



# Iowa Department of Human Services

## Medical Assistance Advisory Council MAAC

Michael Randol, Medicaid Director

April 17, 2018

Mr. Jerry R. Foxhoven  
Director  
Iowa Department of Human Services  
Hoover State Office Building, 5th Floor  
1305 E. Walnut Street  
Des Moines, IA 50319-0114

Dear Mr. Foxhoven:

Pursuant to Iowa Administrative Code 249A, 4B, subsection 6, based upon the deliberations of the Medical Assistance Advisory Council (MAAC) and the Executive Committee, the Executive Committee would like to make the following recommendation regarding the policy and administration of the medical assistance program.

### **Claims-related data reporting**

MAAC recommends the Department clarify the reporting of metrics relating to claims which appear in the quarterly MCO reports. In particular, MAAC has discussed its interest in such metrics as percentage of claims that are suspended, claims suspended versus denied, the definition of suspensions versus denials, and the consistency among MCOs in collecting and reporting this data. MAAC offers its support to IME staff with development and presentation of this information in future quarterly reports by providing feedback as these metrics are identified and developed.

### **Clearer communication regarding program changes**

MAAC recommends the IME and MCOs continually work to improve communications with beneficiaries and providers relating to services, process and policy changes. For example, MAAC has received information that some beneficiaries of LTSS services receive communications about changes in services levels without clarity regarding the rationale for these changes or the recourse available to individuals in appealing these decisions. Additionally, recently MCOs were directed to recoup overpayments made to hospitals for non-emergent use of the Emergency Room without warning that a recoupment effort was underway. MAAC commits to being available to support IME staff and MCOs to develop more proactive processes that enable clearer, more effective communication across the program.

We look forward to continuing to work with the Department in an effort to improve health and medical care services under the medical assistance program. Please feel free to contact the MAAC should you have any additional questions regarding the recommendations or referrals outlined above.

Sincerely,

Iowa Department of Public Health  
Co-Chairperson

Public Representative  
Co-Chairperson