



Michael Randol, Iowa Medicaid Director

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

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Karr Mathesen, UnitedHealthcare	Michael Randol
Paige Petitt, UnitedHealthcare	Elizabeth Matney
Bror Hultgren, UnitedHealthcare	Julie Lovelady
Ashley McGuire, UnitedHealthcare	Kevin Kirkpatrick
Nancy Lind, UnitedHealthcare	Natalie Bryant
Jeffery Jones, Amerigroup	Rachael Danley
Melissa Havig, Amerigroup	Becky Blum
Diana Tapps, HCI-VNS	Kera Oestreich
Dawn Fravel, Iowa Primary Care Association	Sean Bagniewski
Bryan Dempsey, HGP	Mary Tavegia
Julie Stuhr, HGP	Serena Warren
Sarah Adams, Unified Therapy	
Annie Streng, REM	
Craig Syata, Iowa Association of Community Providers	
Gary Turbes, Midstep Services	
Marilyn Althoff, Hills and Dales	
Mary Nell Trefz, Child and Family Policy Center	
Lisa Yunek, Member parent	
Paul Ascheman	
Tira Mays, Broadlawns Medical Center	
Gaye Johnson, ChildServe	
Bob Bartles, Hope Haven Area Development Center	
Brandon Hagen, Iowa Health Care Association	
Lisa Pakkebier, REM Iowa	

Introduction

Medicaid Director Michael Randol asked everyone in the room and on the phone to briefly introduce themselves.

Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of three issues previously introduced.

Next Steps

- MCOs to review the process for manually processing claims where no fee schedule is available and resolve any issues.
- IME and MCOs to provide a flow chart of when a member moves from a nursing facility to a waiver program.
- MCOs to provide information on batch uploading at next meeting.
- Group will start discussing prior authorization issues at next meeting.

Adjourn

1:28 p.m.



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Annie Streng, REM	
Craig Syata, Iowa Association of Community Providers	
Gary Turbes, Midstep Services	
Marilyn Althoff, Hills and Dales	
Mary Nell Trefz, Child and Family Policy Center	
Lisa Yunek, Member parent	
Paul Ascherman	
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Discussion of Issues

Director Randol and Liz Matney led the group in review and discussion of three issues previously introduced.

The group also started to discuss one new issue.

Next Steps

- Director Randol announced that the group will continue to meet monthly several more times and then will gather periodically for updates and review.

Adjourn

2:24 p.m.



Michael Randol, Iowa Medicaid Director

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

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Karr Mathesen, UnitedHealthcare	Michael Randol
Paige Petitt, UnitedHealthcare	Elizabeth Matney
Bror Hultgren, UnitedHealthcare	Julie Lovelady
Ashley McGuire, UnitedHealthcare	Kevin Kirkpatrick
Nancy Lind, UnitedHealthcare	Natalie Bryant
Jeffery Jones, Amerigroup	Rachael Danley
Melissa Havig, Amerigroup	Becky Blum
Diana Tapps, HCI-VNS	Kera Oestriech
Dawn Fravel, Iowa Primary Care Association	Sean Bagniewski
Bryan Dempsey, HGP	Mary Tavegia
Julie Stuhr, HGP	Serena Warren
Annie Streng, REM	
Craig Syata, Iowa Association of Community Providers	
Todd Seifert, Imagine the Possibilities	
Gary Turbes, Midstep Services	
Marilyn Althoff, Hills and Dales	
Mary Nell Trefz, Child and Family Policy Center	
Lisa Yunek, Member parent	
Paul Ascheman	
Tira Mays, Broadlawns Medical Center	
Gaye Johnson, ChildServe	
Bob Bartles, Hope Haven Area Development Center	
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Next Steps

- IME will send the group a list of data/outcome resources and will ask participants to provide the group with their top priorities to measure prior to the next meeting.

Adjourn

3:27 p.m.