

Medical Assistance Advisory Council (MAAC)

August 31, 2015



Medical Assistance Advisory Council (MAAC) Full Council Meeting Agenda: 08/31/2015

- 10:00 Introductions and Roll Call
- 10:05 Overview of Meeting Dates and Structure Through 2016
- 10:10 MCO Award Announcement and Readiness Review
- 10:30 MAAC's Role in Managed Care Oversight
- 10:50 IA Health Link Outreach Update
- 11:10 State Innovation Model Grant Update
- 11:20 Public Comments and Questions
- 11:30 Adjourn



Introductions and Roll Call

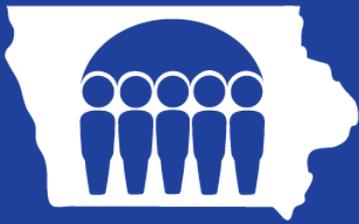


Overview of Meeting Dates and Structure Through 2016



Future Meeting Dates

Meeting	Date	Time
Fall 2015	Thursday, November 19, 2015	1:00 p.m. – 3:00 p.m.
Winter 2016	Thursday, February 18 2016	1:00 p.m. – 4:00 p.m.
Spring 2016	Thursday, May 19, 2016	1:00 p.m. – 4:00 p.m.



MAAC Meeting Structure

- Formal members seated with name plates
- Questions and comments during presentations permitted from formal members only
- Questions and comments from public attendees permitted during end of meeting, during designated time
- Voting permitted only by formal members



MCO Award Announcement. Readiness Review and Timeline

Mikki Stier, MSHA, FACHE

Medicaid Director

Liz Matney,

Managed Care Director



Managed Care Organizations in Contracting Process

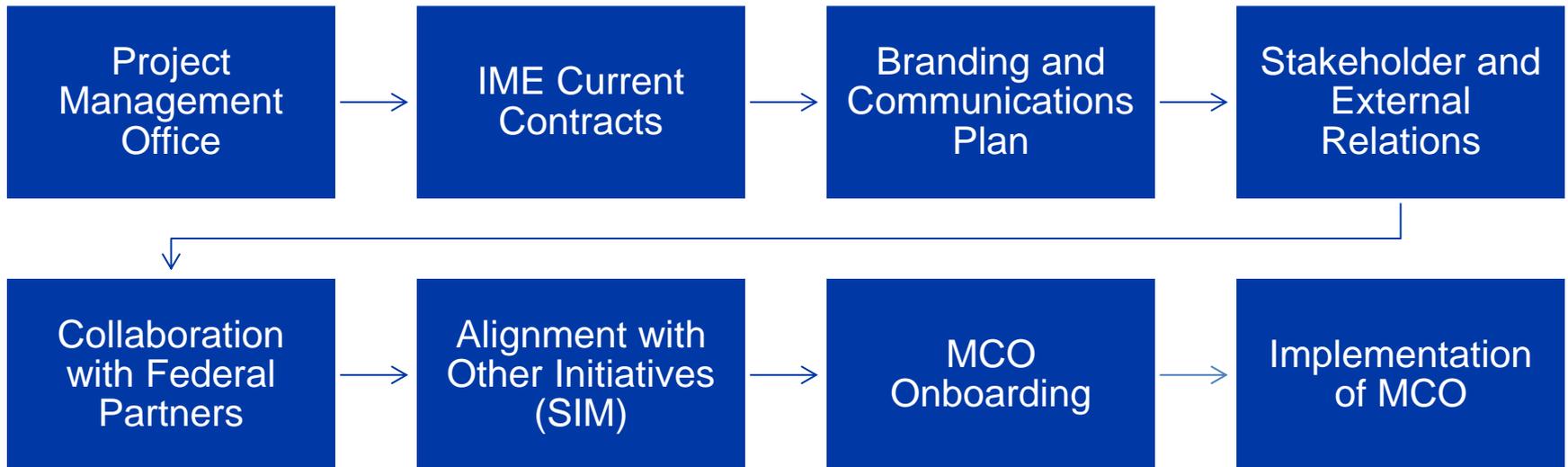
- DHS issued a Notice of Intent to Award contracts on Monday, August 17, 2015 to the four bidders below:
 - AmeriGroup Iowa, Inc.
 - AmeriHealth Caritas Iowa, Inc.
 - UnitedHealthcare Plan of the River Valley, Inc.
 - WellCare of Iowa, Inc.
- DHS will finalize contracts with these managed care organizations on September 11, 2015.



Iowa Medicaid Internal Operational Readiness: Preparing to Implement Medicaid Modernization



Key Areas of Focus



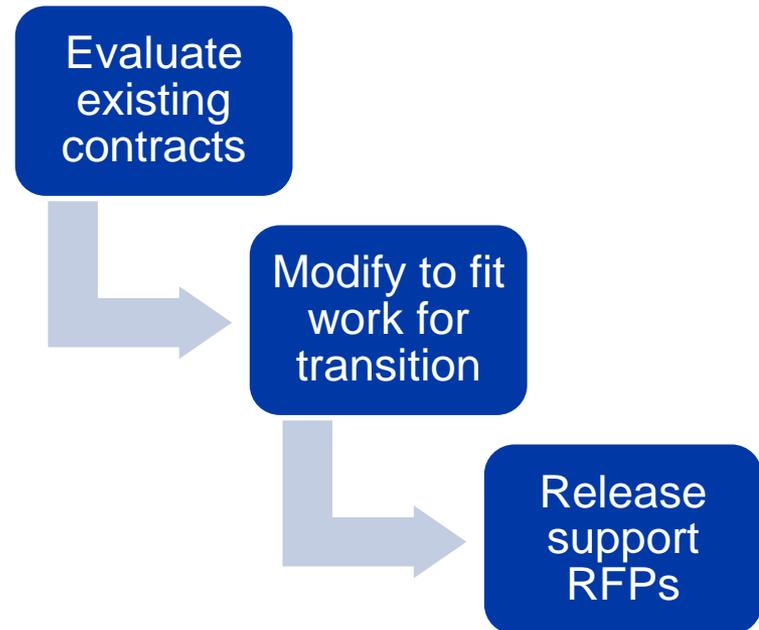


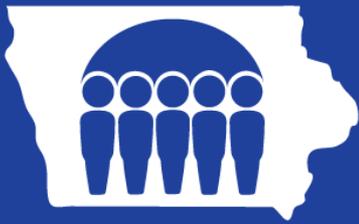
Iowa Medicaid Internal Readiness

Project Management Office

- Modernization project management team
- Overseeing operational planning and progress
- Aligning with readiness review consultants

Contract Reviews

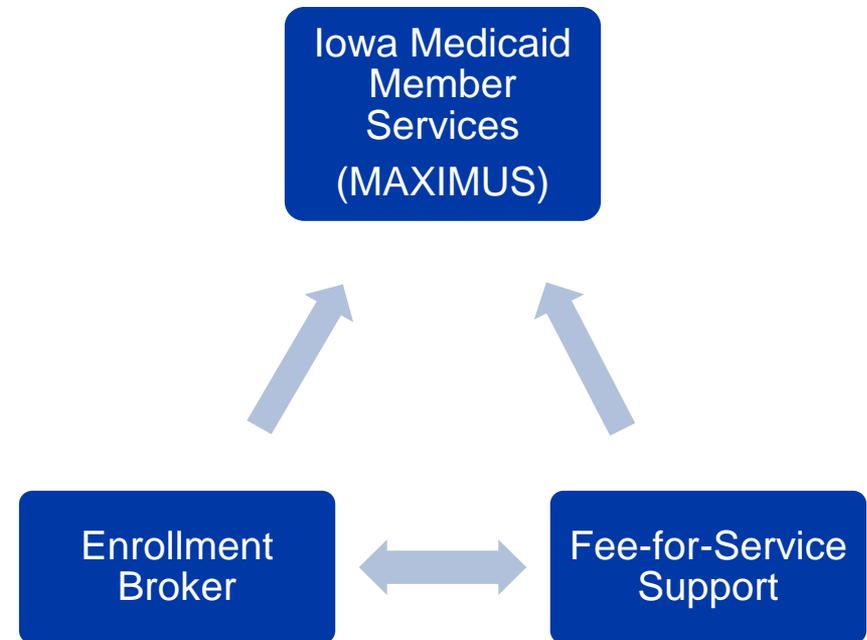




Enrollment Broker Activities

Independent enrollment broker is responsible for assisting members

- Conflict free from the MCOs
- Offer choice counseling in a variety of methods such as phone, mail, email, in-person





Provider Readiness

- This fall, live provider education sessions on the upcoming changes will be offered in 11 different communities throughout the state
- Informational Letter 1539 was sent out to providers on **August 20, 2015**
 - Access the letter here: <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT>
 - Link above provides the following:
 - Schedule and location of the Annual Provider Training sessions
 - Online Training Registration form
 - Ability to submit questions in advance on the Online Training Registration form
- To stay up-to-date on Iowa Medicaid news for providers, please visit: <https://dhs.iowa.gov/ime/Providers>



Iowa Medicaid External Operational Readiness: Preparing to Implement Medicaid Modernization



MCO Readiness Review

Before any MCO can begin serving Medicaid members, the MCO must demonstrate their readiness to meet the care needs of new members

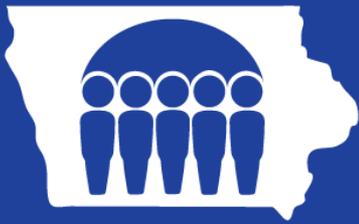
- Facilitates a smooth transition
- Minimizes negative impacts of the transition

State staff will be supported by consultants, selected through a competitive procurement process



MCO Readiness Review

- Specific federal requirements related to long term care readiness
 - Comprehensive LTC training
 - Experience and expertise with LTC, including case management and disease management staff
 - Requirements applicable to subcontractors of the MCOs



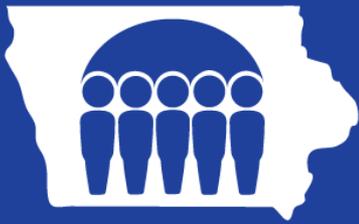
Structure of Readiness Review





Common Operational Areas for Review

Organization and Administration	MCO Staffing	Provider Network
Financial Information	Utilization Management	Provider Relations
Management Information Systems	Quality Management	Coordination of Care
Marketing	Access and Availability	Provider Contracting
Member Services	Member Grievances	Claims Management
Enrollment & Disenrollment	Service Authorization	Scope of Services
Reporting Requirements	Performance Improvement	Continuity of Care



Readiness Review Components

- Key deliverables
 - Policies and procedures, training materials, member educational materials, notices, provider incentives, provider agreements, manuals, staffing and implementation plan
- Critical processes and operating functions
- IT systems and testing
- Other verification and validation activities

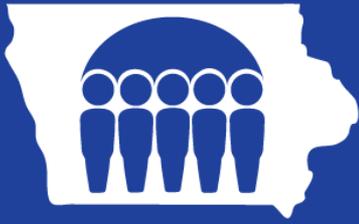


Iowa Readiness Review RFP

Activity	Date
RFP for Readiness Review Contractor Issued	July 14, 2015
Letter of Intent and Questions Due	July 22, 2015
DHS Response to Questions	July 30, 2015
Bidder Proposals Due	August 10, 2015
Notice of Intent to Award	August 26, 2015
Anticipated Start Date	September 1, 2015

More information on the RFP:

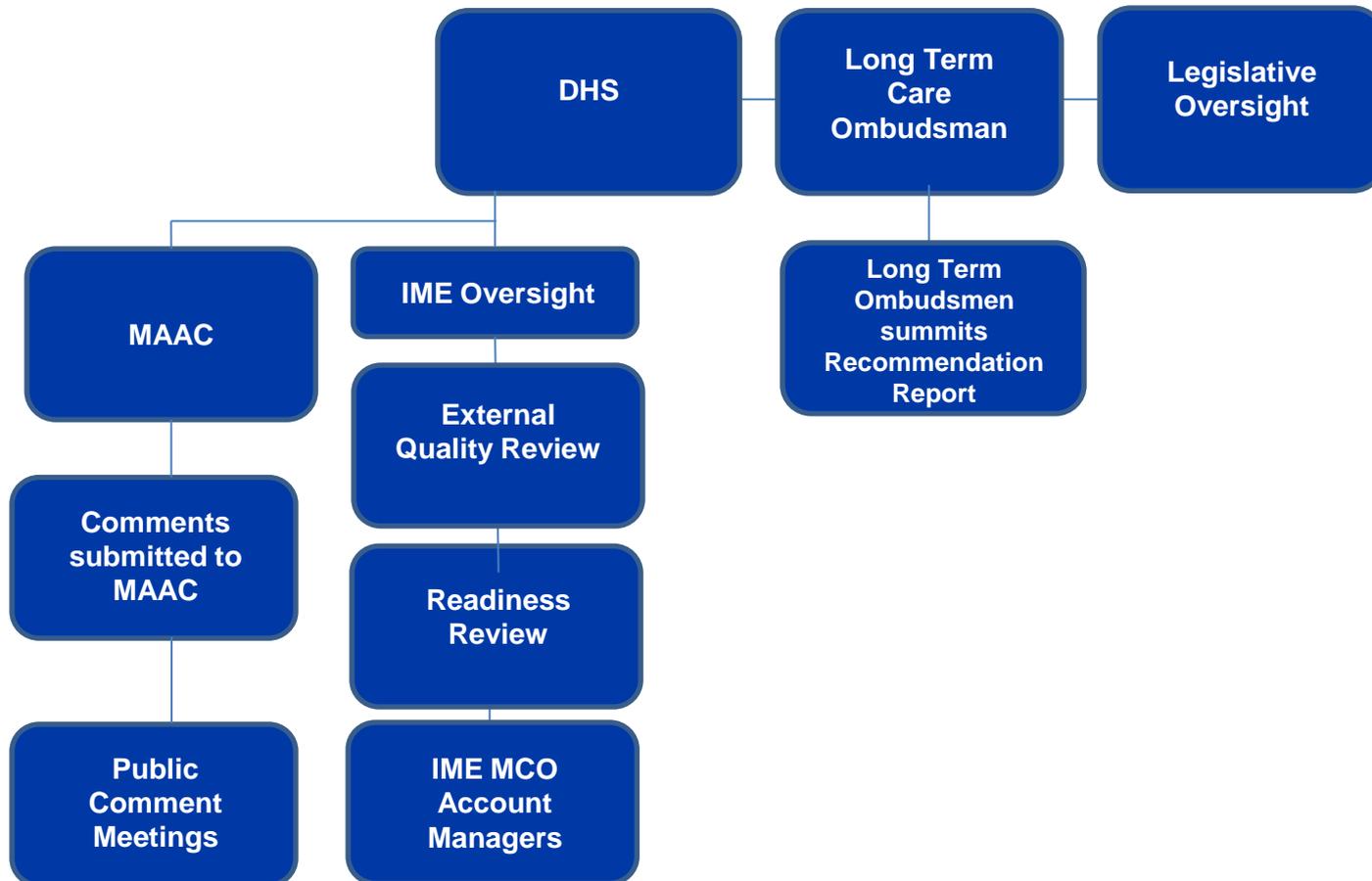
http://bidopportunities.iowa.gov/?pgname=viewrfp&rfp_id=11464



Modernization Oversight



Modernization Oversight Visual





MCO Reporting Requirements

- Developing comprehensive public reporting dashboard
 - Regular schedule for distribution of reports
- A number of reports will be required to be submitted directly to DHS by the MCOs
- Shifting staff focus to oversight and monitoring



Stakeholder Oversight

- Established through the Medical Assistance Advisory Council (MAAC) and the MAAC Executive Committee
 - Outlined in Senate File 505
 - Used as the primary stakeholder group to receive updates on implementation and make recommendations to DHS



Public Involvement in Oversight

Monthly meetings where members and the public can share comments with DHS

- Held throughout the state
- Rural and urban areas
- Comments summarized and shared with MAAC, who makes formal recommendations to DHS

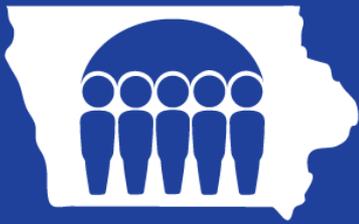
Public Comment Meetings



Comments Submitted to
MAAC



MAAC Makes
Recommendations to DHS



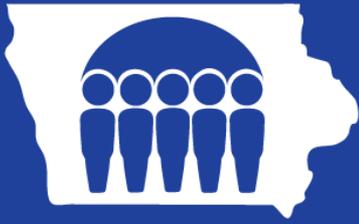
Legislative and Other Oversight

Legislative Involvement in Oversight

- Establishment of a legislative oversight committee
- Comprised of House and Senate members
- Receive reports and information on implementation

Long Term Care Ombudsman

- New ombudsman developed to be an advocate for members
- Independent of DHS



Federal Waiver and Public Comment Process



Public Comment Process

- Hearings offer an opportunity for the public to provide written or verbal comments specific to the federal waivers and waiver amendments
- You may find information provided at the public hearings here:
<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>
- Comments will be accepted for 35 days
- Comments to be compiled and shared with CMS when the waivers are submitted in September



Federal Waiver Amendments

Iowa Department of Human Services formally announced the public comment period for changes to Medicaid waivers on July 20, 2015 for the following:

- §1915(b) Iowa High Quality Healthcare Initiative Waiver (New Waiver)
- §1915(c) HCBS Intellectual Disabilities Waiver (Amendment)
- §1915(c) HCBS Children's Mental Health Waiver (Amendment)
- §1915(c) HCBS Elderly Waiver (Amendment)
- §1115 Iowa Wellness Plan Demonstration Waiver (Amendment)
- §1115 Family Planning Demonstration Waiver (Amendment)

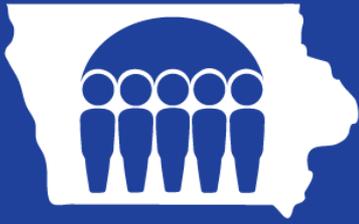
Comment period for the above waivers closes 8/24/2015

Two additional 1915(c) HCBS waiver amendments posted 8/14/15, with comments due 9/18/15:

- §1915(c) HCBS Health and Disability Waiver (Amendment)
- §1915(c) HCBS Physical Disability Waiver (Amendment)

Two waivers are pending approval with CMS (unrelated to managed care) will be amended to incorporate managed care service delivery and published for comment before the end of August:

- §1915(c) HCBS Brain Injury Waiver (Amendment)
- §1915(c) HCBS HIV/AIDS Waiver (Amendment)



MAAC's Role in Managed Care

Mikki Stier, MSHA, FACHE
Medicaid Director



Medical Assistance Advisory Council Managed Care Policy Oversight and Involvement

Purpose

The purpose of the Medical Assistance Advisory Council is to advise the Director about health and medical care services under the medical assistance program. Additionally, the MAAC will provide recommendations related to the Medicaid managed care program, called IA Health Link.

Vision

The Iowa Department of Human Services and the Medical Assistance Advisory Council (MAAC) will collaborate to share information, progress reports and gather feedback regarding the Medicaid managed care program, IA Health Link.

Call to Action

The MAAC will also act as a valued partner with the Iowa Department of Human Services (DHS). Members will serve as the liaisons for information sharing to those whom they represent, ensuring that information related to Iowa Medicaid is distributed and understood.

MAAC members will be equipped with the most recent program information, educational materials and resources to help champion initiatives launched by DHS.

MAAC Meeting Process

The MAAC will follow meeting guidelines and process set forth in state legislation and Iowa Administrative Code.

Executive Committee

The Executive Committee, elected in May 2015 by MAAC members, shall meet on a monthly basis. The Executive Committee consists of ten members, five from professional organizations and five representing consumer organizations and/or family members. The Medicaid Director and supporting DHS staff shall attend the monthly meetings to provide members with detailed program updates and participate in discussion.

The MAAC Executive Committee, per Senate File 505, will be responsible for assessing feedback received from members, stakeholders, providers, community advocates and the general public and making formal recommendations based on the feedback to the Iowa Department of Human Services. See Public Meetings section for additional details.

Executive Committee members include:

- Chairperson
 - Gerd Clabaugh, Iowa Department of Public Health
- Representing Hospitals
 - Dan Royer, Iowa Hospital Association
- Representing Nursing and Long Term Care
 - Cindy Baddeloo, Iowa Health Care Association/Iowa Center for Assisted Living

- Representing Physicians
 - Dennis Tibben, Iowa Medical Society
- Representing Other Medical and Support Services
 - Shelly Chandler, Iowa Association of Community Providers
- Representing Pharmacies
 - Jess Purcell Smith, Iowa Pharmacy Association
- Representing the Public and Consumer Organizations
 - Anthony Carroll, AARP
 - Kristie Oliver, Coalition for Family and Children's Services in Iowa
 - Jim Cushing, Iowa Association for Area Agencies on Aging
 - Nancy Hale, NAMI Iowa
 - Paula Connolly, Public Member

Full Council

The full council shall meeting on a quarterly basis. Formal membership on the full council is outlined in Iowa Administrative Code, 249A.4B. Each identified organization shall designate a representative to attend meetings and receive correspondence. Meetings will be open to the public, however, voting and decision making will be restricted to formal member organizations. The full council is chaired by the Director of the Iowa Department of Public Health. The Medicaid Director and supporting DHS staff shall attend the monthly meetings to provide members with detailed program updates and participate in discussion.

Full Council Membership:

https://dhs.iowa.gov/sites/default/files/SFY16_MAAC_Members_July2015.pdf

Managed Care Public Meetings and MAAC's Role

Per Senate File 505, DHS will hold monthly statewide meeting to gather input from members, stakeholders and the general public on the managed care transition and implementation.

- Meetings will be held in both rural and urban areas, and comments will be collected by DHS during the meetings.
- Set to begin in March 2016, a schedule of the meetings will be released.
- Comments will be compiled and shared at the next month's MAAC Executive Committee meeting. The MAAC Executive Committee will review the comments and make formal recommendations to DHS.
- The formal recommendations will be shared at each quarterly full council MAAC meeting.

Additional Elements of MAAC's Role

1. The Iowa Medicaid Enterprise will enlist the MAAC Executive Committee to participate in the public meetings and ask each member to attend at least one meeting a year throughout Iowa so they can obtain first-hand knowledge about Medicaid managed care in that community. Each MAAC member will attend in person at least three of these meetings annually.
2. The Iowa Medicaid Enterprise will enlist the MAAC full committee to assist with providing information and education to the various association and members regarding the Medicaid Modernization programs and services. This outreach is critical to ensure that the information about the Medicaid managed care program is communicated consistently to avoid miscommunication about the program.

Managed Care Reporting to MAAC

1. The Iowa Medicaid Enterprise will develop a standardized reporting tool that will be utilized at the public meetings.
2. The Iowa Medicaid Enterprise will develop a Medicaid Managed Care Oversight Dashboard tool that will be utilized to report the various key areas as outlined in the RFP to be reported to the legislative oversight committee. Included in this dashboard will be the summation of the Public Meetings.

Initial Meeting Schedule

**Locations only, additional details to be released*

Month	Location
March 2016	Mason City
April 2016	Burlington
May 2016	Dubuque
June 2016	Council Bluffs
July 2016	Cedar Rapids
August 2016	Fort Dodge
September 2016	Waterloo
October 2016	Sioux City
November 2016	Ottumwa
December 2016	Des Moines

Legislative References

MAAC Federal Statute: [Title 42 §431.12](#)

MAAC State Statute: [Medical Assistance, §249A.4B](#)

MAAC State Administrative Code: [Chapter 441-79.7 \(249A\)](#)

Managed Care Oversight: [Senate File 505](#)



IA Health Link Outreach Update

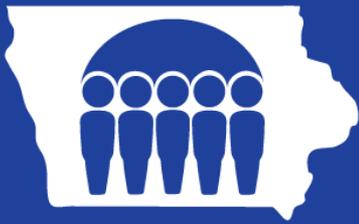
Lindsay Buechel,
Communications Manager



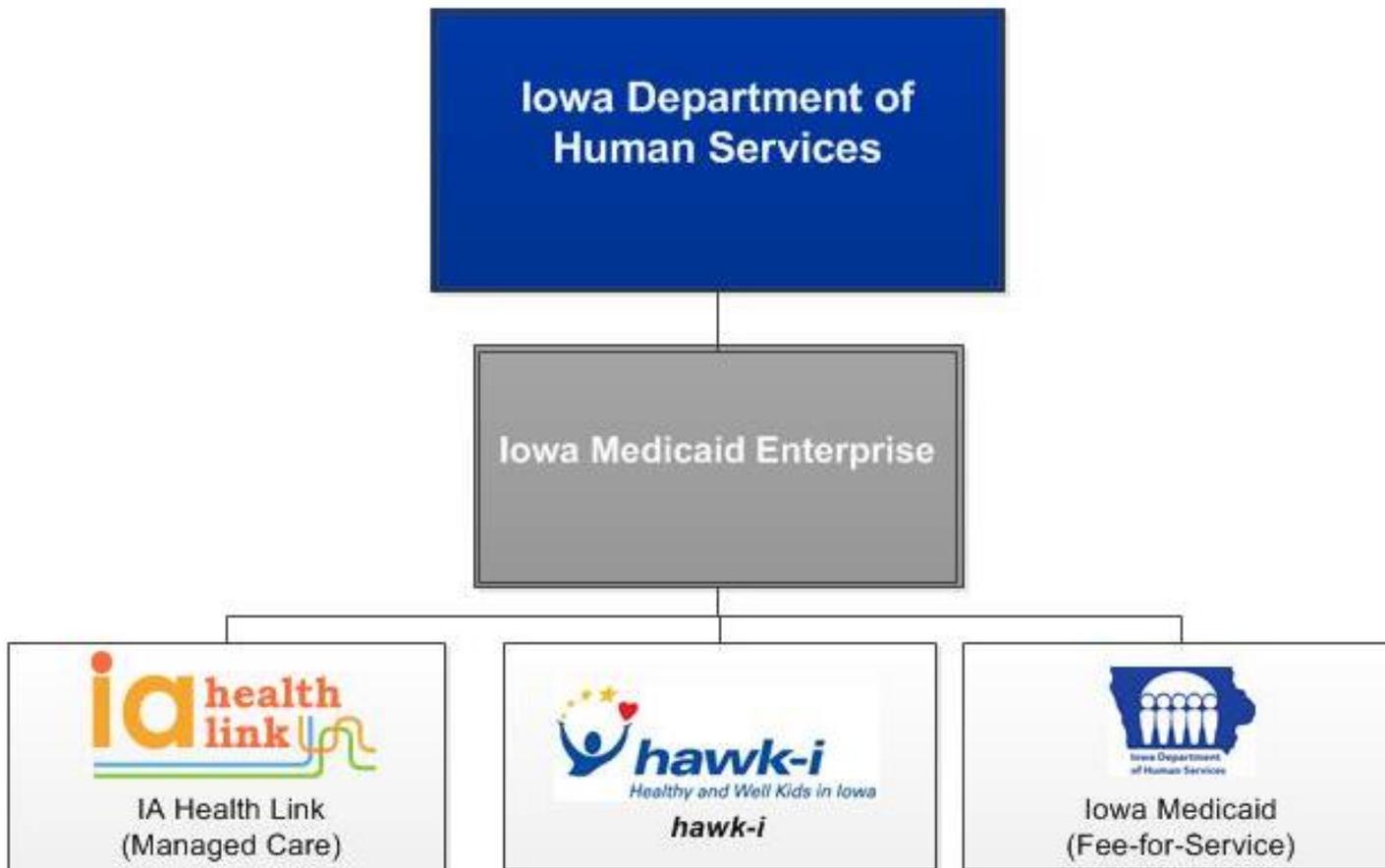
Branding and Communications

- IA Health Link is now the name for the Iowa Medicaid managed care program
- Links together physical health care, behavioral health care, oral health care and long term care under one program





Iowa Medicaid Brand Overview





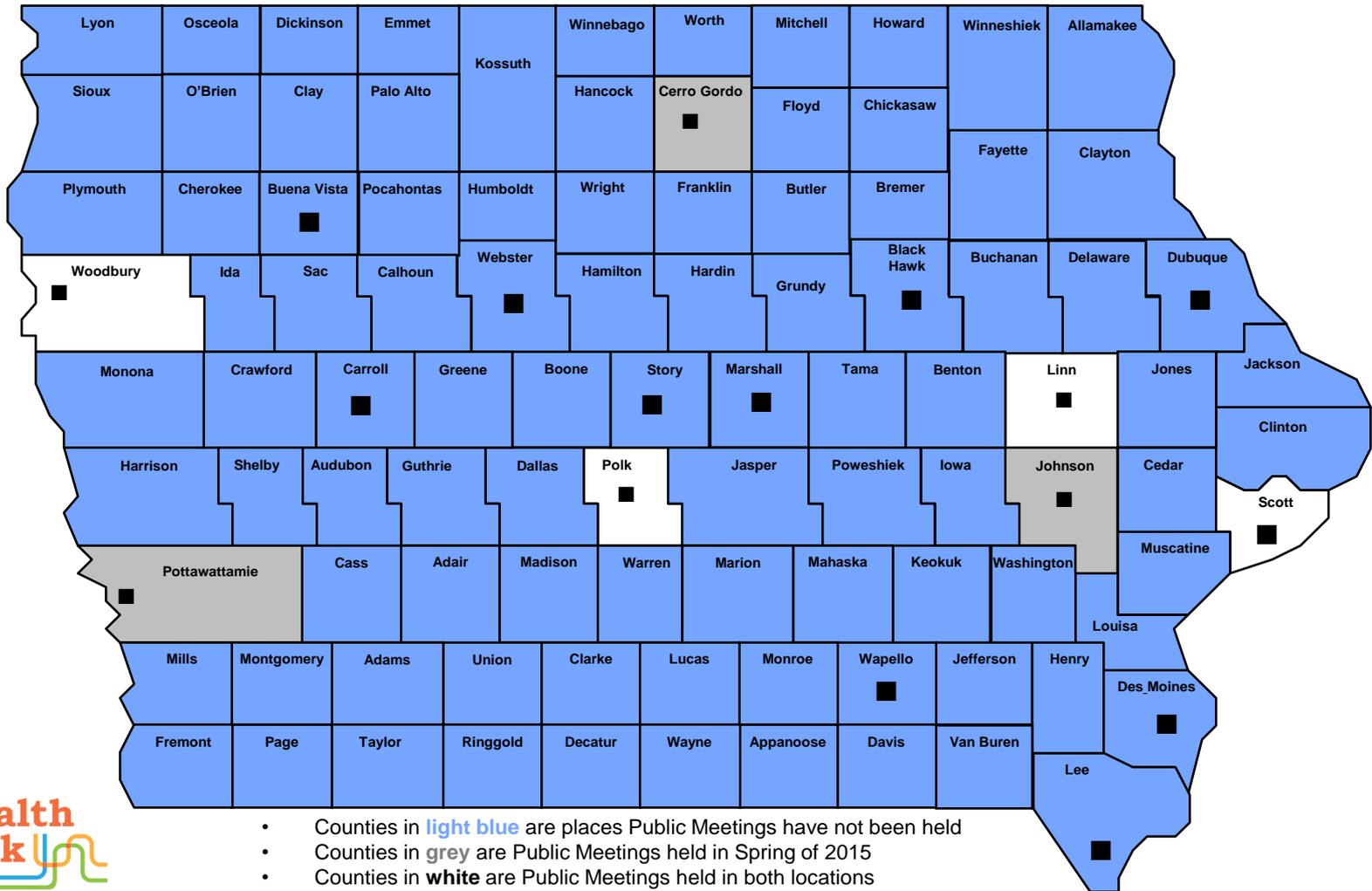
Outreach & Education

- Tele-townhall meetings
- Events and trainings
- Newsletters
- Member educational materials
- Member mailings
- Earned media
- Toolkits
- Community partnerships
- Coordination with stakeholders and providers
- Advisory and member-based focus groups
- Website content
- Webinars
- Stakeholder emails



Iowa Department of Human Services

2015 Public Meeting Locations *Meetings Already Held, and Targeted Locations*



- Counties in **light blue** are places Public Meetings have not been held
- Counties in **grey** are Public Meetings held in Spring of 2015
- Counties in **white** are Public Meetings held in both locations
- Counties with a square ■ will be targeted for public meetings in the Fall-Winter 2015



Member Introductory Mailing

The Iowa Department of Human Services will send an introductory mailing regarding the managed care transition to all impacted Medicaid members. The letter will contain information about the new program, impact to members and the timeline for the transition. In addition to the letter, a FAQ will be included in the mailing to provide additional details.



Mailing Versions

Each mailing includes a letter, timeline and FAQ

1. Long Term Care and HCBS Waiver Members
2. Current Managed Care Members (MediPASS and Iowa Health and Wellness Plan)
3. Traditional Medicaid Members (Medicaid members in other eligibility groups)
4. ***hawk-i*** Members



Mailing Timeline

- Week of August 31, 2015: Notice of Mailings sent
 - MAAC, Stakeholder and Provider Toolkits and emails
 - Samples of letters posted online
- Late in the Week of August 31, 2015: LTC version of letter begins mailing to members
- Week of September 8: *hawk-i* version of the letter begins mailing
- Week of September 8- Week of September 14: All Other Medicaid Groups version of letter begins mailing to members
- Week of September 21- Week of September 28: Current Managed Health Care version of letter begins mailing to members



New Health Coverage Options for You!

What is new?

On January 1, 2016, most Iowa Medicaid programs will be joined together into one managed care program called **IA Health Link**. This new program gives you the same health coverage you know and use, but will be covered by a Managed Care Organization (MCO) that you get to choose.

What is a managed care organization?

A managed care organization (MCO) is a health plan. It is a type of health coverage that makes sure you get complete care that's just right for you from the managed care organization's network of providers.

Will my benefits change?

Your benefits will not change and you do not need to do anything right now. Your benefits will be covered by an MCO beginning January 1, 2016. The MCO that you choose will have a network of providers across Iowa for you to pick from. If you receive covered dental services, they will be the same. More information will be sent to you about your health plan options in the near future.

Can I keep my provider?

You may keep seeing your current provider(s). You may be able to keep your current medical health providers and mental health providers until at least June 30, 2016, as long as your provider(s) choose to participate with the MCOs. Each managed care organization will have a network of providers across the state of Iowa. If you would like to change your provider, you can choose from the managed care organization's network of providers.

How can I learn more?

To learn more, please visit www.dhs.iowa.gov/ime/members or call 1-800-338-8366, Monday through Friday, from 8 a.m. until 5 p.m.

You are being sent this letter because you are eligible for health coverage today. If you are no longer eligible for Medicaid on or before January 1, 2016, this letter will not apply to you.

Questions?

If you have any questions or comments about this change or your health coverage, please call the Iowa Medicaid Member Services Unit at 1-800-338-8366, or in the Des Moines area at 515-256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at IMEMemberServices@dhs.state.ia.us.

Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.



Three Keys to SIM in the Iowa RFP for Managed Care and Project Update

Bob Schlueter, Bureau Chief

Marni Bussell, SIM Project Director



1. Require Value Based Purchasing (VBP) and Common Quality Measurements

- 40% of MCO population must be included in VBP by 2018
- Value Index Score (VIS) as the delivery system across the MCOs
- VIS already understood and in use by delivery system as a basis for VBP programs
- Not dictating actual payment terms leaves flexibility for the MCOs



2. Align Delivery System Quality with MCO Quality

- MCO success measure (VIS) same as the delivery system
- Both MCO and delivery system are driving the same metrics for care coordination
- Alignment can help reconcile the tension in “competing” sets care coordination efforts
- Underscore core strategic value: driving population health outcomes



3. Primary Care Practitioner (PCP) Assignment

- Clearly identifies which PCP is accountable for a given member
- Delivery system infrastructure (such as alerts) can be optimized to manage patients
- Enhanced, timely care coordination possible for members that stray out of network



Model Test Objectives

Vision: Transforming Health Care to Improve the health of Iowans

Improve
Population
Health

Transform
Health Care

Promote
Sustainability





SIM Current Activity

2015 - Planning and Preparation

- **Execute contracts with vendors**
 - 3 out of 4 primary contracts complete
 - Hiring in process
- **Statewide Alert Notification (SWAN) roll-out for 2015**
 - TA Kick-off Webinar for ACO Hospitals - August 13
 - Connecting in September
 - Alerts targeted to start for Medicaid Patients in October
- **Provide Technical Assistance to Delivery System**
 - August 18 – Kick-off, more than 400 in attendance
 - Community focus events being planned
 - Three state-wide events each year



SIM Kick-off Conference

Five state-wide strategies rolling out

Each focused on:

- Community Care Coordination
- Patient and Family Engagement
- Social Determinants of Health





SIM Activity - Continued

- Establish Community Care Team framework under SIM
 - Focuses on Community Care Coordination, SDH, integrating LPH and PCPs, etc.
 - SIM is funding current activity through December 31, 2015 (through IDPH)
 - IDPH soon to released CCT RPF for 2016
- Align Value-based Purchasing in Medicaid with other payers
 - MCO Announcement on August 17, 2015
 - See earlier slides



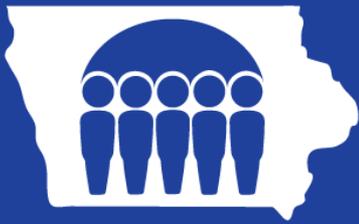
SIM Activity - Continued

Public Stakeholder meetings

- MAAC – Regular agenda item
- Continue to speak at association, leadership, advisory meetings on demand
- SIM Leadership team convening

2015 Deliverables (to CMMI)

- Stakeholder Engagement Plan – March 30
- Quarterly Activity Reports – May, August and November
- Operational Plan – December 1



SIM Partners



healthiest
— state —
initiative



Resources

Website:

<http://dhs.iowa.gov/ime/about/state-innovation-models>

Emails:

mbussel@dhs.state.ia.us



Public Comment and Questions



Medical Assistance Advisory Council

For additional questions or comments, please contact
Lindsay Buechel at lbueche@dhs.state.ia.us