

TELECONFERENCE MINUTES: COUNCIL ON HUMAN SERVICES: May 13th, 2020

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson, Chair – present via phone	Director Kelly Garcia – present via phone
Kimberly Kudej – present via phone	Faith Sandberg – present via phone
Sam Wallace – present via phone	Matt Highland – present via phone
Carol Forristall – present via phone	Mike Randol – present via phone
Rebecca Peterson – present via phone	Annie Lukens – present via phone
Skylar Mayberry-Mayes – present via phone	Janee Harvey – present via phone
	Cory Turner – present via phone

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – absent
Senator Mariannette Miller-Meeks – absent
Senator Amanda Ragan – present via phone
Representative Timi Brown-Powers – absent
GUESTS
Iowa Attorney General's Iowa Dental Hygienist's Association Des Moines Register Iowa Office of the Ombudsman Brown Winnick Advocacy Iowa Forrest Ridge Youth Services Iowa Medicaid

CALL TO ORDER

Mark Anderson, Council Chair, called the Council meeting to order at 10:00 a.m. via conference call on Wednesday, May 13th, 2020.

ROLL CALL

Annie Lukens, held roll call of the Council of Human Services. Attendance details listed above. Mark Anderson read aloud: "This meeting of the Iowa Council on Human Services is being held in accord with Section 21.8 of the Code of Iowa entitled, "electronic meeting." The Code states that a governmental body may conduct a meeting by electronic means if circumstances are such that a meeting in person is impossible or impractical, or if the governmental body complies with the rules. The rules essentially state that access must be provided to the public. The meeting is being held on a speaker phone in the First Floor Conference Room of the Hoover State Office Building. An agenda was sent to interested groups as well as the press advising that the meeting will be held via conference call. Minutes will be kept of the meeting."

ACFS COVID UPDATE

Presented by: Janee Harvey; Division Administrator for Adult Children and Family Services

CHILDCARE SUSTAINABILITY PLAN

The Iowa Department of Human Services (DHS) recognizes the critical role childcare plays in supporting the state's essential workforce and economy as schools remain closed. Childcare providers have demanding jobs supporting families and children in the best of times, and even more so during the global COVID-19 pandemic. To support these providers and Iowa families, we have worked closely with our partners to develop this plan, looking across all potential funding sources, and will continue to do so and adjust as needed. This plan prioritizes funding to help licensed centers and registered homes to remain open or, if temporarily closed, reopen to assist Iowa's essential workforce to remain at work.

COVID-19 IMPACT

As of January 1, 2020, there were 154,095 childcare slots across the state of Iowa between licensed, registered, and non-registered programs.

Non-registered programs are typically in-home providers serving five or less children. However, if these programs wish to be eligible for Childcare Assistance (CCA) payments, they must sign an agreement with DHS. Slot counts for this provider type represent those programs with an active agreement. This number grew to 159,204 by March 1, 2020. However, as of March 31, 2020, 793 licensed centers and 28 licensed childcare development homes had reported temporary closure to DHS as a result of COVID-19, representing a loss of 49,750 slots. As of April 21, 2020, 829 centers and 171 homes had reported temporary closure. While this loss of slots has not caused immediate strain on the childcare system given that many parents or guardians are able to stay home with their children, downstream impacts are expected. Because these providers are closed and not receiving revenue through tuition payment at this time, their ability to come back online during or after the COVID-19 pandemic is negatively impacted.

To address this hurdle, some providers could raise tuition payments and effectively price families out of affordable childcare. In the future, as the economy begins to recover from the impact of COVID-19, increased costs and reduced availability of affordable childcare will likely present a significant barrier to Iowans reentering the job market.

FUNDING

- The CARES Act provides an additional \$3.5 billion in discretionary funding for the Child Care and Development Block Grant, also known as the Childcare Development Fund (CCDF).
- On April 14, 2020, Iowa received its supplemental allocation of \$31,899,093. This funding is intended to serve two key purposes.
- Support members of the essential workforce, irrespective of income, through CCA.
- Assist childcare providers to remain open or reopen, whether these providers serve CCA families or not.
- Per the CARES Act, the supplemental funds must be obligated by the end of federal fiscal year
- 2022 and liquidated by the end of federal fiscal year 2023.

SUSTAINABILITY PLAN

- Unless noted otherwise, providers are eligible for a strategy if they meet the following qualifications.
- Currently open and agree to remain open or temporarily closed but reopen.
- In the event that the center does not feel they can remain open safely, they will work with
- DHS and health officials to try to take needed steps to remain open.

- Prioritize serving families with essential services workers.
- Comply with current CDC, IDPH, and DHS guidance.
- Strategies and associated details are laid out in Table 1, below.
- DHS will monitor expenditures under this plan and may shift allocated amounts to best meet identified needs.

CHILD WELFARE SUPPORT PLAN

Due to school closures, foster group care and shelter care providers have incurred additional costs associated with caring for youth when they would normally be at school or on home visits. Foster parents with children who test positive for COVID-19 incur additional costs to provide appropriate care for the children in their homes. The Department of Human Services (DHS) is committed to assisting with the increased costs associated with the public health emergency. The federal Coronavirus Aid, Relief, and Economic Security (CARES) Act provided additional funds to the State of Iowa to prevent, prepare for and respond to the pandemic. DHS has developed a thoughtful plan to support group and shelter care providers, as well as foster parents.

COVID-19 IMPACT

- As of March 2020, there were 5,791 children and youth in foster care.
- DHS provided guidance to minimize the number of in-person contacts between caseworkers and the families they serve. This guidance impacts the ability of many parents to have in-person family interactions with their children.
- The majority of biological parents whose children are in foster care are participating in community based mental health and/or substance use treatment. Many of these services have also shifted to virtual platforms in order to maintain social distancing guidelines.
- Group care and shelter providers are required to maintain specific staff-to-youth ratios. Because youth are no longer leaving campus to physically attend school and because youth cannot go on home visits, these residential providers have been required to increase the number of staff hours needed to maintain licensing ratios.
- During this same time period, there were 1,700 children placed in foster homes.
- Children who are positive for COVID-19 will have increased supervision and support needs, transportation costs for testing or medical appointments, and deep cleaning of the home following the exposure.

FUNDING

- The CARES Act provided Iowa with an allocation \$476,722 in discretionary funding for child welfare services.
- These funds must be used to prevent, prepare for and respond to coronavirus, consistent with the regulatory requirements under Title IV-B, Subpart 1 of the federal Social Security Act.
- Federal guidance provided in the award notice gives flexibility to ensure the funds are used to support the well-being, permanency and stability of children who are in, or at risk of entering, foster care.
- Per the CARES Act, the supplemental funds must be obligated by the end of federal fiscal year 2021 and liquidated by December 31, 2021.

CONSIDERATIONS

- In developing this plan, DHS used information from internal data systems and research from other states, and also engaged in conversations with the child welfare provider community.
- DHS tailored this plan to address immediate financial concerns associated with the provision of residential services and address the impact of reducing in-person contacts with parents and children.

FOOD ASSISTANCE

- DHS will increase April and May Food Assistance benefits to the maximum allowable amount per household.
- If a household is not already receiving the maximum amount for April and May, those additional benefits will be added to their EBT card with their normal monthly benefits.
- Currently evaluating if we will do the same for June
- Food Assistance households who would normally have a recertification due in March, April, or May, have had their cases recertified for six months. A Notice of Decision will not be sent to households regarding this extension.
- Amazon and Walmart now offer online options for lowans using their Food Assistance EBT card to purchase food. This service is available statewide. Amazon will deliver to all Iowa ZIP codes. Walmart provides this service for all store locations that offer online grocery. DHS is exploring additional opportunities to expand this program to include other retailers.
- lowans who are in need of emergency assistance due to an income change are now eligible for TEFAP.

P-EBT Specific:

- Continue to work with Department of Education (DOE) for the data match
 - Updated date to receive information from DOE is May 25, 2020
- Anticipate a call with DOE to finalize timeline tomorrow – will update you once completed
- Expected issuance: June 2020

MEDICAID COVID UPDATE

Presented by: Mike Randol; Division Administrator for Iowa Medicaid Enterprise and Mary Stewart; Bureau Chief for Iowa Medicaid Enterprise

NO DISENROLLMENTS/PREMIUMS

- No one is being disenrolled or having their services reduced due to an inability to pay a premium, incomplete Healthy Behaviors, or other means throughout the duration of the COVID-19 pandemic.
- All co-pays, contributions and premiums have been waived through at least June. Members who already paid their co-pay, premium, or contribution for a waived month will receive a credit on their account when billing resumes.
 - We've disabled the online payment option temporarily so that members can't make a payment.

WAIVERS

- We've received approval from CMS for several different waivers to ensure continuous and expanded services for Medicaid members during this pandemic.
- There's a comprehensive matrix posted on the DHS website that lists all the flexibilities we've requested, along with the implementation date or status of each request.

FAQS/TOOLKIT

- Also on the DHS website is a comprehensive list of the questions we've received related to COVID-19, and our answers.
- I'd encourage everyone to go to the website and look through those FAQs. New ones are posted regularly.
- We've answered a lot of questions around telehealth and Home- and Community-Based services, as well as other program and general Medicaid operations questions. If you don't see an answer to your question on the website, you can email us at IMECOVID19@dhs.state.ia.us and we'll get

INFORMATIONAL LETTERS

- In addition to the FAQs, we've published several ILs that offer guidance for services and billing during the pandemic:
 - Telehealth services and billing
 - Teledentistry
 - Pharmacy
 - Expanded home delivered meals, homemaker and companion services
- Those ILs are all posted on the website

TIMELY FILLING EXTENDED

- The MCOs are extending the timely filing deadline by 90 days due to COVID-19.
- Effective with dates of service beginning April 1, 2020, providers will have 270 calendar days from the date of service to submit first time claims and encounters.
- Fee-for-Service and dental timely filing is at 360 days and remains unchanged right now.
- After this interim period, we'll return to normal billing guidelines.

PRIOR AUTHORIZATIONS (PAS)

- At this time, we're not waiving all PAs for Medicaid members during the pandemic.
- We're also NOT extending all PAs for continuity of care.
- What we are doing is extending PAs that were approved by the MCOs, dental plans and IME, for Fee-for-Service, for elective procedures that were delayed or cancelled due to the pandemic, that expire in March, April or May. We're extending those PAs an additional 90 days from the date of expiration. And, they'll be extended in 90-day increments through the end of the emergency period.
- We're monitoring PAs daily, including the time period for approval, and we'll use this data to make changes, if necessary.

STAKEHOLDER CALLS

- I've been holding a weekly call with providers on Fridays to talk about Medicaid updates related to COVID-19 and answer questions.
- I'm going to continue these calls as providers find them very helpful to get the latest updates.

CIVIL MONEY PENALTIES FUNDING DURING COVID-19

- We released an Informational Letter last week with details about how nursing facilities can apply for civil money penalties funding to purchase communicative technology during the COVID-19 public health emergency.
- The grants will be used to purchase communicative technology devices like iPads, tablets or webcams for residents to use.
- Instructions on how to apply for a grant are listed in the Informational Letter and are posted on our website on the COVID-19 Provider webpage.

RETAINER PAYMENTS

- We have requested authority through CMS to make retainer payments to HCBS and habilitation providers.
- We're still working with CMS on how this will work.

CARES ACT PROVIDER RELIEF FUND

- CMS requested a data file from us that contained all of the funding provided to every Medicaid provider for state fiscal years 2018 and 2019.
- We submitted this file to CMS last week.
- The data included both Fee-for-Service as well as managed care data and dental.
- CMS intends to use this data to determine payments to Medicaid specific providers.

- We are not aware at this point, of what calculation CMS will be using to determine the payment amount for providers.

OTHER MEDICAID UPDATES – NOT RELATED TO COVID-19

THIRD PARTY LIABILITY VERIFICATION CHANGE

- Our eligibility system no longer provides third-party liability verification for members assigned to an MCO.
- The MCOs will provide TPL verification for their members.
- TPL changes for members in managed care should now be reported to the member's MCO.

ELECTRONIC VISIT VERIFICATION

- We've determined that the service codes that will require EVV starting January 1, 2021. We issued an Informational Letter about that in March.
- We're going to reconvene the EVV Stakeholder work group to provide an update on EVV implementation and answer questions.
- We're looking at holding the workgroup meeting on June 4. Look for an IL with details soon.
 - If you're unable participate in the conference call, you'll be able to send in questions beforehand that we can answer, as well.

MANAGED CARE UPDATE

Presented by: Mary Stewart; Bureau Chief for Iowa Medicaid Enterprise

This quarterly report is focused on key descriptors and measures that provide information about the managed care implementation and operations. • While this report does contain operational data that can be an indicator of positive member outcomes, standardized, aggregate health outcome measures are reported annually. This will include measures associated with HEDIS®1 and CAHPS2 . • The reports are largely based on managed care claims data. Because of this, the data will not be complete until a full 180 days has passed since the period reported. However, based on our knowledge of claims data this accounts for less than 15% of the total claim volume for that reporting period. • The Medical Loss Ratio information is reflected as directly reported by the MCOs.

DIRECTORS REPORT

TOWN HALLS

- Conducted our 2nd virtual town hall with Glenwood families and loved ones
- These continue to be a great way to have ongoing dialog with the loved ones and families of our Glenwood residents.
 - We plan to do the same with our other facilities in the coming weeks.
- At the town hall we provided information on our COVID-19 Response, and update on the DOJ investigation, and we've begun our discussion on our community integration plan.

GLENWOOD UPDATE

- The DOJ continues their work remotely.
 - They conducted interviews with past and present leadership of the past two weeks.
- You likely saw in the news Dr. Rehman is no longer with the agency.
 - He resigned in lieu of termination.
- Continue HR on campus presence

COMMUNITY INTEGRATION

- DOJ has two parts to their investigation, and one is focused on how we serve individuals in the community.
- We've put together a plan, which we discussed at the town hall, and we've also been talking to legislators about the framework.
- This will be a person-centered approach.
 - No set target numbers
 - Creating individual plans for each of the people who currently reside at both Resource Centers
- When DOJ was at GRC, they visited residents and a dozen self-identified that they wanted to live in the community.
- We have some work to do to build out capacity in the community.
- We also need to work on our pipeline.
- This is a state-led effort. I want to make sure everyone is engaged and feels like a partner in this effort.
- Not focused on closure. Not DOJ's goal either. Right sizing of facilities
- We know these are tough conversations with families and loved ones, but so far they have gone really well.

COVID-19

- Last month Matt provided an update on our response to the pandemic so far, this really effects every part of our work at the agency.
- Today we had Director Randol and Janee Harvey, the new DA for ACFS, provide you an update on their respective division's efforts around COVID-19.
 - Moving forward we're going to have two DAs come to provide an update on their division's response each month.
- We continue to update our timeline on our website for the overall agency response, and we're also providing regular updates on our facilities.

WOODWARD RESOURCE CENTER

- You've likely seen that unfortunately we have had 10 residents test positive at WRC.
- This is the only facility with positive residents to date.
- Our thoughts go out to our team members at WRC.
- We are doing everything we can to protect those in our care and equipping our team with the tools, resources and sick policy they need to ensure their safety as well.
- With the nature of the virus we knew it was a matter of when, not if, we would have positive cases, and we continue to take strong swift action.
- U of I consult on our mitigation measures-confirmed we're using best practices.
- We put in place policies very early on, which I believe have really helped keep it out of most of our facilities, and to limit the spread at WRC.
- Each facility has staffing contingency plan to ensure proper levels of care

NEXT MEETING

The next meeting of the Council on Human Services is Wednesday, June, 10th 2020 and will be a teleconference.

ADJOURN

Council on Human Services teleconference meeting held on May 13th, 2020 adjourned at 11:02am CST.