



## Hawki Board Meeting August 17, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Julie Lovelady, Interim Medicaid Director
Mary Nelle Trefz, Chair – present	Kevin Kirkpatrick, IME
Jim Donoghue – present	Anna Ruggle, IME
Eric Kohlsdorf –	Heather Miller, IME
Dr. Bob Russell – present	Kurt Behrens, IME
Dr. Kaaren Vargas – present	<b>Guests</b>
Shawn Garrington – present	Jean Johnson, IA Department of Public Health
Senator Nate Boulton – present	Lindsay Paulson, MAXIMUS
Senator Dennis Guth –	Joe Estes, MAXIMUS
Representative John Forbes – present	Gretchen Hageman, Delta Dental Iowa
Representative Shannon Lundgren -	John Hedgecoth, Amerigroup Iowa, Inc.
	Kim Flores, Iowa Total Care
	Tia Sigworth Scott County Health Department
	Michelle Canfield, HACAP
	Amanda Johnsinger, Dubuque Visiting Nurses Association
	Zach Woods, Taylor County Public Health Agency

### **Call to Order and Roll Call**

Board Chair Mary Nelle Trefz called the meeting to order at 12:31 PM by phone. 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 June 15, 2020, meeting and from the July 20, 2020, meeting. Chair Trefz asked for a motion to approve the minutes, and the motion carried.

### **Director's Report**

Interim Medicaid Director Julie Lovelady gave updates on the Hawki program and Medicaid overall. Julie noted the enhanced Federal Medical Assistance Percentages (FMAP) rate Medicaid and the Hawki program have received due to the COVID-19 public health emergency (PHE). The Hawki program has seen a small decrease in enrollment, due to more families becoming eligible for Medicaid during the COVID-19 PHE. Julie continues to hold bi-weekly stakeholder calls; these calls started in March and will continue for the duration of the COVID-19 PHE. COVID-19 statistics including positive cases amongst Medicaid beneficiaries and deaths are posted to the DHS website, these statistics are updated weekly. The Department has designed a Uniform Prior Authorization (PA) form that can be used by providers to submit PAs to all Managed Care Organizations (MCOs) and the IME. Providers will be required to use

the new Universal PA form beginning October 1, 2020.

Mary Nelle noting the decrease in enrollment (as a result of families moving from Hawki to Medicaid) challenged the board to reflect on ways to increase outreach to families that may be newly eligible for enrollment in the Hawki program.

### **Updates from the MCOs**

John Hedgecoth, of Amerigroup Iowa, Inc., presented an update to the Board. Amerigroup notes that MCO enrolment is flat or is increasing 3% or less month over month. Amerigroup is not seeing the increase in enrollment they have seen in other states. Amerigroup is looking forward to the upcoming Open Choice period. Amerigroup is working on community mental health initiatives, collaborating with the State's Mental Health and Disability Services (MHDS) Regions to support: Intensive Residential Service Homes (IRSH), the Assertive Community Treatment (ACT) team, and Mental Health access centers. Within the maternal-child health space, Amerigroup continues to deploy national resources through their integrated case management team. Amerigroup has a national relationship with Count the Kicks, a non-profit working in the maternal-child health space. John turned his remarks to how Amerigroup is working to provide relief for Iowans affected by the August 10, 2020 derecho. Amerigroup has made thousands of calls to members to check on them since the storm, and is exploring how it can assist in food and durable medical equipment (DME) distribution during the disaster recovery.

Kim Flores, of Iowa Total Care (ITC), presented an update. ITC is utilizing their resource team to direct members to programs and resources available to them during the recovery from the derecho. ITC has been making contact with members to check on them following the storm. ITC staff is dispatching staff to make door-to-door contact with members whom they have not been able to reach over the phone. Similarly, ITC is contacting their network of providers to see how they can assist in the recovery process. ITC will launch their annual flu shot program, Fluvention, in September. Fluvention is a collection of provider toolkits, member outreach, and other initiatives aimed at encouraging members (especially members of vulnerable populations) to get their flu shot. ITC launched a new Telehealth vendor Babylon Health on July 1, 2020. ITC launched this new telehealth vendor to ensure members have access to their care providers during the COVID-19 PHE.

Gretchen Hageman, of Delta Dental of Iowa (DDIA), gave a brief update. During the summer months, DDIA has been focused on preventative services and restorative services that school aged children need. Summer is an important time for children to get into the dentist to receive these services. DDIA is engaging in outreach efforts to remind parents and provide care coordination to get children in to their dental providers during the summer. DDIA is working with I-Smile to figure out how they can support comprehensive care for children in the fall, specifically regarding schooling and coronavirus. DDIA is also focusing on expanding outreach efforts to pregnant women, noting that if pregnant women receive preventative care during their pregnancy they are more likely to seek preventative care for newborns. Gretchen reported that DDIA has seen a great response in members seeking preventative care while pregnant. Regarding the derecho, DDIA saw an increase in call volumes the day following the storm, mostly general questions not specifically related to dental care. DDIA is working with the non-profit Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC) in Cedar Rapids to provide relief from the storm, specifically to provide oral hygiene supplies.

Chair Trefz asked Gretchen if DDIA has seen any change, either an increase or decrease, in children getting preventative care visits during the summer. Gretchen answered that the Hawki program has not seen much of a change overall, that the season started off slow due to coronavirus concerns, but has picked up in the past few months.

Chair Trefz, noting that all three MCOs had discussed pregnant women in their updates, asked if they are tracking pregnant women who are having coverage longer due to the suspension of disenrollments

during the COVID-19 PHE, and how this extended coverage might impact the health of this population. Kim and John stated that they would put together information on this topic for the next meeting. Gretchen noted that DDIA does not receive medical claims information and it would be very difficult for them to provide answers for these questions.

### **Managed Care Quarterly Report**

Kurt Behrens, of the IME, presented the Managed Care Quarterly Report for State Fiscal Year (SFY) 2020 Quarter 3. Kurt noted that this report is largely a pre-coronavirus report, stating that at the start of March 2020, Iowa had 3 confirmed cases, and by the end of March 2020, Iowa had 500 cases. Enrollment increased slightly during this quarter, by around 6,000 members. Kurt reviewed data for: member grievances; Secret Shopper questions, specifically: billing, newborn enrollment, and healthy behaviors; claims data; value added services, highlighting ITC's My Health Pays program; and value based purchasing enrollment numbers.

### **Communications Update**

Kevin Kirkpatrick provided an IME Communications update. The Member Open Choice Enrollment Period will begin on September 1, 2020, and go through October 30, 2020. The IME will not redistribute members as they did last year to balance membership between the MCOs. Members will receive information packets regarding the Open Choice Enrollment Period in coming weeks. During the COVID-19 PHE, the IME has suspended payments for Medicaid and Hawki. Some households had their monthly payments set up to automatically pay each month. Beginning September 1, 2020, the IME will no longer accept payments and will disable all online payments. The IME will notify families of this with a mailed letter. Additionally, any member with a credit on their account of \$100 or more will receive a refund.

### **Outreach**

Jean Johnson, of Iowa Department of Public Health (IDPH), gave an update on Hawki outreach. There was a large school nurse's conference held virtually in mid-July 2020. Jean shared outreach success stories. Jean then noted that outreach has been challenging during the COVID-19 PHE. Jean said outreach program's upcoming focus would be on getting into schools with programs like I-Smile and to perform preventative screenings.

Chair Trefz invited the board and guests to discuss how outreach efforts could be supported, stating it is important to make sure the program can reach eligible children to enroll in the Hawki program. Michelle Canfield from the Hawkeye Area Community Action Program (HACAP), stated that her program has a long history of working closely with school nurses and that it will be critical to make sure school nurses have the technology they need to help children enroll this fall, especially as districts are exploring virtual learning. Tia Sigworth, Scott County Health Department, stated the Scott County Health Department recently held an event that handed out resources and back to school materials to approximately 300 families. Michelle stated that HACAP has been putting outreach materials into food boxes.

Noting that disenrollments have been suspended during the COVID-19 PHE, Chair Trefz asked Julie and Kevin if they had any thoughts on how re-enrollment would work once the PHE ends. Julie stated that she and other IME staff would put together a response to this question.

### **Public Comment**

There were no public comments.

### **New Business**

Chair Trefz asked board members if they would be interested in putting together onboarding materials for new Hawki Board members. Shawn Garrington and Jim Donoghue volunteered to help with this effort. Lindsay Paulson, MAXIMUS, offered to forward materials used by the Medical Assistance Advisory Council (MAAC). Chair Trefz stated she would follow up with the board members who volunteered.

**Next Meeting**

The next meeting will be October 19, 2020.

Meeting adjourned at 1:39 PM.

Submitted by,

Michael Kitzman  
Recording Secretary  
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