

STEERING COMMITTEE MEETING SUMMARY AUGUST 29, 2023, 3:00-4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica presented an overview of the waiver redesign survey findings including the number of completed surveys by people who use services and caregivers, providers, and case managers, a summary of respondents' experience with waiver services, and the following major themes from the surveys:
 - Provider workforce challenges
 - All groups highlighted the lack of providers and staff and high staff turnover as big problems.
 - Respondents said low reimbursement rates for services leading to low payment for staff contributes to this issue.
 - Providers reported that getting reimbursed is complex and time-consuming, which may defer providers from offering services.
 - Accessing services is complicated and burdensome
 - The length of waitlists is a major concern.
 - Processes for applying for waivers and accessing services is too complex and time-consuming.
 - MCO challenges
 - Respondents across all groups expressed concerns that MCO requirements and processes are burdensome.
 - Many caregivers and people who use services raised concerns about MCO service limits, denials, and grievance and appeals processes.
 - Case management challenges
 - Lack of training and knowledge among case managers.
 - Case manager turnover.
 - Concerns that case management under MCOs is not conflict-free and is poorer quality.
 - Need for information and resources about accessing services
 - "I didn't know about this service / I don't know how to access this service" is the top barrier to accessing needed services for people who use services.

- People who use services and caregivers said they need streamlined online resources and systems that help people easily connect with a live person by telephone.
- Committee members shared the following:
 - They agreed that not knowing about the service/not knowing how to access the service is a top barrier to accessing needed services. Members suggested Iowa and the CBS system could look beyond the waivers themselves to find additional streams of funding and combine similar services to serve areas that have limited access.
 - They agreed that home and vehicle modifications did not meet the needs of waiver members because of the lifetime limits on the service, the service not covering repairs, and the difficulty in getting modifications approved. Additionally, members agreed that consumer directed attendant care often does not meet waiver members' needs because of lack of providers and lack of adequate units of service to cover member's needs.
 - They agreed with the need for information and resources about accessing services, noting there are not enough people in the workforce to provide that information.
 - They were surprised by the low number of supported employment and respite service provider respondents, despite the great need for these services in Iowa. Mathematica clarified that the survey was not representative of all providers in the state. Certain provider networks might have shared the survey more widely than others.
 - They were curious about the types of providers who responded to the survey. Mathematica explained that the providers included both people representing service agencies and individuals providing services.
 - They asked whether someone could be on a waiver and also on a waitlist for another service. Mathematica confirmed that some respondents were enrolled in one waiver and on a waitlist for another waiver.
 - They discussed the problem with funding home delivered meals and other services through a single source, which can force Iowans to pick between receiving food or care. Members suggested separating the funding for home delivered meals from other services and basing eligibility on either income or diagnosis.
 - They suggested that having case managers work for case management companies that MCOs then hire, rather than working directly for MCOs, would allow case managers to have a better understanding of the system as well as prevent a conflict of interest.
 - They observed that harder to access services also have lower provider reimbursement rates.
- Next, Mathematica provided an overview of the waitlist policy and procedures task including the purpose of the task, an explanation of the waitlist business process map, which shows each step of HHS' internal process between the application and waiver enrollment, and upcoming

interviews with lowans who have personal experience or experience as a caregiver with the waiver waitlists.

- Committee members asked about the diversity of experiences with the waivers/disabilities among the 40 lowans who will partake in the interviews. Mathematica explained that there is a mix of individuals with experience with multiple waivers but clarified that interviews will not be reflective of all experiences in Iowa. Instead, interviews will help identify common pain points in the waiver waitlist process.
- Finally, Mathematica provided an update on the upcoming roadshows, including the new name of HOMEtown Conversations and a change in schedule to late October and November. Mathematica also asked for a few committee members to volunteer to participate in a promotional video for the HOMEtown Conversation events that will highlight their personal stories about the importance of improving the CBS system.
- Mathematica closed by confirming the next steering committee meeting on Tuesday, September 26, from 3:00-4:30. Mathematica will send the agenda and slides in advance.