



BOARD MEETING MINUTES
October 16, 2017

BOARD MEMBERS

Angela Burke Boston
Jim Donoghue
Eric Kohlsdorf
Dr. Bob Russell (absent)
Dr. Jonathan Crosbie
Dr. Kaaren Vargas

Staff

Mikki Stier
Debbie Johnson
Anna Ruggle

EX-OFFICIO LEGISLATIVE MEMBERS

Representative John Forbes
Senator Nate Boulton
Representative Shannon Lundgren (absent)
Senator Dennis Guth (absent)

Liz Matney
Matt Highland
Nick Peters

Guests

Natalie Koerber, Amerigroup
Jane Brown, UnitedHealthcare of the Midlands
Tracy Smith, ACIA
Jean Johnson, Department of Public Health-Outreach
Mary Nelle Trefz, Child and Family Policy Center
Joe Estes, MAXIMUS
Jenna Braydhorst

CALL TO ORDER

Eric Kohlsdorf called the meeting to order at 12:35 p.m.

ROLL CALL

A quorum was not present. Dr. Jonathan Crosbie arrived after the roll call, establishing a quorum

APPROVAL OF MINUTES

hawk-i Board Minutes

June 19, 2017

Motion to approve minutes of the October 16, 2017 meeting with corrections made by Jim Donghue, seconded by Jonathan Crosbie. MOTION CARRIED UNANIMOUSLY.

DIRECTOR'S REPORT

Director Mikki Stier reported on that enrollment statistics and financial information that was included in the packet.

Stier then deferred to Liz Matney, IME Managed Care Organization (MCO) Bureau Chief.

REVIEW OF MCO QUARTERLY REPORT

Matney called attention to the MCO SFY17 Q4 Report provided to the Board. She highlighted health risk assessments completed and reviewed grievances filed across the MCOs. Transportation issues make up the greatest number of grievances filed.

Questions from the Board included interest in contrasting the number of grievances by the number of members enrolled in each MCO.

Matney highlighted the appeals process and gave statistics regarding rulings from Administrative Law Judges when the appeal reached that level. The judges are using DHS rules in making their decisions.

Matney reported on upcoming plans to enhance metrics in the next year.

In response to a question from Representative Forbes, Matney said the much of the data is self-reported by the MCOs although, if needed, there is an independent organization that does come in to review. Currently, secret shopper calls are made on a weekly basis to all call centers and problems are reported on a timely basis.

The instance of prior authorization requests is running at 100% of contract standards across the MCOs. Dr. Crosbie expressed concern about the length of time that some treatment prior authorizations are made. Matney mentioned that prior authorizations may be expedited if the need is urgent.

Director Stier gave a report on ***hawk-i*** enrollment. She pointed out that there was an uptick in numbers in both full coverage and dental care.

Financial numbers reflect a spike in capitation payments which is being investigated by IME and DHS Fiscal.

Stier reported that there are enough funds to cover the Iowa CHIP program through the end of March 2018. Congressional reauthorization activity is being monitored closely. Matt Highland gave an update on the communications plan that will occur if CHIP funds run low, and the congressional process is not complete. Time frames are in place to notify CHIP members of all potential outcomes.

Stier introduced Gretchen Kraemer Assistant Attorney General for **hawk-i**.

REVIEW OF BOARD RESPONSIBILITY

Kraemer introduced the Board to Iowa open records law and Iowa Code issues. Publishing an agenda is critical for this organization. The agenda is the manner in which the public is aware of the meeting and the topics to be covered in the meeting. Open records laws also require all information about the board, including emails and any other correspondence be available. Kraemer asked about Board member disclosure of conflicts and encouraged the board to keep this mind when conducting business. Any disclosure should be made at the beginning of a meeting. She entertained questions about what constitutes conflicts. Kraemer reminded the Board that the group is here to serve the public as a whole. She pointed out that **hawk-i** is in code and that there are prescriptive rules that shall be accomplished. By-laws and administrative code will be sent to Board members.

hawk-i Outreach Report

Jean Johnson, Iowa Department of Public Health **hawk-i** coordinator talked about having a very busy quarter. All Outreach Coordinators met last week in Des Moines and were very curious about reauthorization and, also, asked about having new hawk-I brochures. Johnson's supply of brochures is currently exhausted, and she is anxious to update the brochure.

Many conferences are scheduled for the rest of the year which Johnson plans to attend.

hawk-i CLINICAL ADVISORY REPORT

Mikki Stier reports that the **hawk-i** Clinical Advisory Committee meets next week. An effort will be made to make sure that the timing is such that a report from the committee will be available to the board.

PUBLIC COMMENT

Mary Nelle Trefz, Child and Family Policy Center, voiced concern about families as September 30 approaches and little is known about the federal funding for **hawk-i**. Director Stier said that IME will do everything that can be done to make sure correct information is provided to stakeholders. She asked for time points that communications will be distributed. She also asked how to get access to the outside reviewer report.

NEW BUSINESS

Debbie Johnson gave an update on what Retroactive Enrollment is. Enrollment will cover what happens in the month of enrollment, not automatically going back 90 days. This does not affect **hawk-i**. **hawk-i** coverage begins the first day of the month after application.

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Representative Forbes gave an update on legislative progress on action about retroactive eligibility. He reported, after much public comment that there may be a delay by the legislator of enacting the cost-saving retroactive eligibility.

Stier talked about the misinformation about enrollment, specifically nursing facilities, and the issues are being addressed on many levels with interested stakeholders.

Jim Donoghue asked when the hawk-I program was started. He believes that a 20-year celebration may be in order. Anna Ruggle said that the program began in 1998. Donoghue thinks that there should be a celebration, with cake.

Donoghue also pointed out that Mikki Stier had been appointed DHS Deputy Director and offered congratulations.

NEXT MEETING

The next meeting will be December 18, 2017.

ADJOURNMENT

Meeting adjourned at 2:02 p.m.

Submitted by,

Nick Peters, Recorder of Minutes