



Hawki Board Meeting December 14, 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 – present	Kevin Kirkpatrick, IME
Dr. Bob Russell – present	Anna Ruggle, IME
Dr. Kaaren Vargas –	Heather Miller, IME
Shawn Garrington –	Guests
Senator Nate Boulton – present	Gretchen Hageman, DDIA
Senator Dennis Guth – present	John Hedgecoth, Amerigroup
Representative John Forbes – present	Jean Johnson, IDPH
Representative Shannon Lundgren –	Kim Flores, Iowa Total Care
	Lindsay Paulson, MAXIMUS

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 October 19, 2020, meeting. Chair Trefz asked for a motion to approve the minutes and the motion carried.

Hawki Board Annual Report Discussion and Approval

Anna Ruggle, IME, noted that the annual report, which is given to the governor and the legislature, focused largely on the COVID-19 Public Health Emergency (PHE). As of March 18, 2020, Hawki waived premiums and stopped disenrollments. Anna also highlighted a \$400,000 budget increase and that there has been an increase in enrollment. Throughout the PHE, Hawki has utilized a robust telehealth program to ensure patients can still communicate with their providers. Jim Donoghue commented that presumptive eligibility of 470 kids per month is a positive aspect of the program. Angela Burke Boston pointed out a couple of formatting issues with the report, namely that there is an error in the table of contents and that Attachment Two, which is listed in the table of contents, isn't found in the text of the report.

Chair Trefz asked what the Board's role is in continuing/discontinuing (or otherwise facilitating) telehealth services as we move forward with the PHE. Jim asked if telephonic provider visits would continue. Julie

Lovelady, Interim Medicaid Director stated that the Iowa Medicaid Enterprise (IME) is open to input and will consider pros/cons of the telehealth service to determine courses of action moving forward.

Chair Trefz raised the subject of the Board's function of making recommendations to the governor and the legislature – namely if the Board should set aside time during meetings to discuss this function and if the Board is successfully fulfilling this role. Anna suggested that these recommendations be included in the written report. Eric Kohlsdorf asked how the recommendations should be communicated to the governor and the legislature, along with any accompanying budget analyses. Julie proposed that the Board take their concerns to the IME legislative liaison.

Chair Trefz concluded the annual report discussion by urging the Board to focus on the eight Board functions listed as part of Attachment Five. Chair Trefz asked for a motion to approve the annual report and the motion carried.

Director's Report

Julie gave an update on enrollment and finances of the program. She stated that there are currently no disenrollments because of the PHE and that any decrease in enrollment since March 2020 is most likely a result of members transitioning to full Medicaid benefits. She also commented that the increase in Hawki program funding is due to a change to the Federal Medical Assistance Percentage (FMAP). When the FMAP for COVID-19 expires in April 2021, state funding will increase.

Julie also provided general Medicaid updates. She stated that the IME is working with the MCOs on how to address the surge in COVID-19 hospitalizations.

She also briefly touched on grants for Community-Based Intermediate Care Facilities for the Intellectually Disabled (ICF/ID), Psychiatric Mental Institutions for Children (PMICs), and nursing facilities including Nursing Facilities for the Mentally Ill (NF-MI) to help offset impacts of the PHE (see Informational Letter 2194-MC-FFS-CVD).

Chair Trefz inquired about the search for a permanent Medicaid Director. Julie stated that the application window has passed and that the next step is to conduct interviews.

Chair Trefz noted that there were fewer kids enrolled in the program in Fiscal Year 2020 (FY20) compared to FY19 and inquired as to a reason. Julie stated that she would take this concern back with her.

Updates from the MCOs

John Hedgecoth, of Amerigroup Iowa Inc. (Amerigroup), presented an update. He reported an increase in enrollment of approximately 8,000, from September 2020 to December 2020, with an increase of about 1,000 for Hawki over the same period. He mentioned the ongoing effort to supply their providers and their organizations with Personal Protective Equipment (PPE). He also touched on Amerigroup's role in the COVID-19 vaccine distribution process and information-sharing with the IME to facilitate this distribution. John further stated that Amerigroup continues their community outreach, partly facilitated by their community resource link and community outreach team. John added that Amerigroup participated in the provider training in November, and praised the Zoom format as efficient. He also stated that Amerigroup is implementing an action plan to improve their national call center operations; and launching partnerships with community action agencies and Federally Qualified Health Centers (FQHC) in their network, that will focus on food, housing, and employment. John concluded by saying he looks forward to working with the Board in 2021.

Kim Flores from Iowa Total Care (ITC) provided an update to the Board. Kim stated that ITC staff is still working from home, and they will continue to monitor COVID-19 and the PHE. She spoke of the

outreach programs ITC was able to implement in 2020 despite the PHE. ITC established a vendor relationship with Babylon, which offers telehealth services. ITC completed approximately 3,000 telehealth visits from July 2020 to November 2020. Around 31% of these were diversions from emergency room visits, and 30% were behavioral health-related. Kim also spoke about a new program for diabetics that offers at-home testing, and the expansion of their health incentive program. She concluded by briefly touching on ITC's efforts to distribute the HPV vaccine and their program to combat homelessness.

Gretchen Hagman with Delta Dental of Iowa (DDIA) provided an update. She stated that there has been a slight decrease in incoming claims. This past summer, DDIA focused on bringing adolescents in for dental visits. DDIA is currently reaching out to these members to try and schedule follow-up visits. They have also recently focused on bringing Hawki members in who have not seen a dentist in the last two years by doing outreach via text messages, calls, and postcards. They have also sent oral health kits to these members and encouraged them to come in for prevention visits.

Communications Update

Kevin Kirkpatrick provided an IME Communications update. The Member Open Choice Enrollment Period ended on October 30, 2020. Premiums continue to be waived and notifications that are regularly sent to members are on hold. Chair Trefz asked about an issue with premiums on auto pay still coming in. Kevin confirmed that affected members have had those premiums refunded.

Outreach

Jean Johnson, with the Iowa Department of Public Health (IDPH), presented an update to the Board. She stated that IDPH continues to conduct outreach via telehealth and social media. She reported a successful November conference held over Zoom that facilitated productive discussion. Jean established a Google group that she said has been an effective way of allowing Hawki outreach coordinators to communicate. She mentioned that there was a discussion at the November meeting regarding local outreach success stories and lessons learned, specifically the availability and effectiveness of telehealth through the PHE.

Jim highlighted the success of outreach coordinators distributing materials directly to healthcare facilities in lieu of distribution through chambers of commerce (some chambers of commerce have been closed through the PHE). Jean added that, in this regard, outreach coordinators essentially act as ambassadors for the program.

Public Comment

Chair Trefz urged Board members to engage in a more robust public comment discussion moving into the new year.

New Business

Chair Trefz expressed her gratitude for the IME and their help with conducting pediatric-specific data pulls that will help the Board and its mission. She stated that she is meeting with Board members one-on-one and urged them to provide suggestions on Board meeting content and structure moving forward. She also said that she would send out a survey as a way to collect any suggestions.

Next Meeting

The next meeting will be Monday, February 15, 2021.

Meeting adjourned at 1:45 PM.

Submitted by,

John Riemenschneider
Recording Secretary
jr