



Meeting Minutes October 10, 2018

COUNCIL MEMBERS	DEPARTMENT OF HUMAN SERVICES
Mark Anderson – present	Jerry Foxhoven - present
Phyllis Hansell – present	Sandy Knudsen - present
Alexa Heffernan – present	Nancy Freudenberg - present
Kimberly Kudej – present	Jana Rhoads - present
Kim Spading – present	Julie Allison - present
Sam Wallace – present	Mike Randol - present
	Liz Matney - present

EX-OFFICIO LEGISLATIVE MEMBERS
Representative Joel Fry – present
Representative Lisa Heddens – absent
Senator Amanda Ragan – absent
Senator Mark Segebart – absent

Guests

Maddie Miller, Advocacy Strategies
Tony Leys, Des Moines Register

Call to Order

Mark Anderson, Chair, called the Council meeting to order at 10:00 a.m. by teleconference on October 10, 2018, in the First Floor Conference Room of the Hoover State Office Building.

Roll Call

All Council members were present. All ex-officio legislative members were absent with the exception of Representative Fry.

Anderson reported that 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 following 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. Notices and agendas were sent to interested groups as well as the press advising them the meeting will be held via conference call. Minutes will be kept of the meeting.

Rules

Nancy Freudenberg presented the following rules:

R-1. Amendments to Chapter 98, Child Support Recovery. Amendments conform 441 IAC Chapter 98 Division I and rule 441—98.39 with recent changes to 45 C. F. R. §303.31.

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

R-2. Amendments to Chapter 106, Child Welfare. Adds the requirement that employees, operators, owners, or other persons who perform duties for a children’s residential facility shall make a report, in accordance with Iowa Code section 232.69, whenever they reasonably believe a child for whom they are providing care has suffered abuse.

A motion was made by Hansell to approve and seconded by Kudej. MOTION UNANIMOUSLY CARRIED.

R-3. Amendments to Chapters 109, 110, and 120, Child Care. Implements additional mandatory prohibitions to involvement with child care as a result of a record check. Also implements new requirements regarding fingerprint checks prior to involvement with child care.

A motion was made by Heffernan to approve and seconded by Hansell. MOTION UNANIMOUSLY CARRIED.

R-4. Amendments to Chapter 170, Child Care Assistance (CCA). Updates the Child Care Assistance half-day rate ceilings in accordance with 2018 Iowa Acts, Senate File 2418. Allows providers to be paid more for the care they provide to CCA-eligible families.

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

Notices of Intended Action:

N-1. Amendments to Chapter 77, Medicaid. These amendments reflect a recent change to the Code of Iowa entitling behavior analysts and assistant behavior analysts who are licensed, pursuant to chapter 154D, to payment for behavioral health services provided to recipients of medical assistance. These amendments also entitle provisionally licensed psychologists, temporarily licensed marital and family therapists and temporarily licensed

mental health counselors who are licensed, pursuant to chapter 154D.7, to payment for behavioral health services provided to recipients of medical assistance.

Representative Fry stated that he believed that SF2418 and SF192 also granted provisional status to provisionally license independent and master social workers to participate as eligible providers in Medicaid. Freudenberg will follow up and get back to the Council.

N-2. Amendments to Chapter 201, Adoption Subsidy. These amendments revise Adoption Subsidy administrative rules by updating outdated language, clarifying eligibility criteria for special needs children, clarifying allowable expenses under special services and adds a provision to suspend adoption subsidy under defined circumstances.

These amendments also formalize the ability of the Department to assess and suspend a family's use of adoption subsidy funds if concerns are brought forward that the child is not being supported. Payments would be suspended during the Department's review and reinstated if the family is found to be supporting their child or the family agrees to and provides documentation that they are providing appropriate support. These amendments would allow the Department to terminate the subsidy agreement if the family is not supporting their adoptive child and will not agree to provide and document support for the adoptive child.

N-3. Amendments to Chapter 204, Subsidized Guardianship. The administrative rules for subsidized guardianship are being revised to implement the program under the guidelines of the federal Fostering Connections to Success Act. The previous program was administered through a federal waiver which has been eliminated.

In response to comments from Kudej, Julie Allison offered to revise the language on page 13, regarding funding, to make it more clear.

A motion was made by Heffernan and seconded by Wallace to approve the noticed rules. MOTION UNANIMOUSLY CARRIED.

Approval of Minutes

A motion was made by Wallace and seconded by Hansell to approve the minutes of September 11 - 12, 2018. MOTION CARRIED UNANIMOUSLY.

Oversight of Managed Care

Mike Randol, Medicaid Director, and Liz Matney, Bureau Chief, Iowa Medicaid Enterprise (IME) provided the following review of the "IA Health Link Managed Care Organization Report: SFY2018, Quarter 4 (April-June) Performance Data."

- So far, in this fiscal year, MCO's have completed almost 54,000 initial health risk assessments (page 9). At least 70% of the MCO's new members who have been assigned to the MCO for a continuous period of at least 90 days and the MCO has been able to reach within three attempts, must receive an initial health risk assessment.
- In response to a question from Spading, Matney noted that it is a requirement of the ACO (Accountable Care Organization) contract that they are responsible for a certain number of member health outcomes and for overseeing the referrals of members to different services. She noted it is a consistent model across the state. Matney offered to provide the Council with information on the ACO requirements and the results for

Iowa members.

- Since the transition due to AmeriHealth's departure in December, data is showing good progress by UnitedHealthCare in regard to the level of care reassessments (timeliness measures).
- There are certain programs like the Intellectual Disability Waiver Habilitation program that historically have had a higher number of incidents than some other populations (page 19). The Department works with providers on education and remediation to prevent future incidents from happening, both at an individual and systemic level. The Department continuously works to make sure there are improvements in this area.
- Regarding grievances (page 22) - looking at the number of grievances with the number of members enrolled in each health plan, less than 1% of members have filed a grievance for this quarter.
- 4.4 million medical claims were processed in this quarter of which approximately 11% were denied (page 31). Matney noted that not all of the claims that are reprocessed are due to MCO error, but also include reprocessing due to fee schedule changes (page 35).
- In response to questions from Heffernan and Spading regarding value added services (page 38), Matney offered to provide a link to the DHS website that shows exactly what services there are in each one of the high level buckets that MCOs do provide as a value add. The upcoming annual report will show the trending of those services.
- Well over 90% of services are being authorized (Prior Authorization - page 41).
- In the last reporting period there was an increase in emergency visits for non-emergent care for children, but a significant drop for adults. Staff will review the data trending and try to ascertain the reasons behind any increase.

Kudej inquired about the Iowa Family Planning Network contract that expired 6/30/18. Randol responded that the contractors that are paid to provide assistance with managing the Medicaid program are covered in the 'Medical Contracts' budget that was reviewed in the Council's budget presentation in September.

Review Draft of Annual Council Executive Summary Regarding Managed Care

After review of the draft, Council suggested staff add and summarize addendums to the report as follow-up to questions posed by the Council at the previous meetings. Hansel noted that last April, Foxhoven reported that he was in talks with the Ombudsman's Office to ask for clarification on their reporting and an update should be added to the Council's Executive Summary regarding Foxhoven's request.

Council Update

- Wallace reported that he attended a ribbon cutting ceremony at Mercy Hospital in Des Moines celebrating a new psychiatric residency program. For two years, the State (through the Department of Public Health) have given \$2M to different organizations to start different kinds of residency programs. Similar residency programs have been created at Des Moines Methodist and Broadlawns Hospitals).
- Kudej reported that she was contacted by a provider in Des Moines who was having issues with Medicaid payments and thanked DHS staff for their assistance in trying to resolve the matter.
- Hansell announced her resignation from the Council - November 14th will be her last Council meeting. She stated she will miss the Council members and staff and has enjoyed her time on the Council.

Director's Report

Jerry Foxhoven, Director, provided the following report:

- Foxhoven commended Hansell for her service on the Council.
- Mikki Stier, Deputy Director, has been recognized as the recipient of the 2018 Regent Award from the American College of Healthcare Executives at the Iowa Hospital Association's annual meeting.
- Foxhoven shared excerpts of an email he received from a constituent commending two social workers who 'went above and beyond' to assist her family in their time of crisis.

In response to a question from Kudej regarding the state program initiated due to the exclusion of Planned Parenthood and whether utilization of services increased or decreased as a result. Foxhoven responded that the numbers that were reported to the Council noted that utilization was down, but it was difficult to say who is not receiving services. In the last session, the Legislature did make some substantial changes to increase the number of providers to limit the impact of their original legislation. As the new rules are implemented, hopefully usage will increase.

Next Meeting

The next meeting of the Council on Human Services will be held November 14, 2018.

Adjournment

Council adjourned at 11:10 a.m.