



**hawk-i** Clinical Advisory Committee  
Minutes of Meeting July 20, 2017

CAC Members Present:

Doug Horton, DDS  
Deb Bixler, DO  
Stephanie Sinclair, NP  
William Howard, MD

CC Members Absent:

Richard Votta, MD  
Teri Wahlig, MD

hawk-i and contract staff present:

C. David Smith, MD, **hawk-i** CAC Chair  
Anna Ruggle, **hawk-i** Policy  
Sabrina Johnson, Policy  
Jason Holst, Policy  
Lisa Cook, Policy  
Diane Morrill, Telligen  
Ryan Riley, DDS, Consultant  
Victoria Sharp, MD, AMH  
Meagan Harris, AMH  
Mark Dearden, UHC  
Mary Sweeney, UHC  
Gretchen Hageman, Delta Dental  
Analisa Pearson, IDPH

Roll call of CAC members, staff from **hawk-i** Policy, Telligen, Delta, IDPH, and MCOs. A quorum was met. Minutes from January and April 2017 meetings were approved as written.

New CAC member, Dr. William Howard, was introduced to group.

An email was received from Kaaren Vargas, DDS, **hawk-i** board member, that outlined current dental coverage shortfalls. Dr. Vargas indicated that bitewing radiographs and fluoride treatments are only allowed once per year. Rationale was included to increase these to biannual benefits. Drs. Horton, Riley, and Howard agreed with the rationale to increase the benefits, adding that the saved costs of restorative treatments would defray additional costs.

Gretchen Hageman from Delta Dental offered that they have had a **Caries Risk Assessment** available to providers who felt their patients required additional visits. This assessment has been available for 5-7 years, with only approximately 2,000 of the 41,000 covered children utilizing this resource. The dental providers involved in the meeting were unaware of this resource and would recommend this form be made known to the Iowa Dental Association who would be able to publish this and make it known to **hawk-i** providers.

Anna Ruggle presented the 2016 results of *hawk-i* Measures of Health and Access. Open discussion was held regarding questions related to individual measures. It was suggested that benchmark reference points be added to future reports to allow the reader to see if the *hawk-i* rates were comparable to national rates.

Dr. Smith presented excerpts from the Iowa Healthlink Measures of Health and Access, which is a published quarterly report. Dr. Smith explained that CAC members are welcomed to submit proposed measures to be considered for future collection.

Dr. Bixler aired ongoing issues that her practice faces since the change to managed care. Her clinic struggles with the PA process, as each MCO has different criteria that must be researched. They continue to receive denials for services that were previously covered under Medicaid. Her clinic will receive notices of denials after the 72-hour timeframe for reconsideration has passed. Telephone calls to the MCOs are cumbersome, taking too much of staff time.

Questions were asked about the case management component of the MCOs, whether the case managers were helping or hindering the processes to obtain services for the members. Dr. Bixler was not able to comment on this aspect, as she did not know of the case managers availability to assist in this process.

When asked, there were no comments from the MCOs represented at the meeting.

In the interest of time, the meeting was adjourned at 8:45 a.m.