



BOARD MEETING MINUTES
February 16, 2016
State Historical Building of Iowa

Meeting called to order at 12:30 P.M.

Roll call taken. Members present:

Board Members

Angela Burke Boston
Jim Donoghue
Bob Russell
Mary Mincer Hansen
Eric Kohlsdorf

Legislative Board Members

Senator Janet Petersen (telephone)
Representative John Forbes
Representative Ken Rizer (telephone)

Others attending:

Department of Human Services Staff:

Mikki Stier Deborah Johnson Anna Ruggle Matt Highland

Guests

Laura Michael
Barbara Nebel
Monica Goodvin
Joe Estes
Lynh Patterson
Jean Johnson
Barbara Rodriguez
Lesleyann Christiansen
Sandi Hurtado=Peters
Laura Westermeyer

Affiliation

Blank Children's Hospital/ISHA
Children's Therapy Services/ISHA
Children's Center for Therapy
MAXIMUS
Delta Dental
IDPH
Associated Press
Visiting Nurse Services
IDOM
Children's Center for Therapy

I. Approval of minutes

Motion: Approval of Minutes from December 15, 2015 Board meeting

Vote: Motion (Burke Boston, Kohlsdorf) passed. Minutes approved with changes.

Dr. Hansen asked for consensus to change order of agenda. Consensus affirmed.

II. Report from the Chair – Dr. Mary Mincer Hansen

Dr. Hansen reiterated Senator Petersen's concern that Iowa Medicaid indicates that Wellmark had refused to continue the contract last fall. Dr. Hansen asked Director Mikki Stier to respond to that information.

Director Stier reported that there had been ongoing negotiations with all coverage providers. Wellmark was going to make changes to their Pharmacy Benefit Management (PBM) system which would require retooling the *hawk-i* program. Because of that reason, Iowa Medicaid gave a 60-day notice to terminate the contract with Wellmark because plans would conflict with the January 1, 2016 start date for managed care.

Representative John Forbes reported that in a conversation he had with Wellmark that the offer was made to the state to continue *hawk-i* coverage, but when the contract had been terminated they began to dismantle the *hawk-i* system. By the time he contacted Wellmark in December it was too late to revive the coverage.

Senator Petersen asked for clarification of the time frame. Representative Forbes outlined that he was told by Laura Jackson of Wellmark that an offer to continue coverage was extended as a contingency if MCO approval was not effective on January 1, 2016 which IME declined.

Dr. Hansen acknowledged correspondence from Mr. Dan Britt regarding his concerns about speech therapy benefits and managed care. Dr. Hansen reported that she had received an email from IME stating that IME had referred Britt's concerns to the Attorney General and the Iowa Insurance Commissioner and that a response was forthcoming.

Dr. Hansen reported on her request to invite representatives of the MCO's come before to the board to explain coverage and answer board questions. Director Stier had reported that because of the timing of the transition, representatives would not be able to attend until after the transition has occurred.

Senator Petersen asked for clarification of the role of the Iowa Insurance Commissioner. Director Stier explained that the Insurance commissioner will address the specifics of the defined benefit plan to ensure services are appropriate.

Dr. Hansen has been asked to speak at the Patient-Centered Health Advisory Council. This council has been established by the legislature. Dr. Hansen will speak on the *hawk-i* program. She asked IME for data on care statistics for her presentation and outlined the information she hopes to address. She will share with the board the information she received from IME.

III. **Introduction of New IDPH Statewide *hawk-i* Outreach Coordinator**

Jean Johnson, IDPH *hawk-i* Outreach Coordinator, offered a information about her previous experience with state government and expressed her excitement about working with the *hawk-i* program. She distributed a report of activities to the board.

IV. **Report from Medicaid Director – Mikki Stier**

Director Stier reported on the robust communications plan being instituted for *hawk-i*. Changes have been made to the website, including an area for frequently asked questions. The goal is to make the website easier to use and more family friendly. Call-center script updates have occurred and the call centers are being blind called as a “secret shopper” exercise to compare information being given to callers. These activities are conducted so call centers employees have the best training and complete information to serve our families. Director Stier reviewed some of the questions that are asked and that the staff is coached with answering.

Senator Petersen asked about the assignment process of children to the MCOs. She expressed concern about children finding MCO providers available in their area, without having to switch MCOs.. Director Stier explained that MCO assignment of *hawk-i* participants is done with an algorithm that assigns members using equal distribution among the MCOs. The algorithm is similar to the process that occurs with the general Medicaid population.

Senator Petersen asked about the availability of vaccinations and screening programs. Director Stier will get the board information on those two programs.

Director Stier reported on progress with CMS implementation initiatives. Representative Forbes asked what will happen if CMS does not approve March 1 start date. Director Stier reported that things would not change from where they will be on January 1.

MCO representatives will attend the April meeting.

Director Stier talked about the difficulty capturing satisfaction and disenrollment data from our data systems. She did state that there has been progress in capturing why families leave the program. Although this data is not captured in our new ELIAS system, work is being done to report those reasons on a regular basis.

Dr. Bob Russell reports that Iowa has been recognized by CMS for providing across the board dental care access to Iowa children. The Iowa dental care is on par with private insurance nationally.

Dr. Hansen asked Director Stier to define the role of the Long-Term Care Ombudsman. Director Stier gave detail about the robust onboarding process that includes the ombudsman staff spending time with all areas of the IME and MCOs to familiarize themselves with what exactly the process of providing

services to the public feels like. Representative Forbes mentioned that there are only two ombudsmen for all of Medicaid, there should be about 1 ombudsman for every 3,500 Medicaid members, which means that Iowa would need 135-150 ombudsmen. The cost to add this number of new staff is prohibitive, Representative Forbes reported that the legislature continues to review.

V. Public Comment

Barb Nebel, Iowa Speech and Hearing Association expressed concern over what services are offered by United Health Care for speech therapy to children. She urged the board to examine those services and reinstitute the services that were offered by Wellmark.

Monica Goodvin, Children's Center for Therapy shared personal experiences with speech therapy and her family. She urges that speech therapy services are a part of coverage going forward with the MCOs.

Leanne O'Brien, Iowa Occupational Therapy Association wants to advocate for coverage for occupational therapy services for the *hawk-i* program.

Lesley Christensen, VNS of Iowa expressed concern over the application to receive *hawk-i* services. She identified all problems with forms that members face with the changes to applicants and how many changes have occurred in the recent past.

Amy McCoy, DHS Policy Specialist reported on new informational tools and statewide meetings that are available to the public.

Laura Westmeyer, Children's Center for Therapy expressed concern over funds for continued service for children's services throughout the state.

VI. New Business

The fiscal reports that were distributed at the beginning of the board meeting are reflective of January 2016. The report was described as "on-track" by DHS business analyst. Full fiscal report will be given at next board meeting.

Meeting adjourned at 1:59 PM by Chair Hansen.

Respectfully submitted,

Mary Mincer Hansen, Chair
Nick Peters, Recorder of Minutes