

Community Integration Iowa Medicaid

October 2021

Iowa Medicaid Mission

- The Iowa Medicaid Strategic Plan is comprised of four key objectives that are centered on ensuring that - all members have equitable access to high quality services that promote dignity, barriers are removed to increase health engagement, and whole person health is improved across populations.

Mission

Iowa Medicaid is committed to ensuring that - all members have equitable access to high quality services that promote dignity, barriers are removed to increase health engagement, and whole person health is improved across populations.

Vision

Iowa Medicaid works diligently to operate a fiscally responsible and sustainable program that improves the lives of its members through effective internal and external collaboration, innovative solutions to identified challenges, and data driven program improvement.

Objectives

1. Identify and mitigate program gaps in meaningful service delivery.

- Action**
1. Gap analysis of (disability and behavioral health) services.
 2. Evaluate service delivery and engagement through the lens of equity to remove barriers to engagement.
 3. Implementation of pilot programs to measure successful innovations.
 4. Develop necessary maternal health coordination & reimbursement strategies that lead to appropriate risk identification & referrals.
 5. Coordinate policy initiatives to ensure that oral health is a component of whole person health.

2. Shift program operations and planning to focus on outcomes

- Action**
1. Overhaul contracts to create balance between compliance and outcome monitoring
 2. Evaluate the value of administrative processes, such as prior authorization and claims cycles, relative to member outcomes and return on investment
 3. Evaluate internal Iowa Medicaid administrative purposes to reduce low value tasks and increase high value tasks

3. Promote transparency in program development and performance

- Action**
1. Provide thoughtful, audience focused communication to members and other stakeholders
 2. Consistent application of program mission, vision, and objectives
 3. Engage internal and external stakeholders early and often in development and monitoring activities
 4. Refine reports and dashboards so that they are reflective of stakeholder needs, while ensuring protection of patient privacy and dignity
 5. Readily share opportunities for improvement and solicit input

4. Modernize Iowa Medicaid infrastructure and operations

- Action**
1. Pursue technology solutions that supports collaboration, data driven decisions, efficiency, and monitoring of program outcomes
 2. Promote business process and IT modernization that drives high quality data
 3. Update team project structures to leverage resources within and outside of agency for more impactful interagency collaboration
 4. Modernize the process of updating Medicaid provider reimbursement rates
 5. Align reimbursement structures that incent quality services that improve outcomes

Values: Partnership, Integrity, Diversity/Equity/Inclusion, Accountability, Advocacy

Iowa Medicaid Objectives

1: Identify and mitigate program gaps in meaningful service delivery.

- Increase access to high quality services that improve health outcomes for Medicaid members regardless of geography, race, or economic status.

Iowa Medicaid Objectives

2: Shift program operations and planning to focus on outcomes.

- Align internal and external resources with the vision and values of the agency.

Iowa Medicaid Objectives

3: Modernize Iowa Medicaid infrastructure and operations.

- Maximize efficient use of resources through improved business process design, functional based team collaboration, and integrating modern technology solutions.

Iowa Medicaid Objectives

4: Promote transparency in program development and performance.

- Nurture relationships to promote increased engagement in program oversight and innovation.

Community Integration

Community integration has been a focus in Iowa Medicaid for many years...

- Build upon initial investments made through the Balancing Incentive Payment Program work
- Still have work to do to strengthen Home- and Community-Based Services (HCBS) in Iowa

Near Term Goals

Recruiting and Retention Bonuses

- Funding to assist with workforce challenges and supporting provider capacity

Employee Training and Scholarship Grant Program

- Opportunities for employees to access broader training and education without cost to providers or employees

Remote Monitoring and Support Technology Grants

- Grant funding to support providers implementing remote monitoring and support technology to align with independence goals

Evaluation of Behavioral Health, Disability, and Aging Services

- Assessment of system today, where there are gaps, and opportunities to realign services to better meet the needs of lowans

Mid Range Goals

Pilot Programs

- Support providers to expand services in areas of known gaps

Training Initiatives

- Centralized employee training that is competency based and follows the employee to wherever they work
- Training for parents with a diagnosed Intellectual Disability (ID)/Developmental Disability (DD) as well as parents and caregivers of children with ID/DD
- Crisis response training for populations with co-occurring diagnoses

Direct Care Registry

- Expand on current registry to develop a new registry that addresses member need in locating and connecting with personal care services

Long Term Goals

Implement Findings from Systems Assessment

- Possible waiver realignment, better care coordination across different assistance programs, proposals to address service gaps

Health IT Infrastructure

- Grant funding to support electronic health records in community based settings

Medicaid Policy and Process Improvement

- Evaluate where policies and process needs to be updated to support goals

Stakeholder Input

- It is critical that members with lived experience, family/guardians, advocates, and providers are at the table
- More information will be available shortly on workgroups
- If there are specific areas that are of interest to you, please email IMETownHall@dhs.state.ia.us