



Executive Committee Meeting

Thursday, July 21, 2016

Time: 3:00 p.m. – 4:30 p.m.

Hoover State Office Building

A-Level Conference Room #5

1305 E. Walnut St., Des Moines, IA

Dial: 1-866-685-1580

Code: 515-725-1031#

AGENDA

- 3:00 Introductions
- 3:05 Approval of Minutes from Previous Meeting
 - Executive Committee: June 21, 2016
- 3:10 Executive Committee Document Follow-Up and Further Development
 - Workplan Agenda
 - Action Plan
- 3:30 Further Discussion Regarding Legislation
 - Administrative Rules Workgroup Update on Progress
 - MAAC Meeting Guidelines
 - Open Seat on Executive Committee
- 4:05 LTC Ombudsman Standing Item
- 4:15 Listening Session Criteria for Reporting
- 4:25 Public Comment (Non-Executive Committee Members)
- 4:30 Adjourn



Executive Committee Summary of Meeting Minutes June 21, 2016

EXECUTIVE COMMITTEE MEMBERS	DEPARTMENT OF HUMAN SERVICES
Gerd Clabaugh – present	Chuck Palmer – present
Dennis Tibben – present	Mikki Stier – present
Sara Allen – call-in	Deb Johnson – present
Kristie Oliver –	Liz Matney – present
Paula Connolly – present	Matt Highland – present
Shelly Chandler – present	Lindsay Buechel – present
Anthony Carroll – present	Sean Bagniewski – present
Jim Cushing – present	Amy McCoy –
Kate Gainer – present	Luisito Cabrera- present
Cindy Baddeloo – present	Alisha Timmerman- present

Introduction

There was a roll call of Executive Committee members. Gerd Clabaugh declared that the group has a quorum.

Approval of Executive Committee Meeting Minutes from May 19, 2016

Gerd invited the group to voice comments or changes to the May 19, 2016 meeting minutes. Gerd declared that the meeting minutes of the Executive Committee (EC) held on May 19, 2016, stands approved.

New Legislation and Current Administrative Rules for MAAC – Establishment of Work Group

The Committee agreed that a workgroup, consisting of EC members Gerd Clabaugh, Shelly Chandler, Dennis Tibben, and Paula Connolly would be developed to review the new legislation and potential impacts on current administrative rules for MAAC.

Action Items

- New legislation and MAAC administrative rules to be reviewed by EC workgroup and suggestions to be brought back to Council

Review Work Plan and Action Items from Last Month

Mikki and Lindsay Buechel reviewed the status updates of previous action items as well as potential work plan revisions.

Action Items

- How providers can process batch verifications of members' MCO
- Setting up a workgroup consisting of mostly EC members and some Full Council (FC) members to determine roles of the committee and their oversight per legislation. Initial volunteers from the EC include Jim Cushing, Anthony Carroll, Cindy Baddeloo, and Shelly Chandler.

Review Various Flow Charts that Have Been Requested by the MAAC

Mikki presented the flow charts that were in final approval process and stated that they will be posted to the Department of Human Services (DHS) website when approved.

Action Items

- Review flow charts to see if additional revisions necessary

Medicaid Director Update

Mikki cited billing issues due to transition from Magellan to MCOs, especially in instances of higher need individuals. A new position of Member Managed Care Liaison was developed to assist in communication between the Iowa Medicaid Enterprise (IME) Member Services and MCOs in handling member concerns. The position of Provider Managed Care Liaison may also be developed in the future to assist in communication between the IME Provider Services and MCOs in handling provider concerns. Mikki provided an update on Non-Emergent Medical Transportation (NEMT), Prior Authorizations (PAs), Billing, and Level of Care (LOC) tracking.

Review of the First Four Public Comment Listening Sessions

Meetings had consistently been attended primarily by providers with common concerns raised being PAs, billing concerns, and one-off instances. The EC meeting that was to be held on July 19, 2016 had been moved to July 21, 2016 due to the July Public Comment Listening Session date. July agenda item to be added was to determine what to do with the comments received at the Public Comment Listening Sessions and how MAAC may make suggestions based on the information.

Action Items

- Clarification whether each MCO will have their own Electronic Visit Verification (EVV) process, the standards of each MCO's EVV, and variations among each.

Public Comment (Non-Executive Committee Members)

Barb Nebel of the Speech, Language, and Hearing Association stated that their membership is voicing the same concerns about PAs and the difficulty of dealing with different MCO systems but appreciated the cooperation from MCOs. She expressed preference for a more streamlined process for Electronic Visit Verification (EVV) and expressed appreciation for MCO working with them on billing issues. July agenda item to be added was the open seat on the EC.

Adjourn

4:30 P.M.

**Iowa Department of Human Services
Medical Assistance Advisory Council (MAAC)
Action Items from the Executive Committee Meeting of June 21, 2016**

Date Added	Action Item	Item Category (Process, Systemic, Legislative)	Who is Responsible for Follow-Up	Status (Outstanding/Complete)
5/19/2016	Email Address from FC and EC for connecting with one another		Medicaid Director	Outstanding - using current email addresses for EC and will obtain FC information at next FC meeting
5/19/2016	Request opinion from the Attorney General's office as to which body can make recommendations		Chair of MAAC and Medicaid Director and AG	Completed follow-up with AG - it is the Executive Committee
5/19/2016	Utilize the administrative process to clarify role of Co-chair and Vice-chair		Medicaid Director and AG	Outstanding - Need to update the admin rules to reflect the change in Iowa Law to reflect a Co-Chair per AG. A task the Executive Committee can complete
5/19/2016	Create a mechanism for consistent reporting from MCOs such topics as claims, call times and reasons for cases that are escalated		Medicaid Director	Outstanding - DHS has developed reports templates that we will be sharing with MAAC and other interested parties
5/19/2016	Job descriptions		Medicaid Director and AG	Outstanding - DHS has drafted for AG review
5/19/2016	Tracking and dashboard moving forward		Medicaid Director	Outstanding - DHS has completed in draft and will bring for review
5/19/2016	Information on the 834 file and process for the waiver programs		Chair of MAAC	Outstanding - drafted versions of flow charts presented at EC meeting and pending review from EC members
5/19/2016	Information from the Ombudsman		Medicaid Director	Completed - Report reviewed at 6/21/2016 EC meeting. Document available in 6/21/2016 MAAC documents on DHS MAAC webpage.
5/19/2016	Process of member changing MCOs - how member, provider, and MCOs are aware of change and potential updating of member-facing materials		Medicaid Director	Completed - Flow charts reviewed at 6/21/2016 EC meeting.
5/19/2016	Is it possible to make choice period cut-off dates for members changing MCOs		Medicaid Director	Completed - Flow charts reviewed at 6/21/2016 EC meeting.
5/19/2016	Data on how many members are switching MCOs and if possible information as to why		Medicaid Director	Completed - Flow charts reviewed at 6/21/2016 EC meeting.

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5/19/2016	What does ISIS capture, what does IMPA capture, and who has access to it			<p>Completed: ISIS - individualized Services Information System. Its purpose is to support LTC facilities and Waivers programs. Within ISIS, IM Workers, Case Managers, and others involved in establishing individualized service plans have access. It is a web-based system. Both Level of Care and Service Plan workflows are built into the system to step users through these two core processes. ISIS then provides LOC information back to IM Workers to support eligibility determination and sends authorized service plans for FFS members to MMIS that supports claims processing. We have around 1,000 daily ISIS users. IMPA - Iowa Medicaid Portal Application. Our primary user base are Medicaid Providers. Several different role-based functions/business processes are supported within IMPA. Some of the main support items within IMPA include: (a) MCO Look-Up tool. This web based programming uses web services for real-time access to eligibility information, child welfare information, IM Electronic Case File, and IME Services data; (b) Provider Re-Enrollment and certification. The re-enrollment process is supported through structure work-flow/programming to capture all the information necessary from providers to support re-enrollment; and, (c) Remittance Advices - All Medicaid Providers use IMPA to electronically access their remittance advice. There are other sets of functionality and business processes supported as IMPA is a roles-based portal. We currently have about 17,000 registered IMPA users; some use it daily, some weekly or other periodic users.</p>
5/19/2016	Listening sessions - how to address concerns raised in sessions in both FC and EC meetings		Chair of MAAC and Medicaid Director	Outstanding

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5/19/2016	Prior Authorizations		Medicaid Director	Table of PA has been developed and is on the DHS website for providers as an initial guide regarding PAs
5/19/2016	One pager regarding the role of MAAC that members can use with the organizations in which they are representing and stakeholders		Medicaid Director	Outstanding
5/19/2016	A designated email account that can be used for MAAC business		Medicaid Director	Outstanding (Use current email for stakeholders that IME has already established)
6/21/2016	New legislation and MAAC administrative rules to be reviewed by EC workgroup and suggestions to be brought back to Council		EC Workgroup	Outstanding
6/21/2016	How can providers process batch verifications of members' MCO		Medicaid Director	Outstanding
6/21/2016	Setting up a workgroup consisting of mostly EC members and some FC members to determine roles of the committee and their oversight per legislation. Initial volunteers from the EC include Jim Cushing, Anthony Carroll, Cindy Baddeloo and Shelly Chandler.		EC and FC Workgroup Members	Outstanding - EC workgroup members determined and email sent to FC members on 6/23/2016 requesting participants in workgroup; FC participation requests to be received by 6/28/2016.
6/21/2016	Review flow charts to see if additional revisions are necessary		Chair of MAAC	Outstanding
6/21/2016	Clarification whether each MCO will have their own Electronic Visit Verification (EVV) process, the standards of each MCO's EVV, and variations among each.		Medicaid Director	Outstanding