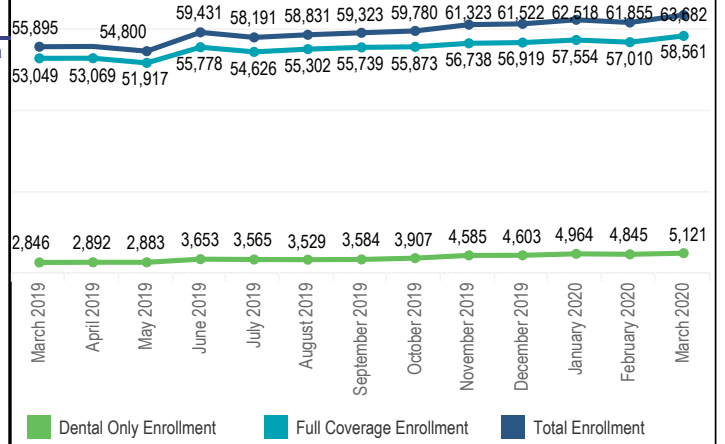


Healthy and Well Kids of Iowa

# Hawki Enrollment Report

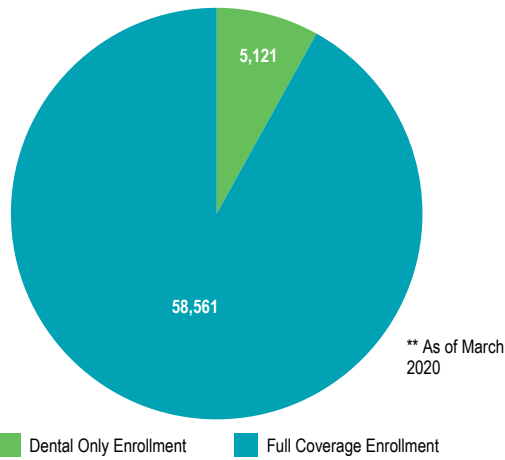
April 20, 2020

## Hawki Enrollment

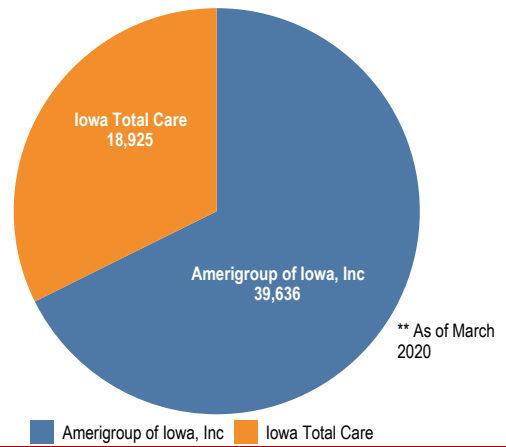


In May of 2019 Hawki membership was transitioned from Maximus to MMIS.

## Full Coverage versus Dental Only



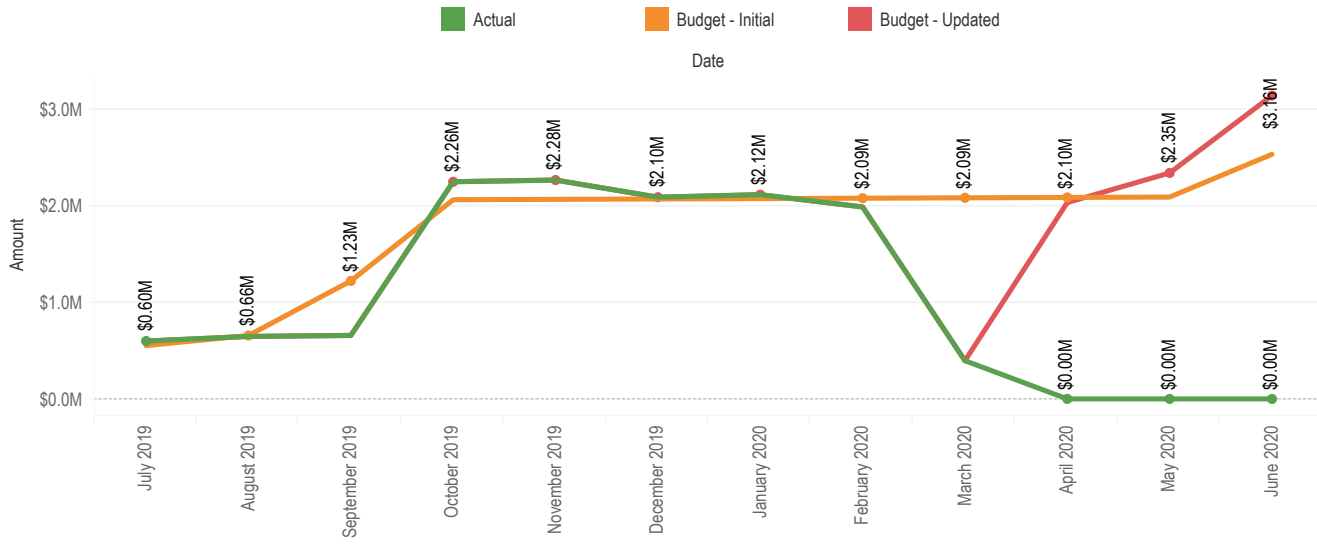
## Hawki Enrollment By MCO



# Hawki Data Budget vs Actual SFY20

April 20, 2020

Actual vs Initial and Updated Budget



	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	YTD Total	
Admin & Outreach	Administration	\$0	\$841	\$3,111	\$21,737	\$10,215	\$27,459	\$18,429	\$15,278	\$5,284	\$0	\$0	\$0	\$102,353
	Outreach	\$0	\$0	\$0	\$2,990	\$0	\$7,689	\$13,560	\$13,827	(\$7,438)	\$0	\$0	\$0	\$30,627
	Medicaid Fiscal Agent Processi...	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Earned Interest	\$0	\$0	(\$26,206)	(\$45,985)	(\$50,628)	(\$25,048)	(\$27,198)	(\$22,245)	(\$23,126)	\$0	\$0	\$0	(\$220,437)
	<b>Total</b>	\$0	\$841	(\$23,096)	(\$21,259)	(\$40,413)	\$10,099	\$4,790	\$6,860	(\$25,280)	\$0	\$0	\$0	(\$87,457)
Capitation-State%	Hawki	\$433,236	\$477,259	\$494,241	\$1,501,934	\$1,821,933	\$1,470,754	\$1,588,073	\$1,668,069	\$274,815	\$0	\$0	\$0	\$9,730,313
	Medicaid CHIP	\$168,534	\$171,918	\$189,023	\$778,143	\$494,867	\$617,048	\$531,440	\$321,777	\$147,952	\$0	\$0	\$0	\$3,420,702
	<b>Total</b>	\$601,770	\$649,177	\$683,264	\$2,280,076	\$2,316,800	\$2,087,802	\$2,119,513	\$1,989,847	\$422,767	\$0	\$0	\$0	\$13,151,014
<b>Total</b>	\$601,770	\$650,019	\$660,168	\$2,258,818	\$2,276,387	\$2,097,901	\$2,124,303	\$1,996,706	\$397,487	\$0	\$0	\$0	\$13,063,557	
<b>Budget - Initial</b>	Initial	\$554,766	\$659,709	\$1,226,986	\$2,071,743	\$2,075,691	\$2,079,646	\$2,083,610	\$2,087,581	\$2,091,561	\$2,095,549	\$2,099,545	\$2,544,178	\$21,670,566
<b>Budget - Updated</b>	Updated	\$601,770	\$650,019	\$660,168	\$2,258,818	\$2,276,387	\$2,097,901	\$2,124,303	\$1,996,706	\$397,487	\$2,042,603	\$2,350,544	\$3,155,550	\$20,612,254

In October 2019 the Federal Share of Hawki decreased from 94.95% to 84.34 % resulting in a budget increase of approximately \$11.1 Million in State Share Funds for State Fiscal Year 2020.

March 2020 actuals differ compared to previous months as the Families First Corona Virus Response Act provided a 6.2% retroactive FMAP increase effective January 1, 2020 through the end of the public health emergency.

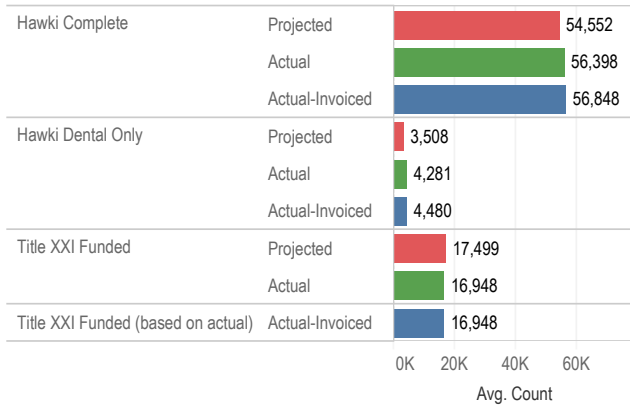
In March 2020 supplemental appropriation of \$ 1,737,394 were added to cover a shortfall resulting primarily from SFY20 MCO capitation rate changes. This supplemental appropriation was issued before the increased FMAP rate became available.

April, May and June 2020 projections were updated to reflect an increase in enhanced FMAP, increased enrollment due to economic stressors, and decreased dis-enrollments due to COVID-19.

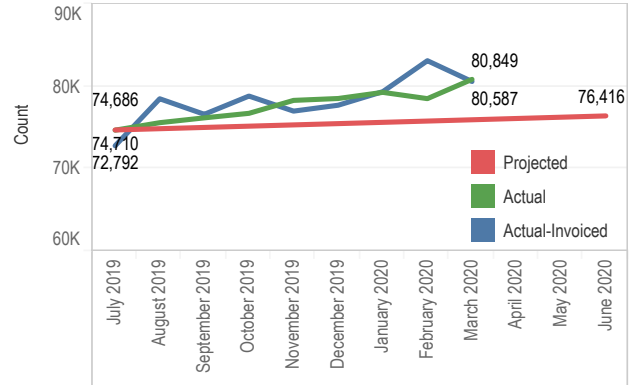
# Hawki Membership Counts SFY20

Board Meeting Date  
April 20, 2020

## Average Monthly Membership



## Enrollment Trending



Note limited Y axis range (60-80K) all actuals displayed in below table

## Underlying Detail

		FY 2020												Total
		July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	
Projected	Hawki Complete	53,977	54,081	54,185	54,289	54,394	54,499	54,604	54,709	54,814	54,920	55,026	55,132	654,628
	Title XXI Funded	17,300	17,336	17,372	17,408	17,444	17,480	17,517	17,553	17,590	17,626	17,663	17,699	209,987
	Hawki Dental Only	3,434	3,447	3,461	3,474	3,488	3,501	3,515	3,529	3,542	3,556	3,570	3,584	42,101
	Total	74,710	74,864	75,017	75,171	75,325	75,480	75,635	75,791	75,946	76,102	76,259	76,416	906,717
Actual	Title XXI Funded	16,842	16,789	16,921	17,002	17,022	17,047	16,969	16,914	17,027				152,533
	Hawki Dental Only	3,537	3,487	3,569	3,862	4,580	4,564	4,968	4,816	5,142				38,525
	Hawki Complete	54,307	55,318	55,690	55,864	56,696	56,916	57,335	56,780	58,680				507,586
	Total	74,686	75,594	76,180	76,728	78,298	78,527	79,272	78,510	80,849				698,644
Actual-Invoiced	Title XXI Funded (ba..	16,842	16,789	16,921	17,002	17,022	17,047	16,969	16,914	17,027				152,533
	Hawki Dental Only	3,453	3,801	3,751	4,260	4,619	4,607	5,324	5,477	5,028				40,320
	Hawki Complete	52,497	57,904	55,939	57,560	55,356	56,058	57,063	60,721	58,532				511,630
	Total	72,792	78,494	76,611	78,822	76,997	77,712	79,356	83,112	80,587				704,483

Actual: represents membership counts by eligibility date subsequently updated

Actual - Invoiced: represents member counts by invoiced date based on current and prior month invoiced membership





Hawki Board Report – Grassroots Outreach  
*April 2020*

**Major activities: Hawki Outreach**

- New 2020 Hawki Brochures are at printers and will be mailed to local Hawki Outreach Coordinators when finished.
- State Hawki Outreach Coordinator is working with local Hawki Outreach Coordinators to provide them with more information in their outreach “tool box” during this COVID-19 crisis. Examples – providing specific resources featuring information on COVID-19 and how to obtain health insurance through social media platforms (Facebook, Twitter). In addition, information about Presumptive Eligibility for their children, referral to local food bank/pantry, connecting to school nurses in getting information about Hawki/Medicaid.
- Major outreach events for spring of 2020 were canceled:
  - School Nurses Conference - canceled
  - Iowa Public Health Conference (Virtual)
- Hawki Outreach Coordinators will continue to do as much outreach as they can during this COVID-19 crisis.

“Rather than a success story, I would like to share this month’s “average” phone call. The calls are coming from parents that would never have considered seeking information about Medicaid and/or Hawki before. They are not giving names and are often at a loss of what to ask. They most certainly want to let everyone know that, should they determine they would need assistance it is comforting to know Medicaid/Hawki would be available, but it would be only temporary. Most are only seeking information and confident of employer offered coverage through either the end of April or the end of May. Many feel that they are financially healthy for remainder of the month and perhaps into May. But those that have already experienced a family income loss, few have considered how long it will take to reach the same financial security that they had just weeks ago. I anticipate being busy in May, June and beyond.”

Michele Canfield

Health Alliance Outreach

Hawkeye Area Community Action Program

### **Local Outreach Success Stories/Activities:**

#### **Lee County Public Health - Fort Madison, IA**

The Registered Dental Hygienist (RDH) for the MCAH agency is Erin Andries. She began working with a client’s daughter who had coverage under Hawki. The child had several large cavities noted during a screening at a local preschool in Des Moines County. The client had taken the child to the dentist for an exam shortly after and the dentist discovered two large abscessed teeth. The RDH called the client in November to follow-up and fortunately, the family traveled to Iowa City to have the two teeth extracted. The child had a dental appointment in February, and still has a few more cavities, but the client was so relieved to have her child be taken care of and out of pain.

**Hawkeye Area Community Action Program (HACAP)– Cedar Rapids, IA**

Hawki currently covers a family's 18-month-old child in a rural area of Jones County. This a farm family who values their way of life even though it presents major challenges. The client said she was certainly capable of applying online, but preferred the immediate coverage of PE and also enjoyed the time to review resources in the community and to vocalize needs and goals of the family. The client is extremely thankful her husband has employment as a hired hand on the family farm. He will eventually buy out and be one of the owners. Meanwhile, utilizing Hawki for their children's coverage saves them a large amount of money and they are pleased with the coverage.

**Visiting Nurse Services of Iowa (dba) EveryStep – (East) Clinton, IA**

Hawki Outreach Coordinator received a phone call from the WIC Dietician. She stated a new family had come in for an appointment and they have been waiting for their Title XIX card/information to come in the mail. Katie was very upset and not sure how to get the medical card information for the girls faster. After talking to WIC office, they called to ask for assistance with Presumptive Eligibility. HOC was able to talk to the mom over the phone to get the information needed for the application e.g. explain the benefits and have client sign the paperwork. We discussed medical and dental providers in the area, and offered to assist with lining up transportation to the University of Iowa if needed. Mom had been waiting for the card/information to come for a while and was getting nervous as she had two girls who had appointments at the University of Iowa for medical needs. She stated that the University would not schedule the appointments until mom had the card numbers ready. This story shows that by having a great relationship with our community partners, we can assist clients that need help fast! Mom stated that she was so happy to have that done and by talking to HOC about other providers and information in the area, she felt better about moving to town.