

# Iowa Medicaid Dashboard

Iowa Medicaid  
August, 2023

# Overview

## PDF to Dashboard Reporting

- What is a Quarterly Report?
- Sunsetting the PDF Report

## The Dashboard Team

## The New Dashboard

- What is Included?
- Background Metrics
- Dashboard Schedule

## Survey & Questions

# What is a Quarterly Report?



Every quarter, Iowa Medicaid is required to submit a report assessing its managed care organizations (MCOs).



These reports maintain and continually improve how the quality of care is delivered to Iowa Medicaid members.



The dashboard development team composed of ten individuals from Iowa HHS and took a year and a half to complete.

# PDF to Dashboard Reporting

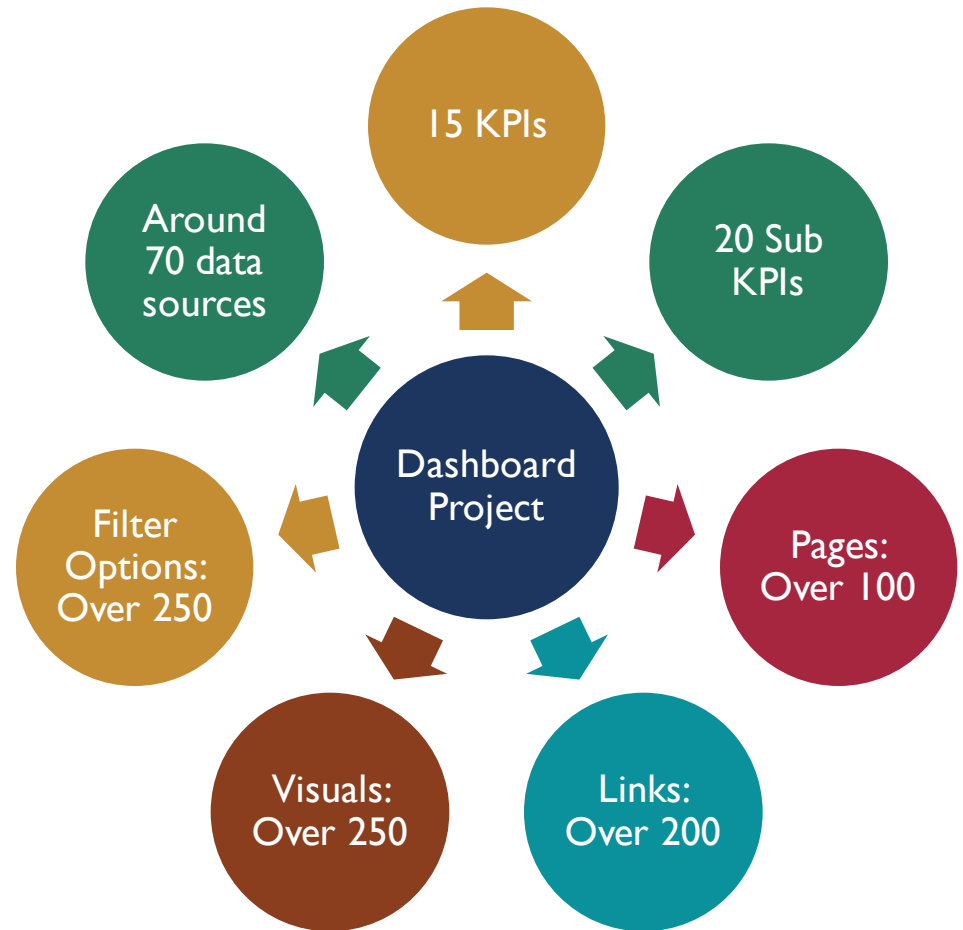
- In the fall of 2022, Iowa Medicaid put together a small team to convert quarterly and annual MCO reports into a live, digital dashboard to better reflect the assessment of its MCOs and showcase where Iowa Medicaid plans to improve
- In addition to moving its existing “Medical” managed care reports, the new dashboard was designed to also capture all “Dental” and Fee-For-Service (FFS) data previously not reported.



# What is Included in the Iowa Medicaid Dashboard?

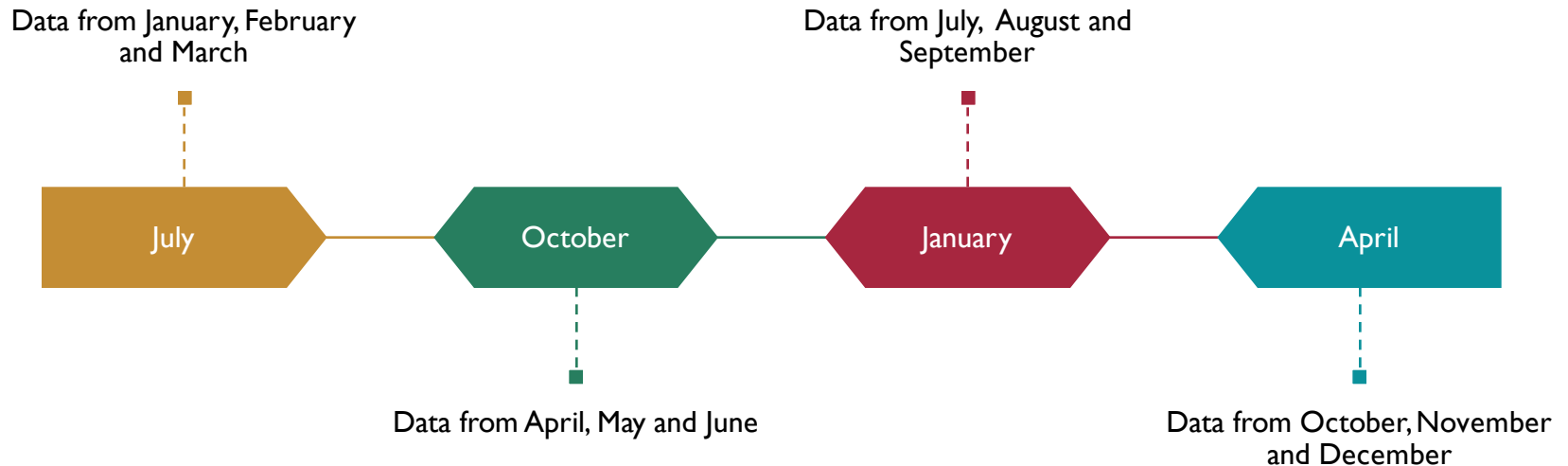


# Background Metrics



# Dashboard Update Schedule

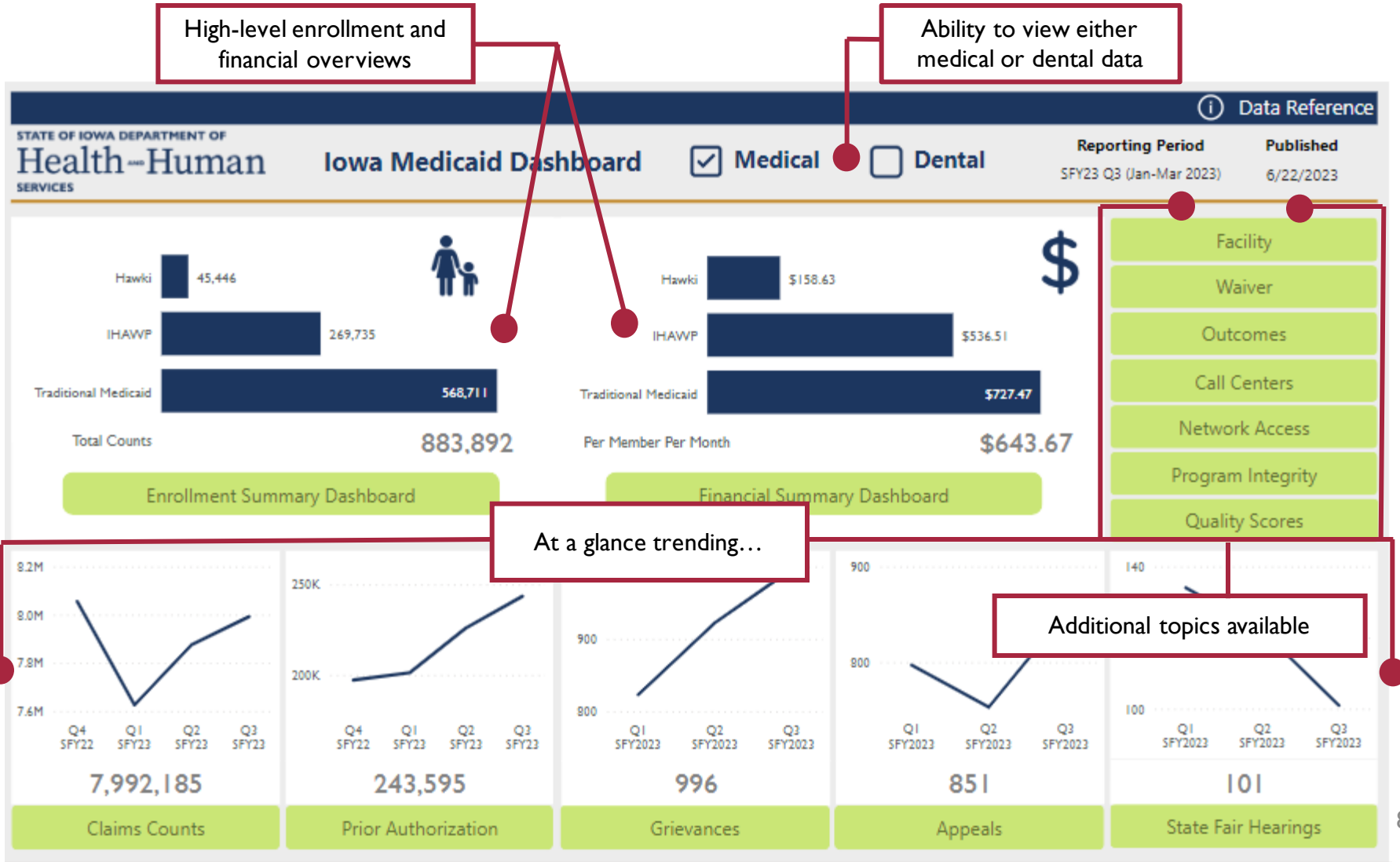
The new Medicaid dashboard will be updated quarterly.



The release of the new dashboard we begin the sunsetting of all Iowa Medicaid quarterly and annual managed care reports.

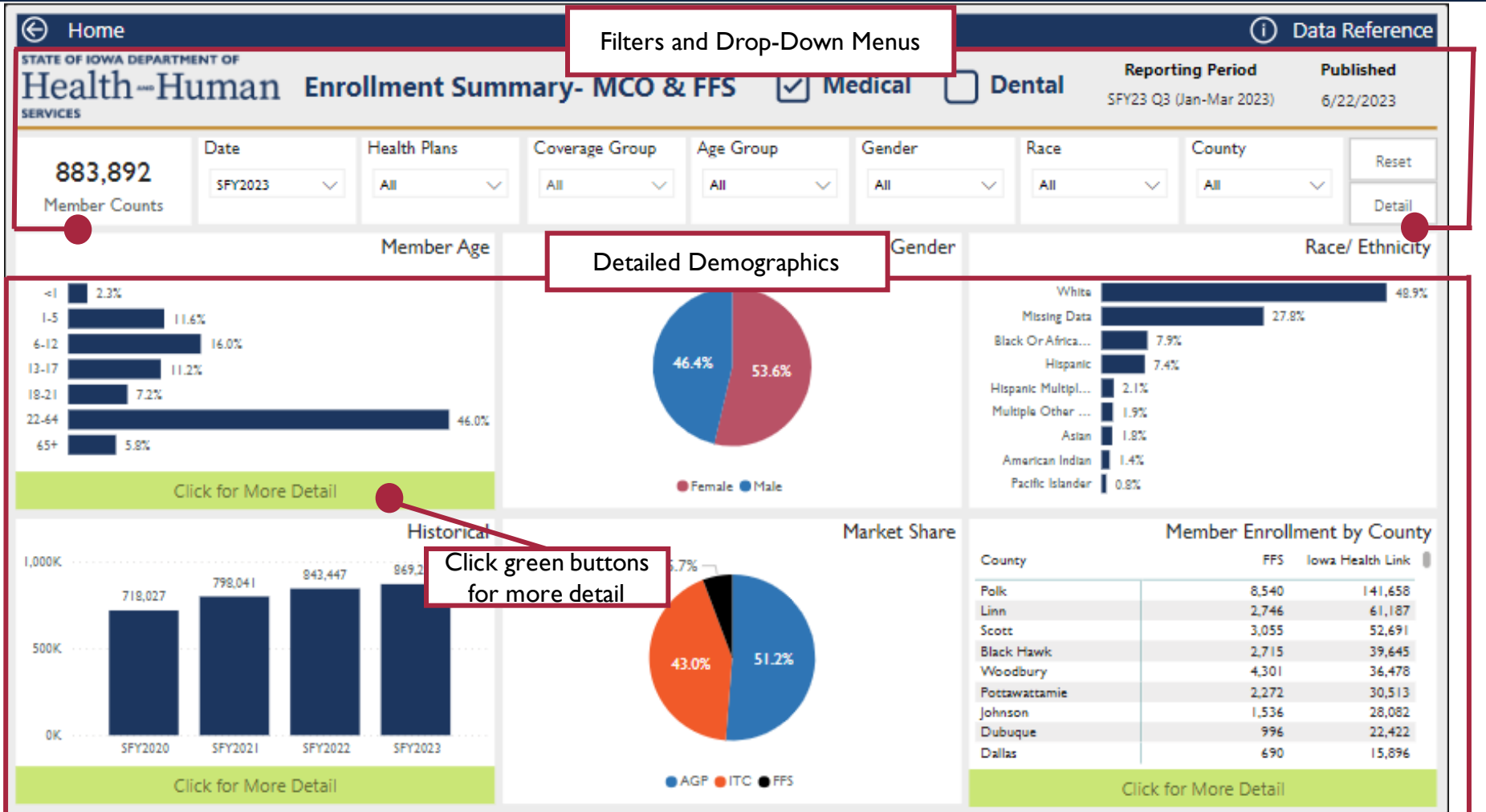
# Iowa Medicaid Dashboard Homepage

High-level enrollment and financial overviews





# Enrollment Summary



# Financial Summary

Home Data Reference

STATE OF IOWA DEPARTMENT OF Health and Human SERVICES

**Medical Financial Summary**  Medical  Dental

Reporting Period: SFY23 Q3 (Jan-Mar 2023) Published: 6/22/2023

Medical/Dental Toggle

Total Expenditures: \$4,920,117,211

Date: SFY2023 Health Plans: All

Financial Demographics

Changing the filters to get the data you need.

**Net Rate Cells - MCOs Only**

Description	AGP	ITC
ABD Non-Dual <21 M&F	\$1,932.51	\$2,052.16
ABD Non-Dual 21+ M&F	\$3,686.05	\$3,508.18
Brain Injury HCBS Waiver	\$9,516.51	\$9,607.07
Breast and Cervical Cancer	\$4,417.70	\$4,417.70
Children 0-59 days M&F	\$4,520.88	\$4,520.88
Children 1-4 M&F	\$354.29	\$348.95
Children 15-20 F	\$579.41	\$555.38
Children 15-20 M	\$457.82	\$424.91
Children 5-14 M&F	\$357.45	\$338.04

Click for More Detail

**Medical Loss Ratio (MLR) - MCOs Only**

Click for More Detail

**Third Party Liability (TPL) - MCOs Only**

Click for More Detail

**Historical Expenditures - MCO & FFS**

Click for More Detail

**Market Share**

Click green buttons for more detail

**by Program/ by County**

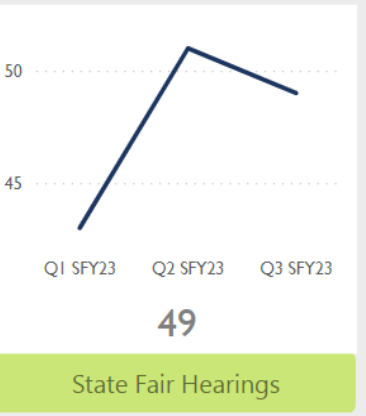
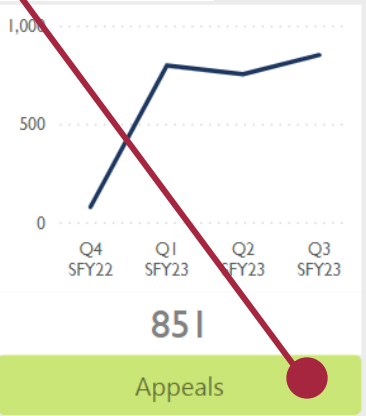
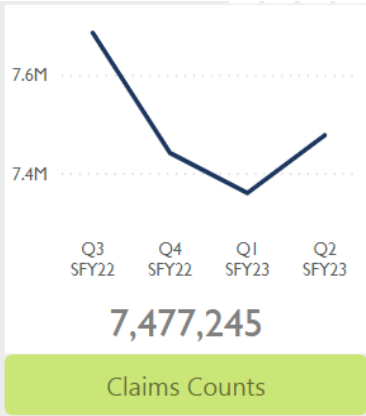
County	FFS	Iowa Health Link
Polk	\$5,198,361	\$87,546,694
Linn	\$1,664,559	\$38,797,980
Scott	\$1,149,760	\$32,389,065
Black Hawk	\$822,851	\$24,972,077
Woodbury	\$2,325,603	\$20,392,694
Pocahontas	\$1,930,140	\$19,678,017
Johnson	\$1,740,716	\$17,747,933
Dubuque	\$494,023	\$15,238,080

Click for More Detail

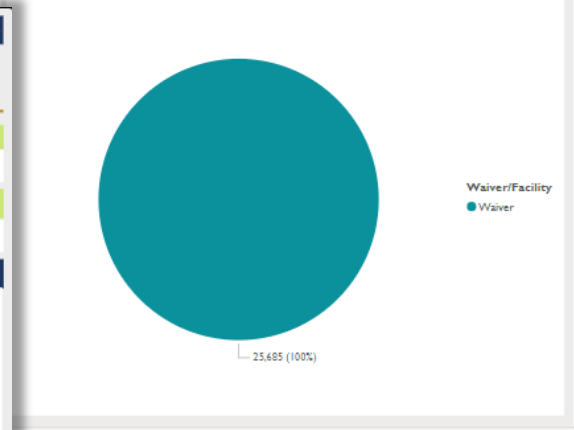
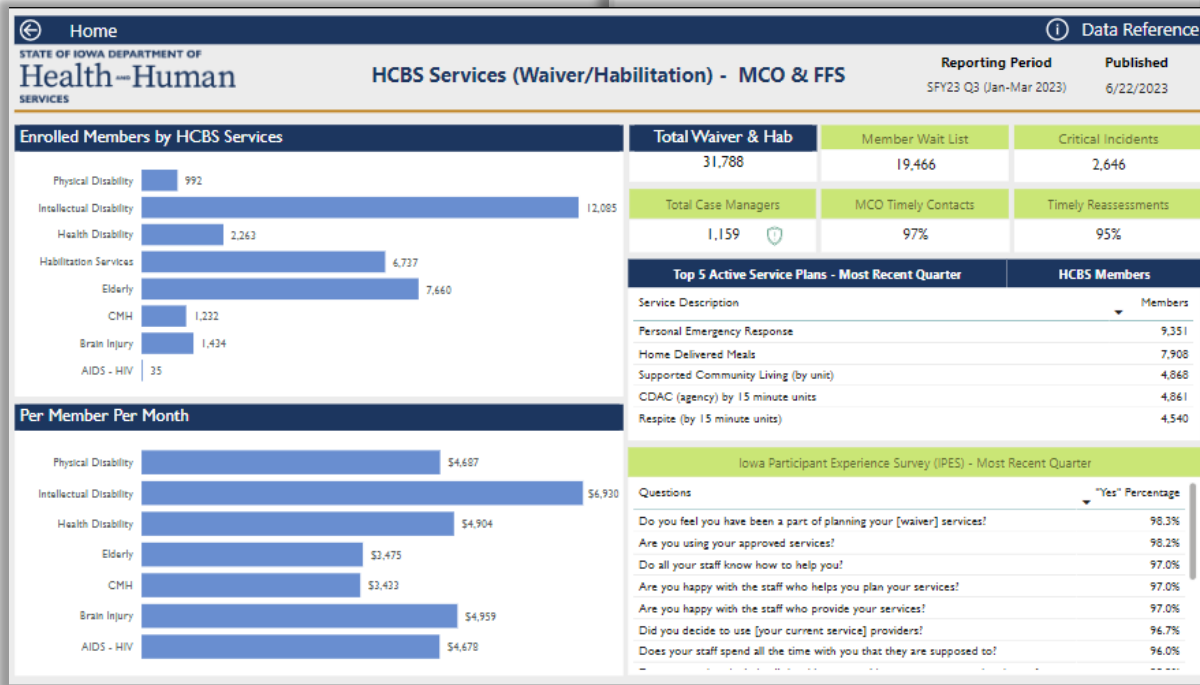
# Several Categories Available to Deep Dive

- Facility
- Waiver
- Outcomes
- Call Centers
- Network Access
- Program Integrity
- Quality Scores

Click green buttons for more detail

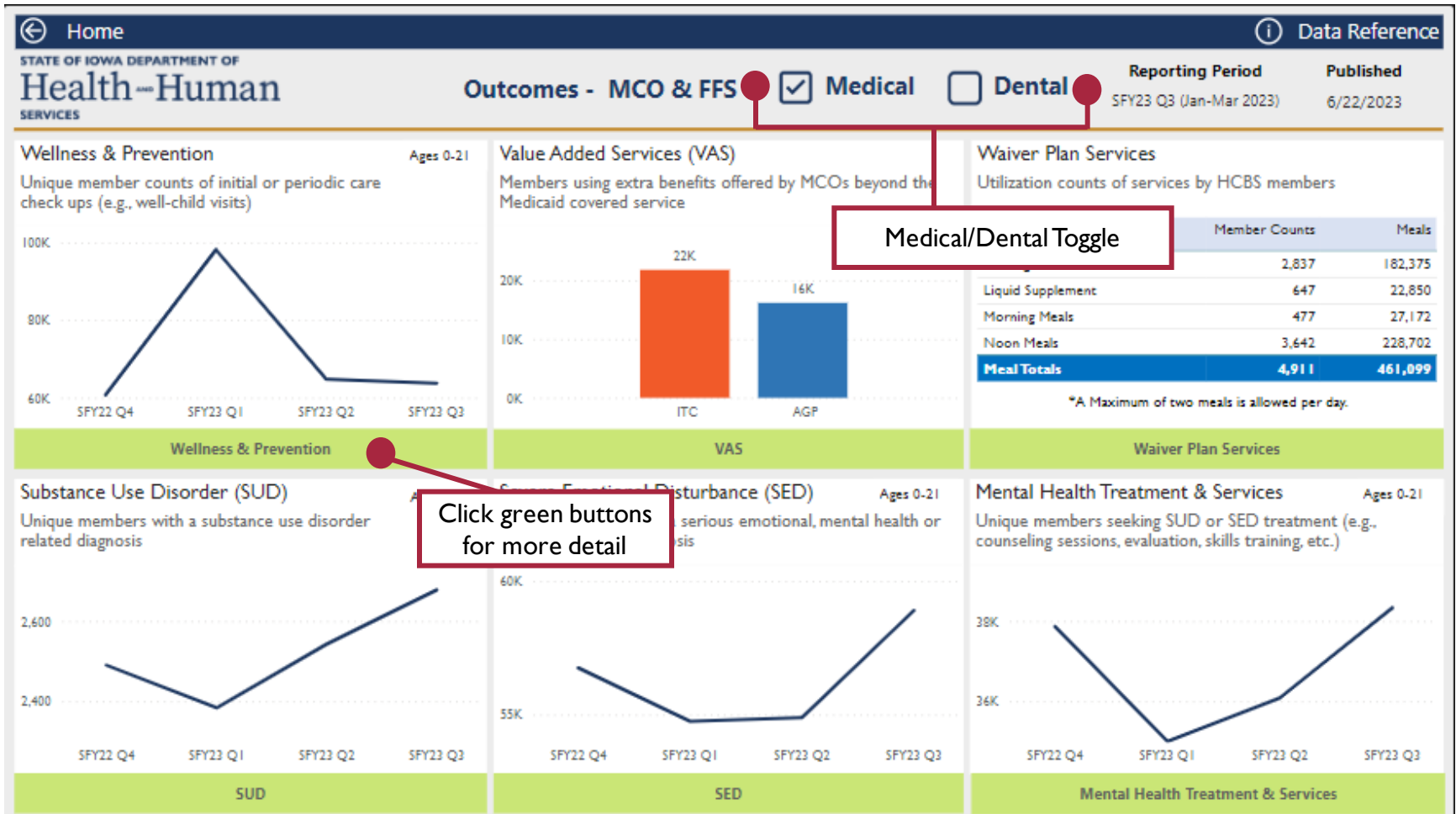


# Waiver and Facility Landing Pages



# Outcomes

The outcomes dashboard showcases how Medicaid services are impacting our members.



# Waiver Landing Page

This dashboard showcases the Home and Community-Based Services (HCBS) Waiver Program by both the MCO and Fee-for-Service (FFS) population.

**Return to the Home Screen**

**Member enrollment and dollars spent per month**

**Click green buttons for more detail**

**The top services used by Members**

**View member survey results**

**Dashboard Content:**

STATE OF IOWA DEPARTMENT OF Health & Human SERVICES

HCBS Services (Waiver/Habilitation) - MCO & FFS

Reporting Period: SFY23 Q3 (Jan-Mar 2023) | Published: 6/22/2023

**Enrolled Members by HCBS Services**

Physical Disability	992
Intellectual Disability	12,085
Health Disability	2,263
Habilitation Services	6,737
Elderly	7,660
CMH	1,232
Brain Injury	1,434
AIDS - HIV	35

**Per Member Per Month**

Physical Disability	\$4,687
Intellectual Disability	\$6,930
Health Disability	\$4,904
Elderly	\$3,475
CMH	\$3,433
Brain Injury	\$4,959
AIDS - HIV	\$4,678

**Total Waiver & Hab**: 31,788

**Member Wait List**: 19,466

**Critical Incidents**: 2,646

**Total Case Managers**: 1,159

**MCO Timely Contacts**: 97%

**Top 5 Active Service Plans - Most Recent Quarter**

Service Description	Members
Personal Emergency Response	9,351
Home Delivered Meals	7,908
Supported Community Living (by unit)	4,868
CDAC (agency) by 15 minute units	4,861
Respite (by 15 minute units)	4,540

**Iowa Participant Experience Survey (IPES) - Most Recent Quarter**

Questions	"Yes" Percentage
Do you feel you have been a part of planning your [waiver] services?	98.3%
Are you using your approved services?	98.2%
Do all your staff know how to help you?	97.0%
Are you happy with the staff who helps you plan your services?	97.0%
Are you happy with the staff who provide your services?	97.0%
Did you decide to use [your current service] providers?	96.7%
Does your staff spend all the time with you that they are supposed to?	96.0%

# Quality Scores


How we are working to improve quality in the services we provide.

Home Data Reference

STATE OF IOWA DEPARTMENT OF **Health and Human SERVICES** **National Quality Scores & Measures - Iowa Medicaid** Data From: SQL Enrollment Table | Data Last Updated: 4/1/2023

**NCQA Health Plan Ratings**

The National Committee for Quality Assurance (NCQA) is a privately owned entity that rates more than 1,000 health insurance plans each year based on quality measures (HEDIS®) and member experience survey scores (CAHPS®).



**CMS Core Set Measures**


Information about performance on frequently-reported health care quality measures in the CMS Medicaid and CHIP Child and Adult Core Sets and additional data sources in Iowa.

**Iowa Medicaid Scorecard**

The scorecard shows how well each MCO compares to national benchmarks in key performance areas (e.g., Access to Preventive Care) and can be used by members when selecting which MCO is

**Healthcare Effectiveness Data and Information Set (HEDIS)**

The Health Effectiveness Data and Information Set (HEDIS) uses evidence-based measurement and specifications developed by the National Committee for Quality Assurance (NCQA) to benchmark health plan performance. HEDIS is one of health care's most widely used performance improvement tools.



[NCQA Disclaimers](#)

**NCQA Health Plan Ratings** Published: 6/22/2023

Every September, NCQA publishes the results of their findings in a "Report Card" that uses a star rating system for easy comparison across health plans. The overall rating below is the weighted average of all measures, not just the averages of the three listed composites sections (Patient Experience, Prevention, Treatment)

NCQA's Health Plan Ratings 2022 - Medicaid HMO: <https://reportcards.ncqa.org/health-plans/?p=1&filter-plan=Medicaid>

2022

**AGP**

NCQA Health Plan Rating 0-5 Stars (5 is highest)

★★★★★

**Overall Rating - Weighted average of HEDIS & CAHPS measures** **3.5**

Patient Experience	★★★★★	3.5
Prevention	★★★★★	3.0
Treatment	★★★★★	3.5

Distinction(S): Health Equity Accreditation, LTSS, Multicultural Health Care

**ITC**

NCQA Health Plan Rating 0-5 Stars (5 is highest)

★★★★★

**Overall Rating - Weighted average of HEDIS & CAHPS measures** **3.3**

Patient Experience	★★★★★	3.5
Prevention	★★★★★	3.0
Treatment	★★★★★	3.3

Distinction(S): LTSS, Multicultural Health Care

Click one of the green buttons to view scorecards, ratings and more!

# Submit Your Feedback

Fill out the feedback survey at the link below or scan the barcode on your phone.

<https://forms.office.com/g/RAQR763mV>

View the test dashboard on the HHS website.

<https://hhs.iowa.gov/iowa-Medicaid-dashboard>

Iowa Medicaid Dashboard Survey





# Questions?