

Summary of Meeting Minutes August 26, 2021

Call to Order and Roll Call

Sarah Reissetter, Iowa Department of Public Health (IDPH) and Chair of the Medical Assistance Advisory Council (MAAC), called roll at 1:01 P.M. Attendance is reflected in the separate roll call sheet. A quorum was achieved.

Approval of Previous Meeting Minutes

Maribel Slinde, Iowa CareGivers, provided a correction to previous meeting minutes regarding which organization Amerigroup Iowa, Inc. provided a donation to, namely the Iowa Healthcare Association Foundation. Sarah called for a motion to approve minutes from the August 26, 2021, meeting including the proposed correction. The minutes were approved as corrected.

Update from Managed Care Ombudsman

Pamela Rupprecht, Iowa Managed Care Ombudsman, gave an update on the work of her office. Pam discussed trends in issues raised by members for State Fiscal Year (SFY) 2020 and SFY 2021. For SFY 2020 the top trends related to access to services and benefits; members identified issues with accessing providers for approved daily chore services. A second trend was transportation issues; including a lack of training by transportation providers to understand specific needs of members, and a lack of specialized equipment necessary to transport members. Consumer Directed Attendant Care (CDAC) and Consumer Choice Option (CCO) impacts were another trend where members reported dissatisfaction with services. Specifically, these complaints included the difficulty of finding providers and denial or reduction of service units. Another trend was the lack of service providers, where members reported a lack of providers available to provide services for which they were approved.

Pam stated that for the last three months, the top complaints have been related to access to service and benefits. Members have reported a lack of CDAC staff available to them, a lack of chore providers available, and challenges finding skilled care and bath aides. Members have also reported issues with case management; complaining of getting assigned new case managers without requesting a change and a lack of face-to-face visits.

Managed Care Organization (MCO) Quarterly Report Quarter 3 SFY 2021

Kurt Behrens, Iowa Medicaid Enterprise (IME), reviewed the MCO Quarterly Report for Q3 SFY 21. Kurt reviewed enrollment numbers, noting that as the federal Public Health Emergency (PHE) continues IME cannot disenroll members. Kurt continued into the report, discussing MCO financials, claims data, a new section of data focusing on children, and Long-Term Services and Supports (LTSS) data.

Susie Roberts, Iowa Academy of Nutrition and Dietetics, asked if data showing which category claims were coming from is available. Kurt stated that information would have to be requested ad hoc.

Dr. Amy Shriver commented that the data presented on children was excellent but asked for percentage of eligible children served. Kurt replied that he is developing a way to show the children's data in relation to healthcare effectiveness data and information sets (HEDIS) data.

Liz Matney, Medicaid Director, stated that IME staff are happy to provide data requested by MAAC members, even if that data is not present in the quarterly reports.

Dennis Tibben asked about the Provider Network Access Summary. Dennis noted that provider counts for both Adult and Pediatric Primary Care Physicians (PCPs) decreased by roughly one thousand for Amerigroup's network between Q2 and Q3. Kurt stated that he would check into the issue. Kurt added that the contract requirement percentage had not changed from quarter to quarter; and IME, typically, only investigates provider network issues when the contract requirement percentage changes.

Shelley Chandler raised concerns about the ratios of case managers to members enrolled in HCBS waivers. Shelley then asked for more useful measures for the LTSS population. Liz stated that the Department will take that back and work to develop more meaningful measures in this report.

Health Dashboard Demonstration

Kurt presented the new informational dashboard section of the Department's website. Kurt showed the Council how to navigate the menus and information presented in the dashboard. Shelly asked how often the dashboards are updated. Kurt answered that the intent is to have the dashboard updated monthly.

Medicaid Director's Update

Liz began her update by addressing the Department's unwinding plans for the PHE. Following guidance from the Centers for Medicare and Medicaid Services (CMS), the Department planned to reduce administrative strain by beginning eligibility reviews for members prior to the end of the PHE. Members found to be ineligible would then be sent letters notifying them that once the PHE ends they will be automatically disenrolled from Medicaid. However, CMS recently issued new guidance stating that members could not be automatically disenrolled in this way, and that prior to disenrollment a member must have their eligibility redetermined.

Liz then turned to the Iowa Total Care capitation payment withhold from January 2020; about \$44 million was withheld from Iowa Total Care. The Department contracted with a third party, accounting firm Myers and Stauffer, to review Iowa Total Care's claims configurations and appropriate claims payment. The withhold was released in three phases; with the final payment released in July 2021, following the final report from Myers and Stauffer.

The American Rescue Plan Act provided enhanced federal funds for Home- and Community-Based Services (HCBS) for the period of April 2021 through the end of March 2022 - the enhanced funds amount to a little over \$100 million. CMS has given states the ability to submit plans on how they would like to spend the money. The Department has submitted a plan which includes: the development of a robust personal care registry; improved provider retention and recruiting bonuses; training for providers, ideally a statewide software system, but face-to-face training will be included; and a large assessment of services available to individuals across the state for behavioral health, disability services, and services tied to aging.

Shelly asked if CMS has responded to IME's submitted plan, stating she has not heard of any plans from states being approved. Liz answered that while IME has not received a response, she has heard of some states receiving approval for their plans, although more states have received denials.

Liz announced a series of Member and Provider Town Halls focusing on Community Integration, beginning on August 26, 2021. Branden Hagen asked if these town halls would replace the quarterly provider trainings. Liz answered that these town halls are not replacing provider trainings but are a platform for more direct communication with broader provider community and with the individuals we serve.

Iowa Wellness Plan Annual Report

Anna Ruggle, IME, discussed the Iowa Wellness Plan (IWP) Annual Report for SFY 2021. The IWP covers adults ages 19-24, with an income between 0% and 133% of the federal poverty level (FPL). In 2020 that was just slightly less than 17,000 per year. The enrollment number in 2019 was 177,000 members; in 2020 went up to 209,000 members, a 15% increase. As of July 2021, enrollment was 228,578 members. Some of the reasons for these increases include: the ban on disenrollments due to the PHE; member contributions and healthy behavior requirements waived, again due to the PHE; and job losses due to the COVID-19 pandemic.

With the new waiver approval by CMS, a lot of new performance measures are required to be reported on. These measures include topics of enrollment statistics, enrollment, disenrollment, members who chose not to renew; divided into categories such as gender, population such as FPL. Quality measures include: smoking cessation programs, access to care, number of providers, number of specialty providers, healthy behaviors, who's paying contributions.

Updates from the MCOs

Amerigroup Iowa, Inc.

John McCalley, of Amerigroup Iowa, Inc. (Amerigroup), presented Amerigroup's update. John began by discussing Amerigroup's response to the PHE. Amerigroup continues to work closely with IME to implement any required State Plan Amendments (SPAs) and any other policy changes, as well as reinforce messaging around vaccination efforts. Amerigroup has made over 200,000 phone calls from case managers to members on the

topic of vaccination. John highlighted the work of the Iowa Developmental Disability Council in creating a video on the benefits of vaccination and stated that Amerigroup has provided this video to case managers to share with members. Amerigroup continues to work closely with the Department's community integration strategy, with the goal of transitioning members from facility-based care to community-based living environments. This work has included enhancing Amerigroup's provider network, including recruiting out-of-state providers to provide services to members within the state.

John noted that community-based case managers resumed face-to-face member meetings beginning July 2021, at member choice. Zoom options are still an option for members. Case managers use member meetings to perform required assessments, develop care plans, and check-in with members. Case managers are in full personal protective equipment (PPE) protocols during these meetings. Vast majority of members choose face-to-face meetings, member feedback is a sense of relief to have the face-to-face option.

John discussed Amerigroup's work to address social determinants of health and move more into addressing health inequities. John highlighted Amerigroup's housing stability initiative: piloted in Des Moines, the program will be rolled out to 23 counties across the state. Work on food insecurity has grown, work begun with Double-Up Food Bucks has developed into a partnership between Amerigroup, Double-Up Food Bucks, and Broadlawns called Food Is Medicine. The partnership is currently pursuing federal grants to expand the program across the state of Iowa. Amerigroup announced a partnership with the Iowa State University Extension Program supporting community gardens. Amerigroup has donated funding to support two dozen community gardens.

Iowa Total Care (ITC)

Brian Sanders, Senior Vice President for Population Health and Clinical Operations for ITC, presented an update. Brian began by stating ITC's commitment to forming strong partnerships with IME and their fellow MCOs, highlighting the work of all three organizations during the PHE. Brian discussed the move to virtual platforms during the PHE, both for ITC operations and for coordinating and communicating with members. Throughout the course of the PHE ITC distributed digital tablets to members and provider organizations, for the purposes of engaging with the MCO. Brian noted that these tablets were not only used for communicating with the MCO, but for things like cooking and exercise classes. ITC implemented texting and auto-dialer campaigns to share and collect information about the COVID-19 vaccine. Brian discussed ITC's telehealth efforts through the vendor Babylon. Brian highlighted Babylon's capacity for members to have a virtual appointment with their providers outside of normal office hours and noted how this flexibility has increased member usage of services. ITC's My Health Pays program is very popular with members, members are rewarded for completing healthy behaviors. In July 2021, ITC added an electronic breast pump benefit for new and expecting mothers. ITC has partnered with several organizations and programs to support literacy in the state of Iowa. ITC has partnered with the National Council on Independent Living on an initiative called the Barrier Removal Fund, which provides grants that pay for removing of barriers for individuals with a disability to access health care across Iowa. Grants fund things such as paving parking lots, curb cuts, noise-

canceling headphones. Brian ended his update with a member story about a case manager learning Russian to cultivate a relationship with a member's family.

Dr. Shriver commented that she applauded ITC's efforts to promote literacy and encouraged ITC to connect with the state-wide organization Reach Out and Read Iowa. Brian said that ITC would reach out to Dr. Shriver for more information on Reach Out and Read Iowa.

Mental Health Subcommittee Establishment

Liz provided an update on ongoing work the Department is performing related to behavioral and mental health. In 2020, IME made CARES Act funds available to behavioral health providers: up to \$10 million was available for mental health providers; and another \$10 million was made available for substance use providers. In the 2021 legislative session, the legislature appropriated \$8 million in state funds to enhance Home-Based Habilitation rates; this includes a higher tier to support intensive residential services. Telehealth for mental health services is ongoing and has been a success for the program. The Department has been monitoring the utilization of telehealth services and has been considering how it improves members outcomes. Additional inpatient services have been in development in Clive and Bettendorf. Liz shared a preliminary draft of a continuum of care document designed to assist in the identification of available behavioral and mental health services.

Sarah discussed the alignment work between the Department of Human Services (DHS) and the IDPH. The Departments are holding multiple planning meetings between department staff and leadership. DHS and IDPH have also engaged in meetings with external partners: the Mental Health Planning Council, the Iowa Board of Health, provider associations, the Integrated Provider Network (IPN), and community mental health centers (CMHCs). The goal of these meetings is to seek public comment from the mental health and substance use providers, review block grant statutory requirements and identify shared alignment goals between departments. Additionally, DHS and IDPH are developing joint system block grant goals.

Cheryl Jones, Iowa Association of Nurse Practitioners, and Dr. Shriver applauded the presentation on the Mental Health Subcommittee. Cheryl highlighted the presentation's focus on children's mental health, particularly children in foster care.

Open Discussion

Maribel stated that she was pleased with Liz's comments regarding direct care workers.

Dave Beeman, Iowa Psychological Association, stated he and other psychologists would be happy to join in on the conversation on children's mental health.

Adjournment

Meeting adjourned at 3:12 P.M.

Submitted by,
Michael Kitzman
Recording Secretary
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