



## Hawki Board Meeting April 20, 2020

Hawki Board Members	Department of Human Services
Angela Burke Boston – present	Mike Randol, Medicaid Director
Dr. Jonathan Crosbie	Mary Stewart, IME Bureau Chief
Jim Donoghue – present	Marissa Eyanson, IME Bureau Chief
Eric Kohlsdorf, Chair – present	Kevin Kirkpatrick, IME
Dr. Bob Russell – present	Anna Ruggie, IME
Dr. Kaaren Vargas – present	Julie Lovelady, IME Deputy Director
Ronda Eick –	<b>Guests</b>
Senator Nate Boulton – present	Jean Johnson, IA Department of Public Health
Senator Dennis Guth –	Lindsay Paulson, MAXIMUS
Representative John Forbes – present	Joe Estes, MAXIMUS
Representative Shannon Lundgren -	Michelle Canfield, HACAP
	Jess Benson, Legislative Services Agency
	Heather Miller, IME
	Brenda Settlemeyer, MATURA
	Sandi Hurtado-Peters, IA Dept of Management
	Kim Flores, Iowa Total Care
	John Hedgecoth, Amerigroup Iowa, Inc.
	Mary Nelle Trefz, Child and Family Policy Center

### **Call to Order and Roll Call**

Board Chair Eric Kohlsdorf called the meeting to order at 12:30 PM by phone. A roll call was conducted, and attendance is as reflected above. A quorum was present.

### **Approval of the Hawki Board Meeting Minutes**

Kohlsdorf called for the Board to review the minutes from the February 17, 2020 meeting. Kohlsdorf asked for a motion to approve the minutes, and the motion carried.

### **Director's Report**

Medicaid Director Mike Randol gave updates on the Hawki program and Medicaid overall. Director Randol referred to written materials for finance reports and focused today's update on the Department's response to COVID-19. The Department's priority is preventing members from losing coverage from March 13, 2020 through the pandemic. There will be no disenrollment or reductions due to incomplete healthy behaviors or unpaid premiums. Members notified of disenrollment prior to March 13, 2020 have had their coverage reinstated. Copays, contributions, and premiums are waived through at least June, and the online payment system is temporarily disabled. Members who already paid will receive a credit when billing resumes. Due to COVID-19, nearly all services are open for telehealth, and usage increased significantly. All waiver members will be eligible for meals, as well as homebound non-waiver

members.

A matrix of the program changes, toolkit, and frequently asked questions (FAQs) are posted to the Department's website, and several Informational Letters (ILs) have been published. Timely filing deadlines for providers are extended by 90 days, effective April 1, 2020. Providers will need to submit claims within 270 calendar days from date of service. Prior authorizations (PA) are not waived during pandemic, and continuity of care is not automatically extended. PAs for elective surgeries are extended for 90 days.

In response to Kohlsdorf's question, Director Randol clarified that premiums are canceled and waived, not postponed or billed retroactively.

### **Updates from the Managed Care Organization (MCOs)**

John Hedgecoth, of Amerigroup Iowa, Inc., presented an update to the Board. Amerigroup is working with the Iowa Medicaid Enterprise (IME) to set new processes for telehealth, employee and member safety. Policy updates are on the IME webpage, as well as an Amerigroup FAQ and toolkit. Focus is on homemaker and companion services, and access to meals. Amerigroup is working with the Iowa Association of Community Providers (IACP) to distribute personal protective equipment (PPE) to providers. Amerigroup is projecting an increase in the number of people on Medicaid due to the freeze on disenrollment and as unemployment increases new Medicaid applications. Amerigroup is maintaining normal operations, claims, and communication channels to support individual provider issues and its provider network.

Kim Flores, of Iowa Total Care (ITC), presented an update. ITC is maintaining operations. ITC staff has send out daily resources email to member-facing staff with statewide and local resources in each county. Case managers are providing education on housing, utilities, language services, and answering questions for members. There has been good feedback from members on telehealth options. Live events are migrating to virtual events.

Gretchen Hageman, of Delta Dental Iowa (DDIA), gave a brief update. The governor's mandate has closed dental offices except for emergent care, causing a 70% drop in dental usage. Federally qualified health centers are providing the majority of services, but some private dentists are operating. Medicaid opened telehealth codes to dentists, which allows dental providers to triage members before they visit an open dentist. Dentists are reporting supply problems with PPE.

### **Communications Update**

Kevin Kirkpatrick provided an IME Communications update. The IME mailed letters to all Hawki families that the IME is not collecting premiums through at least June. In response to Kohlsdorf's questions, Kirkpatrick and Director Randol clarified that the annual open enrollment period for members has been postponed from now until September at the earliest. Members may still switch their MCO for reasons of Good Cause.

### **Outreach**

Jean Johnson, of IDPH, gave an update on Hawki outreach. Hawki brochures are out to print. There will be additional messaging on health insurance opportunities and local resources coming out through social media. Visibility activities are canceled due to pandemic.

### **Public Comment**

Mary Nelle Trefz asked about waiving the waiting period for Children's Health Insurance Program (CHIP), and how Medicaid is performing disenrollment, reenrollment, and eligibility verifications. Director Randol said his team is revisiting waiting periods, as they want to give access as soon as possible. All enrollment activities are still happening for statistical reasons; dis-enrollments are not being submitted at the

conclusion of the verification process.

**New Business**

New appointees to the Board have been received from the Governor, but they have not been approved by the Senate. Confirmations are tabled to next meeting.

Rep. John Forbes expressed concern that children not in school and not interacting with mandatory reporters are at higher risk of unreported abuse. Director Randol deferred to last week's press conference from Iowa Department of Human Services (DHS) Director Kelly Garcia about communication and coordination with DHS.

**Next Meeting**

The next meeting will be June 15, 2020.

Meeting adjourned at 1:21 PM.

Submitted by,

Jordan Murphy  
Recording Secretary  
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