

COUNCIL ON HUMAN SERVICES

MINUTES

February 14, 2018

COUNCIL

Mark Anderson
Phyllis Hansell
Alexa Heffernan (Absent)
Kimberly Kudej (Via Phone)
Kim Spading
Sam Wallace

EX-OFFICIO LEGISLATIVE MEMBERS

Representative Joel Fry (absent)
Representative Lisa Heddens (absent)
Senator Mark Segebart (absent)
Senator Amanda Ragan (absent)

STAFF

Jerry Foxhoven
Sandy Knudsen
Nancy Freudenberg
Janee Harvey

Mikki Stier
Michael Randol
Matt Highland

GUESTS

Natalie Koerber, Amerigroup Iowa
Sandi Hurtado-Peters, Iowa Department of Management
Paige Petitt, UnitedHealthCare
Flora A. Schmidt, IBHA
Zita Cashen

CALL TO ORDER

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m.

ROLL CALL

All Council members were present with the exception of Alexa Heffernan. All Ex-officio legislative members were absent.

RULES

Nancy Freudenberg, Bureau of Policy Coordination, presented the following rules to Council:

R-1. Amendments to Chapter 73, Medicaid. Updates rules, specifically timelines, to reflect revised federal standards for the resolution of appeals to MCOs.

Motion was made by Wallace to approve and seconded by Spading. MOTION CARRIED UNANIMOUSLY.

R-2. Amendments to Chapter 119, Record Checks. Adds new element to the definition of "Requesting entity." The change is required in relation to federal legislation requiring checks on any employee with access to federal tax information used for purposes of the Department

Motion was made by Wallace to approve and seconded by Hansell. MOTION CARRIED UNANIMOUSLY.

R-3. Amendments to Chapter 167, Foster Care. Clarifies procedures for juvenile detention facilities to follow when seeking annual cost reimbursement.

Motion was made by Wallace to approve and seconded by Hansell. MOTION CARRIED UNANIMOUSLY.

Notices of Intended Action

N-1. Amendments to Chapters 51 and 52, SSA COLA. Implements the January 1, 2018 cost of living adjustments to income limits and benefit amounts for several SSA categories. These amendments were already Adopted and Filed Emergency at the December 13, 2017 meeting of the Council on Human Services. Due to administrative delay, these amendments were required to be refiled in the Legislative Service Agency's Rules Management System.

N-2. Amendments to Chapters 78, 79, and 83, Medicaid. Day Habilitation and Adult Day Care service rates will be changed to a fee schedule using tiered rates. These amendments were Adopted and Filed Emergency at the November 8, 2017 meeting of the Council on Human Services. These amendments were filed to allow for public comment. The Department received 60 comments during the public comment period requesting that Public Hearings be held to allow for interested parties to provide comments to the Department. This amended Notice of Intended Action establishes two public hearings to accommodate the requests received by the Department in the previous comment period.

N-3. Amendments to Chapter 79, Medicaid. These amendments further clarify services covered and provide standards for operation of Medicaid crisis response service providers. These amendments correct inadvertent errors in a previous rule making, in addition to providing updates requested by the Iowa Medicaid Enterprise.

N-4. Amendments to Chapter 81, Medicaid. Adds the use of online course curricula to meet the required minimum of 30 hours of classroom instruction for nurse aide training. Allows a veteran to be deemed to satisfy training requirements for nurse aide training based upon the veteran's service-related training and experience.

N-5. Amendments to Chapters 81 and 166, Medicaid. Aligns rules with federal regulations regarding the use of civil money penalties (CMP) imposed by the Centers for Medicare and Medicaid Services (CMS). Also updates the Department's process in how and when applications for grant proposals are requested.

N-6. Amendments to Chapters 95 and 99, Child Support. Aligns CSRU rules with federal regulations. Removes references to voluntary reduction of income as a factor when CSRU modifies child support obligations.

N-7. Amendments to Chapter 100, Child Support. Replaces the current chapter on Child Support Parental Obligation Pilot Projects. Renames the program and clarifies incentives within the program.

Motion was made by Wallace to approve the noticed rules and seconded by Spading. MOTION CARRIED UNANIMOUSLY.

APPROVAL OF MINUTES

A motion was made by Spading and seconded by Wallace to approve the minutes of January 10, 2018. MOTION CARRIED UNANIMOUSLY.

OVERSIGHT OF MANAGED CARE UPDATE

Mike Randol, Director, Iowa Medicaid Enterprise, provided the following updates:

- The first meeting of the 'Process Improvement Work Group' will be held on February 22. The meetings are designed to get a cross-section of providers together to identify issues they have experienced with managed care. After the issues are identified, the work group will be broken down into subgroups based on category. In response to questions from Spading, Randol reported that the work group meeting is not public, but he will report to the Council, Legislature and the MAAC on the outcomes. The providers were chosen with input from several of the provider associations and IME staff.

- The Department is reviewing Integrated Health Homes with the MCO's to give the department an opportunity to re-look at the health home programs overall. Randol has concerns about the provision of the chronic conditions services within that program.
- IME continues to work with Amerigroup regarding their capacity. Effective March 1, 2018, Amerigroup will work to enroll the 10,000 members that were moved temporarily to fee-for-service program.
- Randol continues to meet with providers and various stakeholders and feels it is important for them to have the opportunity to communicate with him directly.
- The Department is currently working through the Request for Proposal (RFP) process to obtain a new Managed Care Organization that will be effective July 1, 2019.

In response to a question from Hansell, Randol reported that the Milliman actuarial firm continues to have a relationship with the Department until their contract expires on June 30, 2018 and will be completing several projects. An RFP will be proposed for a new actuarial firm that will begin in about 9 months, but it is important to have another actuarial firm (in place currently) so the Department could move forward with the commitment to review rates and be on track to have those rates negotiated soon.

Randol noted that since providers have 365 days to file a claim it is difficult to make decisions based on that analysis without complete data. It is important that States wait six months after the end of the year when claims have been filed before they can start seeing the complete data. Fee-for-Service data is not the same thing in Managed Care - it is not the same utilization trend or the same patterns for those populations. Iowa now has 22 months of experience and with that lag the Department can start doing some of the detailed analysis.

Spading questioned the proposed legislation that appears to be reducing the amount of reporting required of the MCOs. Randol responded that the legislation does not reduce oversight but rather strikes some data elements that were superfluous and allowed more flexibility with reporting. Spading stated that she would like to review the proposed legislation and continue seeing the MCO report every quarter so the Council could see trends. Randol stressed the importance of complete and accurate encounter data.

Spading stated that she would like to get a handle on how much "we missed by" and would like to maintain transparency in seeing the true savings from managed care.

CHILD WELFARE REPORT UPDATE

Janee Harvey, Chief, Bureau of Child Welfare and Community Services, Division of Adult, Children and Family Services provided the Council with an update on proposed strategies in response to the Child Welfare Policy & Practice Group's (CWPPG) report.

Harvey reviewed the nine themes for strategically improving child welfare:

- Intake and Assessment
- Training for staff and contractors
- Documentation efficiency
- Contracted services
- Development of a Child Welfare Information System (CWIS)
- Caseloads - reporting and hiring
- Practice
- Dependent adults
- Other

Hansell noted that she appreciates hearing about other state's experiences and that the Council is mindful of the need for funding.

LEGISLATIVE UPDATE

Director Foxhoven reported that bills are pending in both the House and Senate that incorporate the "Complex Service Needs Workgroup Report" into legislation. Foxhoven sees this as one of the biggest initiatives on the expansion and improvement of services for individuals with mental health, disability and substance abuse needs in many years.

Stier reported on the following legislation that the Department is tracking on:

HSB626 (Passed out of the House) - Child Sexual Abuse as Result of Adult in Home

HSB627 (Passed out of the House) - Custody Transfer for Youth at Boys State Training School

HSB638 (Passed out of the House) - Eldora State Training School/establishing a diagnosis and evaluation center and other units

HSB630 (Passed out of the House Sub, waiting to pass full) - Child Abuse, Reporters and Employment Background Checks

HSB641 (Passed House Sub; scheduled to go through full) - Child Abuse and Registered Sex Offender Access

HSB631 (Amended and Passed House) - Human Services Department Technical Changes, Support of Mentally Ill

HSB629 (Amended and Passed out of the House) - Child Support, Medical Support

HSB632 (Amended; Needs to go through House Full Committee) - Medicaid Efficiency - Multiple Technical Clean-up

DIRECTOR'S REPORT

Director Foxhoven reported on his outreach to department staff and his efforts to improve staff morale.

COUNCIL UPDATES

Spading and Hansell shared that they were disappointed that data is being pulled out of the quarterly managed care reporting and didn't think that lent itself to transparency. Anderson noted that the Council can request reports and specify what they would like to see in those reports.

ADJOURNMENT

Meeting adjourned at 1:15 p.m.

Submitted by Sandy Knudsen, Recording Secretary