



Full Council Meeting

Thursday, February 18, 2016

Time: 1:00 p.m. – 2:30 p.m.

State Historical Building, Classrooms A&B
600 E. Locust St., Des Moines, IA 50319

Phone Conference

Dial: 1-866-685-1580

Code: 515-725-1031#

AGENDA

- 1:00 Introductions
- 1:05 Approval of Minutes from Previous Meeting (November 25, 2015)
- 1:10 IA Health Link Communications Update
- 1:30 Medicaid Modernization Update
- 1:55 Public Comment/Listening Session Meeting Details and Overview
- 2:05 Upcoming Meetings and MAAC Workplan Review
- 2:15 Notice of Election of Vice-Chairperson at May Meeting
- 2:20 Public Comments
**Individual speakers will be permitted three (3) minutes for making comments*
- 2:30 Adjourn



Full Council Committee Minutes November 25, 2015

COMMITTEE MEMBERS

Gerd Clabaugh
Dan Royer
Dennis Tibben
Nancy Hale
Kirstie Oliver
Paula Connolly
Shelly Chandler
Cindy Baddeloo (p)
Jess Smith (p)
Anthony Carroll
Jim Cushing

PUBLIC REPRESENTATIVES

Behavioral Health Association

DEPARTMENT OF HUMAN SERVICES

Julie Lovelady Bob Schlueter
Jennifer Steenblock Liz Matney
Debbie Johnson Maddisen Kies
Lindsay Buechel Marni Bussell

IA Health Link Member Enrollment Update:

Lindsay Buechel provided a comprehensive update on the IA Health Link activities including member enrollment mailings to all Medicaid populations indicating completion of all enrollment mailings by the end of November. She reviews details involving the member choice timeline and the choice counseling process and provides a review of all the member and provider/stakeholder outreach activities that have either been completed or are still currently in progress. She provides samples and links to relevant sites and documents used for these outreach efforts. She engages various members of the council in a Q&A covering information involving MCO and provider network information, use of existing eligibility systems, informational letters that will be sent out covering logistics and PAs, member support services, the enrollment process, and other member-specific situations encountered thus far by council members.

Provider Rate Discussion:

Liz Matney discussed more detailed information regarding provider rates that covered areas such as managed care plans, hospital rebased rates, EPSDT including palliative care. She also discussed Iowa Medicaid fee schedule plans, nursing facility rates, and HCBS providers and the “weighted average” reimbursement rates given to the four MCOs. Questions around oversight of case management was discussed (both in-house and contracted case management).

Provider Contracting:

Sean Bagniewski discussed the recently released application process that allows simultaneous provider enrollment with Iowa Medicaid and the MCOs through use of a jointly developed “universal” application (developed with input from MCOs). He also discussed issues involving credentialing with MCOs to allow greater access to members versus in-network providers process. Sean also engages the council members in a Q&A involving logistics of providers signing up with MCOs. The Q&A went into more detailed points involving the universal application and how MCO requests were incorporated into the universal application process. Discussion also included questions regarding Magellan providers enrolling with Iowa Medicaid prior to contracting with an MCO. Sean reiterated the current priority of IME provider services on mental health (Magellan) providers.

MCO Presentations:

All four MCO representatives introduced their companies and gave an overview of the “current state of affairs” within each MCO with regard to the transition. All MCO reps gave assurances of how hard they are working to make sure that everything is in place for the Jan 1 date. They all provided reassurances on staffing to meet needs and provided direct contact information to address ongoing issues.

- Cheryl Harding: AmeriHealth Caritas –
- Amerigroup: Kyle Carlson:
- United: Kim Foltz:
- WellCare: Laurile Rubel:

MCOs addressed the specific questions involving credentialing which were asked earlier when Sean Bagniewski was presenting. All four MCOs gave their take on credentialing. Suggestion was made on creating a centralized FAQ with MCO-specific questions. Discussion also shifted to Prior Authorizations (PA) which was address directly by WellCare and Amerihealth reps. Eligibility verification was also discussed. Discussion also shifted to training, billing, and IT requirements where IME revealed plans for MCO training for providers that is being scheduled for December where all providers can come for MCO training. Dates were given for all four training sessions. WellCare reiterates that they will have nine offices statewide to service members and providers. Discussion pivoted also to case management and the plans to bring all case management “in-house” within the MCOs or a hybrid combination of in-house and contracted case management services.

Q&A

The questions revolved around a lot of detailed issues from WebX training webinars to ACOs and MCOs working with ACOs. Discussion also reverted to the still outstanding CMS approval of the waiver and contingency plans- particularly as it relates to Magellan shutting down for mental health coverage.

Adjourned at 11:20 AM



Iowa Medicaid Communications Plan

Call Center: Scripts are regularly updated as new questions arise and in response to feedback. To ensure quality and accuracy, secret shopping of the call center is on-going.

Website: Iowa Medicaid is making regular updates to the website during the transition to managed care, and has a series of planned changes for the post-transition period. The IA Health Link frequently asked questions (FAQ) page is regularly updated and mirrors the changes and additions made to the call center scripts. Member and provider webinars have been posted.

We've begun streamlining the navigation of the site to better funnel members into the appropriate program upon entering the site. We've also begun using Google Analytics to track interest and assess needs.

Medicaid e-News: The weekly Medicaid e-News is sent to stakeholders, containing informational letters, samples of member mailings, resources, links, important updates and meeting dates.

Recent Member Mailings: The mailings identified below have been sent to members.

- **WellCare Reassignment:** This mailing was sent to members who self-selected WellCare of Iowa, Inc. or were tentatively assigned to WellCare of Iowa, Inc., noting it is no longer an option. This letter also provides members with a new tentative Managed Care Organization (MCO) assignment.
- **Newly Eligible Enrollment Packets:** This mailing continues to be sent to new members who became eligible after the initial enrollment packets were sent last fall. This includes the IA Health Link member handbook, a tentative MCO assignment, an MCO selection form and flyers from the three available MCOs.

Upcoming Mailing:

- **IA Health Link Confirmation of Coverage:** This letter confirms the member's coverage with their chosen or assigned MCO, and will be sent to all IA Health Link members in the coming weeks.

Social Media: Iowa Medicaid will be launching a social media campaign on March 1, 2016, using Facebook and Twitter to share communications with the public. Posts will feature links to important information, key dates for members and more.

Informational Letters: Informational Letters provide policy clarification and direction for providers, and will continue to be issued as needed.



Top IA Health Link Questions Received by Iowa Medicaid Member and Provider Services

Iowa Medicaid Member Services

Top 10 Member Questions:

1. What is IA Health Link?
2. Am I transitioning to managed care and why?
3. Are my providers participating with the MCOs/which MCOs?
4. What if all of my providers are not participating with the same MCO?
5. How long do I have to make my choice for my MCO?
6. What happens if I do not make a choice of MCO?
7. What are the differences between the MCOs?
8. Will my benefits change?
9. Do I get a new ID card from my MCO and when will it be mailed?
10. Can you confirm that my MCO choice was received and will be made?

Iowa Medicaid Provider Services

Top 10 Provider Questions

1. Will the eligibility verification system (ELVS) be available after March 1 and will it identify the member's selected MCO?
2. Will out-of-network emergency services be paid at 90% or at 100%?
3. Will cost reports be used with the MCOs and are there any changes to the IME-based cost reports?
4. Will non-emergency medical transportation services be available from the MCOs?
5. Will there still be exceptions to policy (ETP) and will the MCOs honor existing ETPs, rates, etc.?
6. How will case managers be paid for member service plan development for February if the MOCs take over management in March?
7. How does the transition impact service workers who do not bill Iowa Medicaid for case management services?
8. Will the free PC-ACE Pro 32, or another free software work with the MCO claims systems?
9. Will the MCOs continue to pay for behavioral health/substance abuse services that do not currently require prior authorization, but will require authorization after March 1?
10. Will OB services be charged globally, or split billed between Iowa Medicaid and the MCO if the services span over the transition?



Process for IA Health Link Public Comment Meetings

Description

Per Senate File 505, the Iowa Department of Human Services will hold public comment meetings to gather input on the IA Health Link managed care program. Meetings will be held once per month, in varying locations throughout Iowa.

Each meeting will be scheduled for two hours, held in the afternoon to allow for public transportation availability, and held at the end of the work day.

Meetings will be published and promoted through the following methods:

- a. Postings at DHS offices
- b. DHS website
- c. Venue flyers
- d. Community newspapers and resources
- e. DHS social media sites
- f. Emails to stakeholders and partners
- g. Provider informational letter

Meeting Format

1. Meetings will open with a brief introduction from the Department staff attending each meeting.
2. The introduction will include a 10 minute update and overview of the IA Health Link program, initiative goals, and relevant information updates, given by the Department.
3. Attendees will be instructed on the meeting format:
 - a. Attendees will sign in upon arrival to the meeting.
 - b. Attendees will be asked to sign up to speak and will speak in the order of the sign-up sheet.
 - c. Three-five minute speaking limit per individual, additional time permitted after all attendees wishing to speak are done.
 - d. Meetings will be comment-focused.
 - e. The Department will accept and answer questions at the end of the meeting, as time allows, ensuring there is first enough time to accept all comments.
 - f. Attendees will be encouraged to submit comments in writing as well and blank comment forms will be made available at each meeting.



Role of MAAC Executive Committee Members

- No more than two MAAC Executive Committee members will attend each meeting to ensure representation at each meeting.
- MAAC Executive Committee members will observe the session, taking notes of comments on the forms provided by DHS.
- To best ensure attendees are able to speak, MAAC Executive Committee members will hold questions and comments if they are attending as the official MAAC Executive Committee representative. Members are encouraged to provide their own comments in writing and at alternative meeting dates and locations.
- After the meeting, the notes and comments forms will be immediately collected from the MAAC Executive Committee members by the Department staff.
- A summary of the comments will be compiled and shared with the full Executive Committee at the next available monthly meeting.
- A full report of comments will be compiled and shared with the full MAAC membership at the next available full council meeting.

Meeting Support and Staffing

The following individuals or representatives from a specific area will attend each of the meetings:

- Iowa Medicaid/DHS Leadership (determined by Medicaid leadership)
- Iowa Medicaid Member Services (one representative)
- Iowa Medicaid Provider Services (one representative)
- Two MAAC Executive Committee Members (per committee schedule)
- Other Support Staff As Needed
- Amerigroup (one-two representatives, pending approval from leadership)
 - No direct speaking required, available for questions and to hear comments
- AmeriHealth Caritas (one-two representatives, pending approval from leadership)
 - No direct speaking required, available for questions and to hear comments
- UnitedHealthcare (one-two representatives, pending approval from leadership)
 - No direct speaking required, available for questions and to hear comments



IA Health Link Public Comment Meeting Schedule

Meeting Date	Meeting Time	Meeting Location	Location Details
March 22, 2016	3:00 p.m. – 5:00 p.m.	Mason City	Historic Park Inn, Ballroom 15 W. State Street Mason City, IA 50401
April 12, 2016	3:00 p.m. – 5:00 p.m.	Burlington	Pzazz Convention and Event Center, Hall B 3001 Winegard Dr. Burlington, IA 52601
May 10, 2016	3:00 p.m. – 5:00 p.m.	Dubuque	Carnegie Stout Public Library, Aglur Auditorium 360 W. 11 th St. Dubuque, IA 52001
June 7, 2016	3:00 p.m. – 5:00 p.m.	Council Bluffs	Hilton Garden Inn, River City Ballroom 2702 Mid-American Dr. Council Bluffs, IA 51501
July 19, 2016	3:00 p.m. – 5:00 p.m.	Cedar Rapids	Kirkwood Community College, 234 Cedar Hall 6301 Kirkwood Blvd SW Cedar Rapids, IA 52404
August 23, 2016	3:00 p.m. – 5:00 p.m.	Fort Dodge	Fort Dodge Public Library 424 Central Ave. Fort Dodge, IA 50501
September 14, 2016	3:00 p.m. – 5:00 p.m.	Waterloo	Hawkeye Community College, Tama Hall Room 102 1501 E. Orange Rd. Waterloo, IA 50704
October 11, 2016	3:00 p.m. – 5:00 p.m.	Sioux City	Western Iowa Tech Community College, Cargil Auditorium (D103) 4647 Stone Ave. Sioux City, IA 51106
November 17, 2016	3:00 p.m. – 5:00 p.m.	Ottumwa	Bridge View Center, Room C4 & C5 102 Church St. Ottumwa, IA 52501
December 7, 2016	3:00 p.m. – 5:00 p.m.	Des Moines	Des Moines Central Library, Meeting Room 1000 Grand Ave. Des Moines, IA 50309

Workplan DRAFT
2016 MAAC Executive
Committee and Full
Council Meeting
Schedule
As of February 16, 2016

Meeting Type	Date	Time	Location	Potential Meeting Topics
Executive Committee	Tuesday, February 16, 2016	3:00 p.m. – 4:30 p.m.		<ol style="list-style-type: none"> 1. Introductions 2. Approval of Minutes from Previous Meetings 3. Executive Committee Workplan Document Follow-Up 4. Status Update on Recently Filed Rules 5. Listening Session Meeting Format, Session Notes and Reporting Template 6. Notice of Election of Vice-Chairperson at May Full Council Meeting 7. Term Length of Executive Committee Members 8. Public Comment (Non-Executive Committee Members)
Full Council	Thursday, February 18, 2016	1:00 p.m. – 4:00 p.m.	State Historical Building Classrooms A & B 600 E. Locust St. Des Moines, IA	<ol style="list-style-type: none"> 1. Introductions 2. Approval of Minutes from Previous Meeting (November 25, 2015) 3. IA Health Link Communications Update 4. Medicaid Modernization Update 5. Public Comment/Listening Session Meeting Details and Overview 6. Upcoming Meetings and MAAC Workplan Review 7. Notice of Election of Vice-Chairperson at May Meeting 8. Public Comments
Listening Session	March 2016	TBD	Mason City	

Executive Committee	Tuesday, March 15, 2016	3:00 p.m. – 4:30 p.m.	Hoover State Office Building, First Floor Meeting Room, Sides 1-2, 1305 E. Walnut St. Des Moines, IA	<ol style="list-style-type: none"> 1. Listening Session debrief <ol style="list-style-type: none"> a. Pre-meeting – logistical details, reimbursement, locations. Times, format of agenda, etc. b. Post-meeting-debrief on format and potential adjustments to agenda and format for future listening sessions. Discuss how to “process” public feedback to meet legislative request.
Listening Session	April 2016		Burlington	
Executive Committee	Tuesday, April 19, 2016	3:00 p.m. – 4:30 p.m.		
Listening Session	May 2016		Dubuque	
Executive Committee	Wednesday, May 18, 2016	3:00 p.m. – 4:30 p.m.	Hoover State Office Building, First Floor Meeting Room, Sides 1-2 1305 E. Walnut St. Des Moines, IA	
Full Council	Thursday, May 19, 2016	1:00 p.m. – 4:00 p.m.	State Historical Building Classrooms A & B 600 E. Locust St. Des Moines, IA 50319	<ol style="list-style-type: none"> 1. Election of Vice Chair 2. Rules update/review 3. Briefing on Listening Sessions to date
Listening Session	June 2016		Council Bluffs	

Executive Committee	Tuesday, June 21, 2016	3:00 p.m. – 4:30 p.m.	Hoover State Office Building, First Floor Meeting Room, Sides 1-2 1305 E. Walnut St. Des Moines, IA	
Listening Session	July 2016		Cedar Rapids	
Executive Committee	July 2016			
Listening Session	August 2016		Fort Dodge	
Executive Committee	August 2016			
Full Council	August 2016			
Listening Session	September 2016		Waterloo	
Executive Committee	September 2016			
Listening Session	October 2016		Sioux City	
Executive Committee	October 2016			
Listening Session	November 2016		Ottumwa	
Executive Committee	November 2016			
Full Council	November 2016			

Listening Session	December 2016		Des Moines	
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