



### Process Improvement Working Group – Group One Summary of Meeting Minutes October 5, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Karr Mathesen, UnitedHealthcare	Michael Randol
Paige Pettitt, UnitedHealthcare	Elizabeth Matney
Nancy Lind, UnitedHealthcare	Julie Lovelady
Ashley McGuire, UnitedHealthcare	Kevin Kirkpatrick
Melissa Havig, Amerigroup	Natalie Bryant
Cynthia MacDonald, Amerigroup	Inde Miller
Gary Turbes, Midstep Services	
Gaye Johnson, ChildServe	
Dawn Fravel, Iowa Primary Care Association	
Tira Mays, Broadlawns Medical Center	
Susanna (Annie) Streng, Iowa Compass	
Sarah Adams, Unified Therapy	
Kelly Heysinger, Unified Therapy	
Holli Lancaster, Mercy	
Danielle Schwiebert, Iowa for CarePro Home Medical	
Brooke Ramsey, HIRTA	
Val Saltsgaver, Orchard Place	
Lisa Yunek, Member parent	

#### Introduction

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

#### Discussion of Issues

An updated work plan was distributed to the group that included state comments on all of the remaining issues.

Director Randol and Liz Matney led the group in discussion of prior authorization concerns.

**Next Steps**

- MCOs to provide the group with flow chart(s) on how the processes for filing a prior authorization request via paper, fax or email work.
- Amerigroup to research whether or not information from the previous prior authorization is needed when submitting a renewal.
- MCOs to explain what the different reductions and denials verbiage mean.
- MCOs to gather data on the top denial reasons for prior authorizations, by provider type and share findings with the group.

**Adjourn**

1:47 p.m.



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Nancy Lind, UnitedHealthcare	Julie Lovelady
Ashley McGuire, UnitedHealthcare	Kevin Kirkpatrick
Melissa Havig, Amerigroup	Natalie Bryant
Cynthia MacDonald, Amerigroup	
Bob Bartles, Hope Haven Area Development Center	
Gary Turbes, Midstep Services	
Dawn Fravel, Iowa Primary Care Association	
Gaye Johnson, ChildServe	
Mary Nell Trefz, Child and Family Policy Center	
Susanna (Annie) Streng, Iowa Compass	
Tira Mays, Broadlawns Medical Center	
Holli Lancaster, Mercy	
Danielle Schwiebert, Iowa for CarePro Home Medical	
Brooke Ramsey, HIRTA	
Lisa Yunek, Member parent	
Kelly Heysinger, Unified Therapy	
Sarah Adams, Unified Therapy	
Val Saltsgaver, Orchard Place	

#### Introduction

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

#### Discussion of Issues

An updated work plan was distributed to the group that included state comments on all of the remaining issues.

Director Randol and Liz Matney led the group in discussion of four new issues from the work plan: 14, 17, 20, 21, and 137.

**Next Steps**

- MCOs to provide information on coordinating with Title V agencies.
- Director Randol to provide more information about his proposal to move Iowa Medicaid to a calendar year format instead of current fiscal year format.

**Adjourn**

3:10 p.m.



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group Three Summary of Meeting Minutes October 5, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Karr Mathesen, UnitedHealthcare	Michael Randol
Paige Pettitt, UnitedHealthcare	Elizabeth Matney
Nancy Lind, UnitedHealthcare	Julie Lovelady
Ashley McGuire, UnitedHealthcare	Kevin Kirkpatrick
Melissa Havig, Amerigroup	Natalie Bryant
Cynthia MacDonald, Amerigroup	
Bob Bartles, Hope Haven Area Development Center	
Gary Turbes, Midstep Services	
Dawn Fravel, Iowa Primary Care Association	
Gaye Johnson, ChildServe	
Mary Nell Trefz, Child and Family Policy Center	
Susanna (Annie) Streng, Iowa Compass	
Holli Lancaster, Mercy	
Todd Seifert, Imagine the Possibilities	
Danielle Schwiebert, Iowa for CarePro Home Medical	
Brooke Ramsey, HIRTA	
Kelly Heysinger, Unified Therapy	
Sarah Adams, Unified Therapy	
Val Saltsgaver, Orchard Place	
Megan Threlkeld, University of Iowa Health Care	

#### Introduction

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

#### Discussion of Issues

An updated work plan was distributed to the group that included state comments on all of the remaining issues.

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Director Randol and Liz Matney led the group in discussion of two issues from the work plan: 60 and 66.

**Next Steps**

- IME to develop a draft of metrics for outcome measures of all Medicaid programs and share with the group for feedback.
- MCOs will share copies of the questions they use in their member Health-Risk Assessments.

**Adjourn**

4:10 p.m.