



Hawki Board Materials

Monday, October 25, 2021

1. October 25, 2021, Meeting Agenda
2. August 16, 2021, Hawki Board Meeting Minutes
3. Hawki Outreach Update



AGENDA
Hawki Board Meeting

Monday, October 25, 2021

Time: 12:30 – 2:30 PM

Virtual Meeting via Zoom

<https://www.zoomgov.com/j/1605933478?pwd=b3J1dXlyZlhheUlzaDBLaE1qWfVwZz09>

Meeting ID: 160 593 3478

Passcode: 287330

- 12:30 PM Roll call – **Mary Nelle Trefz**
- 12:35 PM Approval of minutes – **Mary Nelle Trefz**
 - Monday, August 16, 2021 – BOARD ACTION REQUIRED
- 12:40 PM Elect new chair/vice chair
- 12:45 PM Public comments – featuring family member of current Hawki participant
- 1:00 PM Broader vision/strategic thinking discussion
 - Opening remarks from Director Matney
 - Group discussion facilitated by Shelley Horak
- 2:30 PM Adjourn

For more information, contact John Riemenschneider at jriemen@dhs.state.ia.us or Michael Kitzman at 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
August 16, 2021**

Hawki Board Members	Department of Human Services
Mary Nelle Trefz, Chair – present	Elizabeth Matney, Medicaid Director
Angela Burke Boston – present	Julie Lovelady, IME
Jim Donoghue – present	Paula Motsinger, IME
Mike Stopulos –	Jennifer Steenblock, IME
Dr. Bob Russell – present	Mary Stewart, IME
Mary Scieszinski –	Kevin Kirkpatrick, IME
Shawn Garrington –	Tashina Hornaday, IME
Senator Nate Boulton – present	
Senator Mark Costello –	Guests
Representative Shannon Lundgren –	Gretchen Hageman, DDIA
	John Hedgecoth, Amerigroup
	Lindsay Paulson, MAXIMUS
	Kim Flores, ITC
	Jean Johnson, IDPH
	Alesia Houser, AHFA
	Sanela Karajic, Black Hawk Co. Public Health
	Brenda Sedlmayr, MATURA
	Tia Siegworth, Scott Co. Health Dept.

Call to Order and Roll Call

Board Chair Mary Nelle Trefz called the meeting to order at 12:33 PM via Zoom. Chair Trefz conducted a roll call, and attendance is as reflected above. A quorum was established.

Approval of the Hawki Board Meeting Minutes

Chair Trefz called for the Board to review the minutes from the June 21, 2021, meeting. Chair Trefz asked for a motion to approve the minutes and the motion carried.

Public Comment

There were no public comments.

New Business

Chair Trefz began by asking each Board member if they had any new business to discuss. Jim Donoghue stated that the Board should identify a new chair and vice chair, but it would be more appropriate to wait for a Board meeting in which the new Board members are in

attendance. Chair Trefz commented that she had met with Director Matney and other Iowa Medicaid Enterprise (IME) staff, and that she'd like to have a discussion about strategic thinking at the October Hawki Board meeting.

Director's Report

Director Matney gave her update. She began by saying that IME is fortunate to have boards and commissions that provide input regarding the direction of the program, including areas of success and those that have opportunities for growth. She also stressed the importance of identifying Board member goals, as well as how the Board can effectively work with IME and its partners. Director Matney then talked about how IME has been doing its own strategic planning, and has identified four main areas to focus on: identifying program and service gaps and ways to mitigate them; developing innovative ways of healthcare delivery with the goal of making it more mobile; modernizing programs, services, and processes, and how information technology would support this; and increasing effective communication and transparency between both external and internal partners, and taking stakeholder feedback into account before implementing any new programs or services. She also highlighted the need for transparency and effective communication between IME and Hawki Board members, and how this will allow Board members to most effectively serve Hawki members. She added that IME is focusing on compiling data and making it available to Board members. She concluded by saying that IME is focusing on the public health emergency (PHE) unwind and how it will affect member eligibility.

Angela Burke Boston asked Director Matney what the role of telehealth will be moving forward. Director Matney stated that telehealth will be a permanent tool in healthcare delivery. She noted that IME effectively used telehealth for behavioral healthcare delivery through the PHE, and that IME is looking at ways to expand its use in other areas.

Managed Care Organization (MCO) Updates

John Hedgecoth from Amerigroup provided an update. He stated that Amerigroup returned to field on July 1. This is an ongoing process requiring collaboration with providers and necessary COVID-19 safety measures, including use of personal protective equipment (PPE). Amerigroup has a return-to-office plan for their West Des Moines location, though it likely will not be implemented before the end of the year. When Amerigroup employees do return to work, there will be a vaccination mandate. John stated that Amerigroup is working with providers in their network to note any shut down in service because of COVID-19 so they can quickly and accurately pass this information to their members. Amerigroup also continues to promote the COVID-19 vaccine and has used the Iowa Immunization Registry Information System (IRIS) to identify geographic and demographic trends. They have focused outreach on vulnerable populations, including elder members, those with pre-existing conditions, and those age 12 to 18. They've also included in their outreach several "myth vs. fact" communications to help address vaccine hesitancy. John also touched on Amerigroup's PHE unwinding plan, and how Amerigroup will be awarding community transformation grants to meet specific health outcomes. The largest proportion of grant requests concern maternal and children's health.

Kim Flores from Iowa Total Care (ITC) provided an update. She stated that ITC has resumed face-to-face interactions with members, including in-home visits, but only as far as

members are comfortable. She also briefly mentioned ITC's return-to-work plan, which will be a phased plan that will take approximately three months. ITC is also continuing their COVID-19 vaccine outreach efforts with a focus on children, particularly as they return to school. Kim talked about ITC's monthly mailer program that encourages families to schedule well-child exams and bring their children in for immunizations. She concluded by mentioning that ITC began distributing breast pumps at the beginning of July and has handed out approximately 60 breast pumps. ITC's efforts in this area mirror those of Amerigroup and the two organizations use the same vendor.

Gretchen Hageman from Delta Dental of Iowa (DDIA) provided an update. She stated that DDIA has partnered with the MCOs to promote the COVID-19 vaccine. She noted that dentists' offices usually operate at full capacity during the summer months, as children are on vacation from school. DDIA has focused their outreach on members ages 6 to 9 to encourage their families to bring them in for preventative dental visits. Gretchen also touched on the importance of dental care for children up to age 3, as well as adolescents, as dental visits begin dropping off at age 14 or 15. She concluded by saying that DDIA conducted outreach at several community events this summer, including farmers' markets and the Iowa State Fair.

Outreach

Jean Johnson from the Iowa Department of Public Health (IDPH) provided an update. She stated that most IDPH agencies and employees have returned to work in an office setting. She also stated that IDPH continues to promote COVID-19 community vaccination clinics, though these clinics have seen a drop in numbers, likely because more entities now offer the vaccine. Outreach coordinators attended and performed outreach at several events over the summer, including county fairs, vacation bible schools, and job fairs. She briefly mentioned that IDPH is also in the strategic planning process and is compiling data as it pertains to Hawki outreach. Jean concluded by saying that she has been in contact with a recent Hawki recipient and hopes to have this member share their story at the October Hawki Board meeting.

Communications Update

Kevin Kirkpatrick provided an update. He stated that most Hawki families are currently in an open choice period and IME sent packets to members earlier in August with information on switching MCOs. He stated that IME is also sending review forms to families and is working with the MCOs on outreach to encourage members to return the review forms in a timely manner.

Next Meeting

The next meeting will be Monday, October 25, 2021.
Meeting adjourned at 1:27 PM.

Submitted by,
John Riemenschneider
Recording Secretary
jr

Hawki Outreach Success Story

Agency (Name)	<i>Scott County Health Department</i>
Character(s) (Who this happened to)	<i>Client is 4-year-old child, HOC was working on concern with mother. Case was referred to HOC by I-Smile.</i>
Setting (Where and when this took place)	<i>Over the phone and email with mom and check-ins with I-Smile. HOC received an email referral from I-Smile with mom's contact information and brief summary of issue, further details were discussed over the phone with I-Smile. The email and I-Smile explained that the client needed urgent dental treatment at University of Iowa. A care plan had been established but required medical anesthesia that the client's private insurance would not cover. I-Smile requested help as this problem involved private insurance that the parent wanted to switch into Hawki.</i>
Conflict (Obstacle, barrier, or problem)	<i>The client had private health insurance (United Healthcare) through dad's work. Dad's insurance would not cover medical anesthesia needed for client to receive urgent dental care scheduled for July 9, 2021, despite two insurance appeals. Mom shared that the client has special needs and paying out of pocket for anesthesia was not possibly financially. Dental care needed was 2 caps and 5 fillings. It was the opinion of the U of I dentists/doctors that the client needed anesthesia for successful treatment and to alleviate pain. There was a short timeframe with the referral from I-Smile on June 18, 2021. Based on family income the client would be eligible for Hawki if they did not have other health insurance and a Presumptive Eligibility application could be completed. A traditional Hawki application would not be processed by the July 9th appointment with the time needed to remove private insurance and University of Iowa request for financial plan a week ahead of appointment for the pre-operative appointment.</i>
Action (What happened)	<i>The HOC talked with mom over the phone & through email, as mom's preference of communication, on getting client's private health insurance canceled by June 30th so a Presumptive Eligibility application could be done on July 1, 2021. HOC recommended that dad talk with his work's Human Resources to ask what would be needed to cancel the client's health & dental insurance by June 30th with documentation showing that the coverage was canceled as of that date or earlier so an application could be done on July 1st. Dad's HR requested documentation of the failed insurance appeals for the dental procedure's needed anesthesia as well as information about Iowa Medicaid's Presumptive Eligibility service to meet Qualifying Life Event standards. HOC provided family with Iowa DHS Presumptive Eligibility FAQ's along with the Hawki flier showing income eligibility.</i>
Outcome(s) (Measurable or concrete evidence of change)	<i>Based on Presumptive Eligibility & Hawki information shared with dad's HR along with failed appeals for required medical service (anesthesia) the client's private insurance was canceled as of June 30, 2021. The family was provided with official documentation showing that the client's private insurance ended as of June 30, 2021. The HOC scheduled phone appointment for Presumptive Eligibility, mom declined video call, to receive insurance coverage for required dental treatment. Completed Presumptive Eligibility application over the phone July 1st, PE insurance coverage was approved. Mom verbally signed the PE application per the March 2020 COVID-19 exception and was emailed application copy along with Notice of Action showing coverage from 7/1/21-8/31/21 by the HOC. PE insurance coverage details were given to University of Iowa in time for pre-operative appointment. Follow up call with mom July 9, 2021, client successfully received needed dental treatment.</i>

Relevance (How this story helps us demonstrate need or measure success)	<i>Hawki is invaluable to families that have income above Medicaid eligibility, but private insurance is too expensive or private insurance has care gaps. This story shows that by having a great relationship with internal MCAH team members and consistent communication with family, we can assist clients that need help fast! I-Smile knew that the HOC, as the lead for Presumptive Eligibility applications, and the family income being within Hawki eligibility, HOC could help the family transition the client's private insurance to Hawki. With approved PE the needed dental treatment that required anesthesia was completed. Mom stated that she was so appreciative of all the hard work and time the HOC spent with her going through the steps and working through any problems as they came up to reach the successful conclusion-healthy and happy client.</i>		
Other info		Submitter Name & Date	<i>Tia Siegwarth, MPH 9/31/21</i>

Hi Jean,

Below is a success story from Gena about an application that was completed just a few weeks ago, on 9/20/21.

A mom was seeking information about Hawki insurance for her young son on Google and EveryStep's weblink appeared, www.everystep.org/hawki. The mom filled out the web form and submitted a request for assistance. After receiving the referral, Hawki Family Outreach Specialist, Gena, placed a phone call to assess the client's situation and needs. The mom explained that due to a new job she needed health insurance for her son. She also explained that he was due for his well child checkup and she would not be able to take him without insurance. The client was frustrated with the online application process and wanted to get coverage as soon as possible. An appointment was scheduled to complete a Presumptive Eligibility Medicaid application via phone. During the appointment, Gena explained the PE Medicaid to Hawki transition process. Verbal consent was given by the client, benefits were explained, and the child's state ID number was provided to the mom. Gena mailed lists of medical and dental providers, summary of application, NOA - Approval and other documents for client to sign and return. The client was very happy to have assistance with the whole process and to be able to get her son the care he needed with instant coverage.

Lindsey Walker

EPSDT Manager

She/Her

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