



Hawki Board Meeting October 21, 2019

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Mike Randol, Medicaid Director
Dr. Jonathan Crosbie – present	Julie Lovelady, Deputy Medicaid Director
Jim Donoghue – present	Anna Ruggle
Eric Kohlsdorf, Chair – present	Kevin Kirkpatrick
Dr. Bob Russell – present	
Dr. Kaaren Vargas – present	Guests
Ronda Eick -	Jean Johnson, IA Department of Public Health
Senator Nate Boulton – call in	Joe Estes, MAXIMUS
Senator Dennis Guth -	Lindsay Paulson, MAXIMUS
Representative John Forbes – present	
Representative Shannon Lundgren -	

Call to Order and Roll Call

Board Chair Eric Kohlsdorf called the meeting to order at 12:30 PM. A roll call was conducted and attendance is as reflected above. A quorum was present.

Director’s Report

Medicaid Director Mike Randol reviewed Hawki enrollment and financials. Director Randol discussed how the transition from UnitedHealthcare, and the open choice period, affected membership distribution between Iowa Total Care and Amerigroup. Kohlsdorf asked how membership will be balanced between the Managed Care Organizations (MCOs) moving forward. Director Randol stated that the algorithm that assigns members to a MCO at the time of enrollment can be adjusted, and that membership is tracked between the MCOs on a month-to-month basis.

Approval of the Hawki Board Meeting Minutes

Kohlsdorf called for the Board to review the minutes from the August 19, 2019 meeting. Kohlsdorf called for a motion to approve the minutes, the motion carried and the minutes were approved.

Approval of Administrative Rules

Anna Ruggle, presented administrative rules for adoption by the Board. The board previously noticed these rules. Kohlsdorf called for a motion to adopt the rules, the motion carried and the rules were adopted.

Updates from the MCOs

John McCalley, of Amerigroup Iowa (Amerigroup), presented an update to the Board. McCalley stated that Amerigroup increased its membership by roughly 61% due to the transition of members from UnitedHealthcare. McCalley highlighted the growth in Long Term Service and Supports (LTSS) membership: prior to the transition Amerigroup had 12,252 LTSS members, which increased to over 24,000 LTSS members following the transition. McCalley discussed Amerigroup's projects concerning social determinants of health. McCalley stated that Amerigroup will be transitioning to a new Pharmacy Benefit Manager (PBM): Ingenio Rx.

Representative John Forbes noted that his constituents had raised an issue with delays in claims payments from Amerigroup to Nursing Facility providers. McCalley and Director Randol stated that the issue is known and is in the process of being resolved.

Kohlsdorf asked if there were any issues with Amerigroup's new PBM, specifically any issues with the preferred drug list, McCalley stated no issues have been identified.

Kim Flores, of Iowa Total Care (ITC), presented an update. ITC currently has 260,620 members, 22,000 of that being Hawki members. During the open choice period ITC engaged with members to understand where the care gaps are. ITC has been working diligently to improve their network and remove any barriers to care their membership may experience.

Gretchen Hageman, of Delta Dental Iowa (DDIA), gave a brief update: DDIA has about 60,000 members in the Hawki program. Hageman stated that 67% of DDIA members have had a preventative service in State Fiscal Year (SFY) 2018. DDIA has about 1,600 dentists in their network, 1,300 of which are available to serve Hawki members. Hageman noted there are 71 pediatric dentists in the state of Iowa and 69 of them are in the DDIA network. DDIA's outreach program is targeting children ages one to three, trying to increase visits for this population. DDIA outreach is also targeting adolescent members, as regular dental visits tend to drop off for adolescents.

MCO Quarterly Report

Director Randol gave a brief overview of the MCO Quarterly Report: SFY19 Quarter 4. Director Randol provided information in the following areas: capitated payments as broken down by population, percentage of population in each capitated payment rate cell, secret shopper data, claims denial reasons, and pharmacy claims data. Director Randol introduced the new IME medical director, Dr. William Jagiello.

Communications Update

Kevin Kirkpatrick gave an update on the Hawki online payment system. The new system came online October 21, 2019. The new system will require members to reaffirm their online payment every 12 months; this will eliminate any legacy automated payments that members may have forgotten to cancel.

Outreach

Jean Johnson gave an update on Hawki Outreach and some upcoming conferences.

Public Comment

There were no comments.

New Business

Kohlsdorf inquired about how speech therapy is managed between the two MCOs. Director Randol stated that each MCO has the authority to set their own prior authorization requirements.

Kohlsdorf discussed an email that he and Dr. Vargas received regarding a member who had been denied a flu shot at a pharmacy. Director Randol explained that the issue was likely due to how the pharmacist billed for the shot. Representative Forbes noted that some pharmacists would be hesitant to bill in the manner described, due to the amount of paperwork. Director Randol stated that this issue comes up once a year, and that only a very small number of pharmacies deny this service due to their own internal policies.

Representative Forbes discussed legislation that requires prescribers to e-prescribe all their prescriptions as of January 2020. Representative Forbes noted that the State Board of Pharmacy has around 250 requests for waivers from physicians all over the state. Representative Forbes advised this is an issue this board and Medicaid in general should be tracking.

Next Meeting

The next meeting will be December 16, 2019.

Meeting adjourned at 2:12 PM.

Submitted by,

Michael Kitzman
Recording Secretary
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