



Hawki Board Meeting Materials

Monday, February 28, 2022

1. February 28, 2022, Hawki Board Meeting Agenda
2. December 13, 2021, Hawki Board Meeting Minutes
3. Hawki Outreach Success Stories



AGENDA
Hawki Board Meeting
Monday, February 28, 2022
Time: 12:00 – 2:00 PM

Virtual Meeting via Zoom

<https://www.zoomgov.com/j/1610509823?pwd=ekFONzByN3RCUUNkeEhHRTI3NkxVQT09>

Meeting ID: 161 050 9823

Passcode: 738413

- 12:00 PM Roll Call – **Mary Nelle Trefz**
- 12:05 PM Approval of Minutes – **Mary Nelle Trefz**
 - Monday, December 13, 2021 – BOARD ACTION REQUIRED
- 12:10 PM Public Comments
- 12:15 PM New Business
- 12:20 PM Five-Year Iowa Administrative Rule Review Process
- 12:30 PM Action Plan Discussion – **Shelley Horak**
- 1:30 PM Updates – **various presenters**
 - Director's update
 - MCO updates
 - Outreach update
 - Communications update
- 2:00 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 for specific items on the agenda are approximate and may vary depending on the length of discussion for preceding items. Please plan accordingly.



Hawki Board Meeting Minutes December 13, 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 – present	Amela Alibasic, IME
Dr. Bob Russell – present	Heather Miller, IME
Mary Scieszinski – present	Tashina Hornaday, IME
Shawn Garrington –	Katie McBurney, IME
Senator Nate Boulton –	Kurt Behrens, IME
Senator Mark Costello – present	Dr. William Jagiello, IME
Representative Shannon Lundgren –	
	Guests
	Gretchen Hageman, DDIA
	John Hedgecoth, Amerigroup
	Lindsay Paulson, MAXIMUS
	Jean Johnson, IDPH
	Alesia Houser, AHFA
	Cristee Miner, Dubuque Visiting Nurse Assn.
	Jennifer Findlay, ITC
	Jess Benson, Legis. Services Agency
	Sandi Hurtado-Peters, Dept. of Management
	Josh Carpenter, Iowa Dental Assn.

Call to Order and Roll Call

Board Chair Mary Nelle Trefz called the meeting to order at 1:32 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 a motion to approve the minutes from the October 25, 2021, meeting the motion carried and the minutes were approved.

Electing Chair and Vice Chair

Chair Trefz introduced the topic of electing a new chair and new vice chair. Jim Donoghue stated that he, Mary Scieszinski, and Mary Nelle met to discuss the roles and expectations of the chair and vice chair. The group recommended that Chair Trefz remain as chair and

that Mary step in as vice chair. Mary Nelle asked for a motion to move forward with this recommendation and the motion carried.

Public Comment

There were no public comments.

New Business

Chair Trefz raised the topic of Hawki Board meeting format. She stated that she met with Jim Donoghue, Mike Stopulos, and Mary Scieszinski to discuss continuing holding the meetings over Zoom. Chair Trefz noted that Zoom allows people in different areas of the state to attend more easily. Jim suggested that the Board continue meeting via Zoom. Mike also stated that, while it will be good to meet everyone in person at some point, Zoom is working well at present.

Chair Trefz then had Tashina Hornaday, Iowa Medicaid, briefly discuss the Hawki annual report. Tashina said that she hoped to have the report available for review by the end of the week. The report would need to be approved by the Board by December 31, 2021, so she is working with John Riemenschneider, Iowa Medicaid, to schedule an ad hoc Board meeting before the end of the year.

Dr. Bob Russell, Iowa Department of Public Health (IDPH), noted that this meeting will be his last as a member of the Board. Angela Doyle Scar has been selected as his replacement and will attend the next Hawki Board meeting. Chair Trefz thanked him for his service to children and families in Iowa.

Jim acknowledged that Anna Ruggle will be retiring. Jim stated that Anna is one of the early founders of the Hawki program and has been critical to its success over the years. Director Matney agreed and encouraged Board members and meeting attendees to send Anna a note of appreciation for her service.

Social Determinants of Health (SDOH) Dashboard

Kurt Behrens briefed the group on the Social Determinants of Health (SDOH) dashboard. Kurt explained that the Department of Human Services (DHS) sent a survey with 13 questions to the Managed Care Organizations (MCOs) and have so far received over 100,000 responses. These have been used to generate the data. Kurt gave a brief tutorial on how to navigate through the dashboard and how to apply filters to generate more precise data. He also noted that there is a website link that can be used to submit feedback to DHS on ways to improve the dashboard. Chair Trefz added that the dashboard contains general Medicaid data, not just Hawki data.

Mary raised the topic of mental health and how it fits in with SDOH data and Hawki in general. Director Matney explained that the SDOH data are focused more on external factors, while mental health focuses more on internal factors. However, there is correlation between the two, and they are certainly connected when talking about health outcomes.

Mike asked about the possibility of crafting a mission statement for the Board. He also suggested that the Board develop an onboarding process for new members that includes

background on the Hawki program, how the program works, and the scope of the Board's responsibilities.

Senator Mark Costello asked what decisions will be made based on the SDOH data. Director Matney explained that there are correlations between SDOH and potential physical and/or behavioral health outcomes. Specifically, she discussed how SDOH can be used to target and provide care for individual members, but also how the data can be used to promote more generalized population health and encourage positive population health outcomes. Additionally, Director Matney stated that SDOH data can be used to strategize how to distribute resources most effectively.

Strategic Discussion Follow-up

Chair Trefz offered a brief recap of the Board's strategic discussion from the October meeting. She mentioned specifically the Clinical Advisory Council and the Medical Assistance Advisory Council (MAAC), and how the Hawki Board must work with these councils to ensure that the needs of Iowa's pediatric population are met. In reference to the Hawki Board's responsibilities, Chair Trefz noted that language in the Iowa code outlining the Board's charges is outdated. She added that it is the Board's charge to give recommendations to the governor and the legislature. The Board will discuss an action plan and next steps at the February Hawki Board meeting.

Director's Update

Director Matney began her update by discussing Iowa Medicaid's strategic plan and that she would like Board members to look at the strategic plan documents for a better understanding of the Medicaid vision. She encouraged Board members to come to the next Hawki Board meeting with any input they may have regarding the plan.

Director Matney discussed some projects on the horizon, including an enhanced Home- and Community-Based Services (HCBS) spending plan that Iowa Medicaid submitted to the Centers for Medicare and Medicaid Services (CMS). Iowa Medicaid is awaiting CMS approval of the plan. As part of the plan, Iowa Medicaid created a request for proposals (RFP) for an overall assessment of disability, behavioral health, and aging services, with the contract being awarded to Mathematica.

Director Matney touched on the listening sessions held for a community neural restorative service for children pilot program. The program currently exists for adults but not children. This would allow those children to stay in state for treatment.

Director Matney briefly mentioned Iowa Medicaid's plan to expand the direct care registry to include more HCBS healthcare professionals. The registry currently focuses on long-term care facility personnel and certified nursing assistants (CNAs). Director Matney stated that she would keep Hawki Board members informed as this and other projects are implemented.

Director Matney added that after the recent town hall events, Iowa Medicaid compiled a list of common issues and will hold listening sessions specific to those issues in the coming weeks and months.

MCO Updates

John Hedgecoth, Amerigroup Iowa, Inc. (Amerigroup), offered an update. John began by discussing Amerigroup's vaccine initiative. They have been reaching out to members telephonically to ensure those members have all necessary information about the vaccine's safety and efficacy. He specifically mentioned outreach targeting pregnant and recently-delivered members. This ties in with Amerigroup's focus on vaccine health equity and implementing programs that combat vaccine disparities. They also continue to cross-reference their records with the Iowa Immunization Registry Information System (IRIS) to identify gaps in immunization coverage. John added that Amerigroup is doing appropriate follow-up related to the member and provider town hall events and focusing on complex and urgent issues.

Jennifer Findlay, Iowa Total Care (ITC), offered an update. ITC is also using IRIS to determine vaccination gaps among members. They also recently launched a campaign to promote the vaccine to children ages 5 to 11. Jennifer added that ITC is working with a doula association to identify disparities in the pregnant and recently-delivered populations. She concluded by briefly discussing ITC's ongoing campaign to promote immunizations for children and the adolescent population.

Gretchen Hageman, Delta Dental of Iowa (DDIA), began her update with news of DDIA's outreach program. DDIA continues outreach through mailings, calls, and text messaging focused on members who have not had service this fiscal year. They have also focused on members ages 15 to 18, and ages 0 to 3. Once DDIA establishes contact with a member, they will assist that member in scheduling an appointment with their current dental provider or finding an appropriate dental provider in their area.

Outreach Update

Jean Johnson, IDPH, provided an update on IDPH outreach efforts. IDPH staff continue to work with schools, faith-based organizations, and local communities to identify special populations, including refugee populations. She added that IDPH has seen a recent increase in referrals to the Women, Infants, and Children (WIC) program. Jean also noted that IDPH outreach providers recently held their annual fall conference. The conference focused on the year in review and identifying outreach gaps and how to effectively cover those gaps with targeted outreach.

Next Meeting

Meeting adjourned at 2:57 PM.

The next meeting will be Monday, February 28, 2022.

Submitted by John Riemenschneider
Recording Secretary

jr

Hawki Outreach Success Story (2022)

Agency (name)	Black Hawk County Health Department		
Character(s) (who this happened to)	5-year-old client		
Setting (where and when this took place)	Over the phone and at the I-Smile Program office. Child has been referred to I-Smile Program for no health insurance and needing urgent dental treatment. Peoples Dental Clinic did not provide any treatment for a child, as he needed to be referred.		
Conflict (obstacle, barrier, or problem)	Child did not have health insurance. Child needed urgent dental treatment. Child had pain.		
Action (what happened)	Mom was upset and needed help with health coverage. After talking to the I-Smile Coordinator, they called me to assist with Presumptive Eligibility. Assisted with completing Presumptive Eligibility application.		
Outcome(s) (measurable or concrete evidence of change)	I was able to speak to mom over the phone and complete Presumptive Eligibility application. Application and NOA letter were printed and mailed to mom per her request to address provided. Benefits were explained to mom. Mom was very happy that her child could finally be treated for dental problems now that he has health coverage. Child was seen by different dental provider and had dental surgery.		
Relevance (how this story helps us demonstrate need or measure success)	This story shows that by having a great teamwork and relationship with community partners, we can help clients in a timely manner. I-Smile coordinator did not hesitate to connect me with client knowing that I can do Presumptive Eligibility applications quick and have a child scheduled asap for dental visit and later procedure. Mom was very happy that we were able to complete everything fast so and child was able to have surgery as soon as possible since dental provider stated that he was high risk with infection that could gotten a lot worse.		
Other info		Submitter Name & Date	Sanela Karajic 02/22/2022

Hawki Outreach Success Story (2022)

Agency (name)	American Home Finding Association		
Character(s) (who this happened to)	Family seeking dental insurance		
Setting (where and when this took place)	Working with school nurse and a teacher at local school. A family desperately in need of dental insurance for their children. The family had asked the teacher/school nurse (actually during a parent/teacher conference) for assistance, and they called me.		
Conflict (obstacle, barrier, or problem)	Children did not have health insurance. Children needed urgent dental treatment.		
Action (what happened)	Over the phone, I assisted the family and collaborated with my colleague, the I-Smile Coordinator and we worked together to first do a PE, find providers who took Medicaid and/or Hawki.		
Outcome(s) (measurable or concrete evidence of change)	I was able to speak to mom over the phone and complete Presumptive Eligibility application. Application and NOA letter were printed and mailed to mom per her request to address provided. Benefits were explained to mom. Mom was very happy that her children could finally be treated for dental problems now that they have health coverage.		
Relevance (how this story helps us demonstrate need or measure success)	This story shows that by having a great teamwork and relationship with community partners, we can help clients in a timely manner. School nurse did not hesitate to connect me with client knowing that I can do Presumptive Eligibility applications quick and have a children scheduled asap for dental visit and later procedure. Mom was very happy that we were able to complete everything fast and connect them to a dental home. One of the children were at very high risk with infection that could have gotten a lot worse without intervention.		
Other info		Submitter Name & Date	Alesia Houser 02/24/2022