



### **MAAC Full Council Meeting Summary of Meeting Minutes November 21, 2016**

#### **Introduction** *(See the roll call document to review the Full Council attendance.)*

Gerd called the meeting to order and performed the roll call and declared that there was quorum.

#### **Approval of August 17, 2016 Full Council Meeting Minutes**

Gerd asked the Council if there were any changes to the minutes of the Full Council meeting of August 17, 2016. It was indicated that Natalie Ginty's name had been spelled incorrectly. Gerd stated that the minutes were approved upon completion of the suggested edit.

#### **Administrative Rules Update**

The revised draft of the Administrative Rules was provided to the Council which included minor updates on the distinction between the co-chair and the public co-chair, clarification on voting and non-voting members in the Council, the rules governing the drafting of recommendations to the Department, and clarification on the process for voting for business and professional entities in the Executive Committee. Gerd discussed the summary of changes and the process of recommendations to the Department of Human Services (DHS) Council. The Council had made suggestions in the August 17, 2016 Council meeting and the Committee updated the rules with suggestions from the meeting therefore, the document would be sent to the DHS Council for review.

#### **Public Comment Listening Sessions Update**

Summary of notes from the Public Comment Listening Sessions between March 2016 and October 2016 were provided to the Council. The summaries included comments and questions identified at each location. Per House File 2460, the Council and Committee were to make recommendations on a quarterly basis to the Department based on the summaries. The Council was encouraged to attend future meetings for additional insight in recommendations.

#### **Executive Committee Summary**

Summaries of approved minutes for 2015 and 2016 to date Council and Committee meeting discussions of managed care in meeting materials were provided. Recommendations to the Department may be based on information within the summaries. Gerd advised that Council members may speak with any Committee members if they have additional recommendations.

#### **Updates on Required Legislative Reports**

- **Executive Committee Summaries**  
Executive summaries to be submitted to DHS no later than November 15, annually, for inclusion in the annual report.
- **Public Comment Meeting Summary**  
The Committee to make recommendations on a quarterly basis to the Department based on the feedback in the Public Comment Listening Sessions summaries. The Council to

make suggestions regarding summaries, the Committee to then make recommendations based on Council suggestions and then suggestions to be sent to the Department.

### **Recommendations to the Department of Human Services (DHS)**

Gerd suggested the following draft motion:

The MAAC Full Council recommends that the MAAC Executive Committee consider the following recommendations relating to the issues identified either through the Public Comment Listening Sessions or general recommendations to be sent to the Department:

- Prior Authorization
- Medication approval
- Case Management
- Credentialing
- Dual Eligibility coordination
- Timeliness of reimbursements
- Consistency of MCO customer service
- Increase in provider administrative costs
- Housing for mental health and cognitive patients and its impact on the patient on their caregiver
- Overall mental health plans
- Health Home
- Access to care
  - Low reimbursement rates resulting in reduced access to care
- Mental health access
  - Broad system access
- Reduced geographical access
  - Particularly rural areas
- Consumer navigation of new system
  - Collecting patient stories and how IME works with Case Managers in improving consumer experience
- Medicaid reapplication process being triggered when member receiving Elderly Waiver Services is admitted to Nursing Facility for greater than 30 days and moves back home, losing their services

A vote was taken and motion carried.

### **Report from the Long Term Care Ombudsman**

Kelli Todd from the LTC Ombudsman's Office briefed the Council on the monthly reports from the Ombudsman's Office as required by CMS and stated that the report was available on their website. She outlined the data from month to month indicating relevant variance changes and the metrics used. She also provided key issues the Office had encountered that aligned with some of the key recommendations that had been discussed at this Council meeting.

[The monthly and quarterly program reports of the Long-Term Care Ombudsman Program can be accessed online.](#)<sup>1</sup>

### **Report Analysis Workgroup**

Mikki informed the Council that the workgroup meeting would be incorporated into the next Executive Committee meeting on November 29, 2016. Gerd extended an invitation to the members of the Council to attend or call in to the meeting if they would like to contribute to the workgroup discussion.

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<sup>1</sup> <https://www.iowaaging.gov/long-term-care-ombudsman/managed-care-ombudsman/managed-care-ombudsman-program-reports>

### Update from the Medicaid Director

Mikki provided an update regarding the continuation of work being done with the MCOs including making sure the correct rates were established with each MCO. The IME continued to work with CMS regarding the credentialing of providers and Mikki informed the Council that the IME was currently in the process of re-enrolling all of its providers which added a strain on the credentialing process; she encouraged the Council to remain vigilant for more informational letters regarding these important points. The IME continued to do outreach for associations, providers, and MCO partners to ensure a smooth transition.

### Updates from MCOs

#### **a. Amerigroup Iowa, Inc.**

The representative discussed community outreach and volunteering throughout the state.

#### **b. AmeriHealth Caritas Iowa, Inc.**

The representative outlined statistical data on member- and provider-services call centers and stated they had increased staffing for provider network team. Member/Provider Stakeholder Advisory Committee Meeting to take place on December 8, 2016, between 5 p.m. and 7 p.m. at the AmeriHealth Caritas Wellness center, 3420 Martin Luther King Jr. Parkway, Des Moines, IA 50310.

#### **c. UnitedHealthcare Plan of the River Valley, Inc.**

The representative provided general information regarding additional assistance available to providers and stated documents were available on the UnitedHealthcare website to assist providers.

### Public Comments

No comments from the Council.

### Adjourn

3:00 p.m.