



**Hawki Board Meeting
August 16, 2021**

Hawki Board Members	Department of Human Services
Mary Nelle Trefz, Chair – present	Elizabeth Matney, Medicaid Director
Angela Burke Boston – present	Julie Lovelady, IME
Jim Donoghue – present	Paula Motsinger, IME
Mike Stopulos –	Jennifer Steenblock, IME
Dr. Bob Russell – present	Mary Stewart, IME
Mary Scieszinski –	Kevin Kirkpatrick, IME
Shawn Garrington –	Tashina Hornaday, IME
Senator Nate Boulton – present	
Senator Mark Costello –	Guests
Representative Shannon Lundgren –	Gretchen Hageman, DDIA
	John Hedgecoth, Amerigroup
	Lindsay Paulson, MAXIMUS
	Kim Flores, ITC
	Jean Johnson, IDPH
	Alesia Houser, AHFA
	Sanela Karajic, Black Hawk Co. Public Health
	Brenda Sedlmayr, MATURA
	Tia Siegworth, Scott Co. Health Dept.

Call to Order and Roll Call

Board Chair Mary Nelle Trefz called the meeting to order at 12:33 PM via Zoom. Chair Trefz conducted a roll call, and attendance is as reflected above. A quorum was established.

Approval of the Hawki Board Meeting Minutes

Chair Trefz called for the Board to review the minutes from the June 21, 2021, meeting. Chair Trefz asked for a motion to approve the minutes and the motion carried.

Public Comment

There were no public comments.

New Business

Chair Trefz began by asking each Board member if they had any new business to discuss. Jim Donoghue stated that the Board should identify a new chair and vice chair, but it would be more appropriate to wait for a Board meeting in which the new Board members are in

attendance. Chair Trefz commented that she had met with Director Matney and other Iowa Medicaid Enterprise (IME) staff, and that she'd like to have a discussion about strategic thinking at the October Hawki Board meeting.

Director's Report

Director Matney gave her update. She began by saying that IME is fortunate to have boards and commissions that provide input regarding the direction of the program, including areas of success and those that have opportunities for growth. She also stressed the importance of identifying Board member goals, as well as how the Board can effectively work with IME and its partners. Director Matney then talked about how IME has been doing its own strategic planning, and has identified four main areas to focus on: identifying program and service gaps and ways to mitigate them; developing innovative ways of healthcare delivery with the goal of making it more mobile; modernizing programs, services, and processes, and how information technology would support this; and increasing effective communication and transparency between both external and internal partners, and taking stakeholder feedback into account before implementing any new programs or services. She also highlighted the need for transparency and effective communication between IME and Hawki Board members, and how this will allow Board members to most effectively serve Hawki members. She added that IME is focusing on compiling data and making it available to Board members. She concluded by saying that IME is focusing on the public health emergency (PHE) unwind and how it will affect member eligibility.

Angela Burke Boston asked Director Matney what the role of telehealth will be moving forward. Director Matney stated that telehealth will be a permanent tool in healthcare delivery. She noted that IME effectively used telehealth for behavioral healthcare delivery through the PHE, and that IME is looking at ways to expand its use in other areas.

Managed Care Organization (MCO) Updates

John Hedgecoth from Amerigroup provided an update. He stated that Amerigroup returned to field on July 1. This is an ongoing process requiring collaboration with providers and necessary COVID-19 safety measures, including use of personal protective equipment (PPE). Amerigroup has a return-to-office plan for their West Des Moines location, though it likely will not be implemented before the end of the year. When Amerigroup employees do return to work, there will be a vaccination mandate. John stated that Amerigroup is working with providers in their network to note any shut down in service because of COVID-19 so they can quickly and accurately pass this information to their members. Amerigroup also continues to promote the COVID-19 vaccine and has used the Iowa Immunization Registry Information System (IRIS) to identify geographic and demographic trends. They have focused outreach on vulnerable populations, including elder members, those with pre-existing conditions, and those age 12 to 18. They've also included in their outreach several "myth vs. fact" communications to help address vaccine hesitancy. John also touched on Amerigroup's PHE unwinding plan, and how Amerigroup will be awarding community transformation grants to meet specific health outcomes. The largest proportion of grant requests concern maternal and children's health.

Kim Flores from Iowa Total Care (ITC) provided an update. She stated that ITC has resumed face-to-face interactions with members, including in-home visits, but only as far as

members are comfortable. She also briefly mentioned ITC's return-to-work plan, which will be a phased plan that will take approximately three months. ITC is also continuing their COVID-19 vaccine outreach efforts with a focus on children, particularly as they return to school. Kim talked about ITC's monthly mailer program that encourages families to schedule well-child exams and bring their children in for immunizations. She concluded by mentioning that ITC began distributing breast pumps at the beginning of July and has handed out approximately 60 breast pumps. ITC's efforts in this area mirror those of Amerigroup and the two organizations use the same vendor.

Gretchen Hageman from Delta Dental of Iowa (DDIA) provided an update. She stated that DDIA has partnered with the MCOs to promote the COVID-19 vaccine. She noted that dentists' offices usually operate at full capacity during the summer months, as children are on vacation from school. DDIA has focused their outreach on members ages 6 to 9 to encourage their families to bring them in for preventative dental visits. Gretchen also touched on the importance of dental care for children up to age 3, as well as adolescents, as dental visits begin dropping off at age 14 or 15. She concluded by saying that DDIA conducted outreach at several community events this summer, including farmers' markets and the Iowa State Fair.

Outreach

Jean Johnson from the Iowa Department of Public Health (IDPH) provided an update. She stated that most IDPH agencies and employees have returned to work in an office setting. She also stated that IDPH continues to promote COVID-19 community vaccination clinics, though these clinics have seen a drop in numbers, likely because more entities now offer the vaccine. Outreach coordinators attended and performed outreach at several events over the summer, including county fairs, vacation bible schools, and job fairs. She briefly mentioned that IDPH is also in the strategic planning process and is compiling data as it pertains to Hawki outreach. Jean concluded by saying that she has been in contact with a recent Hawki recipient and hopes to have this member share their story at the October Hawki Board meeting.

Communications Update

Kevin Kirkpatrick provided an update. He stated that most Hawki families are currently in an open choice period and IME sent packets to members earlier in August with information on switching MCOs. He stated that IME is also sending review forms to families and is working with the MCOs on outreach to encourage members to return the review forms in a timely manner.

Next Meeting

The next meeting will be Monday, October 25, 2021.
Meeting adjourned at 1:27 PM.

Submitted by,
John Riemenschneider
Recording Secretary
jr