



Hawki Board Meeting October 19, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Julie Lovelady, Interim Medicaid Director
Mary Nelle Trefz, Chair – present	Paula Motsinger, IME Policy Bureau Chief
Jim Donoghue – present	Kurt Behrens, IME
Eric Kohlsdorf –	Kevin Kirkpatrick, IME
Dr. Bob Russell – present	Anna Ruggle, IME
Dr. Kaaren Vargas – present	Heather Miller, IME
Shawn Garrington – present	Guests
Senator Nate Boulton –	Gretchen Hageman, DDIA
Senator Dennis Guth –	John Hedgecoth, Amerigroup
Representative John Forbes –	Jean Johnson, IDPH
Representative Shannon Lundgren -	Lindsay Paulson, MAXIMUS
	Joe Estes, MAXIMUS
	Sandra Hurtado-Peters, Iowa Department of Management

Call to Order and Roll Call

Board Chair Mary Nelle Trefz called the meeting to order at 12:30 PM via Zoom. Chair Trefz conducted a roll call, and attendance is as reflected above. Chair Trefz established a quorum.

Approval of the Hawki Board Meeting Minutes

Chair Trefz called for the Board to review the minutes from the August 17, 2020, meeting. Angela Burke Boston announced minor edits. Chair Trefz asked for a motion to approve the minutes with Angela’s corrections, and the motion carried.

Director’s Report

Interim Medicaid Director Julie Lovelady gave updates on the Hawki program and Medicaid overall. Julie reminded the board that the Hawki program and Medicaid have suspended disenrollments during the Coronavirus Public Health Emergency (PHE). Julie noted that any enrollment decreases listed on the Hawki Enrollment and Financials report presented to the Board are due to members transitioning to Medicaid. Either the member’s family became eligible for Medicaid, or the member aged out of the Hawki program, and was enrolled in Medicaid. Turning to financials, Julie noted that the percentage of Hawki funding contributed by the State is increasing year over year due to changes in Federal Medical Assistance Percentages (FMAP). On October 2, 2020, the United States Department of Health and Human Services (HHS) extended the Coronavirus PHE end date to January 20, 2021. All Medicaid waivers and flexibilities currently in place will continue through at least the end of the PHE. Julie stated

that Medicaid staff are beginning to identify the earliest possible end dates for waivers and flexibilities granted during the PHE. On October 5, 2020, a new round of federal funding was opened up to providers who were previously ineligible for funds through the CARES Act. Additionally, the application deadline has been extended for State grant funding provided through the CARES Act for Mental Health (MH), Home- and Community-Based Services (HCBS) and Substance Use Disorder (SUD) providers. Julie is continuing to hold stakeholder calls, these calls will continue through the end of the PHE. At the previous board meeting, questions were raised regarding re-enrollment of members once the PHE ends. Julie stated re-enrollment is a big concern of the Department staff, and that while a final plan is not yet in place, the Department is in process of developing a plan in line with guidance from the Centers for Medicare and Medicaid Services (CMS). Julie hopes to present the Department's plan for re-enrollment of members at the end of the PHE at the next Hawki Board meeting.

Chair Trefz asked how the Board could assist in the Department's task of figuring out how to unwind flexibilities and waivers implemented during the PHE. Julie answered that the Department is looking for input from stakeholders. The Department is seeking to understand how members have been positively impacted by flexibilities and waivers implemented during the PHE. Board members and other stakeholders are encouraged to submit feedback on extending flexibilities and waivers implemented during the Coronavirus PHE to the Department at IMECOVID19@dhs.state.ia.us.

Updates from the MCOs

John Hedgecoth, of Amerigroup Iowa, Inc., presented an update to the Board. John noted that after the Derecho storm in August, Amerigroup has focused on social drivers of health initiatives; to this end, Amerigroup has developed partnerships with community health centers and community action agencies. Amerigroup has created an online tool called the Amerigroup Community Resource, which is a clearinghouse of resources powered by the Anthem organization. Amerigroup is offering trainings on how to use the Amerigroup Community Resource tool this month to community organizations.

John also discussed Amerigroup's partnership with Count the Kicks, a non-profit devoted to maternal and child health. He also noted Amerigroup's partnerships with the Boys and Girls Club across the state of Iowa, and highlighted Amerigroup's work with the Iowa Wild hockey team in Des Moines, sponsoring food boxes for food insecure families.

Kim Flores, of Iowa Total Care (ITC), presented an update. ITC has developed a new texting program to ensure they stay in touch with their members. During this year's open enrollment period, ITC has used this texting program to make sure members have all the relevant information they need to choose their health plan. Kim noted that this texting program has led to higher engagement levels between members and ITC staff. ITC has also used this texting program in an effort to reduce the member visits to emergency services, by making sure members have access to resources and are able to develop a relationship with their primary care providers. Kim stated that for the remainder of 2020 ITC will focus on ensuring their child members receive preventative screening care; ITC is launching phone and mail campaigns to this effect. ITC is engaging in a similar campaign for women's preventative health, promoting breast cancer screenings and cervical cancer screenings among other preventative measures. Kim discussed how ITC is leveraging relationships with Federally Qualified Health Centers (FQHCs) to address housing needs for members. Kim addressed a question asked at the last Hawki Board meeting regarding ITC's clean claims falling below the expected threshold; Kim noted that ITC has exceeded the threshold for the months of August and September. This will raise ITC's averages up to the expected benchmark for clean claims.

Gretchen Hageman, of Delta Dental of Iowa (DDIA), gave a brief update. Gretchen noted an uptick in Hawki members receiving services; July, August and September saw large increases in dental services provided. DDIA is centering outreach efforts on members that did not receive a dental service during the past fiscal year, this group is mostly adolescents aged 14-18. DDIA sent texts, postcards, and made

outbound calls to these members and is tracking what percentage of these members will receive a dental service during this fiscal year. DDIA is still involved in relief efforts surrounding the derecho storm. Gretchen noted that there are still several dental practices in Cedar Rapids without offices. Jim Donoghue asked Gretchen how DDIA has been advising providers regarding coronavirus precautions. Gretchen replied that the Iowa Dental Association (IDA) and the American Dental Association (ADA) have published guidelines on safety precautions, and these standards are updated month to month.

Managed Care Quarterly Report

Kurt Behrens, of the IME, presented the Managed Care Quarterly Report for State Fiscal Year (SFY) 2020 Quarter 4. Kurt began his remarks by noting an increase in membership of 3.84% between SFY20 Q3 and SFY20 Q4. A new section was added to the report to cover Coronavirus related information. Kurt noted that for SFY21 Q1 information on this report will be broken down to show age groups, which will provide more pertinent information to the Hawki Board. Chair Trefz asked if there the Hawki Board could propose metrics or measures to include in the report. Kurt advised Chair Trefz to send metric suggestions to Mary Stewart. Chair Trefz asked about Amerigroup's Medical Loss Ratio (MLR), noting the report is showing their MLR to be at 80% while they are contractually obligated to maintain an 88% MLR. Kurt answered that the 88% MLR is calculated on an annual basis, and that if a Managed Care Organization (MCO) failed to meet the requirement the State's contract would mandate the return of funds to the State. Kurt noted that since the implementation of managed care the state has not yet had to ask for a return of funds due to an MCO failing to meet the annual 88% MLR requirement. Jim asked about the Top 10 Reasons for Grievances, specifically if Amerigroup's second highest reason for grievances "Provider Balance Billed" was high. Kurt responded that this item did not raise any flags for the Managed Care Bureau at IME.

Communications Update

Kevin Kirkpatrick provided an IME Communications update. The Member Open Choice Enrollment Period began on September 1, 2020, and will end on October 30, 2020. The IME did not redistribute members as they did last year to balance membership between the MCOs. The IME is working on developing a communications strategy to address the unwinding of flexibilities and waivers implemented during the Coronavirus PHE.

Outreach

Jean Johnson, of Iowa Department of Public Health (IDPH), gave an update on Hawki outreach. Early on in the pandemic Hawki Outreach staff were continuing to do outreach through any means available to them: telehealth and media platforms. Hawki Outreach staff have been able to get into some school districts, but not others, due to the coronavirus. Hawki Outreach coordinators are continuing to provide outreach materials to medical and dental providers. Chair Trefz praised Jean and the Hawki Outreach workers for the work they have done over the past several months.

Public Comment

Chair Trefz asked Board members to reflect on how the board could further engage with the public.

New Business

Chair Trefz provided an update on the previous meeting's new business, new Board member onboarding materials. Chair Trefz met with Jim and Shawn and discussed what sorts of materials would be useful for new board members in order to orient them to the board. Chair Trefz is working with IME and DHS staff to develop a draft of new board member materials.

Next Meeting

The next meeting will be December 14, 2020.

Meeting adjourned at 1:45 PM.

Submitted by,

Michael Kitzman
Recording Secretary
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