

IA HEALTH LINK

2021 MANAGED CARE ORGANIZATIONS SCORECARD

Comparing Iowa Managed Care Organizations

Choosing a Medicaid managed care organization (MCO) that works best for you is important. This scorecard is designed to help eligible members choose a Medicaid MCO. This tool shows how well the different MCOs compare to national benchmarks in terms of providing care and services in various performance areas. The ratings for each performance area summarize how the MCO performs on a number of related measures. Please note that this scorecard only includes children enrolled in Medicaid, not children enrolled in the Hawki program.

Key

Highest Performance



High Performance



Average Performance



Low Performance



Lowest Performance



Insufficient Data



MCO	Doctors' Communication and Patient Engagement	Access to Preventive Care	Women's Health	Living With Illness	Behavioral Health	Medication Management
Amerigroup	★★★★☆	★★★★☆	★★★☆☆	★★★★☆	★★★★☆	★★★★☆
Iowa Total Care	★★★★☆	★★★★☆	★★★☆☆	★★★☆☆	★★★★☆	★★★★☆

The information used for this report card includes Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and National Committee for Quality Assurance (NCQA) Measurement Year (MY) 2020 Healthcare Effectiveness Data and Information Set (HEDIS®) data (i.e., data from January 1, 2020–December 31, 2020) provided by DHS and the MCOs. Star ratings are based on comparisons to 2021 national Medicaid benchmarks. (Data Source: NCQA's Quality Compass® national Medicaid HMO percentiles). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ). HEDIS® is a registered trademark of NCQA. Quality Compass® is a registered trademark of NCQA.

What is Measured in Each Performance Area?

Doctors' Communication and Patient Engagement

- Doctors explain things well to members
- How happy members are with their doctor
- Members who smoke receive help to quit
- Child members receive advice on eating right and staying active

Access to Preventive Care

- Members get the care they need when they need it
- Child members get regular checkups
- Adult members get the right care for back pain

Women's Health

- Women get screenings for cancers and other conditions that affect women
- Women receive care before and after their babies are born

Living With Illness

- Members with long-lasting conditions get the care they need by getting tests, medicines, and checkups

Behavioral Health

- Members with behavioral health conditions get the follow-up care they need.
- Adults and children on antipsychotics get the care they need

Medication Management

- Members only get antibiotics when needed
- Members on opioids get the right dose and care they need

Choosing a Medicaid Managed Care Organization

Choosing the MCO that best meets your health care needs is important. Here are some questions to ask yourself before you pick a plan:

- How well did each MCO perform in each performance area in this scorecard?
- Which MCO has the doctors, hospitals, and specialists you use?
- Which MCO has doctors with office hours and locations that are convenient for you?
- Which MCO offers extra services that you want to use?

You may have other questions or concerns that are important to you. You can contact the MCOs using the information below. They can tell you which doctors are available to you and what other services they offer. You can also contact **Iowa Medicaid Member Services** at 1-800-338-8366. Staff can answer your questions and help you decide which MCO is best for you.

MCO	Contact Information	
Amerigroup Iowa, Inc. (Amerigroup)	1-800-600-4441	www.myamerigroup.com/ia
Iowa Total Care, Inc. (Iowa Total Care)	1-833-404-1061	www.iowatotalcare.com

Information as of January 2022



For More Information Visit: dhs.iowa.gov/iahealthlink