Michael Randol, Medicaid Director **Healthy and Well Kids in Iowa (Hawki) Board**

Hawki Board Materials

Monday, February 17, 2020

1. Agenda of Meeting for February 17, 2020
2. December 16, 2019 Hawki Board Meeting Minutes
3. Hawki Enrollment and Financials
4. Managed Care Quarterly Report SFY 20 Quarter 1

Michael Randol, Medicaid Director | **Healthy and Well Kids in Iowa (Hawki) Board**

AGENDA
Hawki Board Meeting

Monday, February 17, 2020
Time: 12:30 – 2:30 p.m.
Hoover State Office Building
A-Level Conference Room 7
1305 E. Walnut St
Des Moines, IA 50319
Dial: 1-866-685-1580
Code: 966-412-4361

12:30 p.m. Roll call – **Eric Kohlsdorf**

12:35 p.m. Approval of minutes – **Eric Kohlsdorf**
- December 16, 2019 – BOARD ACTION REQUIRED

12:45 p.m. Director's Report – **Michael Randol**
- Enrollment reports
- Review and discuss finances

12:55 p.m. Managed Care Quarterly Report SFY 20 Quarter 1 – **Michael Randol**

1:15 p.m. Updates from the MCOs – **MCOs**
- Amerigroup Iowa (10 minutes)
- Iowa Total Care (10 minutes)
- Delta Dental (10 minutes)

1:45 p.m. Communications update – **Kevin Kirkpatrick**

1:55 p.m. Outreach update – **Jean Johnson**

2:05 p.m. Public Comment – **Eric Kohlsdorf**

2:15 p.m. New Business – **Eric Kohlsdorf**

2:30 p.m. Adjourn

For more information, contact Michael Kitzman at 515-974-3216 or mkitzma@dhs.state.ia.us.
Note: Times listed on agenda for specific items are approximate and may vary depending on the length of discussion for preceding items. Please plan accordingly.

Hawki Board Meeting
December 16, 2019

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Mike Randol, Medicaid Director
Dr. Jonathan Crosbie – present	Marissa Eyanson, IME Bureau Chief
Jim Donoghue – present	Kevin Kirkpatrick
Eric Kohlsdorf, Chair – present	
Dr. Bob Russell – present	
Dr. Kaaren Vargas – present	**Guests**
Ronda Eick -	Jean Johnson, IA Department of Public Health
Senator Nate Boulton – call in	Lindsay Paulson, MAXIMUS
Senator Dennis Guth -	
Representative John Forbes – present	
Representative Shannon Lundgren -	

Call to Order and Roll Call
Board Chair Eric Kohlsdorf called the meeting to order at 12:30 PM. A roll call was conducted and attendance is as reflected above. A quorum was present.

Approval of the Hawki Board Meeting Minutes
Kohlsdorf called for the Board to review the minutes from the October 21, 2019 meeting. Kohlsdorf called for a motion to approve the minutes, the motion carried and the minutes were approved.

Hawki Annual Report
Marissa Eyanson, Iowa Medicaid Enterprise (IME) Bureau Chief, reviewed the annual report. Marissa highlighted annual Hawki membership statistics, the rebranding of the Hawki program, the budget for State Fiscal Year (SFY) 2019, Hawki population breakdowns, projected populations for SFY 2020, care quality metrics, provider network adequacy, the Hawki Outreach Program, presumptive eligibility, the Hawki Dental Plan, and membership of the board. Angela Burke Boston asked if print resources are translated into other languages aside from Spanish. Marissa stated that print resources are available only in Spanish and English, but translation services are available to members via telephone. Eric called for a motion to approve the report, the motion carried and the report was approved.

Director's Report
Medicaid Director Mike Randol reviewed Hawki enrollment and financials. Mike stated that in SFY 20 Hawki would request $19.3 million in state funding. The federal share for the Hawki program will be about $171 million. Starting in 2020 the IME will begin offering quarterly provider trainings, as opposed to annual provider trainings. The first quarterly provider training will be held on January 13 in Dubuque. Quarterly provider training sessions will be regionally focused, and focused on topics requested by providers. The IME is developing a Uniform Prior Authorization form to be used by both Managed Care Organizations (MCOs) and the IME. Marissa and her team are developing this and hope to implement in early 2020. Dr. Jonathan Crosbie asked for more information regarding the Uniform Prior Authorization form. Mike stated that the form was mandated by the legislature in the 2019 session, and that it will be a standard form for prior authorizations between the MCOs and Fee-for-Service, all services requiring a prior authorization within the Medicaid program will use the same form.

Rep. John Forbes raised an issue that his constituents had recently contacted him about, regarding a letter they received from Amerigroup noting that rates for Durable Medical Equipment (DME) would be reduced. Rep. Forbes stated that these rates were at or below cost for the products, and that these products included things like diapers and glucose strips. John Hedgecoth of Amerigroup Iowa, Inc. (Amerigroup) stated that he had some information, but would not be able to respond in full at this meeting.

Updates from the MCOs
Hedgecoth presented an update to the Board. Hedgecoth noted that currently Amerigroup has roughly 380,000 Iowa Medicaid members. Since the transition in July Amerigroup has brought on 206 new employees, 130 of which are new community based case managers. Amerigroup is still looking to fill more case manager positions. Amerigroup continues to focus on assessments and follow-ups for members, especially long term service and supports (LTSS) members. Amerigroup continues to monitor its community-based placement vs its institutional placement of members, continuing their mandate to move members from institutional placements to community-based placements.

Rep. Forbes noted that his constituents forwarded him a letter they received from Amerigroup announcing a reduction in rates for DME. Rep. Forbes noted his constituents received this letter on December 13, 2019, announcing the rate reduction would go into effect on December 15, 2019. Mike asked Hedgecoth to provide him with a report on this rate reduction. Hedgecoth stated he would follow up with Mike regarding this issue.

Kim Flores, of Iowa Total Care (ITC), presented an update. ITC went live in the Medicaid program on July 1, 2019, spending their first several months in the market overcoming the operational challenges involved in standing up a health plan. ITC is now focusing on increasing outreach to their members and providing value-added benefits. One such benefit is the My Health Pays program, an incentive given to members when they complete a healthy activity. The My Health Pays program rewards members with a pre-paid, reloadable, Visa gift card. Additionally, these gift cards can be used to pay for utilities, transportation, childcare, rent, telecommunications, and education as long as the vendors are coded appropriately; the cards cannot be used to purchase alcohol, tobacco, or firearms.

Gretchen Hageman, of Delta Dental Iowa (DDIA), gave a brief update: DDIA has about 60,000 members in the Hawki program. Hageman stated that 40% of Hawki DDIA members have had a preventative service in SFY 2020. DDIA has a network of 1,300 dentists available to serve Hawki members. DDIA's outreach program is continuing targeting children ages one to three, trying to increase visits for this population.

Communications Update
Kevin Kirkpatrick gave an update on the Hawki online payment system. Since implementation on October 21, 2019, 2,600 users have signed up for the service. The system has gone through one payment cycle. The new system will require members to reaffirm their online payment every 12 months; this will eliminate any legacy-automated payments that members may have forgotten to cancel.

Outreach
Jean Johnson gave an update on Hawki outreach and shared some local outreach success stories.

Public Comment
There were no comments.

New Business
Rep. Forbes discussed the electronic prescription mandate recently passed by the Iowa Legislature. As of January 1, 2020, pharmacies will continue to fill prescriptions received in a non-electronic format. Pharmacies will then notify the Iowa Board of Pharmacy when they receive non-electronic prescriptions. The Iowa Board of Pharmacy will then notify the board that governs the prescriber, and this board will discipline the prescriber.

Next Meeting
The next meeting will be February 17, 2020.

Meeting adjourned at 2:12 PM.

Submitted by,

Michael Kitzman
Recording Secretary
mk

Hawk-i Dashboard

Updated 2/17/2020

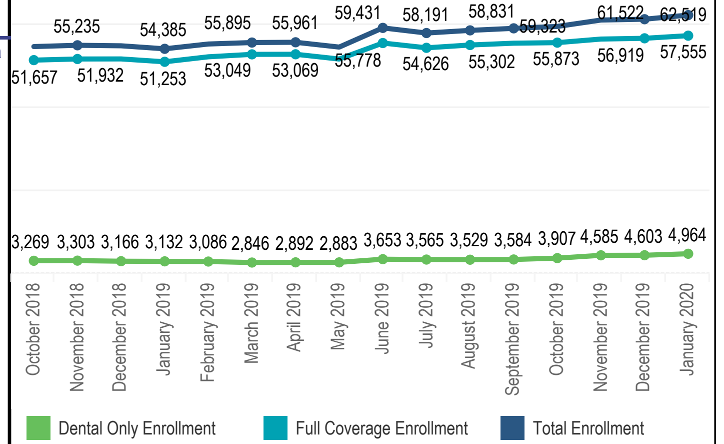
Effective with Federal Fiscal Year 2020 starting on October 1 2019
the Federal Share of Hawki payments decreased from 94.95% to
84.34 % resulting in a budget increase of approximately $11.1 Million in State Share Funds for State Fiscal Year 2020.

Healthy and Well Kids of Iowa

Hawki Enrollment Report

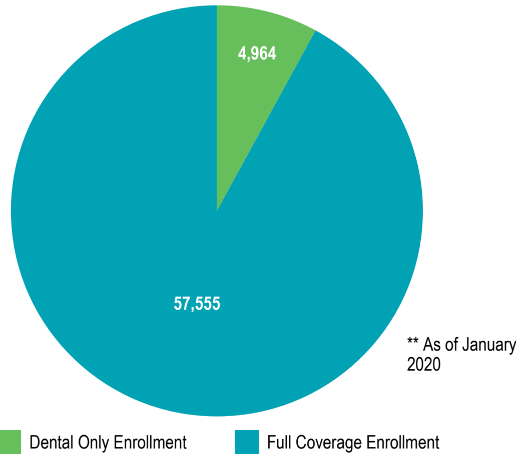
February 17, 2020

Hawki Enrollment



In May of 2019 Hawki membership was transitioned from Maximus to MMIS.

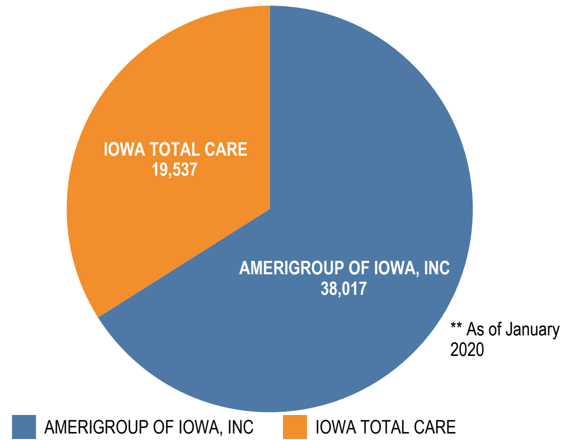
Full Coverage verses Dental Only



** As of January 2020

Dental Only Enrollment   Full Coverage Enrollment

Hawki Enrollment By MCO

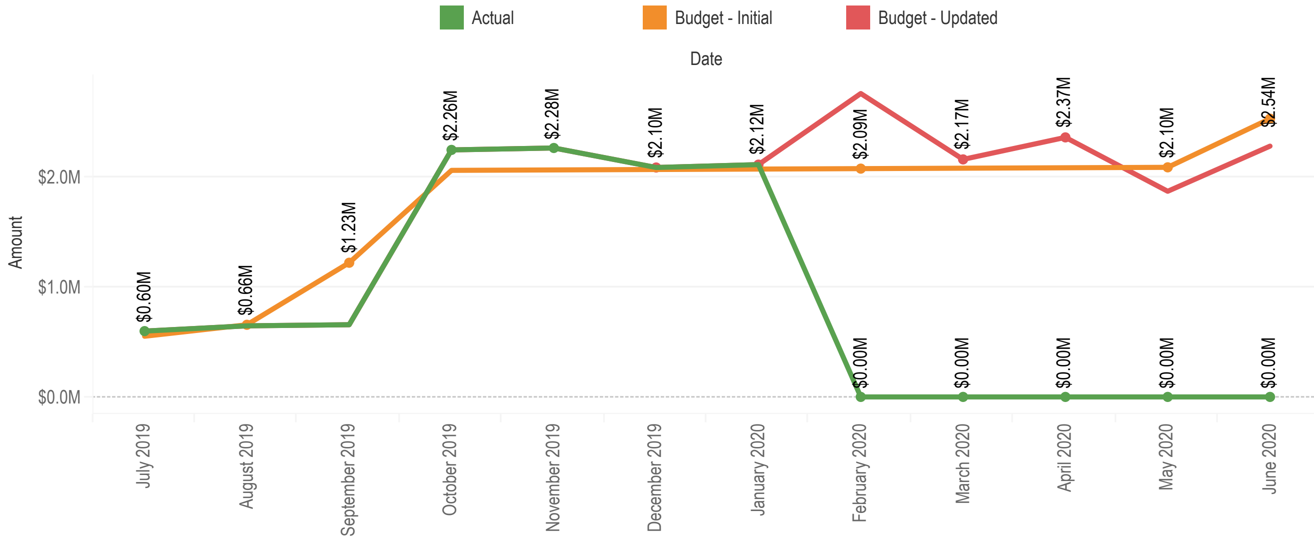


** As of January 2020

AMERIGROUP OF IOWA, INC   IOWA TOTAL CARE

Hawki Data Budget vs Actual SFY20

February 17, 2020



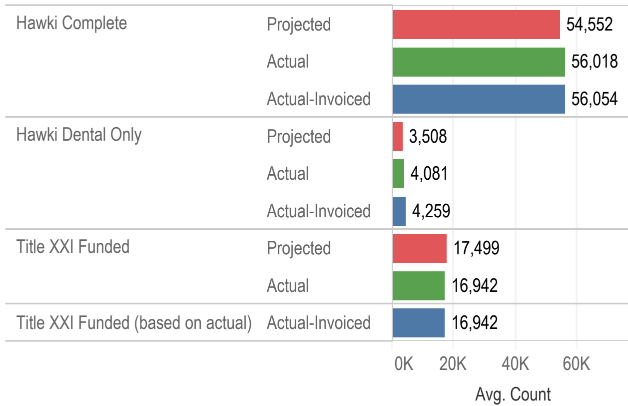
		July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	Grand Total
Admin & Outreach	Administration	$0	$841	$3,111	$21,737	$10,215	$27,459	$18,429	$0	$0	$0	$0	$0	$81,792
	Outreach	$0	$0	$0	$2,990	$0	$7,689	$13,560	$0	$0	$0	$0	$0	$24,238
	Medicaid Fiscal Agent Processi..	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
	Earned Interest	$0	$0	($26,206)	($45,985)	($50,628)	($25,048)	($27,198)	$0	$0	$0	$0	$0	($175,066)
	Total	$0	$841	($23,096)	($21,259)	($40,413)	$10,099	$4,790	$0	$0	$0	$0	$0	($69,037)
Capitation-State%	Hawki	$433,236	$477,259	$494,241	$1,501,934	$1,821,933	$1,470,754	$1,588,073	$0	$0	$0	$0	$0	$7,787,429
	Medicaid CHIP	$168,534	$171,918	$189,023	$778,143	$494,867	$617,048	$531,440	$0	$0	$0	$0	$0	$2,950,972
	Total	$601,770	$649,177	$683,264	$2,280,076	$2,316,800	$2,087,802	$2,119,513	$0	$0	$0	$0	$0	$10,738,401
Total		$601,770	$650,019	$660,168	$2,258,818	$2,276,387	$2,097,901	$2,124,303	$0	$0	$0	$0	$0	$10,669,364
Budget - Initial	Initial	$554,766	$659,709	$1,226,986	$2,071,743	$2,075,691	$2,079,646	$2,083,610	$2,087,581	$2,091,561	$2,095,549	$2,099,545	$2,544,178	$21,670,566
Budget - Updated	Updated	$601,770	$650,019	$660,168	$2,258,818	$2,276,387	$2,097,901	$2,124,303	$2,774,468	$2,172,032	$2,373,332	$1,880,474	$2,293,357	$22,163,028

June budget *activity includes amounts paid in the 60 day hold-open period.*

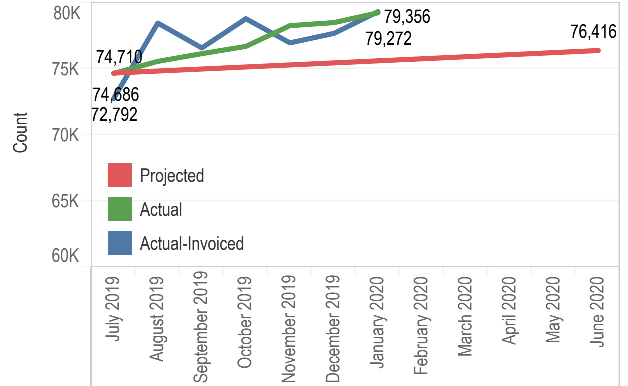
Hawki Membership Counts SFY20

Board Meeting Date
February 17, 2020

Average Monthly Membership



Enrollment Trending



Note limited Y axix range (60-80K) all actuals displayed in below table

Underlying Detail

FY 2020

		July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	Total
Projected	Hawki Complete	53,977	54,081	54,185	54,289	54,394	54,499	54,604	54,709	54,814	54,920	55,026	55,132 *	654,628
	Title XXI Funded	17,300	17,336	17,372	17,408	17,444	17,480	17,517	17,553	17,590	17,626	17,663	17,699 *	209,987
	Hawki Dental Only	3,434	3,447	3,461	3,474	3,488	3,501	3,515	3,529	3,542	3,556	3,570	3,584	42,101
	Total	74,710	74,864	75,017	75,171	75,325	75,480	75,635	75,791	75,946	76,102	76,259	76,416	906,717
Actual	Title XXI Funded	16,842	16,789	16,921	17,002	17,022	17,047	16,969						118,592
	Hawki Dental Only	3,537	3,487	3,569	3,862	4,580	4,564	4,968						28,567
	Hawki Complete	54,307	55,318	55,690	55,864	56,696	56,916	57,335						392,126
	Total	74,686	75,594	76,180	76,728	78,298	78,527	79,272						539,285
Actual-Invoiced	Title XXI Funded (ba..	16,842	16,789	16,921	17,002	17,022	17,047	16,969						118,592
	Hawki Dental Only	3,453	3,801	3,751	4,260	4,619	4,607	5,324						29,815
	Hawki Complete	52,497	57,904	55,939	57,560	55,356	56,058	57,063						392,377
	Total	72,792	78,494	76,611	78,822	76,997	77,712	79,356						540,784

Actual: represents membership counts by eligibility date subsequently updated
Actual - Invoiced: represents member counts by invoiced date based on current and prior month invoiced membership

Iowa Medicaid Enterprise

Managed Care Organization Report: SFY 2020, Quarter 1

(July-September)

Performance Data

Published February 7, 2020

CONTENTS

Executive Summary 2
Plan Enrollment By Age 4
Plan Enrollment by Managed Care Organization (MCO) 5
Plan Disenrollment by MCO 5
All MCO Long Term Services and Supports (LTSS) Enrollment 6
All MCO Home and Community-Based Service (HCBS) Waiver Enrollment 6
Care Coordination and Case Management 7
Iowa Participant Experience Survey (IPES) Reporting 10
Consumer Protections and Supports 11
MCO Program Management 15
MCO Financials 35
Program Integrity 38
Health Care Outcomes 39
Appendix: Glossary 43

EXECUTIVE SUMMARY

Legislative Requirements:
This report is based on requirements of 2016 Iowa Acts Section 1139. The legislature grouped these reports into three main categories:

- Consumer Protection
- Outcome Achievement
- Program Integrity

The Department grouped the managed care reported data in this publication as closely as possible to House File 2460 categories but has made some alterations to ease content flow and data comparison. This publication content will flow in the following way:

- Eligibility and demographic information associated with members assigned to managed care
- Care coordination related to specific population groupings (General, Special Needs, Behavioral Health, and Elderly)
- Consumer protections and support information
- Managed care organization program information related to operations
- Network access and continuity of providers
- Financial reporting
- Program integrity actions and recoveries
- Health care outcomes for Medicaid members
- Appendices with supporting information

This report is based on Quarter 1 of State Fiscal Year (SFY20) 2020 and includes the information for the Iowa Medicaid MCOs:

- Amerigroup Iowa, Inc. (Amerigroup, AGP)
- Iowa Total Care (ITC)

Notes about the reported data:
- This quarterly report is focused on key descriptors and measures that provide information about the managed care implementation and operations.
- While this report does contain operational data that can be an indicator of positive member outcomes, standardized, aggregate health outcome measures are reported annually. This will include measures associated with HEDIS®[1] CAHPS[2], and measures associated with the 3M Treo Value Index Score tool developed for the State Innovation Model (SIM) grant that the state has with the Centers for Medicare and Medicaid Services (CMS).
- The reports are largely based on managed care claims data. Because of this, the data will not be complete until a full 180 days has passed since the period reported. However,

[1] The Healthcare Effectiveness Data and Information Set (HEDIS®) is a standardized, nationally-accepted set of performance measures that assess health plan performance and quality.
[2] The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a standardized, nationally-accepted survey that assesses health plan member satisfaction.

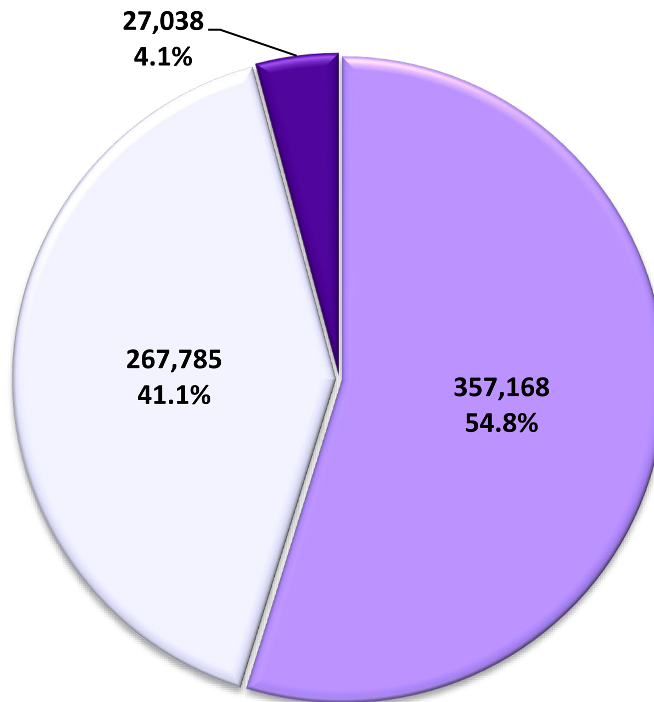
based on our knowledge of claims data this accounts for less than 15% of the total claim volume for that reporting period.

- The Medical Loss Ratio information is reflected as directly reported by the MCOs.
- The Department validates the data by looking at available fee-for-service historical baselines, encounter data, and by reviewing the source data provided by the MCOs.

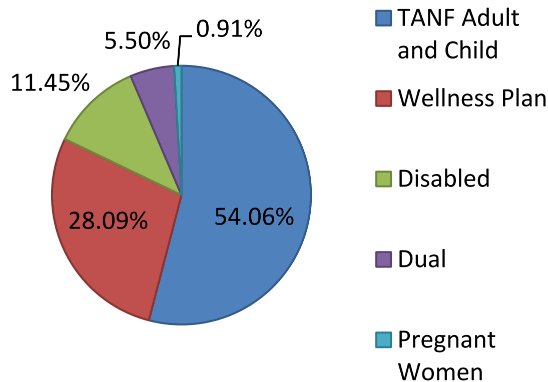
More information on the move to managed care is available at
http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization

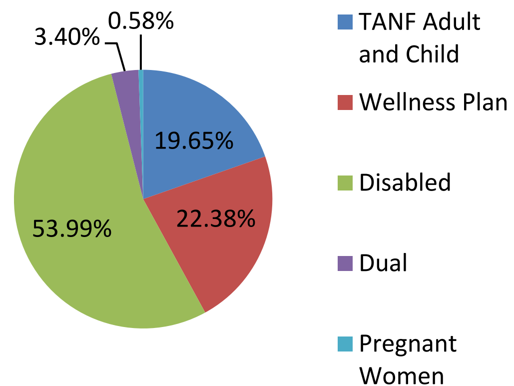
Providers and members can find more information on the IA Health Link program at
http://dhs.iowa.gov/iahealthlink

Plan Enrollment By Age

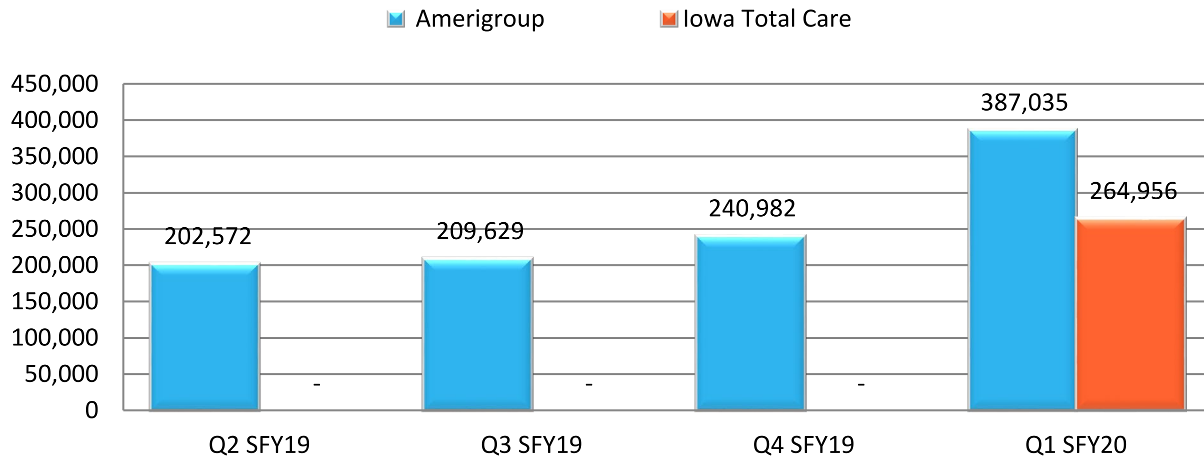


*September 2019 enrollment data as of October 31, 2019 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes. This includes Hawki enrollees. 38,782 members remain in Fee-for-Service (FFS).



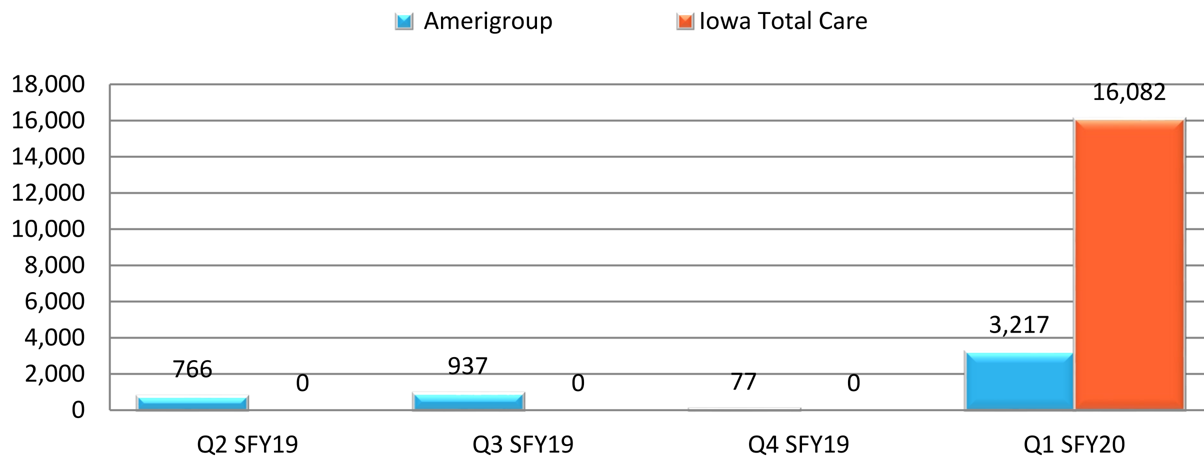


PLAN ENROLLMENT BY MCO



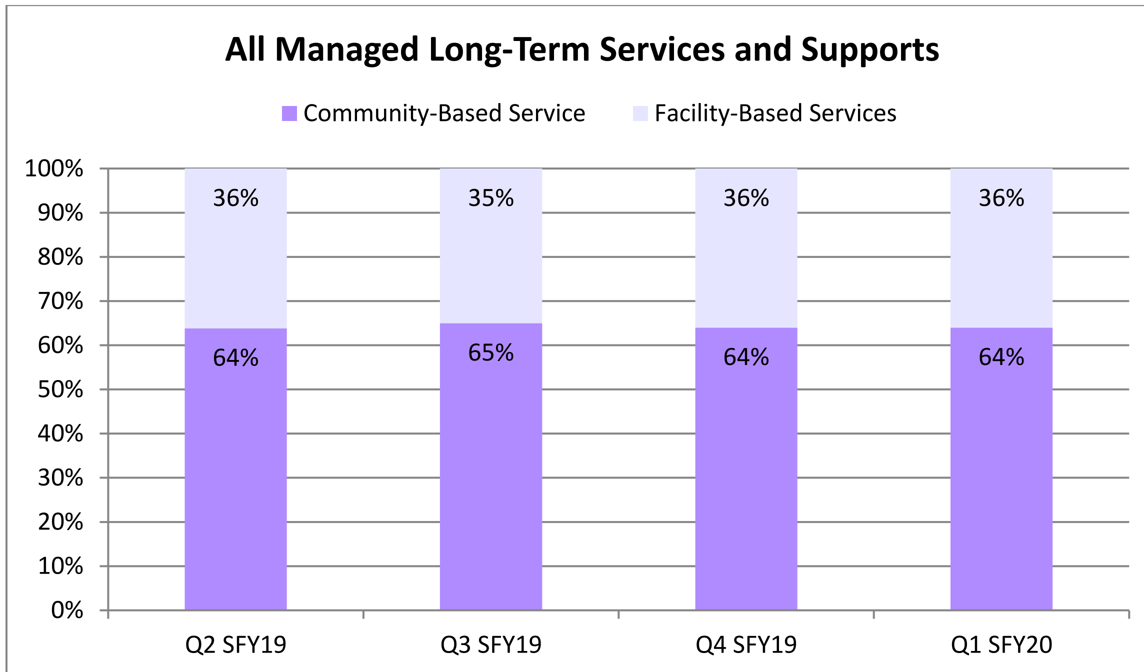
* September 2019 enrollment data as of October 31, 2019 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

PLAN DISENROLLMENT BY MCO



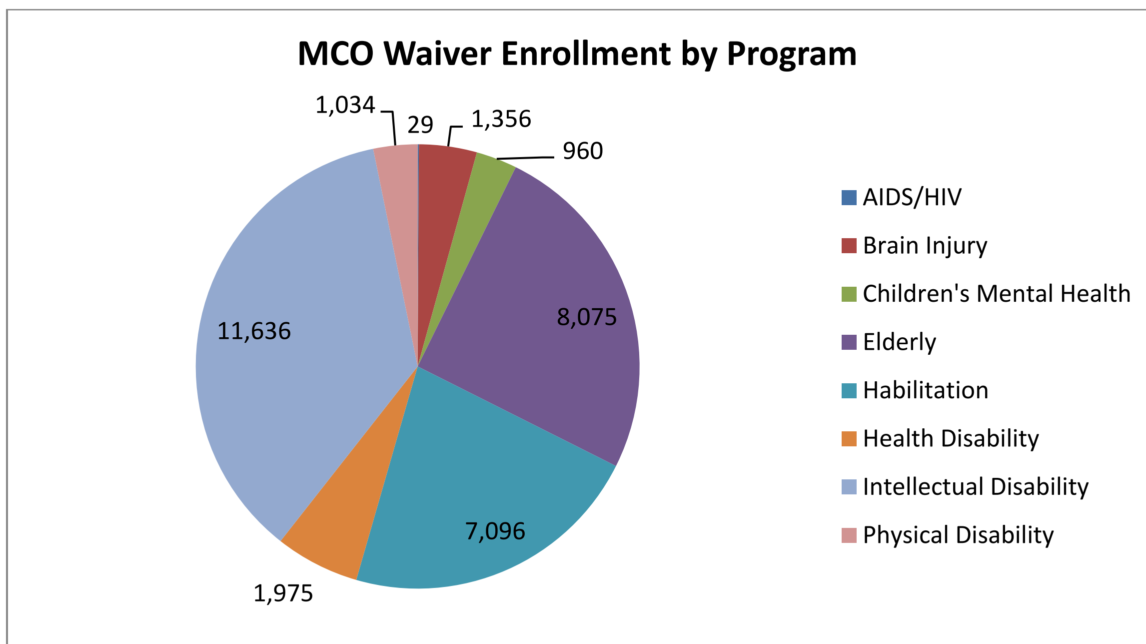
* September 2019 enrollment data as of October 31, 2019 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

All MCO Long Term Services and Supports (LTSS) Enrollment



Information on individual waiver enrollment and waitlists can be found at the dedicated webpage: http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers.

All MCO Home and Community-Based Service (HCBS) Waiver Enrollment

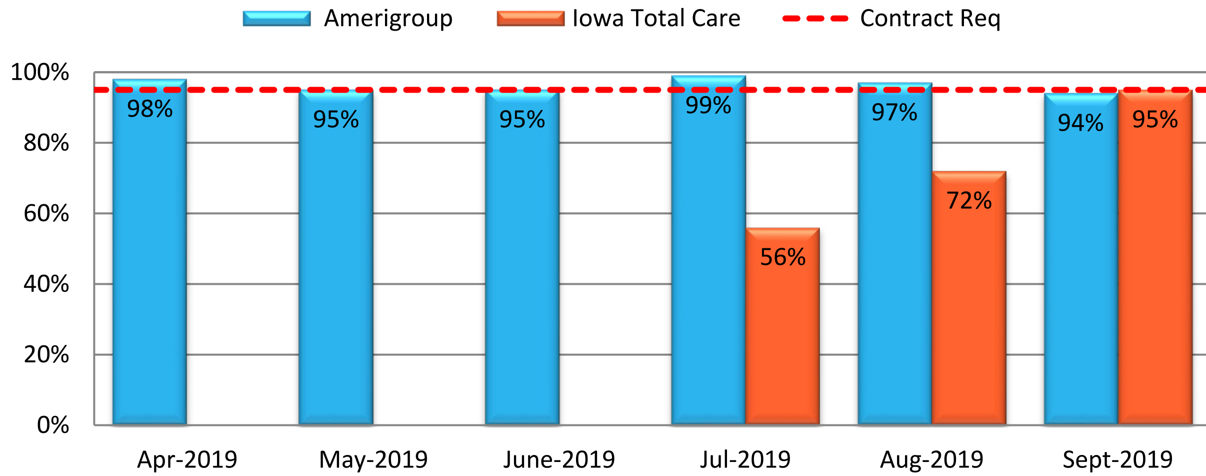


Average Number of Contacts		
Data Reported as of September 30, 2019	Amerigroup	Iowa Total Care
Average Number of Care Coordinator Contacts per Member per Month	0.3	1.1
Average Number of Community-Based Case Manager Contacts per Member per Month	0.7	1.0

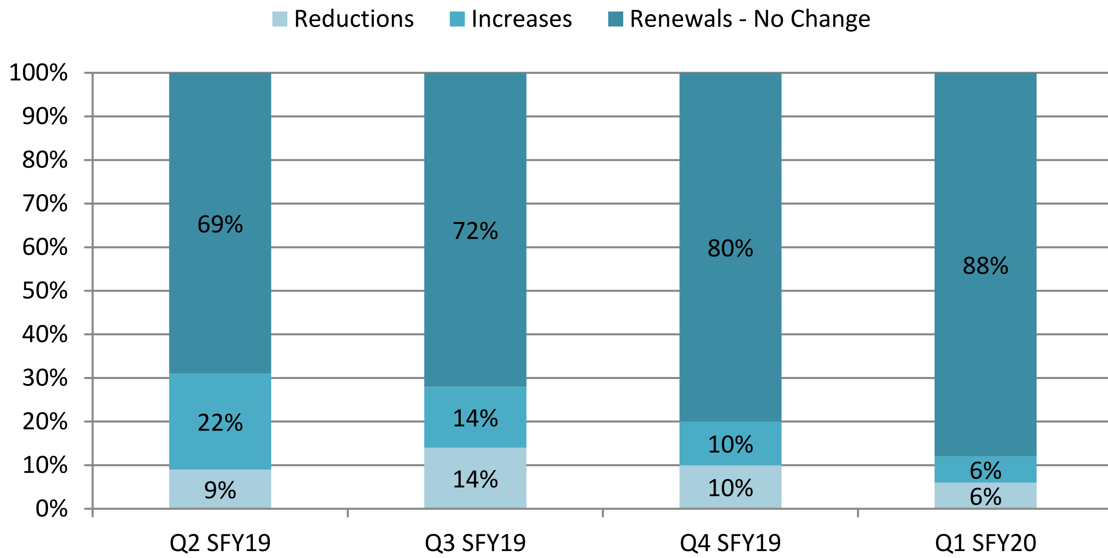
Member to Coordinator Ratios		
Data Reported as of September 30, 2019	Amerigroup	Iowa Total Care
Ratio of Members to Care Coordinators	17	22
Ratio of HCBS Members to Community-Based Case Managers	66	37

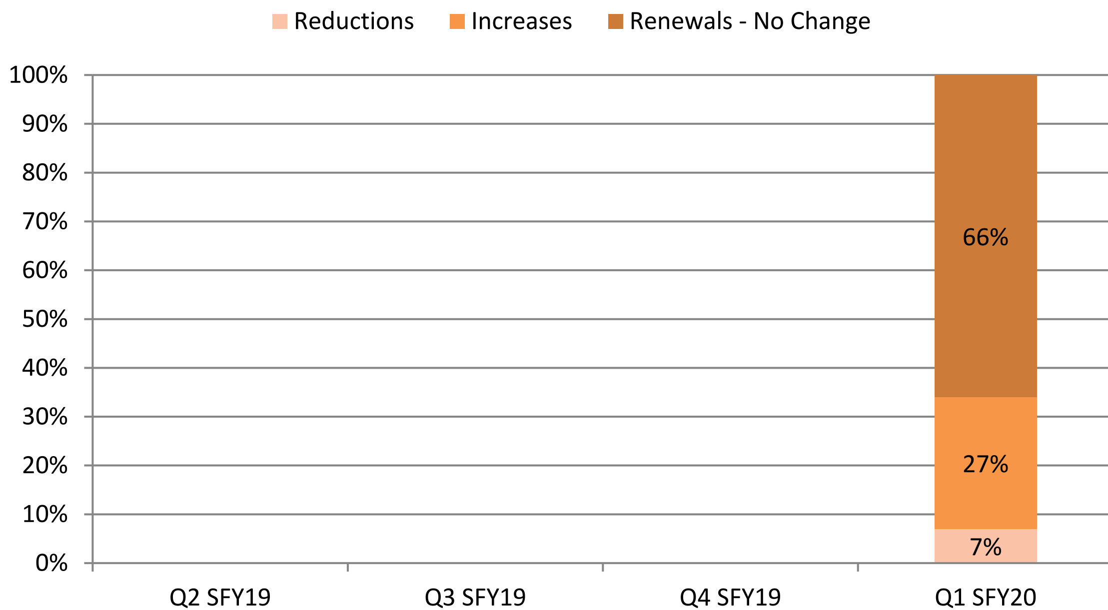
Level of Care (LOC) Reassessments

Must be updated annually or as a member’s needs change.



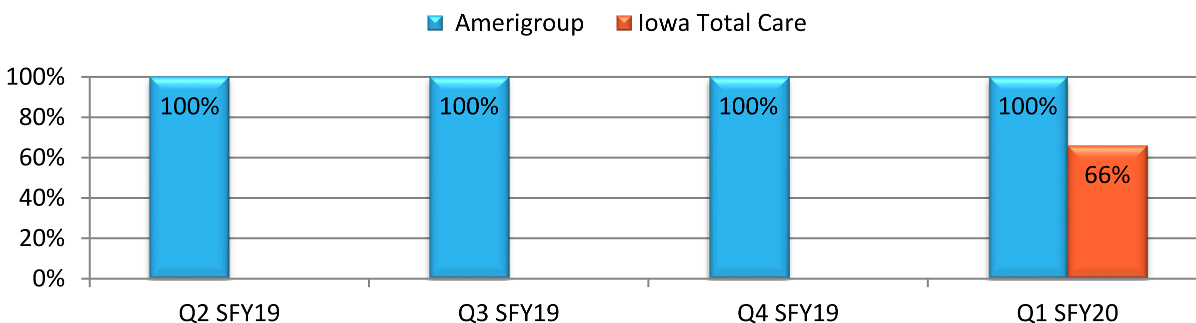
The data illustrated below reflects the status of the annual service plan reviews for members receiving HCBS.

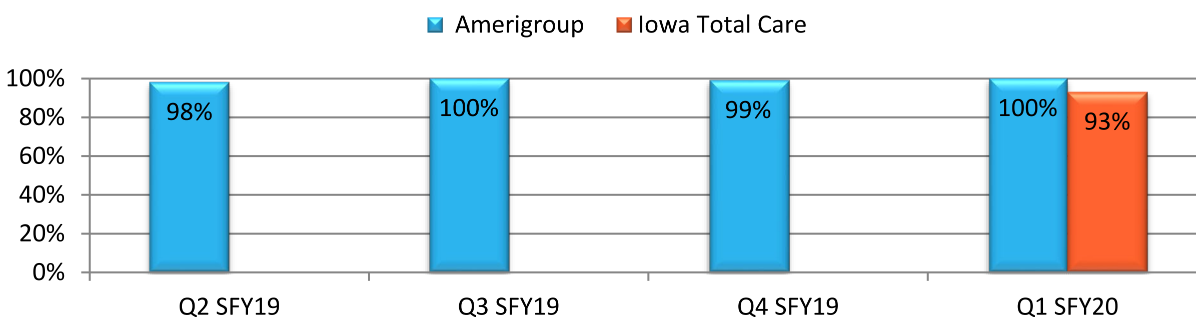


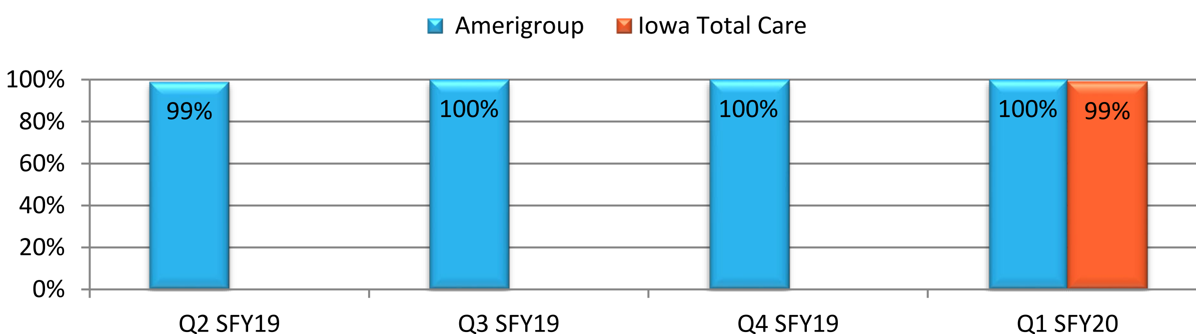


Iowa Participant Experience Survey (IPES) Reporting

Iowa Participant Experience Survey (IPES) results are one component of the Department's HCBS quality strategy. Surveys are conducted to achieve a statistically significant representative sample by waiver with a 95% confidence level and a 5% error rate. Percentages below reflect the number of survey responses in the quarter from all applicable waivers indicating "yes." Other valid survey responses include "no," "I don't know," "I don't remember," and "no/unclear."

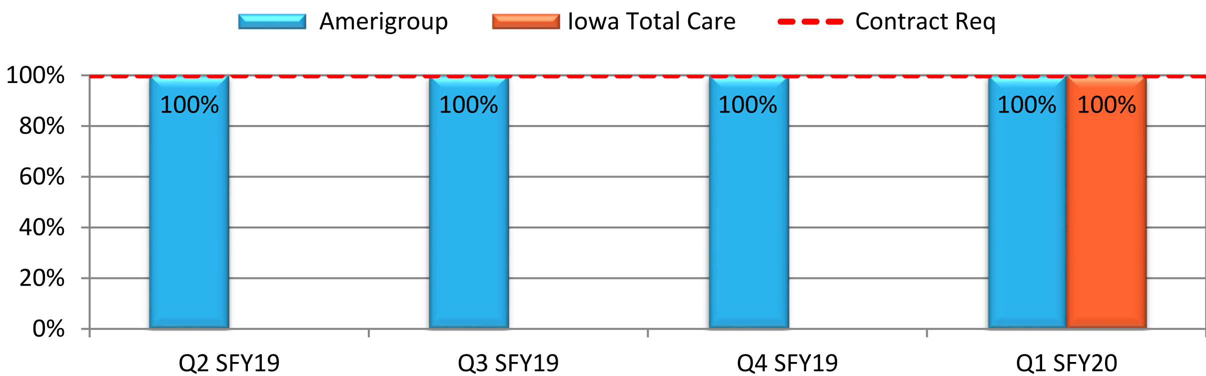






MCO Member Grievances

The Grievances resolved data below demonstrates the level to which the member is receiving timely and adequate levels of service. A grievance is considered resolved once it has been through the process and a disposition has been communicated to the member and member representative.



Grievances Received Supporting Data

	Amerigroup		Iowa Total Care	
Quarter	Count	% Pop	Count	% Pop
Q2 SFY19	280	0.13%		
Q3 SFY19	314	0.14%		
Q4 SFY19	248	0.09%		
Q1 SFY20	286	0.07%	155	0.05%

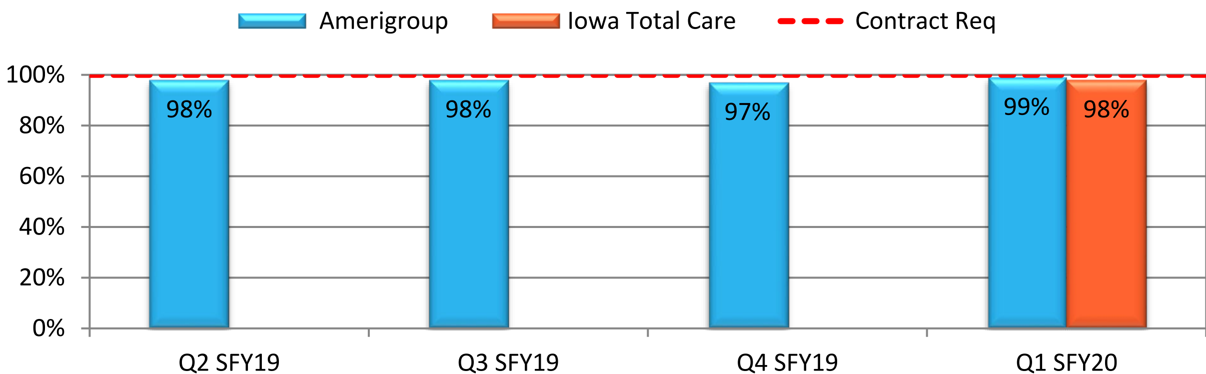
Top 10 Reasons for Grievances

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	Transportation - Driver Delay	28%	General Complaint Vendor/ Transportation	17%
2.	Transportation - Driver no-show	16%	Missed Appointment/ Transportation	14%
3.	Voluntary Disenrollment	15%	Provider	9%
4.	Provider balance billed	10%	Late Appointment/ Transportation	8%
5.	Termination of eligibility	6%	Unhappy with Benefits	6%
6.	Provider attitude/rudeness	6%	Health Plan Staff/Customer Service	4%
7.	Adequacy of treatment record keeping	4%	Network Availability	4%
8.	Transportation - Unsafe Driving	4%	Driver did not show/ Transportation	3%
9.	Inadequate benefit access	3%	General Complaint Vendor CSR/ Transportation	3%
10.	Provider refusal to treat	3%	Call Center Staff	3%

MCO Member Appeals

The appeals resolved data below demonstrates the level to which the member is receiving adequate and timely and levels of service. An appeal is considered resolved once it has been through the process and a disposition has been communicated to the member and member representative.



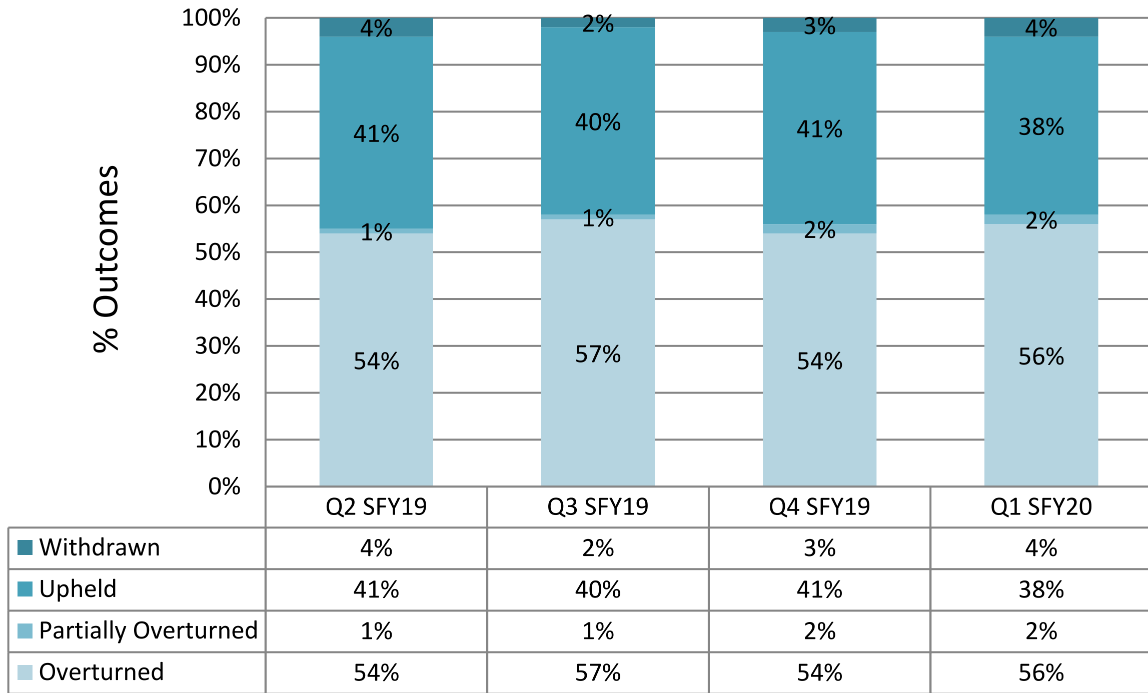
Appeals Received Supporting Data

	Amerigroup		Iowa Total Care	
Quarter	Count	% Claims	Count	% Claims
Q2 SFY19	239	0.01%		
Q3 SFY19	233	0.01%		
Q4 SFY19	211	0.01%		
Q1 SFY20	244	0.01%	89	0.01%

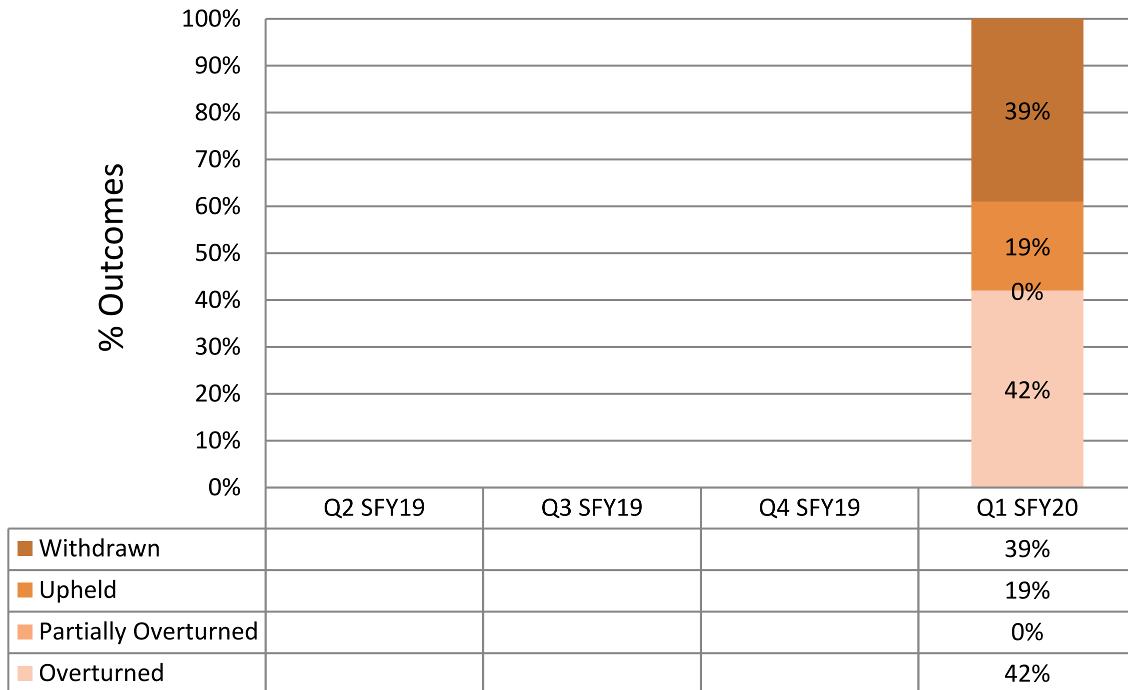
Top 10 Reasons for Appeals

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	Pharmacy - Non Injectable	36%	Radiology – UM Appeal (NIA)	88%
2.	Radiology	19%	Other - Mental Health Service	8%
3.	Pharmacy - Injectable	10%	Consultation - Pain Management	1%
4.	*Durable Medical Equipment* (*DME*)	7%	Diagnostic - Sleep Study	1%
5.	Pain Management	6%	Injections - Epidural Injections	1%
6.	Surgery	6%	Rx - Does Not Meet Prior Authorization Guidelines	1%
7.	BH - Op Service	4%		
8.	BH - Inpatient	4%		
9.	Inpatient - Medical	4%		
10.	Outpatient Services - Medical	2%		

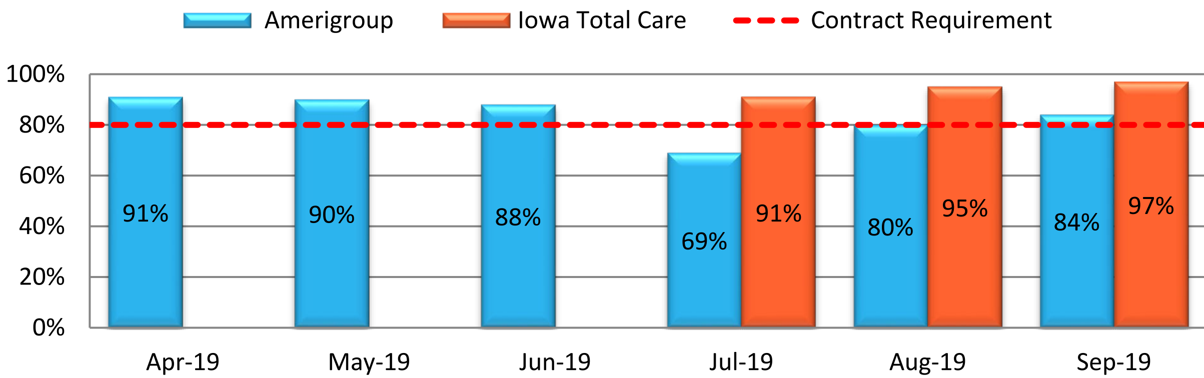


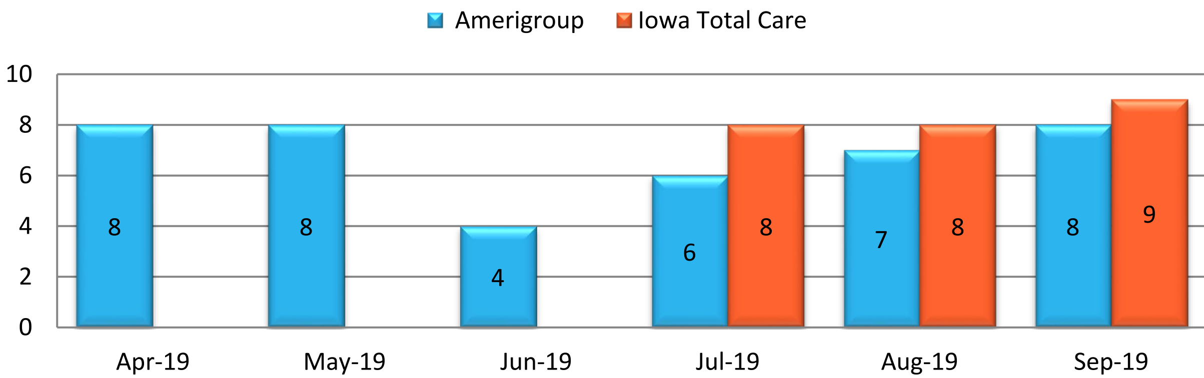
	Q2 SFY19	Q3 SFY19	Q4 SFY19	Q1 SFY20
Withdrawn	4%	2%	3%	4%
Upheld	41%	40%	41%	38%
Partially Overturned	1%	1%	2%	2%
Overturned	54%	57%	54%	56%



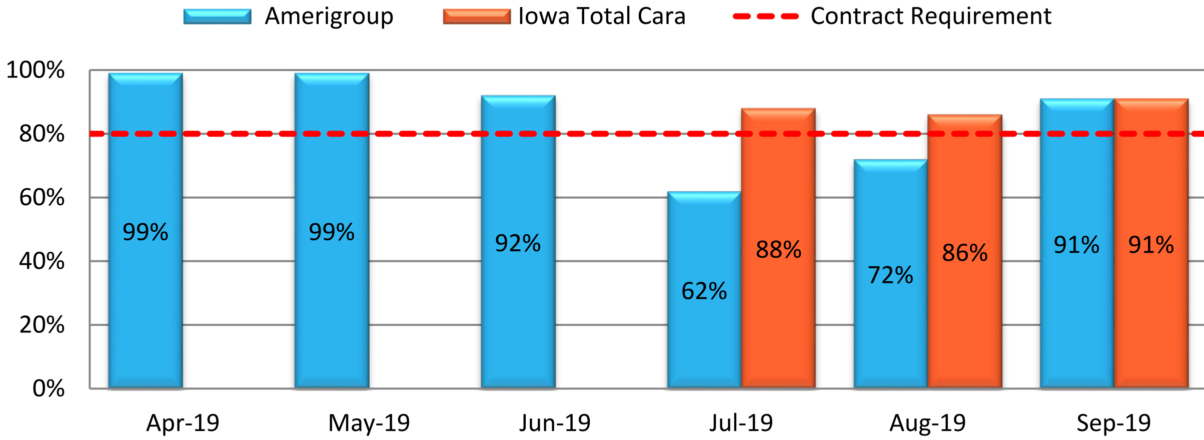
	Q2 SFY19	Q3 SFY19	Q4 SFY19	Q1 SFY20
Withdrawn				39%
Upheld				19%
Partially Overturned				0%
Overturned				42%

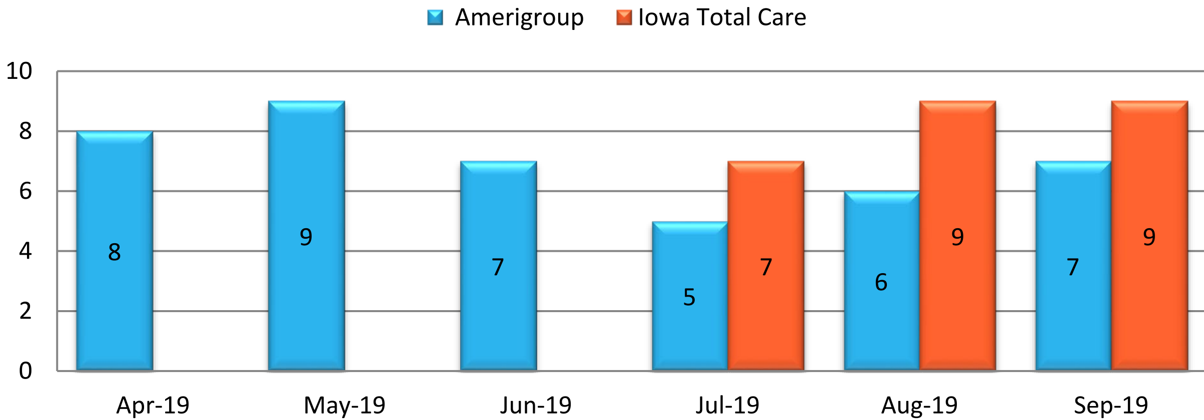
Member Helpline



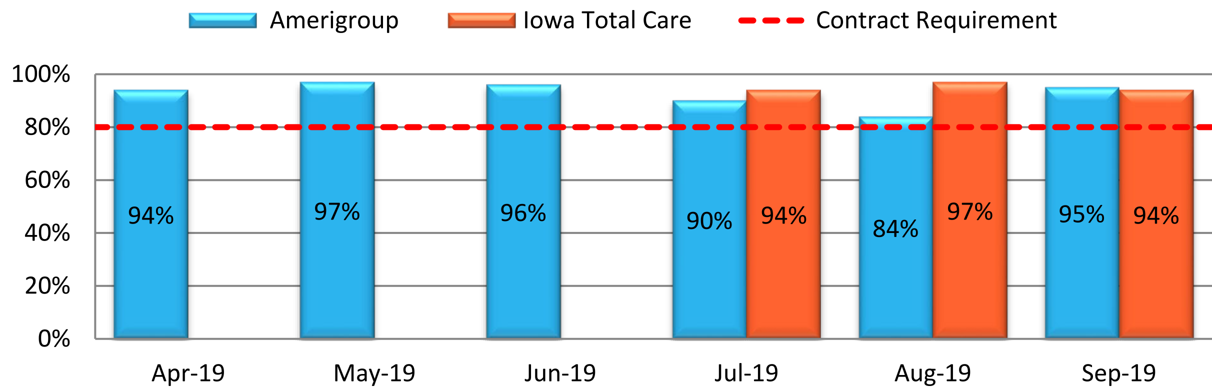


Provider Helpline

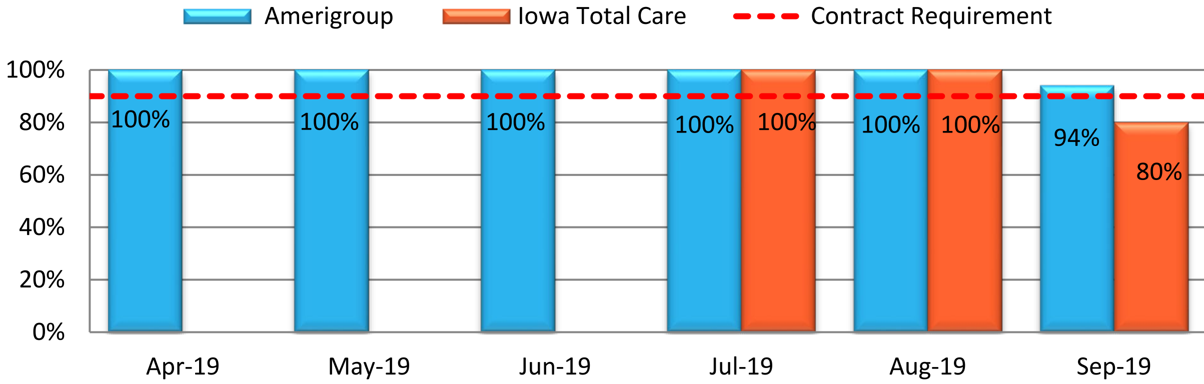


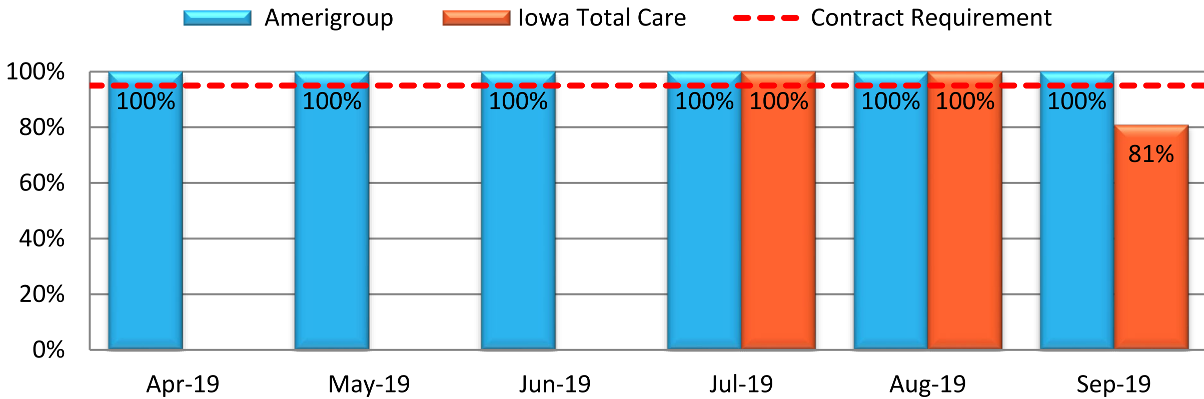


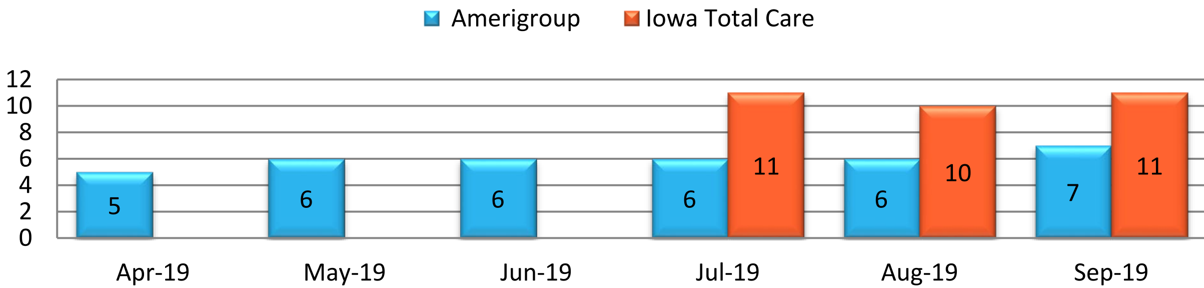
Pharmacy Provider Helpline



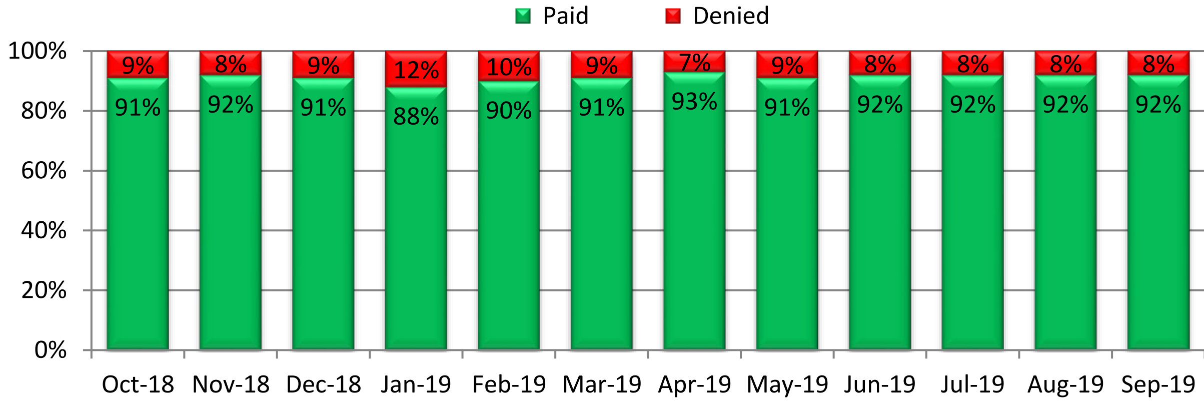
Non-Pharmacy Claims Payments

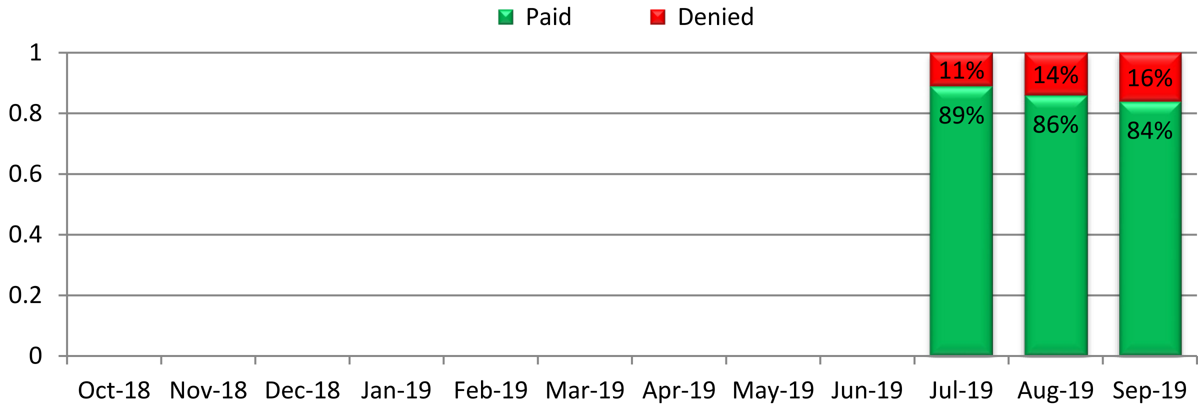




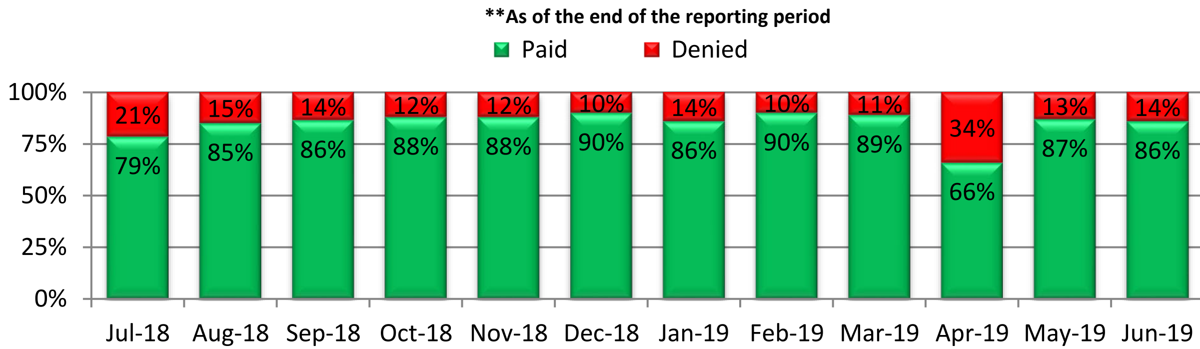


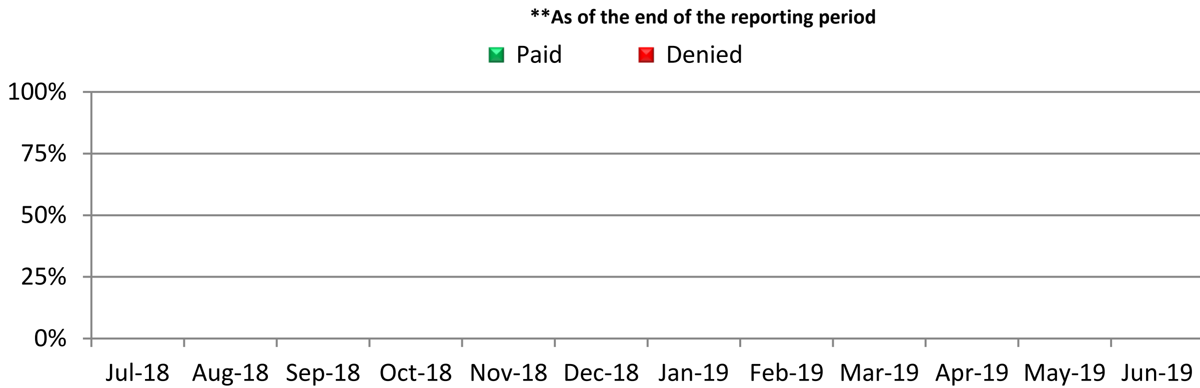
Non-Pharmacy Claims Payments



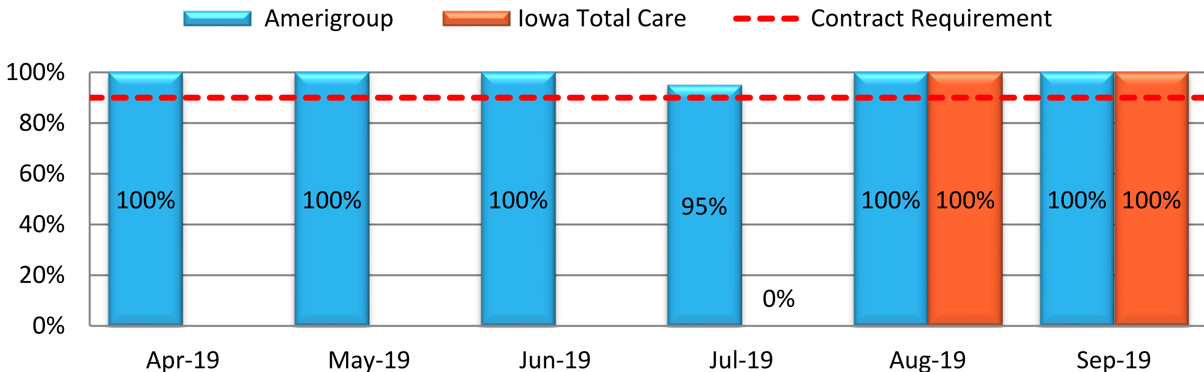


Non-Pharmacy Claims Payments





As this measure is calculated using a 90 day lag, ITC has no data to report this quarter.



Top 10 Reasons for Non-Pharmacy Claims Denial

**As of the end of the reporting period

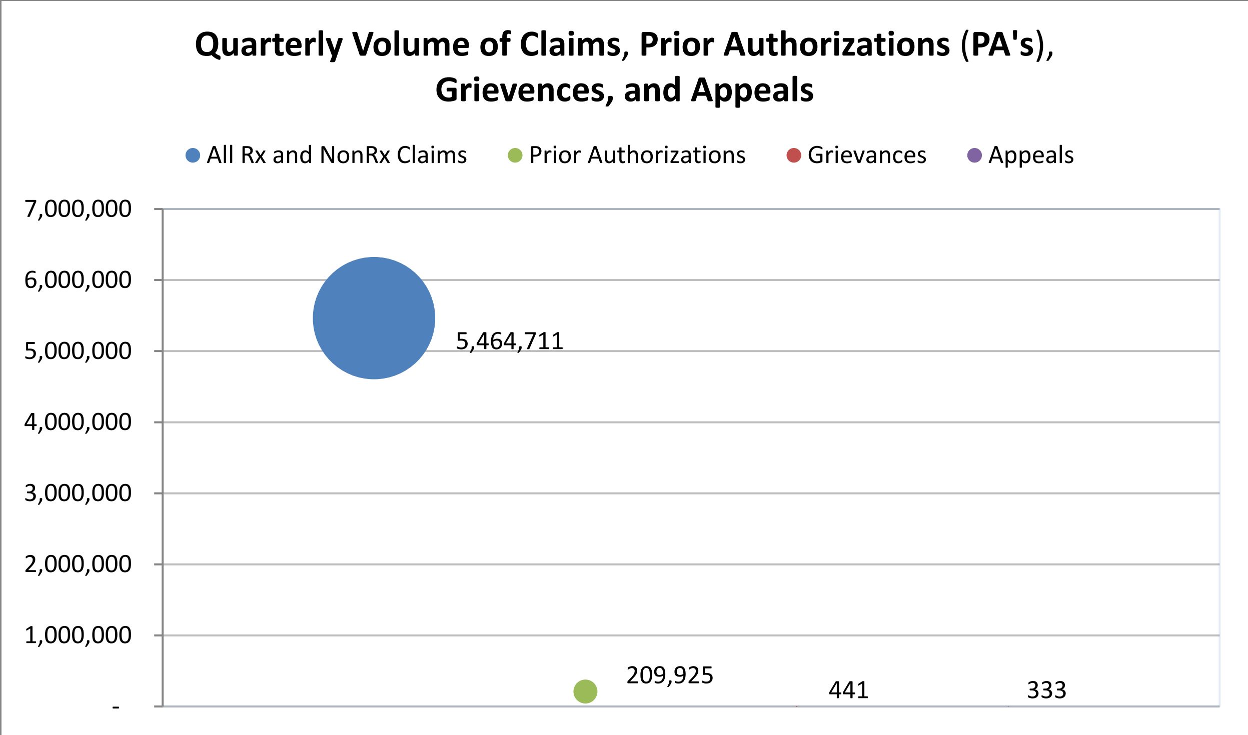
#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	18 – Exact duplicate claim/service (Use only with Group Code OA except where state workers' compensation regulations requires CO)	20%	Deny referring provider NPI/Name Is missing - 206	15%
2.	252-An attachment/other documentation is required to adjudicate this claim/service. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT) N479-Missing Explanation of Benefits (Coordination of Benefits or Medicare Secondary Payer)	19%	Deny: No authorization on file that matches service(s) billed - 197	12%
3.	27-Expenses incurred after coverage terminated	12%	Not covered unless submitted via electronic claim – N/A	10%
4.	197-Precertification/authorization/notification absent	10%	Adjustment – adjusted per corrected billing form from provider – A1	8%
5.	45-Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Note: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability) N381-Alert: Consult our contractual agreement for restrictions/billing/payment information related to these charges	6%	Claim to be reprocessed – corrected under new claim number – 23	6%
6.	256-Service not payable per managed care contract	5%	Bill primary insurer 1st resubmit with EOB – 252	6%
7.	23-The impact of prior payer(s) adjudication including payments and/or adjustments. (Use only with Group Code OA)	5%	Deny: duplicate claim service – 18	4%
8.	29-The time limit for filing has expired	2%	Deny: missing or invalid CBSA area – 16	4%
9.	26-Expenses incurred prior to coverage	2%	Deny: resubmit with correct modifier - 4	3%

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
10.	97-The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated. Note: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present N432-Alert: Adjustment based on a Recovery Audit	2%	Rendering Prov not registered with IA DHS/ Iowa Medicaid – 185	2%

Table title: **Top 10 Reasons for Non-Pharmacy Claims Denial** — **As of the end of the reporting period

Claim Adjustment Reason Codes (CARC): A nationally-accepted, standardized set of denial and payment adjustment reasons used by all MCOs. http://www.wpc-edi.com/reference/codelists/healthcare/claim-adjustment-reason-codes/

Remittance Advice Remark Codes (RARCs): A more detailed explanation for a payment adjustment used in conjunction with CARCs. http://www.wpc-edi.com/reference/codelists/healthcare/remittance-advice-remark-codes/

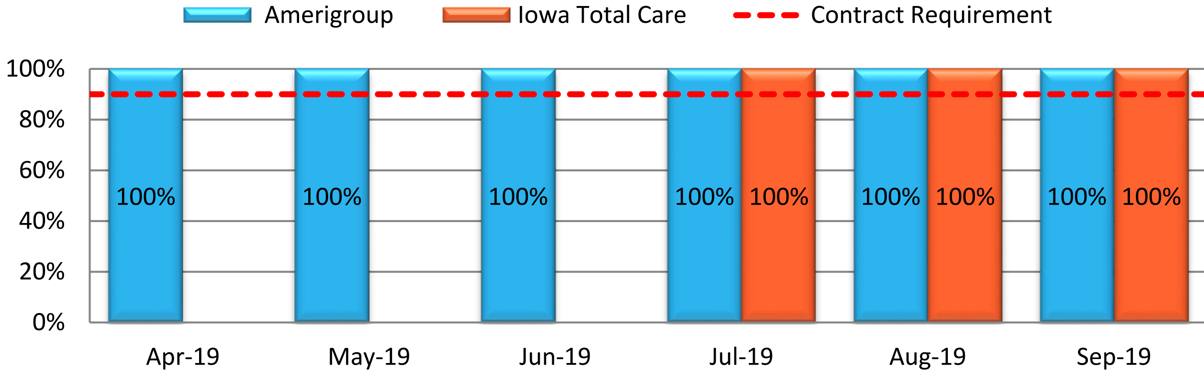


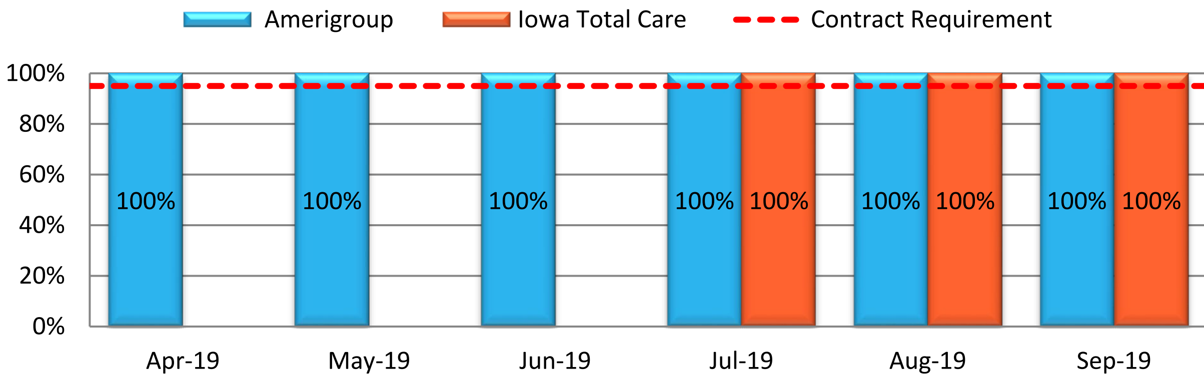
The illustration above provides context to the volume of the following actions in comparison to the overall claims universe:

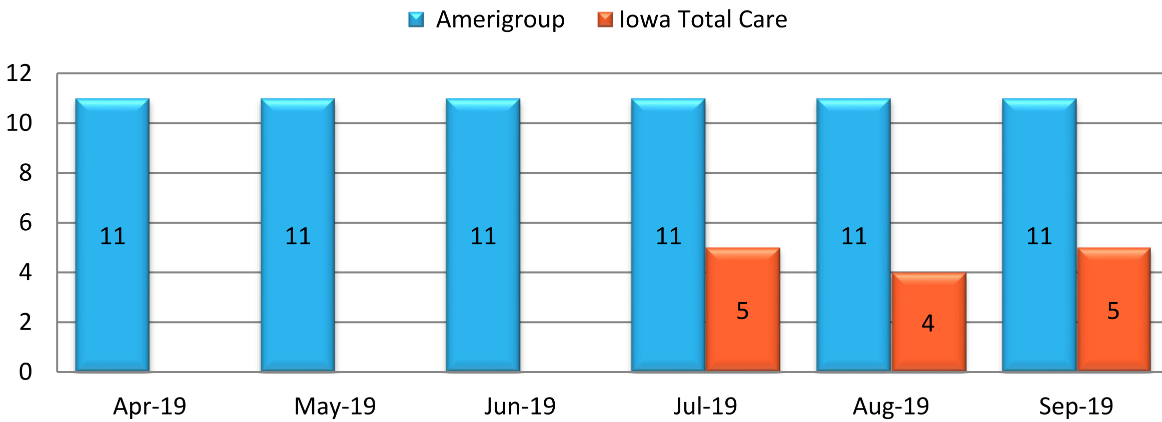
- Benefits may require **Prior Authorization** before service
- Members may elect to file a **Grievance** to express general plan dissatisfaction
- Members or Providers may **Appeal** a filed claim based on a reduction in benefits or an outright rejection

Supporting Data		
All Rx and NonRx Claims	**5,464,711**	**% of Claims Universe**
Prior Authorizations	209,925	3.84%
Grievances	441	0.01%
Appeals	333	0.01%

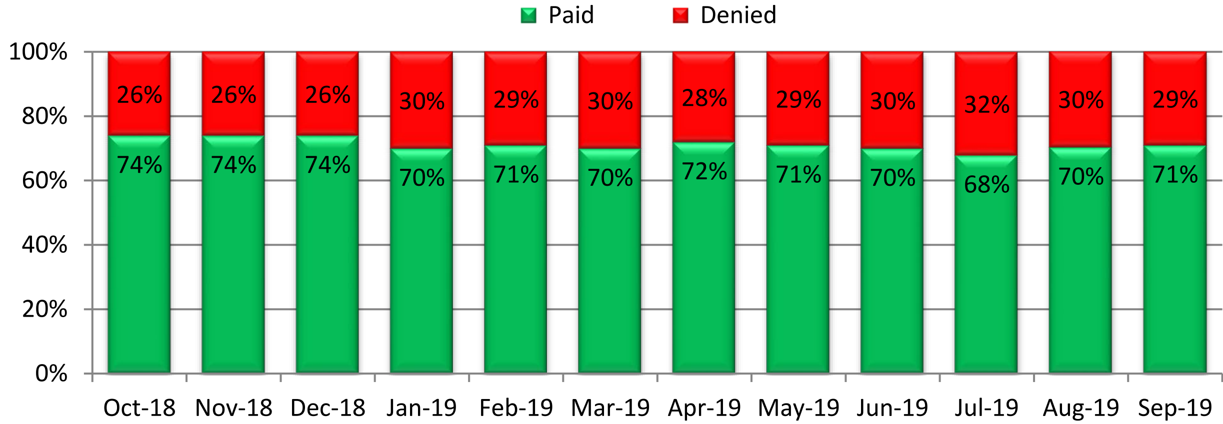
Pharmacy Claims Payment

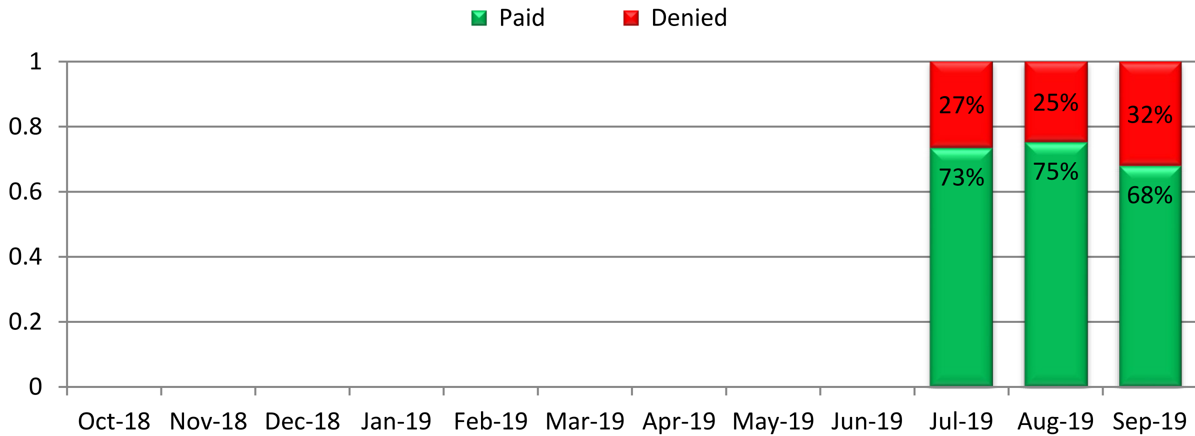






Pharmacy Claims Payment





Top 10 Reasons for Pharmacy Claims Denial

**As of the end of the reporting period

#	Amerigroup		Iowa Total Care	
	Reason	%	Reason	%
1.	Refill Too Soon	30%	Refill Too Soon	33%
2.	Product Not On Formulary	13%	Days Supply Limitation For Product/Service	7%
3.	Submit Bill To Other Processor Or Primary Payer	10%	Filled After Coverage Expired	7%
4.	Days Supply Exceeds Plan Limitation	9%	Product Not On Formulary	3%
5.	Product/Service Not Covered-Plan/Benefit Exclusion	8%	Submit Bill To Other Processor or Primary Payer	3%
6.	DUR Reject Error	5%	Claim Not Processed	3%
7.	Plan Limitations Exceeded	4%	Days Supply Exceeds Plan Limitation	2%
8.	Prior Authorization Required	4%	NDC Not Covered	2%
9.	Scheduled Downtime	3%	Product Not Covered Non-Participating Manufacturer	2%
10.	Medicaid Patient is Medicare Eligible	3%	Prior Authorization Required	2%

Utilization of Value Added Services
Reported Count of Members

The MCOs may offer value added services in addition to traditional Medicaid and HCBS services. Between the plans there are 40 value added services available as part of the managed care program.

Q1 SFY20 Data	Iowa Total Care
My Health Pays Program	52,446
The Flu Program	779
Start Smart for Your Baby	1,035
Member Connections Program	63

Utilization of Value Added Services
Reported Count of Members

The MCOs may offer value added services in addition to traditional Medicaid and HCBS services. Between the plans there are 40 value added services available as part of the managed care program.

Q1 SFY20 Data	Amerigroup
Weight Watchers	474
Exercise Kit	129
Dental Hygiene Kit	164
Personal Bag for Belongings with Comfort Item	24
SafeLink Mobile Phone	2,247
Healthy Families Program	20
Community Resource Link	406
Live Health Online	47
Healthy Rewards	2,951
Taking Care of Baby and Me	4,951
Boys & Girls Club	51
Personal Care Attendant	3
Home Delivered Meals	8
Assistive Devices	3
Community Reintegration	4

Provider Network Access

There are two major methods used to determine adequacy of network in the contract between the Department and the MCOs:

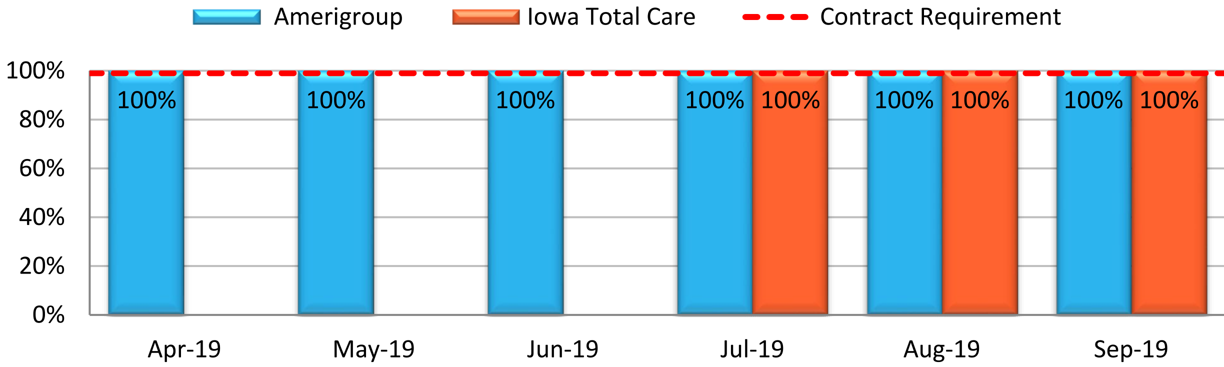
- Member and provider ratios by provider type and by region
- Geographic access by time and distance

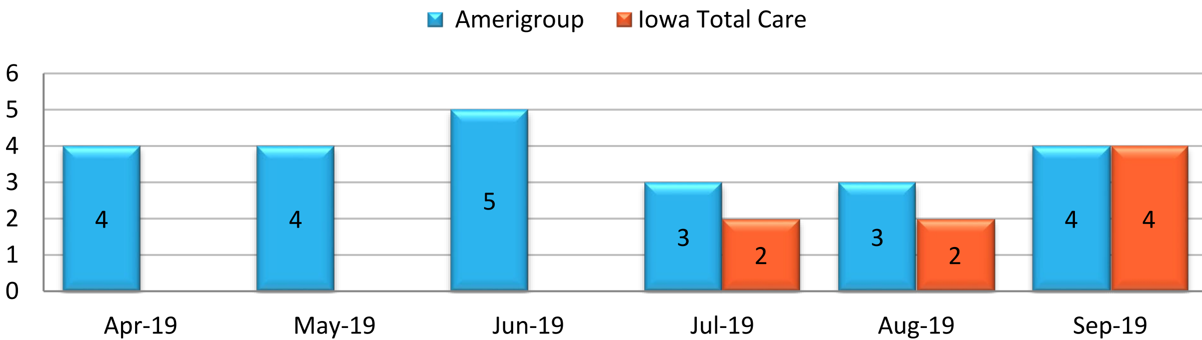
As there are known coverage gaps within the state for both Medicaid and other health care markets; exceptions will be granted by the Department when the MCO clearly demonstrates that:

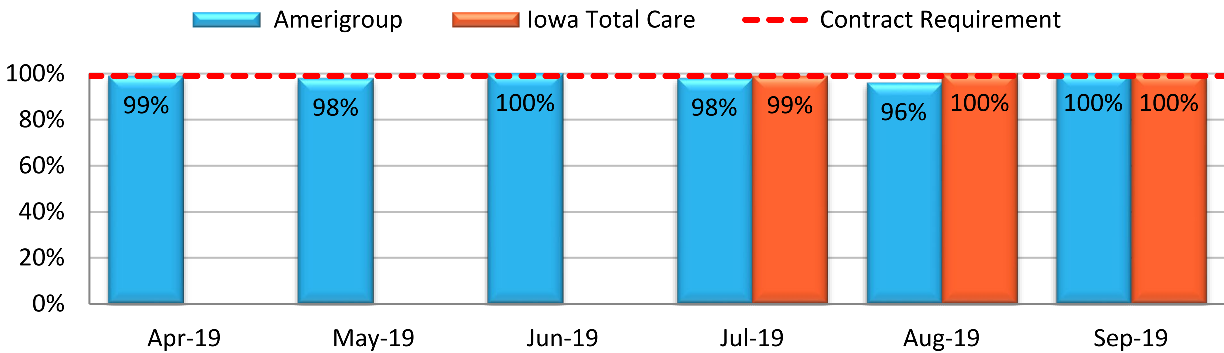
- Reasonable attempts have been made to contract with all available providers in that area; or
- There are no providers established in that area.

Links to time and distance reports can be found at:
https://dhs.iowa.gov/ime/about/performance-data-GeoAccess

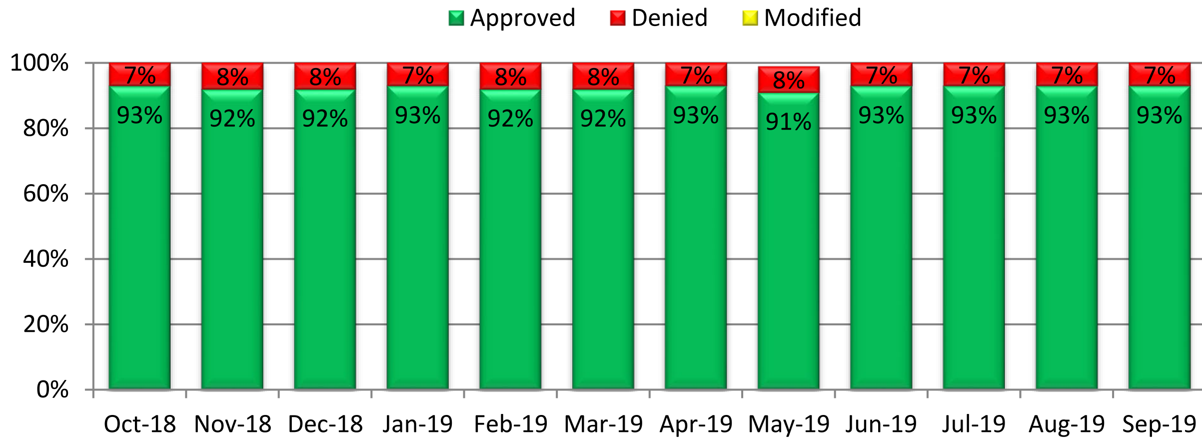
Non-Pharmacy Prior Authorizations (PA's)

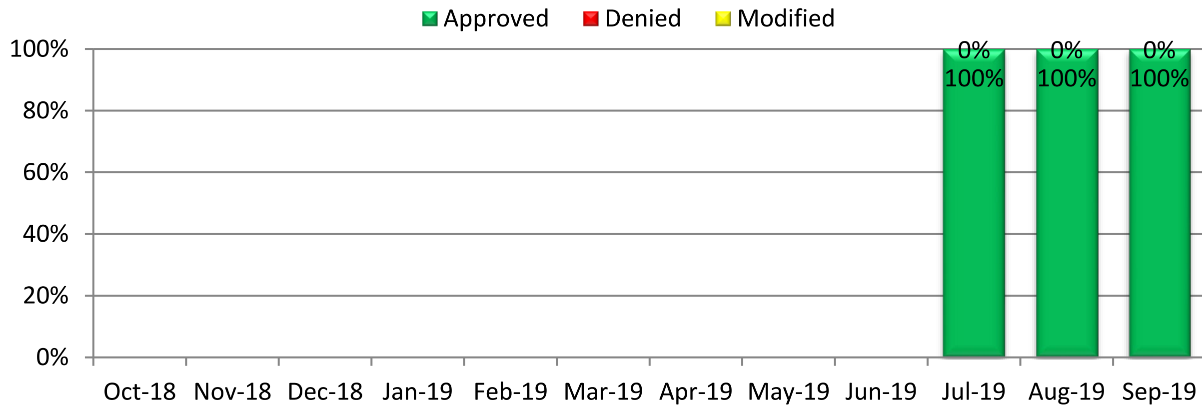






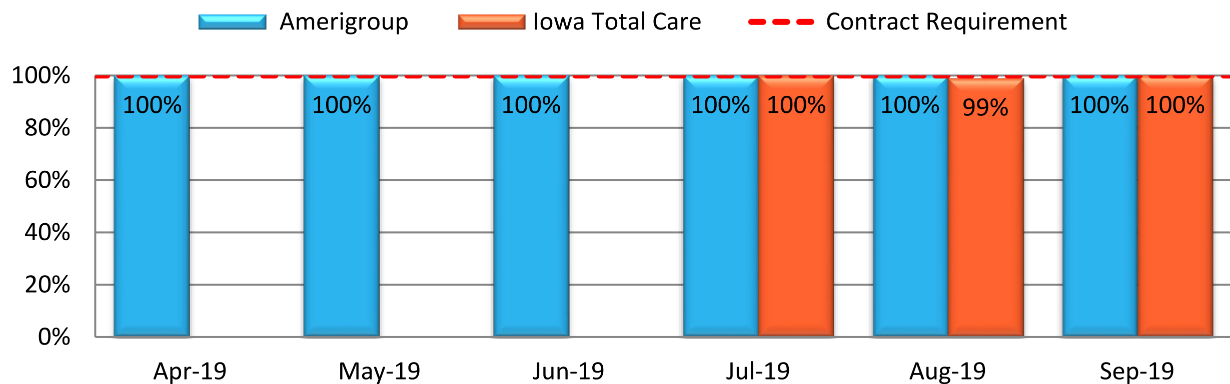
Non-Pharmacy Prior Authorizations (PA's)



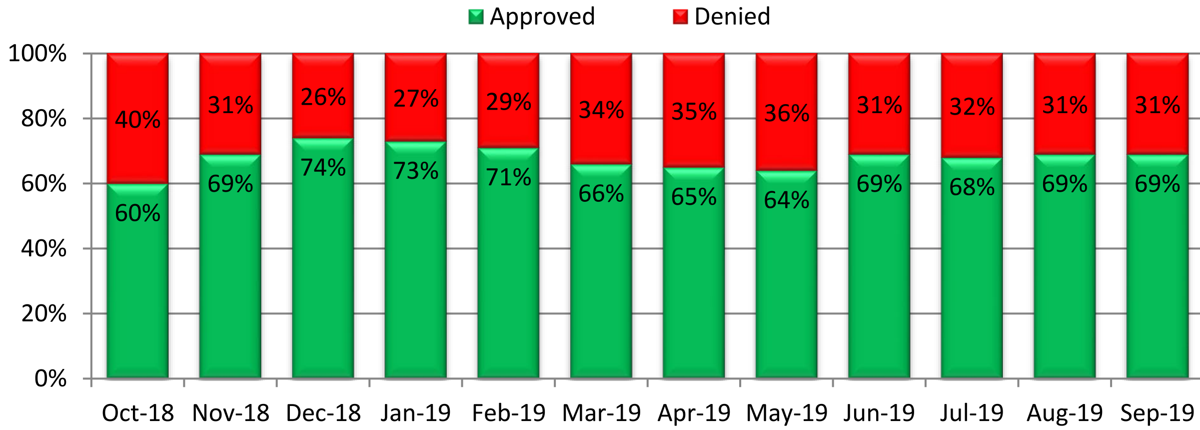


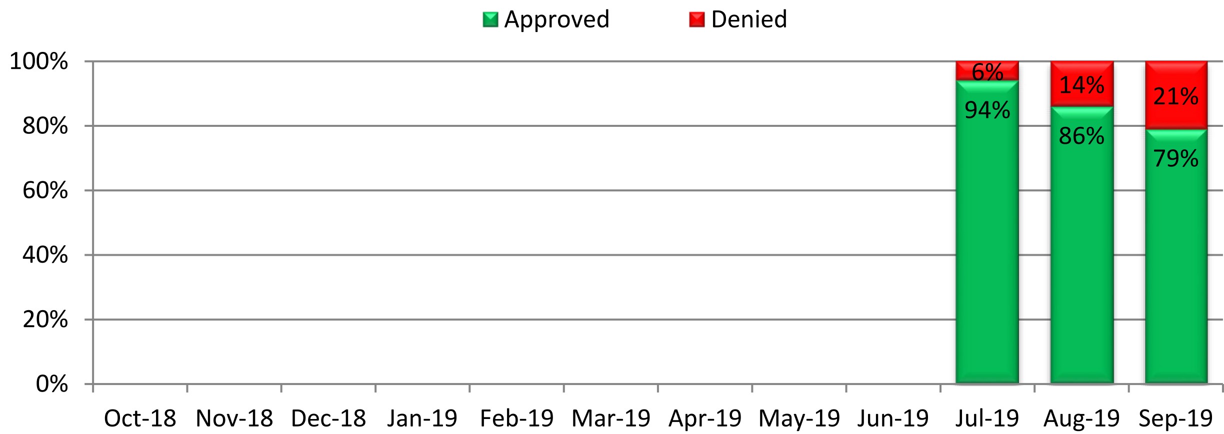
The Department found and corrected an error in reporting percentages for Non-Pharmacy PA Status from October 2018 to March 2019. The graphs above contain the correct percentages.

Pharmacy Prior Authorizations (PA's)



Pharmacy Prior Authorizations (PA’s)





Encounter Data Reporting

Encounter Data are records of medically-related services rendered by a provider to a member. The Department continues the process of validating all encounter data to ensure adequate development of capitation rates and overall program and data integrity.

Measure	Amerigroup			Iowa Total Care		
	Jul	Aug	Sept	Jul	Aug	Sept
Encounter Data Submitted By 20th of the Month	Y	Y	Y	Y	Y	Y

Value Based Purchasing Enrollment

The MCOs are expected to have 40% of their population covered by a value based purchasing agreement.

Data as of September 2019	Amerigroup	Iowa Total Care
% of Members Covered by a Value Based Purchasing Agreement Meeting State Standards	52%	0%

Financial Ratios

Each MCO is required to meet a minimum Medical Loss Ratio (MLR) of 88% per the contract between the Department and the MCOs.

- **Medical Loss Ratio** (**MLR**): Reflects the percentage of capitation payments used to pay medical expenses.
- **Administrative Loss Ratio (ALR**): Reflects the percentage of capitation payments used to pay administrative expenses.
- **Underwriting Ratio** (**UR**): Reflects either profit or loss

A minimum MLR protects the state, providers, and members from inappropriate denial of care to reduce medical expenditures. It also protects the state if capitation rates are significantly above the actual managed care experience, in which case the state will recoup the difference.

Q1 SFY20 Data	Amerigroup	Iowa Total Care
MLR	94.6%	91.6%
ALR	5.2%	7.0%
UR	0.2%	1.4%

These measurements may be subject to change after the end of the reporting quarter due to out of period adjustments made by the MCOs.

Capitation Payments

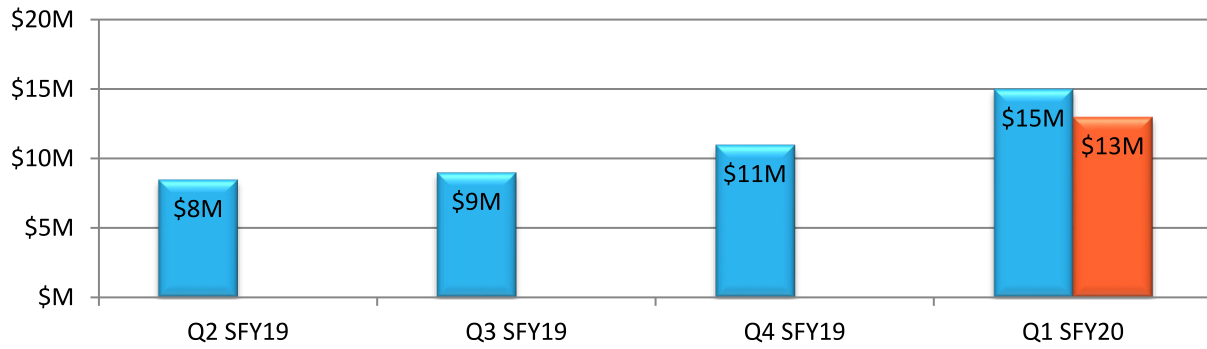
Capitation payments include payments made for the reported quarter's enrollment, adjustments, and member reinstatements and retroactive eligibility. Quarterly Performance Reports in previous fiscal years only included payments for the current quarter's enrollment, which is why previous quarters are not provided.

Amerigroup	Q2 SFY19	Q3 SFY19	Q4 SFY19	Q1 SFY20
Total	**$429,046,036**	**$376,525,389**	**$402,424,413**	**$776,896,261**
Adjustments	$72,262,766	($509,327)	($313,567)	$6,430,230
Current	$347,223,304	$365,336,282	$391,378,265	$746,007,181
Member Reinstatements and Retroactive Eligibility	$9,559,966	$11,698,434	$11,359,715	$24,458,850
Iowa Total Care	Q2 SFY19	Q3 SFY19	Q4 SFY19	Q1 SFY20
Total				**$490,980,587**
Adjustments				($2,210,078)
Current				$472,574,570
Member Reinstatements and Retroactive Eligibility				$20,616,095

Reported Reserves

Data reported	Amerigroup	Iowa Total Care
Acceptable Quarterly Reserves per Iowa Insurance Division (IID) (Y/N)*	Y	Y

Third Party Liability (TPL)



Program Integrity (PI)

Program integrity (PI) encompasses a number of activities to ensure appropriate billing and payment. The main strategy for eliminating fraud, waste and abuse is to use state-of-the art technology to eliminate inappropriate claims before they are processed. This pre-edit process is done through sophisticated billing systems which have a series of edits that reject inaccurate or duplicate claims.

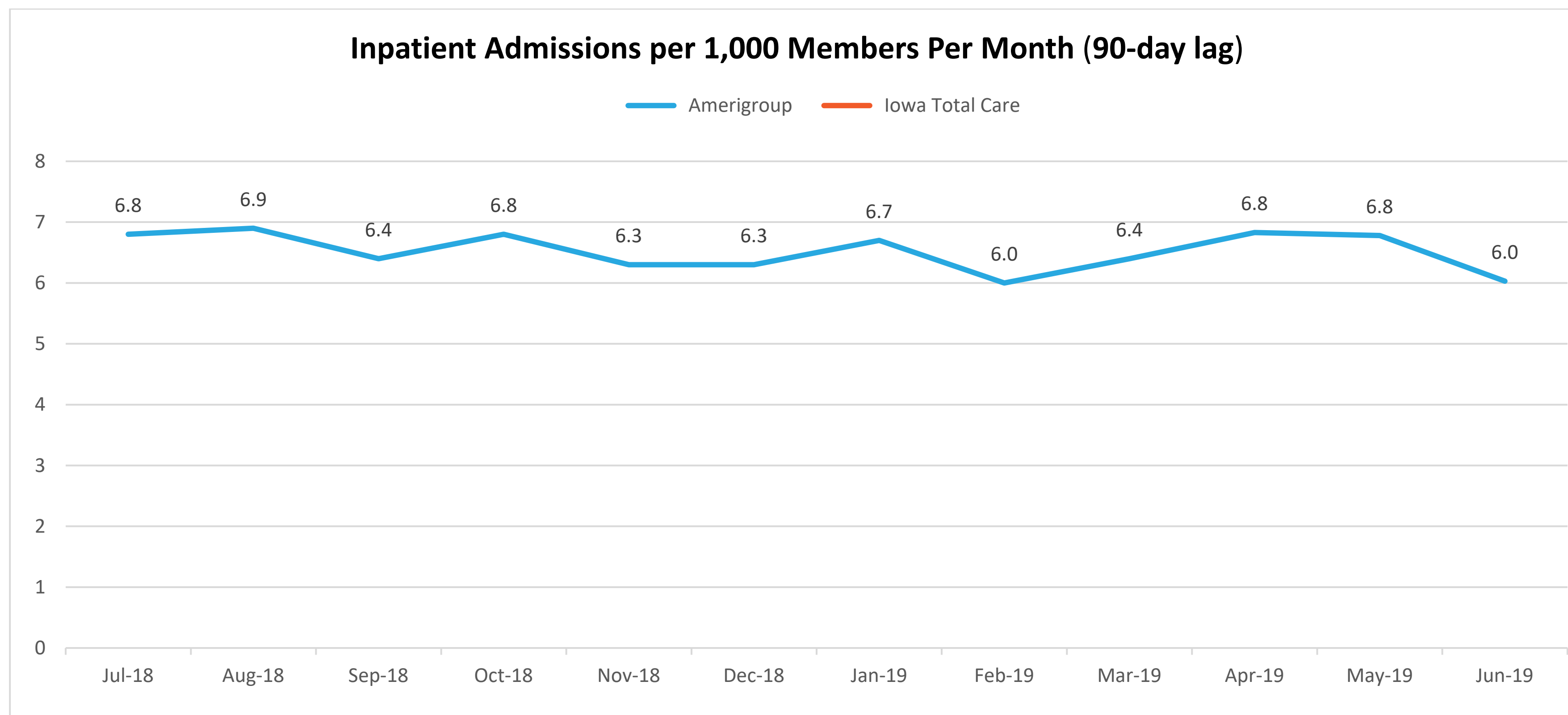
Increased program integrity activities will be reported over time as more claims experience is accumulated by the MCOs, medical record reviews are completed, and investigations are closed.

Fraud, Waste and Abuse

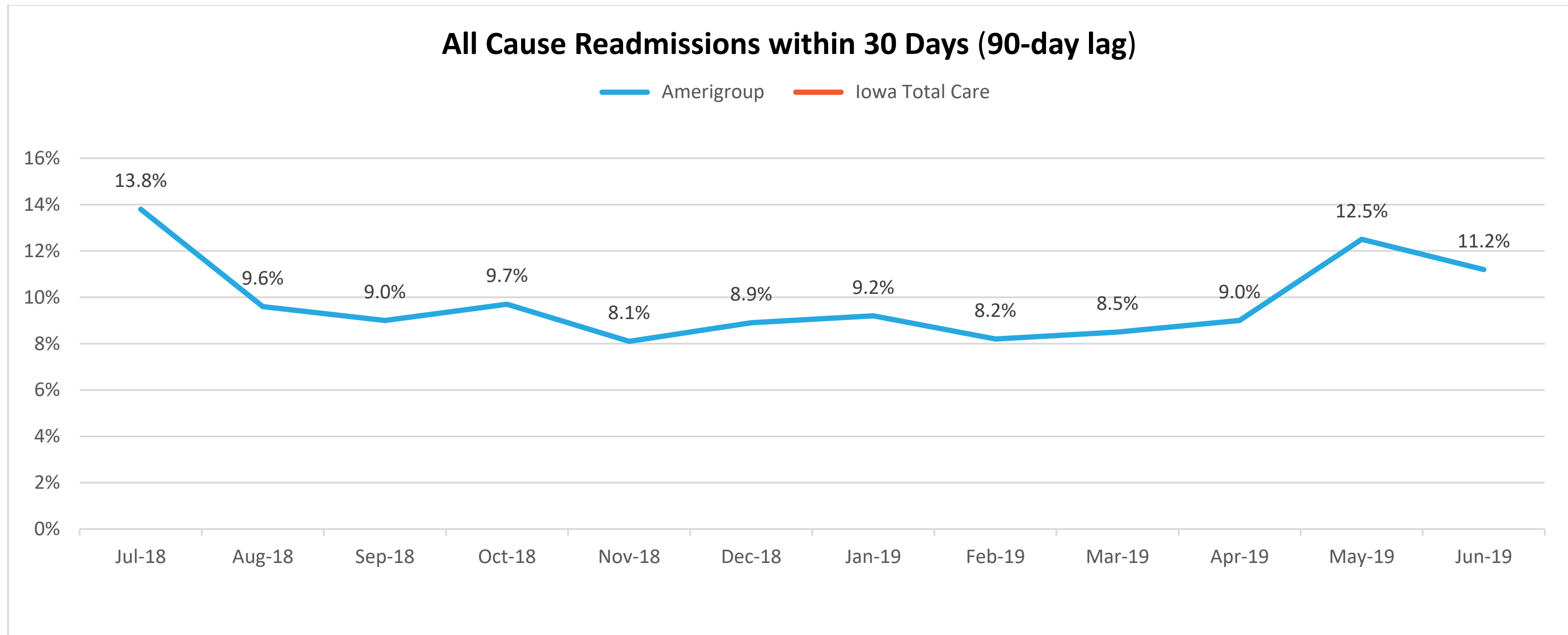
Program integrity activity data demonstrates the MCO's ability to identify, investigate and prevent fraud, waste and abuse.

Q1 SFY20 Data	Amerigroup	Iowa Total Care
Investigations Opened During the Quarter	23	1
Overpayments Identified During the Quarter	6	0
Cases Referred to the Medicaid Fraud Control Unit During the Quarter	6	0
Member Concerns Referred to IME	5	2

The plans have initiated 24 investigations in the fourth quarter and referred 7 cases to MFCU. The billing process generates the core information for program integrity activities. Claims payment and claims history provide information leading to the identification of potential fraud, waste, and abuse. Therefore MCO investigations, overpayment recovery, and referrals to MFCU would not occur until there is sufficient evidence to implement.



Encounter Data Disclaimer: The data provided by the IME is provided "as is." The IME cannot ensure the accuracy, completeness, or reliability of the data. The encounter validation process is not yet complete and a one percent (1%) error rate has not yet been achieved. Users accept the quality of the data they receive and acknowledge that there may be errors, omissions, or inaccuracies in the data provided. Further, the IME is not responsible for the user's interpretation, misinterpretation, use or misuse of the data. The IME does not warrant that the data meets the user's needs or expectations.
As this measure is reported using a 90 day lag, there is no ITC data for this quarter.



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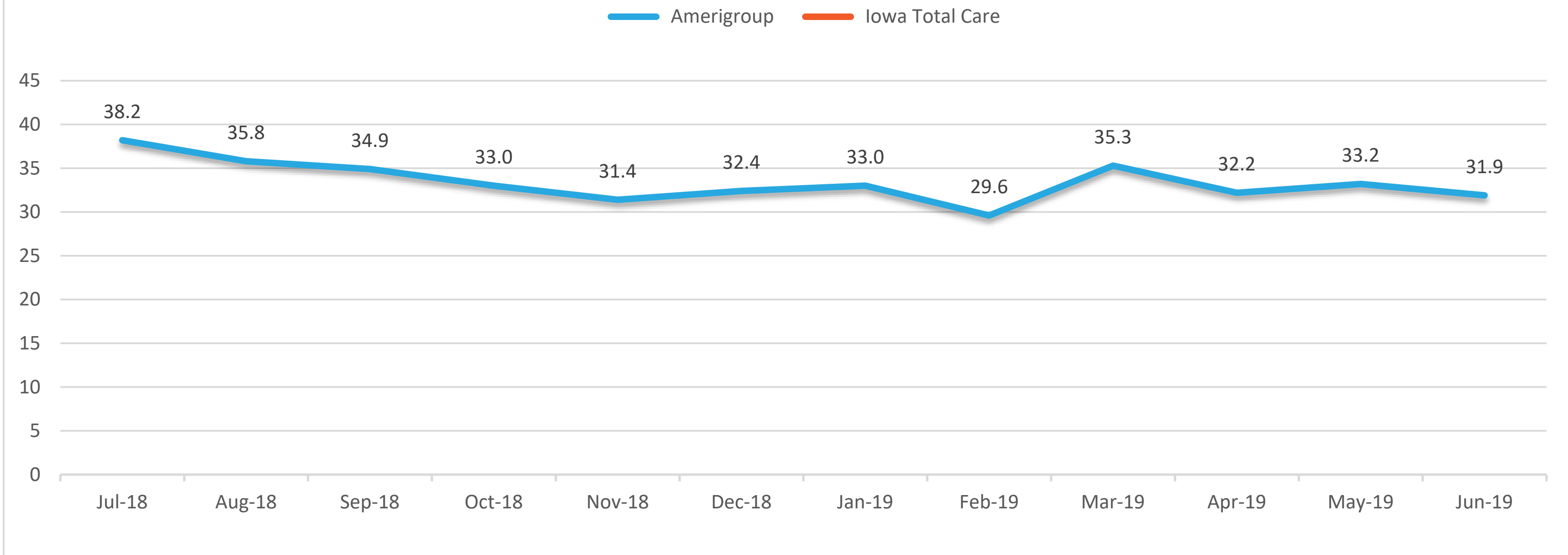

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On both July 1, 2018, and on January 1, 2019, the list of emergent diagnosis codes used to determine this measure was updated, as described in Informational Letter No. 1901-MC-FFS. Due to the decrease in appropriate emergent diagnosis codes on each occasion, it was anticipated that the number of ED visits considered non-emergent would increase for dates of service after these releases.

As this measure is reported using a 90 day lag, there is no ITC data for this quarter.

APPENDIX

APPENDIX: GLOSSARY

MCO Abbreviations:

AGP: Amerigroup Iowa, Inc.
ITC: Iowa Total Care

Glossary Terms:

Administrative Loss Ratio (**ALR**): The percent of capitated rate payment or premium spent on administrative costs.

Appeal: An appeal is a request for a review of an adverse benefit determination. A member or a member's authorized representative may request an appeal following a decision made by an MCO.
Actions that a member may choose to appeal:

- Denial of or limits on a service.
- Reduction or termination of a service that had been authorized.
- Denial in whole or in part of payment for a service.
- Failure to provide services in a timely manner.
- Failure of the MCO to act within required time-frames.
- For a resident of a rural area with only one MCO, the denial of services outside the
- network

Members may file an appeal directly with the MCO. If the member is not happy with the outcome of the appeal, they may file an appeal with the Department of Human Services (DHS) or they may ask to ask for a state fair hearing.

Appeal process: The MCO process for handling of appeals, which complies with:

- The procedures for a member to file an appeal
- The process to resolve the appeal
- The right to access a state fair hearing and
- The timing and manner of required notices

Calls Abandoned: Member terminates the call before a representative is connected.

Capitation Payment: Medicaid payments the Department makes on a monthly basis to MCOs for member health coverage. MCOs are paid a set amount for each enrolled person assigned to that MCO, regardless of whether services are used that month. Capitated rate payments vary depending on the member's eligibility.

CARC: Claim Adjustment Reason Code. An explanation why a claim or service line was paid differently than it was billed. A **RARC** – Readjustment Advice Remark Code provides further information.

Care Management: Care Management helps members manage their complex health care needs. It may include helping member get other social services, too.

Chronic Condition: Chronic Condition is a persistent health condition or one with long-lasting effects. The term chronic is often applied when the disease lasts for more than three months.

Chronic Condition Health Home: Chronic Condition Health Home refers to a team of people who provide coordinated care for adults and children with two chronic conditions. A Chronic Condition Health Home may provide care for members with one chronic condition if they are at risk for a second.

Clean Claims: The claim is on the appropriate form, identifies the service provider that provided service sufficiently to verify, if necessary, affiliation status, patient status and includes any identifying numbers and service codes necessary for processing.

Client Participation: Client Participation is what a Medicaid member pays for Long-Term Services and Supports (LTSS) services such as nursing home or home supports.

Community-Based Case Management (**CBCM**): Community-Based Case Management helps Long Term Services and Supports (LTSS) members manage complex health care needs. It includes planning, facilitating and advocating to meet the member's needs. It promotes high quality care and cost effective outcomes. Community-Based Care managers (CBCMs) make sure that the member's care plan is carried out. They make updates to the care plan as needed.

Consumer Directed Attendant Care (**CDAC**): Consumer Directed Attendant Care (CDAC) helps people do things that they normally would for themselves if they were able. CDAC services include:

- Bathing
- Grocery Shopping
- Medication Management
- Household Chores

Critical Incidents: When a major incident has been witnessed or discovered, the HCBS provider/case manager must complete the critical incident form and submit it to the HCBS member's MCO in a clear, legible manner, providing as much information as possible regarding the incident.

Denied Claims: Claim is received and services are not covered benefits, are duplicate, or have other substantial issues that prevent payment.

DHS: Iowa Department of Human Services

Disenrollment: Refers to members who have chosen to change their enrollment with one MCO to an alternate MCO.

Durable Medical Equipment: Durable Medical Equipment (DME) is reusable medical equipment for use in the home. It is rented or owned by the member and ordered by a provider.

ED: Emergency department

Emergency Medical Condition: An Emergency Medical Condition is any condition that the member believes endangers their life or would cause permanent disability if not treated immediately. A physical or behavioral condition medical condition shown by acute symptoms of sufficient severity that a prudent layperson, who possesses an average knowledge of health and medicine, could expect the absence of medical attention right away to result in:

- Placing the health of the person (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily function
- Serious dysfunction of any bodily organ or body part

If a member has a serious or disabling emergency, they do not need to call their provider or MCO. They should go directly to the nearest hospital emergency room or call an ambulance. The following are examples of emergencies:

- A Serious Accident
- Stroke
- Severe Shortness of Breath
- Poisoning
- Severe Bleeding
- Heart Attack
- Severe Burns

Emergency Medical Transportation: Emergency Medical Transportation provides stabilization care and transportation to the nearest emergency facility.

Emergency Room Care: Emergency Room Care is provided for Emergency Medical Conditions.

Emergency Services: Covered inpatient or outpatient services that are:

- Given by a provider who is qualified to provide these services
- Needed to assess and stabilize an emergency medical condition

Emergency Services are provided when you have an Emergency Medical Condition.

Excluded Services: Excluded services are services that Medicaid does not cover. The member may have to pay for these services.

Fee-for-Service (FFS): The payment method by which the state pays providers for each medical service given to a patient; this member handbook includes a list of services covered through fee-for-service Medicaid.

Fraud: An act by a person, which is intended to deceive or misrepresent with the knowledge that the deception could result in an unauthorized benefit to himself or some other person; it includes any act that is fraud under federal and state laws and rules; this member handbook tells members how to report fraud.

Good Cause: Members may request to change their MCO during their 12 months of closed enrollment. A request for this change, called disenrollment, will require a Good Cause reason. Some examples of Good Cause for disenrollment include:

- A member's provider is not in the MCO's network.
- A member needs related services to be performed at the same time. Not all related services are available within the MCO's provider network. The member's primary care provider or another provider determined that receiving the services separately would subject the member to unnecessary risk.
- Lack of access to providers experienced in dealing with the member's health care needs.
- The member's provider has been terminated or no longer participates with the MCO.
- Lack of access to services covered under the contract.
- Poor quality of care given by the member's MCO.
- The MCO plan does not cover the services the member needs due to moral or religious objections.

Grievance: Members have the right to file a grievance with their MCO. A grievance is an expression of dissatisfaction about any matter other than a decision. The member, the member's representative or provider who is acting on their behalf and has the member's written consent may file a grievance. The grievance must be filed within 30 calendar days from the date the matter occurred. Examples include but are not limited to:

- The member is unhappy with the quality of your care.
- The doctor who the member wants to see is not an MCO doctor.
- The member is not able to receive culturally competent care.
- The member got a bill from a provider for a service that should be covered by the MCO.
- Rights and dignity.
- The member is commended changes in policies and services.
- Any other access to care issues.

Habilitation Services: Habilitation Services are HCBS services for members with chronic mental illness.

HCBS: Home- and Community-Based Services, waiver services. Home- and Community-Based Services (HCBS) provide supports to keep Long Term Services and Supports (LTSS) members in their homes and communities.

Hawki*:* A program that provides coverage to children under age 19 in families whose gross income is less than or equal to 302 percent of the Federal Poverty Level (FPL) based on Modified Adjusted Gross Income (MAGI) methodology.

Health Care Coordinator: A Health Care Coordinator is a person who helps manage the health of members with chronic health conditions.

Health Risk Assessment (**HRA**): A Health Risk Assessment (HRA) is a short survey with questions about the member's health.

Historical Utilization: A measure of the percentage of assigned members whose current providers are part of the managed care network for a particular service or provider type based on claims history.

Home Health: Home Health is a program that provides services in the home. These services include visits by nurses, home health aides and therapists.

Hospital Inpatient Care: Hospital Inpatient Care, or Hospitalization, is care in a hospital that requires admission as an inpatient. This usually requires an overnight stay. These can include serious illness, surgery or having a baby. (An overnight stay for observation could be outpatient care.)

Hospital Outpatient Care: Hospital Outpatient Care is when a member gets hospital services without being admitted as an inpatient. These may include:

- Emergency services.
- Observation services.
- Outpatient surgery.
- Lab tests.
- X-rays.

ICF/ID: Intermediate Care Facility for Individuals with Intellectual Disabilities

IHAWP: Iowa Health and Wellness Plan covers Iowans, ages 19-64, with incomes up to and including 133 percent of the FPL. The plan provides a comprehensive benefit package and is part of Iowa's implementation of the Affordable Care Act.

IID: Iowa Insurance Division

IME: Iowa Medicaid Enterprise

Integrated Health Home: An Integrated Health Home is a team that works together to provide whole person, patient-centered, coordinated care. An Integrated Health Home is for adults with a serious mental illness (SMI) and children with a serious emotional disturbance (SED).

Level of Care (**LOC**): Members asking for HCBS waivers or facility care must meet Level of Care criteria. These must be consistent with people living in a care facility such as a nursing facility. Level of Care is determined by an assessment approved by DHS.

Long Term Services and Supports (LTSS):

Long Term Services and Supports (LTSS) help Medicaid members maintain quality of life and independence. LTSS are provided in the home or in a facility if needed.

Long Term Care Services:

- Home- and Community-Based Services (HCBS)
- Intermediate Care Facilities for Persons with Intellectual Disabilities
- Nursing Facilities and Skilled Nursing Facilities

MCO: Managed Care Organization

Medical Loss Ratio (**MLR**): The percent of capitated rate payment or premium spent on claims and expenses that improve health care quality.

Medically Necessary: Services or supplies needed for the diagnosis and treatment of a medical condition. They must meet the standards of good medical practice.

Network: Each MCO has a network of providers across Iowa who their members may see for care. Members don’t need to call their MCO before seeing one of these providers. Before getting services from providers, members should show their ID card to ensure they are in the MCO network. There may be times when a member needs to get services outside of the MCO network. If a needed and covered service is not available in-network, it may be covered out-of-network at no greater cost to the member than if provided in-network.

NF: Nursing Facility

PA: Prior Authorization. Some services or prescriptions require approval from the MCO for them to be covered. This must be done before the member gets that service or fills that prescription.

PCP: Primary Care Provider. A Primary Care Provider (PCP) is either a physician, a physician assistant or nurse practitioner, who directly provides or coordinates member health care services. A PCP is the main provider the member will see for checkups, health concerns, health screenings, and specialist referrals.

PDL: Preferred Drug List

Person-centered Plan: A Person-centered Plan is a written individual plan based on the member’s needs, goals, and preferences. This is also referred to as a plan of care, care plan, individual service plan (ISP) or individual education plan (IEP).

PMIC: Psychiatric Medical Institute for Children

Rejected Claims: Claims that don't meet minimum data requirements or basic format are rejected and not sent through processing.

SMI: Serious mental illness.

SED: Serious emotional disturbance. Serious Emotional Disturbance (SED) is a mental, behavioral, or emotional disturbance. An SED impacts children. An SED may last a long time and interferes with family, school, or community activities.
SED does not include:

- Neurodevelopmental disorders.
- Substance-related disorders.
- Other conditions that may be a focus of clinical attention, unless they co-occur with another (SED).

Service Plan: A Service Plan is a plan of services for HCBS members. A member's service plan is based on the member's needs and goals. It is created by the member and their interdisciplinary team to meet HCBS Waiver criteria.

Skilled Nursing Care: Nursing facilities provide 24-hour care for members who need nursing or Skilled Nursing Care. Medicaid helps with the cost of care in nursing facilities. The member must be medically and financially eligible. If the member's care needs require that licensed nursing staff be available in the facility 24 hours a day to provide direct care or make decisions regarding their care, then a skilled level of care is assigned.

Supported Employment: Supported Employment means ongoing job supports for people with disabilities. The goal is to help the person keep a job at or above minimum wage.

Suspended Claims: Claim is pending internal review for medical necessity and/or may need additional information to be submitted for processing.

TPL: Third-party liability. This is the legal obligation of third parties (e.g., certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under a Medicaid state plan.

Underwriting: A health plan accepts responsibility for paying for the health care services of covered individuals in exchange for dollars, which are usually referred to as premiums. This practice is known as underwriting. When a health insurer collects more premiums than it pays in expense for those treatments (claim costs) and the expense to run its business (administrative expenses), an underwriting gain is said to occur. If the total expenses exceed the premium dollars collected, an underwriting loss occurs.