

COUNCIL ON HUMAN SERVICES

MINUTES

October 12, 2016

COUNCIL

Mark Anderson
Phyllis Hansell
Alexa Heffernan (absent)
Kimberly Kudej
Guy Richardson
Kim Spading
Sam Wallace

EX-OFFICIO LEGISLATIVE MEMBERS

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

STAFF

Chuck Palmer
Sandy Knudsen
Nancy Freudenberg
Wendy Rickman
Paige Thorson
Kate Sherer

Mikki Stier
Rick Shults
Amy McCoy
Jean Slaybaugh
Dena Sloan

GUESTS

Kris Bell, Senate Democratic Caucus
Sandi Hurtado-Peters, Department of Management
Ashley McGuire, United HealthCare
Natalie Koerber, Amerigroup
Kimberly Murphy, Iowa Hospital Association
Kristie Oliver, Coalition for Family and Children Services
RC Schwarm, Brown Winick
Kelli Todd, Office of the State Long-Term Care Ombudsman
Linda Brundies, Ombudsman's Office

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 Heffernan. All Ex-officio legislative members were absent with the exception of Senator Ragan.

2017-2021 FACILITIES PARK & INSTITUTIONAL ROAD PROJECTS

Rick Shults, Administrator, Division of Mental Health and Disability Services, reviewed the 2017-2021 Allocation to the Department of Human Services (and the Iowa Veterans Home) from the Department of Transportation to the Park and Institutional Road Projects.

A motion was made by Hansell and seconded by Wallace to approve the allocation as presented. MOTION UNANIMOUSLY CARRIED.

RULES

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

R-1. Amendments to Chapters 40, 41, and 46, Food Assistance and Family Investment Program. These amendments add definitions for locations where applicants and participants are prohibited from accessing funds with their electronic cards.

A motion was made by Richardson and seconded by Wallace to approve. MOTION CARRIED UNANIMOUSLY.

R-2. Amendments to Chapter 99, Child Support Recovery. These amendments conform the child support process to statutory changes regarding suspension of court orders for child and medical support. Amends the current suspension process to allow for suspension of the child support order if the child goes to live with a caretaker who does not want child support, and both parents consent to the suspension.

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

APPROVAL OF MINUTES

A motion was made by Wallace and seconded by Richardson to approve the minutes of September 13, 2016. MOTION CARRIED UNANIMOUSLY.

A motion was made by Spading and seconded by Kudej to table the minutes of September 14, 2016. A revised draft of the minutes shall be shared with the

Council prior to the next meeting that includes a brief description of the discussion as it related to the questions submitted by Spading in regard to the Managed Care Organizations First Quarter Performance Data report. MOTION CARRIED UNANIMOUSLY.

OVERSIGHT OF MANAGED CARE

Mikki Stier, Director, Iowa Medicaid Enterprise (IME), reported:

The first quarterly report, which was shared with the Council last month, begins to provide data regarding how the Managed Care Organizations (MCOs) are serving the populations. The report covers many data elements including the billing process in respect to “clean claims”, prior authorizations, etc. The IME continues to receive feedback regarding the report from various committees, providers and members. The Medical Assistance Advisory Council (MAAC) will be forming a small work group to look into the data more fully.

The IME monitors many trends in relation to managed care, including enrollment, utilization and risk adjustment.

In response to a question from Senator Ragan regarding billing for the Meals on Wheels program through HCBS Waiver, Paige Thorson noted there was an error on the authorization side and the Department will work to get the problems resolved.

Roles and Responsibilities of other Oversight Bodies:

- Legislative Health Policy Oversight Committee
- Office of the State Long-Term Care Ombudsman. The Office of the State Long-Term Care Ombudsman is required by the Centers for Medicare and Medicaid Services (CMS) to report data from the Managed Care Ombudsman Program on a monthly basis. Stier distributed copies of the Managed Care Ombudsman Program Monthly Report for September 2016. (the Ombudsman’s office has a representative on MAAC). Palmer noted the importance of an independent ombudsman in this process.
- Medical Assistance Advisory Council (MAAC). The MAAC is to advise the Medicaid agency about health and medical care services. There is a MAAC Executive Committee that meets monthly. Some of the duties of the MAAC:
 - Advises on budget policy
 - Makes recommendations to the Director
 - Develops action plans
 - Receives feedback from constituents
 - Puts together minutes and summations of public hearings

Stier encouraged the Council to view the MAAC website for updates.

- Hawk-i Board
 - Monitors the capacity of Medicaid managed care organizations to specifically and appropriately address the unique needs of children and children's health delivery
- MHDS Commission
 - Receives reports from Iowa Medicaid staff to become educated on how managed care systems work and what are the outcome measures related to the mission of mental health and intellectual disability services

Amy McCoy noted that she will create a "Link Library" related to managed care and email it to Council members.

PROCUREMENT DISCUSSION/PRESENTATION

Wendy Rickman, Administrator, Division of Adult, Children and Family Services distributed and reviewed "SFY18 Child Welfare Service Procurements and Iowa's Child Welfare System of Care" power point. She explained that the Department intends to bundle services differently.

Highlights of presentation:

- The new Child Welfare service contracts planned to begin July 1, 2017 for SFY2018 will cover:
 - Child Welfare Emergency Services (CWES)
 - Foster Group Care Services (FGCS)
 - Supervised Apartment Living (SAL)
 - Recruitment and Retention of Resource Families (R&R)
 - Training and Peer support
- The approach to the upcoming competitive procurements will include:
 - Conduct public, deliberate, and inclusive conversations with public and private partners to move together toward system enhancement and successful outcomes for children and families.
 - Work across natural boundaries to encourage dialogue between and among public and private stakeholders
 - Build on lessons learned from past competitive procurements
 - Identify areas needing improvement
- Iowa's child welfare system must develop more evidence based and data driven approaches that support strong children and strong families.

- Requests for Proposals published in the Fall 2016 with competitive bids accepted through early 2017. New contractors begin services July 1, 2017

COUNCIL UPDATES

Anderson reported that La Crosse, WI has the lowest health care cost per capita and the highest rate of 'advanced directives.' The advance directives appear to be built into their protocols. It was noted that some find advance directive issues difficult to discuss. There was discussion concerning what organizations or advocacy groups could take up this topic in regard to possible legislation. Spading offered to check with U of I staff for information on this topic.

Council will review a draft of the 'Executive Summary Oversight Report' at the next meeting.

DIRECTOR'S REPORT

Director Palmer reported on the juvenile population served at the Eldora State Training School. He discussed treatment and safety issues and how they are affected by delinquent as well as behavioral mental health problems.

The Department continues to address managed care issues and noted that the volume of billing problems has lessened.

NEXT MEETING/ADJOURNMENT

The next meeting of the Council on Human Services will be held at the Eldora State Training School on Wednesday, November 9, 2016.

Council adjourned at 1:00 p.m.

*Submitted by Sandy Knudsen
Recording Secretary*