March 2022 Town Hall Survey Follow Up
April 28, 2022

Town Hall Survey Feedback on Usefulness of Town Hall
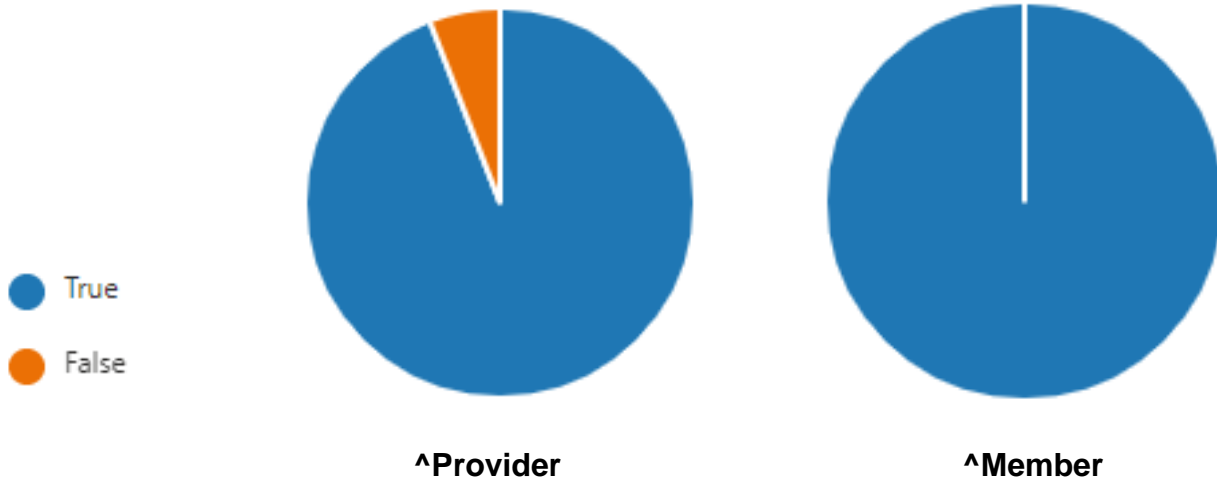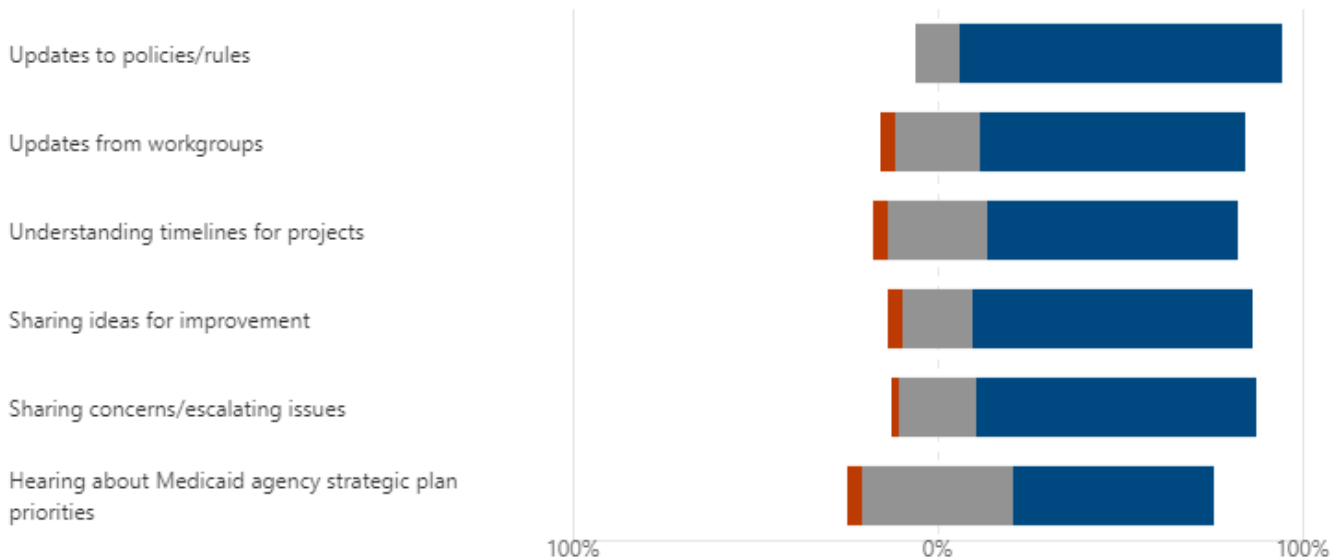

^Provider   **^Member**

Town Hall Survey Feedback on Whether Issues are Resolved Timely (Member)
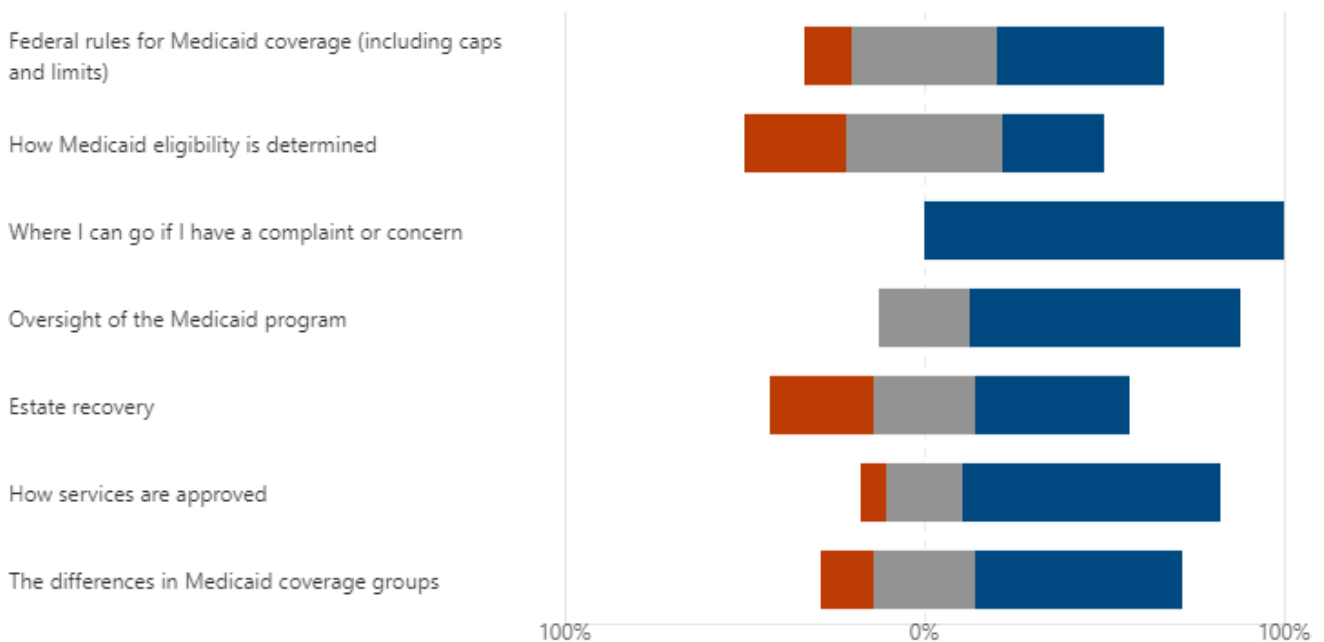
Town Hall Survey Feedback on Future Topic Areas to Learn More (Provider)

■ Not interested ■ Somewhat interested ■ Very interested

- Updates to policies/rules
- Updates from workgroups
- Understanding timelines for projects
- Sharing ideas for improvement
- Sharing concerns/escalating issues
- Hearing about Medicaid agency strategic plan priorities

100%   0%   100%

Town Hall Survey Feedback on Future Topic Areas to Learn More (Member)

■ This would not be helpful ■ Could be helpful ■ Yes, this would be helpful

- Federal rules for Medicaid coverage (including caps and limits)
- How Medicaid eligibility is determined
- Where I can go if I have a complaint or concern
- Oversight of the Medicaid program
- Estate recovery
- How services are approved
- The differences in Medicaid coverage groups

100%   0%   100%

Town Hall Survey Feedback on Resources

- **How Iowa Ranks Compared to Other States**
  - Will work to provide regular updates
  - Some resources to consider:
    - [Centers for Medicare & Medicaid Services Scorecard](#)
- **Data on Administrative Law Judge Decisions**
  - Will work on user friendly dashboard
  - Current information on non-eligibility appeals can be found in legislative reports
    - [Posted March 2022](#)
    - [Posted November 2021](#)
    - [Posted September 2021](#)
    - [Posted August 2021](#)
    - [Posted July 2020](#)
    - [Posted May 2020](#)
    - [Posted March 2020](#)
- **Detail on Home and Community Based Services Waitlists**
  - Information available on [website](#) but will work on providing additional detail
- **List of Home Care Providers**
  - This will fold into our work on a Workforce Registry that we are planning through our [Enhanced Home and Community Based Services Spending Plan](#)
- Consumer Choice Option Flow Chart – to include steps and expected timeline
- Policy Clarifications
- Commonly Asked Questions with Responses for Medicaid Policy
- Money Follows the Person Information and Statistics
- Managed Care Organization Responses to Issues
- Exception to Policy Flow Chart
- Information on Complaint Process for Transportation
- Additional Information on the Habilitation Program
- Development of a Member Benefit Portal
- Medicaid and Managed Care 101 – explanation of basic concepts
- Place to Submit Kudos, Ideas, and Questions
- Process to Request Service Changes
- Development of a Provider Portal to See Claims
- Updated Organization Chart – with names, contact information, and what areas staff cover
- Fee Schedule Archive
- Best Practices
- Resources for People with Billing Questions – direct contact and tips on common errors
- Administrative Rule Information

Town Hall Survey Feedback on Data to be Posted on Website

- **Resource Center Occupant Information**
  - We do currently have facility occupant information on our [Human Services Dashboard](#)
- **Cost and Quality Measures for Adult and Children**
  - We are working to develop additional measures to our [Health Dashboard](#)
- **The Below Requested Information is Similar but Not Exactly in the [Quarterly Reports](#)**
  - Top Managed Care Prior Authorization Denials by Provider Type
  - Top Managed Care Claim Denials by Provider Type

- o Nonemergency Medical Transportation Complaints and Outcomes
- o Dollars Paid to Providers Compared to Administrative Cost
- o Data on Authorized versus Utilized Services for Home and Community Based Services
- ➢ Home and Community Based Provider Quality Scores
- ➢ Reasons for Disenrollment
- ➢ Number of People on Home and Community Based Waiver with Unmet Needs
- ➢ Information on Critical Incidents
- ➢ Data on Claims Payment for Fee-for-Service and Managed Care Organizations
- ➢ Cost Savings Analysis by Managed Care Organization
- ➢ Information on Whether Medicaid Program is Meeting Goals
- ➢ Number of Jobs Obtained for Medicaid Members
- ➢ Number of Facility Closures and Number of Facility Conversions to Home and Community Based Services