

**Iowa Department of Human Services
Medical Assistance Advisory Council (MAAC)
Action Items for 6/1/2016**

Date Added	Action Item	Item Category (Process, Systemic, Legislative)	Who is Responsible for Follow-Up	Status (Outstanding/Complete)
5/19/2016	Email Address from FC and EC for connecting with one another		Medicaid Director	Outstanding
5/19/2016	Request opinion from the Attorney General's office as to which body can make recommendations		Chair of MAAC and Medicaid Director and AG	Completed follow-up with AG - it is the Executive Committee
5/19/2016	Utilize the administrative process to clarify role of Co-chair and Vice-chair		Medicaid Director and AG	Outstanding - Need to update the admin rules to reflect the change in Iowa Law to reflect a Co-Chair per AG. A task the Executive Committee can complete
5/19/2016	Create a mechanism for consistent reporting from MCOs such topics as claims, call times and reasons for cases that are escalated		Medicaid Director	Outstanding - DHS has developed reports templates that we will be sharing with MAAC and other interested parties
5/19/2016	Job descriptions		Medicaid Director and AG	Outstanding - DHS has drafted for AG review
5/19/2016	Tracking and dashboard moving forward		Medicaid Director	Outstanding - DHS has completed in draft
5/19/2016	Information on the 834 file and process for the waiver programs		Chair of MAAC	Outstanding
5/19/2016	Information from the Ombudsman		Medicaid Director	Outstanding - Report is out and will be reviewed at the next MAAC Executive meeting
5/19/2016	Process of member changing MCOs - how member, provider, and MCOs are aware of change and potential updating of member-facing materials		Medicaid Director	Outstanding - Flow charts have been developed and will be shared at the next MAAC Executive Committee
5/19/2016	Is it possible to make choice period cut-off dates for members changing MCOs		Medicaid Director	Outstanding - Flow charts have been developed and will be shared at the next MAAC Executive Committee
5/19/2016	Data on how many members are switching MCOs and if possible information as to why		Medicaid Director	Outstanding - Flow charts have been developed and will be shared at the next MAAC Executive Committee

**Iowa Department of Human Services
 Medical Assistance Advisory Council (MAAC)
 Action Items for 6/1/2016**

Date Added	Action Item	Item Category (Process, Systemic, Legislative)	Who is Responsible for Follow-Up	Status (Outstanding/Complete)
5/19/2016	What does ISIS capture, what does IMPA capture, and who has access to it			<p>Completed: ISIS - individualized Services Information System. Its purpose is to support LTC facilities and Waivers programs. Within ISIS, IM Workers, Case Managers, and others involved in establishing individualized service plans have access. It is a web-based system. Both Level of Care and Service Plan workflows are built into the system to step users through these two core processes. ISIS then provides LOC information back to IM Workers to support eligibility determination and sends authorized service plans for FFS members to MMIS that supports claims processing. We have around 1,000 daily ISIS users. IMPA - Iowa Medicaid Portal Application. Our primary user base are Medicaid Providers. Several different role-based functions/business processes are supported within IMPA. Some of the main support items within IMPA include: (a) MCO Look-Up tool. This web based programming uses web services for real-time access to eligibility information, child welfare information, IM Electronic Case File, and IME Services data; (b) Provider Re-Enrollment and certification. The re-enrollment process is supported through structure work-flow/programming to capture all the information necessary from providers to support re-enrollment; and, (c) Remittance Advices - All Medicaid Providers use IMPA to electronically access their remittance advice. There are other sets of functionality and business processes supported as IMPA is a roles-based portal. We currently have about 17,000 registered IMPA users; some use it daily, some weekly or other periodic users.</p>
5/19/2016	Listening sessions - how to address concerns raised in sessions in both FC and EC meetings		Chair of MAAC and Medicaid Director	Outstanding

**Iowa Department of Human Services
 Medical Assistance Advisory Council (MAAC)
 Action Items for 6/1/2016**

Date Added	Action Item	Item Category (Process, Systemic, Legislative)	Who is Responsible for Follow-Up	Status (Outstanding/Complete)
5/19/2016	Prior Authorizations		Medicaid Director	Table of PA has been developed and is on the DHS website for providers as an initial guide regarding PAs
5/19/2016	One pager regarding the role of MAAC that members can use with the organizations in which they are representing and stakeholders		Medicaid Director	Outstanding
5/19/2016	A designated email account that can be used for MAAC business		Medicaid Director	Outstanding (Use current email for stakeholders that IME has already established)