

**INFORMATIONAL LETTER NO. 2279-MC-FFS-D**

**DATE:** October 26, 2021

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Provider Outcomes Survey

**EFFECTIVE:** Upon Receipt

Iowa Medicaid is continually looking for ways to improve program outcomes for all. Over the next few years, Iowa Medicaid will be focusing on continuing to improve its provider processes and systems.

Iowa Medicaid has identified eight areas to continually improve provider outcomes. More information about each outcome, as well as success criteria for each, can be found on the [DHS website](#)<sup>1</sup>. Additional outcomes may be added later. The outcomes are:

- Improve the provider enrollment process with Iowa Medicaid.
- Improve the provider credentialing process with the managed care organizations (MCOs) and dental plans.
- Improve the provider re-enrollment process.
- Improve provider rates based on a market analysis.
- Improve the provider understanding of key information.
- Improve provider quality, integrity, and compliance.
- Improve provider claims processing.
- Improve provider network adequacy to meet Medicaid service needs.

One of the first steps in this effort is gathering feedback from providers on the proposed outcomes and the respective impact on the broader goal of improving the effectiveness of services provided to Medicaid members.

Iowa Medicaid has developed a [survey](#)<sup>2</sup> to gather this feedback.

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<sup>1</sup> <https://dhs.iowa.gov/ime/providers/outcomes>

<sup>2</sup> <https://forms.office.com/g/nYncLc1ATM>

The survey asks background questions, followed by questions about Iowa Medicaid's proposed provider outcomes. The last several questions are intended to gather information about the current provider experience with Iowa Medicaid to establish a baseline for measuring outcome progress.

Iowa Medicaid encourages all providers to review the survey and submit feedback. Responses are anonymous. While there is no limit on how many times the survey may be completed within a provider organization, Iowa Medicaid asks that each provider completes the survey only once.

Survey responses are due by November 15, 2021.

Survey tips:

- Question #2 asks for a provider type. Multiple selections can be made. If an appropriate type is not available in the list, please select "Other" and enter a custom value.
- The survey is divided into three sections. All questions must be completed in each section before navigating to the next. Partially completed surveys will not be received. All sections must be completed to submit the survey.

If you have questions about the survey, please contact IME Provider Services by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).