

Iowa Medicaid Dashboard

Iowa Medicaid
July 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.



Why a New Dashboard?

There are several reasons why this dashboard is a big win for Iowa Medicaid:



Legislative Requirements, both State and Federal



Transparency



Program Awareness



Performance Awareness



Results Accountability

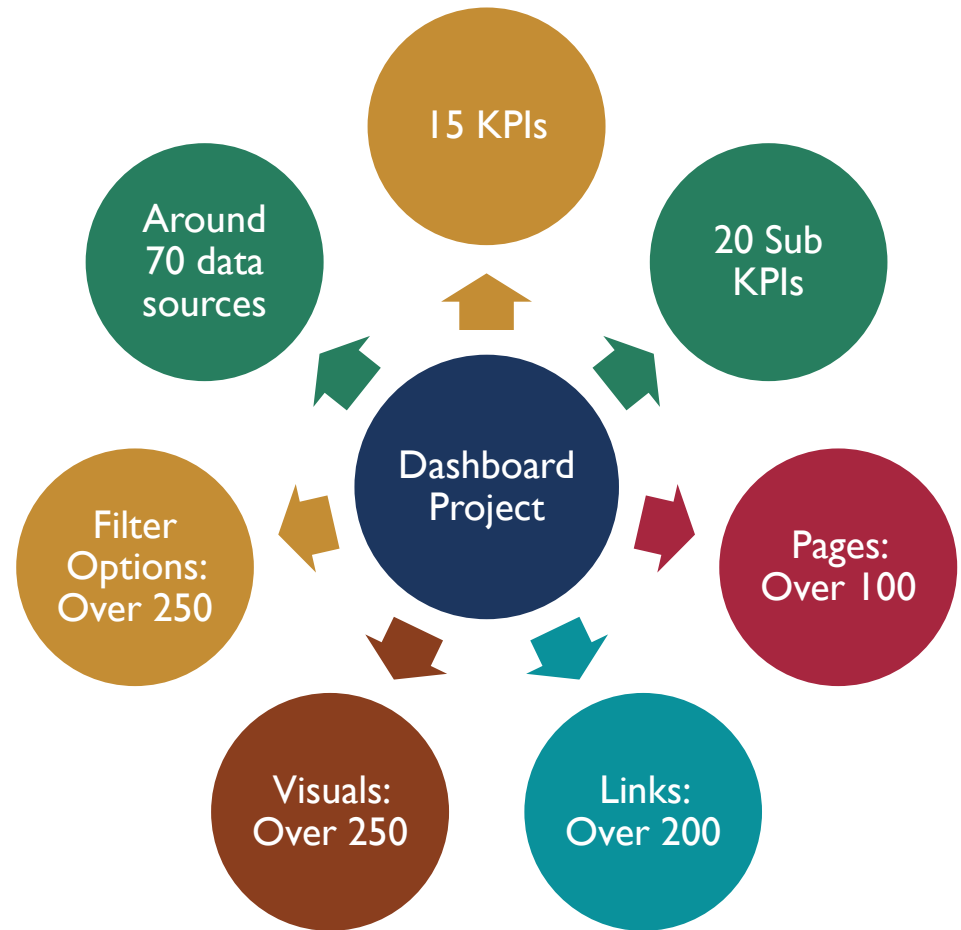


Continuous Improvement

What is Included in the Iowa Medicaid Dashboard?

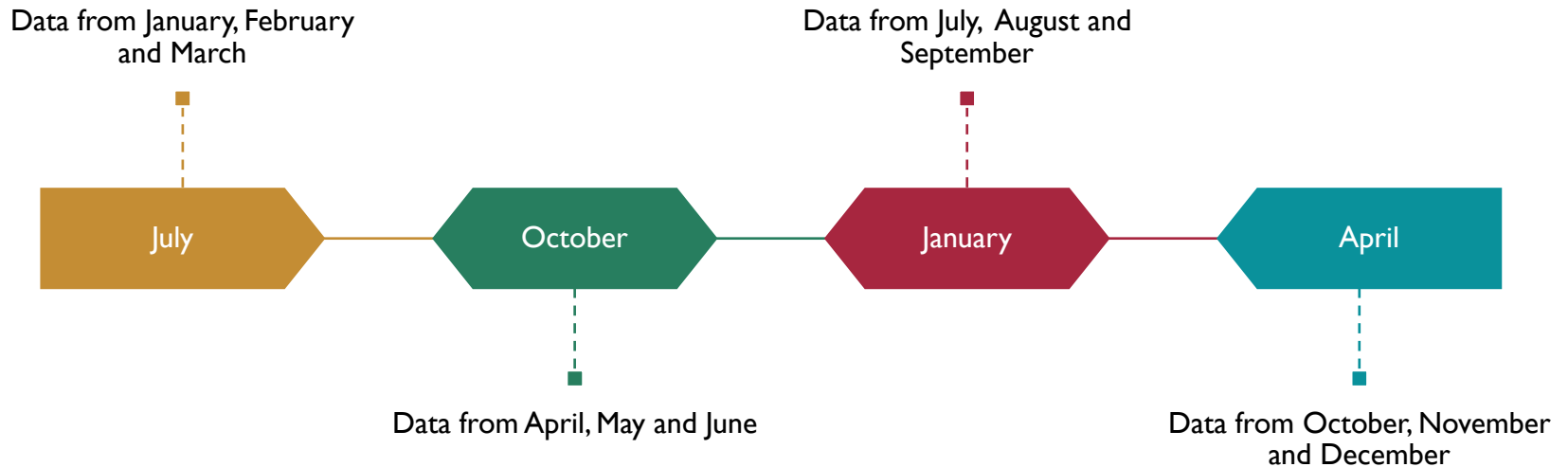


Background Metrics



Dashboard Update Schedule

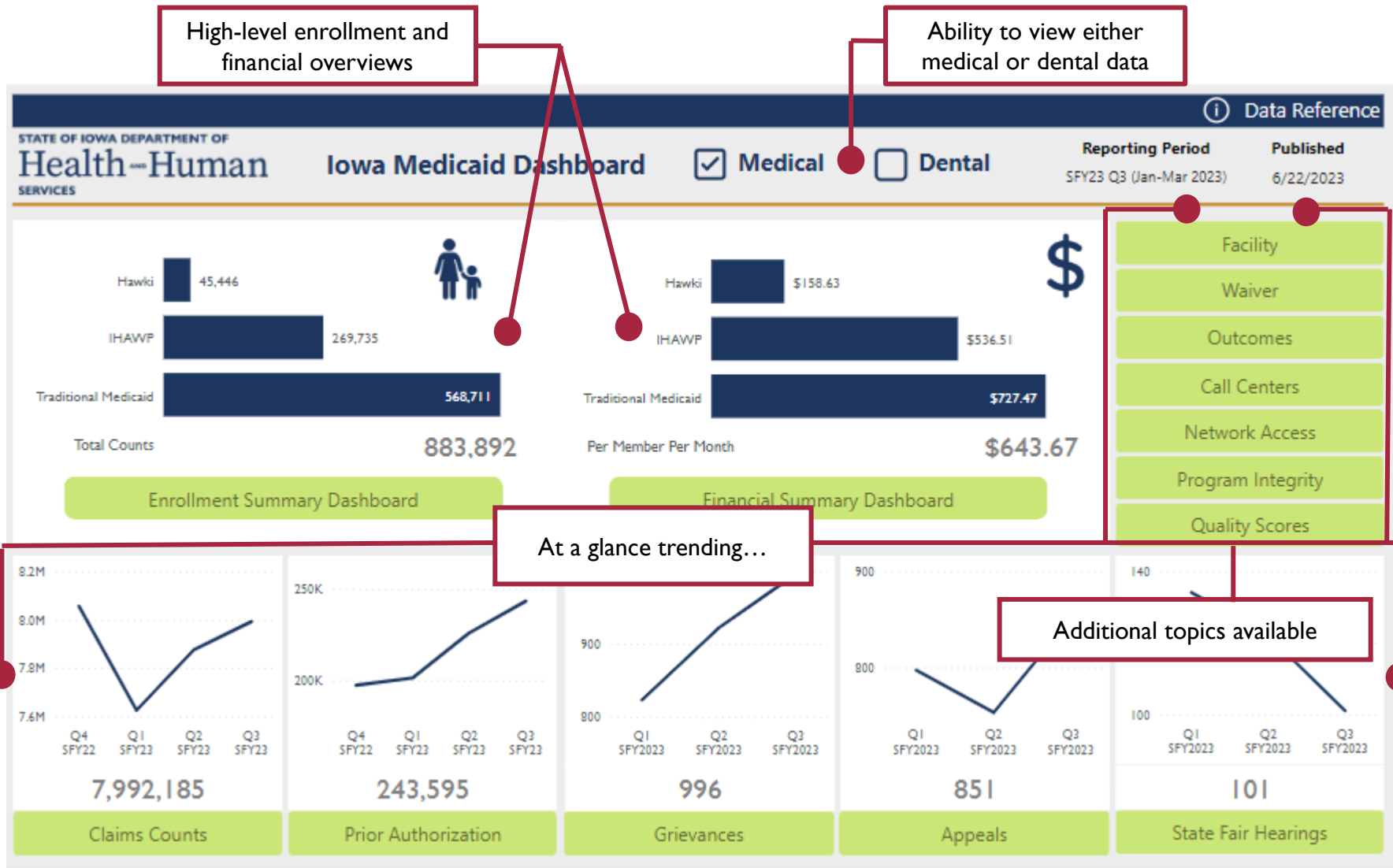
The new Medicaid dashboard will be updated quarterly.



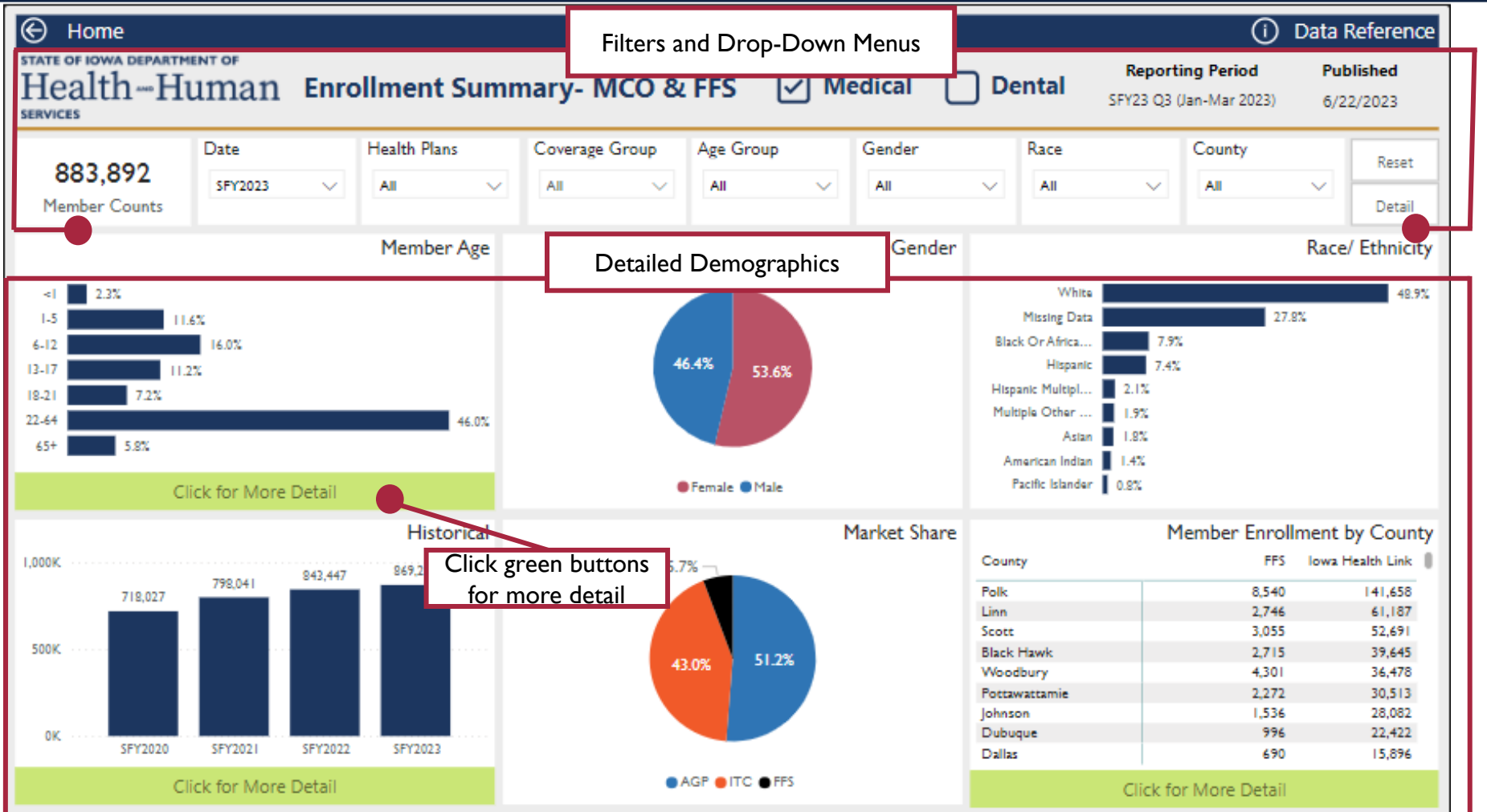
The release of the new dashboard we begin the sunsetting of all Iowa Medicaid quarterly and annual managed care reports.

Iowa Medicaid Dashboard Homepage

High-level enrollment and financial overviews



Enrollment Summary



Financial Summary

Home
Medical/Dental Toggle
Data Reference

STATE OF IOWA DEPARTMENT OF
Health & Human Services

Medical Financial Summary

Medical Dental

Reporting Period
SFY23 Q3 (Jan-Mar 2023)

Published
6/22/2023

\$4,920,117,211

Total Expenditures

Date: SFY2023

Health Plans: All

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 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
Clinton	\$72,892	\$8,070,100

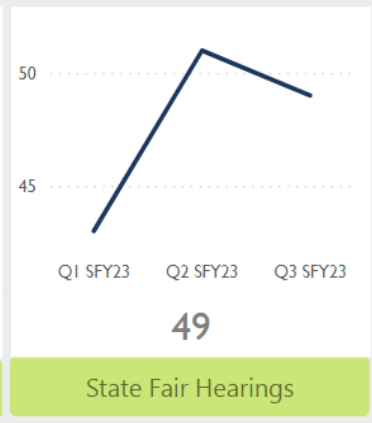
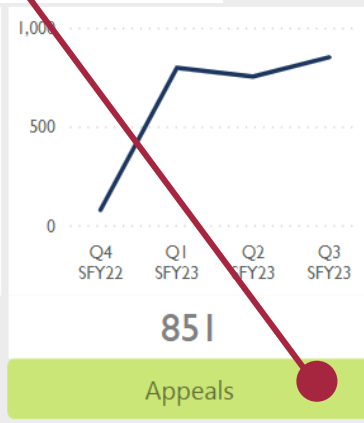
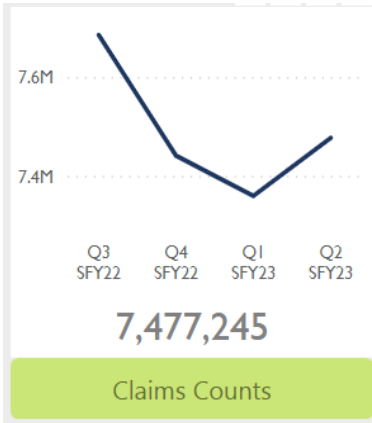
Click for More Detail

Click green buttons for more detail

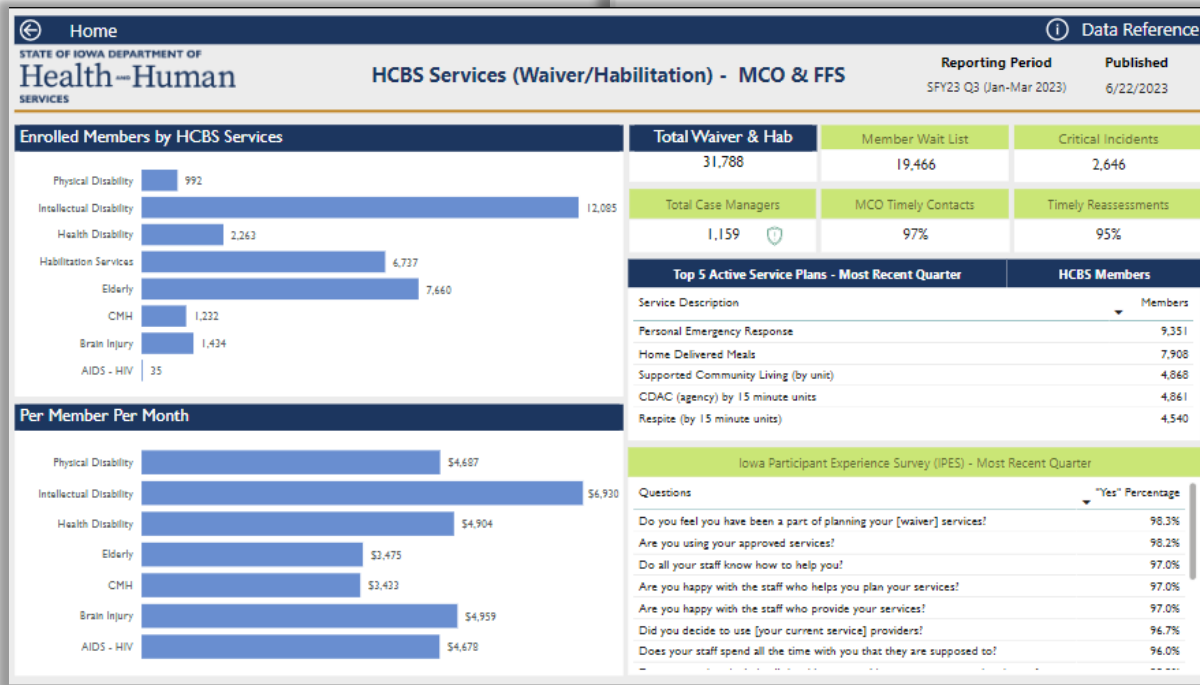
Several Categories Available to Deep Dive

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

Click green buttons for more detail

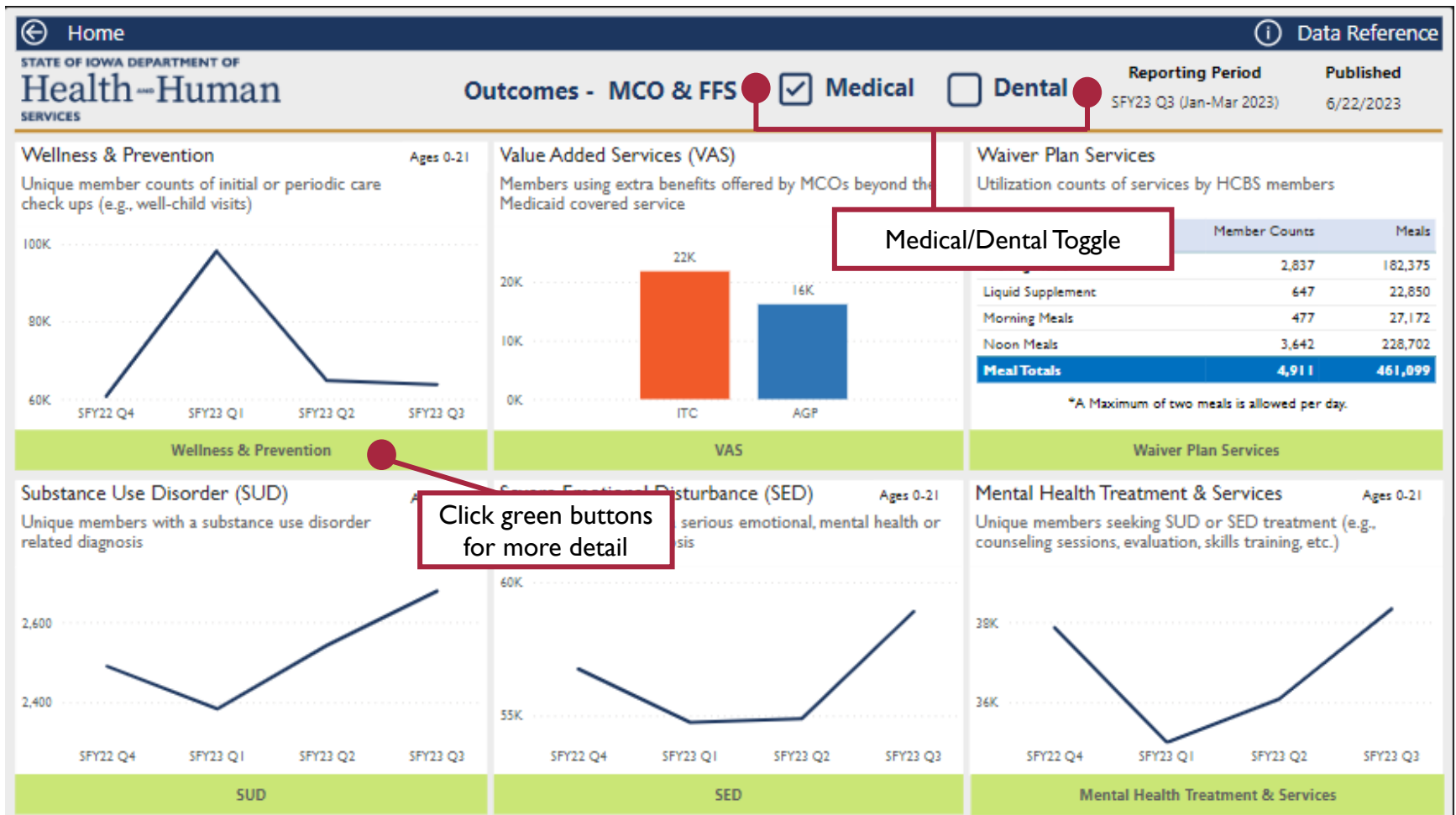


Waiver and Facility Landing Pages



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 (Callout pointing to the Home icon)

Member enrollment and dollars spent per month (Callout pointing to the enrollment and cost charts)

Click green buttons for more detail (Callout pointing to green buttons in the summary table)

The top services used by Members (Callout pointing to the Top 5 Active Service Plans table)

View member survey results (Callout pointing to the survey results table)

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

Total Waiver & Hab	Member Wait List	Critical Incidents
31,788	19,466	2,646
Total Case Managers	MCO Timely Contacts	
1,159	97%	

Enrolled Members by HCBS Services

Service Category	Count
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

Service Category	Amount
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

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.

The screenshot displays the Iowa Department of Health and Human Services website. The main heading is "National Quality Scores & Measures - Iowa Medicaid". Below this, there are three green buttons: "NCQA Health Plan Ratings", "CMS Core Set Measures", and "Iowa Medicaid Scorecard". A callout box with a red border and white background points to these buttons, containing the text: "Click one of the green buttons to view scorecards, ratings and more!".

The "NCQA Health Plan Ratings" section shows a star rating system for 2022. The overall rating is 3.5 for AGP and 3.3 for ITC. The overall rating is the weighted average of HEDIS & CAHFS measures. The ratings are as follows:

Measure	AGP Rating	ITC Rating
Overall Rating - Weighted average of HEDIS & CAHFS measures	3.5	3.3
Patient Experience	3.5	3.5
Prevention	3.0	3.0
Treatment	3.5	3.3

Distinction(S): Health Equity Accreditation, LTSS, Multicultural Health Care (AGP); LTSS, Multicultural Health Care (ITC).

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?