



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group Summary of Meeting Minutes February 22, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Kim Foltz, UnitedHealthcare	Jerry Foxhoven
Nancy Lindeman, UnitedHealthcare	Michael Randol
Jeff Jones, Amerigroup	Matt Highland
Sabrina Johnson, MCNA Dental	Liz Matney
Gretchen Hageman, Delta Dental	Kevin Kirkpatrick
Erica Shannon, Iowa Primary Care Association	Julie Lovelady
Paula Newman, Polk County Medical Society	Jen Steenblock
Tira Mays, Broadlawns Medical Center	Dolores Briseno
Deb Reick, Aging Advocates	
Kelly Heysinger, Unified Therapy Services	
Mary Nelle Trefz – Child and Family Policy Center	
Jean Thomas, IMGMA	
David Weis, IMGMA	
Ann Brownsberger, The Village Community	
Terri Bellemore, Mercy Health Network	
Todd Seifert, Imagine the Possibilities	
Bill Dodds, Optima LifeServices	
Gary Turbes, Mid-Step Services	
Marc Roe, Tenco Industries	
Diana Tapps, HCI-VNS Care Services	
Paul Ascherman, Iowa Psychological Association	
Jeff Nichols, One Vision	
Ann Starr, Orchard Place	
Jeannette Shannon, APO Inc.	
Craig Douglas, VGM Group	

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Jim Henter, Iowa Retail Foundation	
Michelle De La Riva, Community & Family Services	
Kermit Dahlen, Jackson Recovery Centers	
Craig Syata, Iowa Association of Community Providers	
Lisa Pakkebier, REM Iowa	
Marilyn Althoff, Hills and Dales	
Shannon Strickler, LeadingAge Iowa	
Barbara Nebel, Iowa Speech Language Hearing Association	
Jennifer Vermeer, UIHC	
Megan Threlkeld, UIHC	
Heather Mccarty, UIHC	
Bob Bartles, Hope Haven Area Development Center	
Terry Johnson, Genesis Development	
Danielle Schwiebert, Iowa for CarePro Home Medical	
Carole Frier, Physician	
Jeannette Werling, Iowa Home Care Association	
Sherry Nielsen, Easter Seals	

### Introduction

DHS Director Jerry Foxhoven welcomed the group and thanked them for their time and willingness to identify issues and work together on possible solutions.

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

### Goals for Today

Director Randol explained his goals for the day, which included:

- Focus on issues – no debating policy.
- Identify what you believe to be issues with Medicaid today: claims, other billing issues, credentialing, etc. Write down solutions if you have them.
- Topics not discussed today, we can move to parking lot.
- Participants will spend 30 minutes writing down specific issues on 5x8 cards, then bring group back together, and give each individual a minute to discuss issues.
- We'll collect information and develop a document with issues.
- DHS will set up special email for the participants in this group.

### Identification of Issues

- Each participant had the opportunity to share their comments and issues with the group.
- Participants wrote their comments and issues on 5x8 cards, which will be inputted into a table that will be available to the public.
- Director Randol addressed some concerns:
  - AmeriHealth's closing of their physical office in April 2018. He assured the members that AmeriHealth will continue to handle claims and will exit in an amicable manner.

- He explained the process involved in the addition of a new MCO by July 1, 2019.

### **Next Steps**

- Edit and put together a spreadsheet then send out to participants. Make sure we captured it correctly.
- Then break into categories such as Credentialing, Claims, Data, Transparency, Quality Outcome, Clinical Outcomes, etc. Will get feedback.
- Then break into subgroups. Have spreadsheet out to you in 10 days.
- Next meeting in 3-4 weeks. Feedback can be sent back to IME.
- With feedback, send how much time you should be spent in subgroup meeting.

### **Additional Questions**

- Along with your feedback, tell us how much time you would like for a subgroup meeting.
- If you want to bring a specialist from your facility, request this from Director Randol.

### **Adjourn**

3:10pm