



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group One Summary of Meeting Minutes April 23, 2018

| ATTENDEES  | DEPARTMENT OF HUMAN SERVICES |
|--|------------------------------|
| Kim Foltz, UnitedHealthcare                        | Michael Randol               |
| Nancy Lind, UnitedHealthcare                       | Elizabeth Matney             |
| Ashley McGuire, UnitedHealthcare                   | Julie Lovelady               |
| Jeff Jones, Amerigroup                             | Deborah Johnson              |
| Melissa Havig, Amerigroup                          | Jennifer Steenblock          |
| Barb Nebel, IA Speech Language-Hearing Association | Mary Tavegia                 |
| Brandon Hagen, IHCA                                | Kevin Kirkpatrick            |
| Brooke Ramsey, HIRTA Public Transit                | Dolores Briseno              |
| Craig Douglas, VGM Group                           |                              |
| Casey Westhoff, Systems Unlimited                  |                              |
| Dawn Fravel, IPCA                                  |                              |
| Danielle Schwiebert, Iowa for CarePro Home Medical |                              |
| Erica Shannon, Iowa Primary Care Association       |                              |
| Gary Turbes, Midstep Services                      |                              |
| Gaye Johnson, ChildServe                           |                              |
| Jean Thomas, IMGMA                                 |                              |
| Jennifer Harbison, UIHC                            |                              |
| Jennifer Vermeer, UIHC                             |                              |
| Jim Mennen, Hy-Vee Pharmacy                        |                              |
| Julia Castillo, HIRTA Public Transit               |                              |
| Kelly Heysinger, Unified Therapy                   |                              |
| Kermit Dahlen, Jackson Recovery Centers            |                              |
| Lisa Pakkebier, REM Iowa                           |                              |
| Lisa Yunek   |                              |
| Marc Roe, Tenco Industries                         |                              |

| ATTENDEES                                | DEPARTMENT OF HUMAN SERVICES |
|--|------------------------------|
| Matt Flatt, Hammer Medical/MAMES         |                              |
| Jeanette Shannen, APO/IPOPA              |                              |
| Sandra Christensen, Mercy Health Network |                              |
| Sarah Adams, Unified Therapy             |                              |
| Terry Johnson, Genesis Development       |                              |
| Tira Mays, Broadlawns Medical Center     |                              |
| Val Saltsgaver, Orchard Place            |                              |

### Introduction

Medicaid Director Michael Randol welcomed the group and briefly introduced himself. He then asked participants to do the same.

### Discussion of Issues

Director Randol explained the work plan to the participants, including defining requirements, recommendations and next steps. The group worked through five issues. It was decided to combine three of the issues into one. Several participants will identify examples and send them to the group.

### Next Steps

- Participants to email examples to the Process Improvement email and IME/MCOs to research.
- Process Improvement email address and website link to be sent to the participants.
- IME to combine issues in work plan

### Adjourn

1:40pm



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group Two Summary of Meeting Minutes April 23, 2018

| ATTENDEES   | DEPARTMENT OF HUMAN SERVICES |
|---|------------------------------|
| Kim Foltz, UnitedHealthcare                         | Michael Randol               |
| Nancy Lind, UnitedHealthcare                        | Elizabeth Matney             |
| Ashley McGuire, UnitedHealthcare                    | Julie Lovelady               |
| Jeff Jones, Amerigroup                              | Deborah Johnson              |
| Melissa Havig, Amerigroup                           | Jennifer Steenblock          |
| Barb Nebel, IA Speech Language-Hearing Association  | Mary Tavegia                 |
| Anne Starr, Orchard Place                           | Kevin Kirkpatrick            |
| Brooke Ramsey, HIRTA Public Transit                 | Dolores Briseno              |
| Bill Dodds, Optima Lie Services, Inc.               |                              |
| Bob Bartles, IHCA                                   |                              |
| Chris Koeplin, Youth Homes of Midamerica            |                              |
| Danielle Schwiebert, Iowa for CarePro Home Medical  |                              |
| Dawn Fravel, IPCA                                   |                              |
| Gayle Harben, IA Association of Community Providers |                              |
| Gary Turbes, Midstep Services                       |                              |
| Gaye Johnson, ChildServe                            |                              |
| Gretchen Hageman, Delta Dental                      |                              |
| Jean Thomas, IMGMA                                  |                              |
| Jennifer Harbison, UIHC                             |                              |
| Jennifer Vermeer, UIHC                              |                              |
| Julia Castillo, HIRTA Public Transit                |                              |
| Kelly Heysinger, Unified Therapy                    |                              |
| Kermit Dahlen, Jackson Recovery Centers             |                              |
| Lisa Pakkebier, REM Iowa                            |                              |
| Lisa Yunek  |                              |

| ATTENDEES  | DEPARTMENT OF HUMAN SERVICES |
|--|------------------------------|
| Marc Roe, Tenco Industries                       |                              |
| Marilyn Althoff, Hills and Dales                 |                              |
| Mary Nelle Trefz, Child and Family Policy Center |                              |
| Matt Flatt, Hammer Medical/MAMES                 |                              |
| Paul Ascherman, Iowa Psychology Association      |                              |
| Rita Jette, REM Iowa                             |                              |
| Sarah Adams, Unified Therapy                     |                              |
| Terri Bellmore, Mercy Health Network             |                              |
| Tira Mays, Broadlawns Medical Center             |                              |
| Val Saltsgaver, Orchard Place                    |                              |

### Introduction

Medicaid Director Michael Randol welcomed the group and briefly introduced himself. He then asked participants to do the same.

### Discussion of Issues

Director Randol explained the work plan to the participants, including defining requirements, recommendations and next steps. The group worked through three issues. One issue was moved to the bottom of the list while IME researches the author and original wording.

### Next Steps

- Participants to email examples to the Process Improvement email and IME/MCOs to research.
- Process Improvement email address and website link to be sent to the participants.

### Adjourn

2:40pm



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group Three Summary of Meeting Minutes April 23, 2018

| ATTENDEES  | DEPARTMENT OF HUMAN SERVICES |
|--|------------------------------|
| Kim Foltz, UnitedHealthcare                      | Michael Randol               |
| Nancy Lind, UnitedHealthcare                     | Elizabeth Matney             |
| Ashley McGuire, UnitedHealthcare                 | Julie Lovelady               |
| Jeff Jones, Amerigroup                           | Deborah Johnson              |
| Melissa Havig, Amerigroup                        | Jennifer Steenblock          |
| Anne Starr, Orchard Place                        | Mary Tavegia                 |
| Bill Dodds, Optima Life Services, Inc.           | Kevin Kirkpatrick            |
| Brooke Ramsey, HIRTA Public Transit              | Dolores Briseno              |
| Casey Westhoff, Systems Unlimited                |                              |
| Dawn Fravel, IPCA                                |                              |
| Deb Reick, Aging Advocates                       |                              |
| Gretchen Hageman, Delta Dental                   |                              |
| Jean Thomas, IMGMA                               |                              |
| Jeff Nichols, OneVision                          |                              |
| Jennifer Vermeer, UIHC                           |                              |
| Julia Castillo, HIRTA Public Transit             |                              |
| Kelly Heysinger, Unified Therapy                 |                              |
| Kermit Dahlen, Jackson Recovery Centers          |                              |
| Marilyn Althoff, Hills and Dales                 |                              |
| Mary Nelle Trefz, Child and Family Policy Center |                              |
| Nathan Riggle, Mercy Health Network              |                              |
| Paul Ascherman, Iowa Psychology Association      |                              |
| Sarah Adams, Unified Therapy                     |                              |
| Sherri Nielsen, Easter Seals                     |                              |
| Tira Mays, Broadlawns Medical Center             |                              |

| ATTENDEES                              | DEPARTMENT OF HUMAN SERVICES |
|--|------------------------------|
| Todd Seifer, Imagine the Possibilities |                              |

### Introduction

Medicaid Director Michael Randol welcomed the group and briefly introduced himself. He then asked participants to do the same.

### Discussion of Issues

Director Randol explained the work plan to the participants, including defining requirements, recommendations and next steps. The group worked through six issues. Two issues were moved to the bottom of the list while IME researches the author and original wording.

### Next Steps

- Participants to email examples to the Process Improvement email and IME/MCOs to research.
- Process Improvement email address and website link to be sent to the participants.

### Adjourn

3:45pm



### Process Improvement Working Group – Group Four Summary of Meeting Minutes April 23, 2018

| ATTENDEES                                       | DEPARTMENT OF HUMAN SERVICES |
|---|------------------------------|
| Nancy Lind, UnitedHealthcare                    | Michael Randol               |
| Ashley McGuire, UnitedHealthcare                | Elizabeth Matney             |
| Jeff Jones, Amerigroup                          | Julie Lovelady               |
| Melissa Havig, Amerigroup                       | Deborah Johnson              |
| Jean Thomas, IMGMA                              | Jennifer Steenblock          |
| Jeannette Werling, Paramount/IA Medical Society | Mary Tavegia                 |
| Kelly Heysinger, Unified Therapy                | Kevin Kirkpatrick            |
| Brooke Ramsey, HIRTA Public Transit             | Dolores Briseno              |
| Julia Castillo, HIRTA Public Transit            |                              |
| Casey Westhoff, Systems Unlimited               |                              |
| Kermit Dahlen, Jackson Recovery Centers         |                              |
| Paul Ascherman, Iowa Psychology Association     |                              |
| Sarah Adams, Unified Therapy                    |                              |
| Terri Bellmore, Mercy Health Network            |                              |

#### Introduction

Medicaid Director Michael Randol welcomed the group and briefly introduced himself. He then asked participants to do the same.

#### Discussion of Issues

Director Randol explained the work plan to the participants, including defining requirements, recommendations and next steps. The group worked through all eight issues. Four issues are to be combined with other issues.

#### Next Steps

- Participants to email examples to the Process Improvement email and IME/MCOs to research.
- Process Improvement email address and website link to be sent to the participants.

#### Adjourn

4:25pm