



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

June 27, 2016

Glen Feingold  
Executive Vice President and COO  
200 West Cypress Creek Road Suite 500  
Fort Lauderdale, Florida 33309

Dear Mr. Feingold:

On May 23, 2016, the Iowa Medicaid Enterprise (IME) met with Managed Care of North America (MCNA) in Des Moines to kick-off Readiness Review for the Dental Wellness Plan. An on-site review was conducted of MCNA's operations beginning on Wednesday June 22, 2016, and concluding on Thursday June 23, 2016. As part of the review, MCNA provided detailed information in the areas below. All areas were found to be satisfactory for the purposes of implementation.

1. Provider network access including recruitment efforts, geoaccess reports, and information on provider rates and the incentive plan;
2. Administrative systems capabilities including the system design, file transfer process, and development process;
3. Testing of system functionality including test plans, test cases, and results;
4. Claims adjudication, payment and edit processes including claims for CORE, Enhanced and Enhanced Plus services, Early Periodic Screening Detection and Treatment (EPSDT) services, Explanation of Benefits (EOB's) and Explanation of Payment (EOPs), and notification of benefit level changes;
5. Reviewed member and provider website functionality including benefits level and payment cap;
6. Staffing and training including the organizational chart, training plan, and training materials;
7. Program integrity procedures including fraud and abuse, contract compliance, and organizational conduct; and
8. Member engagement activities including the member welcome packet, member ID card process, and member outreach and referral implementation plan.

**Results:** MCNA demonstrated that it has the operational capacity and ability to offer high quality, coordinated care to members of the Dental Wellness Plan. The IME and MCNA will continue to collaborate on a weekly basis to monitor the program and ensure success.

Please feel free to contact me if you need additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. M. Palmer".

Charles M. Palmer  
Director

CMP/sj