



**Hawki Board Meeting Minutes  
June 20, 2022**

<b>Hawki Board Members</b>	<b>Iowa Medicaid</b>
Mary Nelle Trefz, Chair – present	Elizabeth Matney, Director
Angela Burke Boston – present	Paula Motsinger
Jim Donoghue – present	Julie Lovelady
Mike Stopulos –	Kurt Behrens
Angela Doyle Scar –	Heather Miller
Mary Scieszinski – present	Tashina Hornaday
Shawn Garrington – present	Katie McBurney
Senator Nate Boulton – present	Emily Eppens
Senator Mark Costello –	Dr. William Jagiello
Representative Shannon Lundgren –	Shelley Horak
	Eric Richardson
	<b>Guests</b>
	Gretchen Hageman, DDIA
	John Hedgecoth, Amerigroup
	Lindsay Paulson, Maximus
	Jean Johnson, IDPH
	Sarah Smith, WCPH
	Jennifer Findlay, ITC
	Peter Schumacher
	Abby Less
	Kelli Soyer

**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 the list above reflects the attendance. A quorum was established.

**Approval of the Hawki Board Meeting Minutes**

Chair Trefz called for a motion to approve the minutes from the April 18, 2022, meeting. The motion carried and the Board approved the minutes.

**Public Comment**

There were no public comments.

## **New Business**

There was no new business.

## **SFY 2022, Quarter 2 Report and Executive Summary**

Kurt Behrens, Iowa Medicaid, offered a brief synopsis of the report and executive summary. Current Managed Care Organization (MCO) enrollment is 775,507 members, which represents an increase of 1.21% between quarter 1 (Q1) and quarter 2 (Q2). Disenrollment stabilized between Q1 and Q2 because open enrollment ended, and the Department of Human Services (DHS) resumed some eligibility processes currently suspended under the public health emergency (PHE). Kurt touched on the financial summary, noting that third party liability (TPL) decreased by \$2.9M, or 5.35%, between Q1 and Q2. The final medical loss ratio (MLR) reconciliation for State Fiscal Year (SFY21) data is projected to be complete by September 2022. Additionally, Iowa Total Care (ITC) increased and rededicated staff to address the pharmacy prior authorization workload and prevent insufficient staffing. ITC also conducted member outreach for the flu vaccine as a value-added service. Lastly, Kurt covered call center performance metrics, specifically the non-emergency medical transport (NEMT) helpline. Both Amerigroup and ITC improved from October to November, bringing their metrics to required levels.

## **Strategic Planning Discussion**

Shelley Horak, Iowa Medicaid, lead the discussion. Shelley stated the objectives for the discussion: 1) Review all strategic planning up to this point and identify educational opportunities, and 2) have a brief planning session around conditions and outcomes, focusing on identifying opportunities to engage with the MCOs, providing recommendations to the governor's office and legislature, and updating the narrative within Iowa code that establishes the Hawki Board. Shelley then presented what the Board developed in previous strategic planning discussions as its key priorities, and shared the vision statement, which says that the Hawki Board is a group of leaders that supports standards for pediatric coverage that result in a high performing program that prioritizes positive outcomes for children. This also defines the scope of the program, which includes the range of medical, dental, and mental health services available to accomplish its goals. Additionally, the Board maintains engagement with the MCOs, the Medical Advisory Assistance Council (MAAC), and the Clinical Advisory Council (CAC). A shared vision, along with the steps for achieving it, guide these partnerships. Robust engagement with the public is also critical. The lifespan perspective and social determinants of health are guiding frames of reference for the Board's approach.

The Board articulated several reasons for fulfilling their charge, including improving the lives of members, supporting a bridge between Medicaid and private insurance, and promoting system development. Shelley presented several mechanisms for accomplishing these objectives, including building action-oriented agendas, learning from partners including Medicaid and the MCOs, supporting outcomes for children through assessment of programmatic activities and developing recommendations, engaging with outreach activities and existing initiatives, and providing a link between decision makers and the public. The Board reiterated the importance of collaboration with other oversight entities such as the MAAC and CAC, and stressed the value of using data to form and guide an advisory group focused on children with special healthcare needs.

The Board then shifted to the topic of an educational platform. Shelley noted that pursuing these educational opportunities can help fulfill the relevant duties in the Board's charge. The Board would need to decide topics, formats, and presenters. Shelley also mentioned some possible educational topics, including data outreach activities, demographic and enrollment information, financial enrollment, and member feedback. The Board discussed prioritizing these learning opportunities when developing a long-term educational calendar. The Board will examine similar programs in other states and discuss these examples in future meetings.

### **Director's Update**

Julie Lovelady, Iowa Medicaid, provided an update. She began by reminding the Board that the next town hall event is on June 30, 2022. The previous town hall covered Medicaid 101, and Iowa Medicaid received positive feedback regarding the topic. She also reminded the Board that recordings of the town hall meetings are available on the DHS website. Julie mentioned that there are several new staff who will be introduced at the next Hawki Board meeting. The accompanying updated organizational chart will also be available at that time. Additionally, Iowa Medicaid is developing implementation plans for legislature-approved appropriations. Julie then discussed the timeline for ending the PHE. The PHE will not end in July, as previously thought, but will likely continue through October and into calendar year 2023. Julie concluded by stating that federal Health and Human Services (HHS) personnel will be coming to Iowa for a two-day discussion about behavioral health statistics and how to brace the system for an increase in behavioral health needs.

### **MCO/Outreach/Communications Updates**

John Hedgecoth from Amerigroup provided an update. John said that with the extension of the PHE, Amerigroup has time to plan and implement processes regarding flexibilities, and ways to address those flexibilities when the PHE eventually ends. Amerigroup also reminded providers about the third round of American Rescue Plan Act (ARPA) funds and encouraged them to apply. In anticipation of Food and Drug Administration (FDA) and Centers for Disease Control and Prevention (CDC) approval of a COVID-19 vaccine for children, Amerigroup is developing a COVID-19 vaccine campaign directed toward parents of children up to five years of age. Amerigroup is also addressing healthcare disparities through their vaccine campaigns. Amerigroup recently rolled out a new social determinants of health (SDOH) training series available through the provider training academy portal. John concluded by briefly mentioning that there is an active work group addressing the issue of pediatric child welfare case management.

Jennifer Findlay from ITC provided an update. ITC is focusing on literacy by partnering with Raising Readers in Story County, which provides children with quality, age-appropriate books. They are also partnering with the Iowa Alliance for Healthy Kids to provide tools for improving the social and emotional well-being of Iowa children. Jennifer noted that there are resources on the Iowa Alliance for Healthy Kids website as well as the ITC website. ITC also partners with food pantries to promote healthy eating and distribute tote bags with healthy recipe cards and educational materials and offers healthy cooking classes with Hy-Vee dietitians. Jennifer then briefly discussed ITC's collaboration with the Refugee Alliance of Central Iowa to provide health education; meeting with the West Des Moines school intercultural outreach coordinator; and partnering with the National Council on Independent Living to support provider practice accessibility improvements.

Gretchen Hageman from Delta Dental of Iowa (DDIA) provided an update. DDIA continues to focus their outreach on members who have received prior dental services but have not been seen during the fiscal year, as well as members who have had no prior service. Currently, 62% of members have had preventative service during the fiscal year. DDIA has partnered with Amerigroup to promote the COVID-19 vaccine for children ages 1-5. DDIA is also working with the Refugee Alliance of Central Iowa to find dental homes for refugees new to Iowa.

Jean Johnson, Iowa Department of Public Health (IDPH) provided an update. Jean briefly discussed the 2022 Hawki parent brochure and encouraged Board members to review it. IDPH outreach continues to focus on schools, school nurses, medical and dental providers, faith-based organizations, and vulnerable populations. Jean stated the Hawki outreach coordinators distribute brochures and other materials in communities around the state to raise awareness for programs that may be available to those populations. Jean also noted that the outreach program has recently added several new outreach coordinators, and a main focus will be new-employee and refresher trainings. Jean added that summer is a busy time for outreach coordinators, who regularly participate in traditional summer events, such as vacation bible schools and county fairs. Finally, she stressed the importance of collecting data so the program can make informed decisions.

Emily Eppens, Iowa Medicaid, provided a brief update. She mentioned that work continues on the Department's new website and the use of the term "Iowa Health Link" will be discontinued. She also noted that open choice letters continue to go out to members.

**Next Meeting**

Meeting adjourned at 2:05 PM.

The next meeting will be Monday, August 22, 2022.

Submitted by John Riemenschneider

Recording Secretary

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