



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group One Summary of Meeting Minutes May 11, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Nancy Lind, UnitedHealthcare	Michael Randol
Paige Petitt, UnitedHealthcare	Elizabeth Matney
Ashley McGuire, UnitedHealthcare	Julie Lovelady
Jeffery Jones, Amerigroup	Deborah Johnson
Melissa Havig, Amerigroup	Jennifer Steenblock
Diana Tapps, HCI-VNS	Mary Tavegia
Gina Blean, Unified Therapy	Kevin Kirkpatrick
Craig Douglas, VGM	Dolores Briseno
Barb Nebel, Iowa Speech-Language Hearing Association	
Michelle De La Riva, Community & Family Resources / IBHA	
Diana Tapps. HCI-VNS	
Kermit Dahlen, Jackson Recovery Centers / IBHA	
Sarah Adams, Unified Therapy	
Gary Turbes, MidStep Services	
Dawn Fravel, Iowa Primary Care Association	
Jim Mennen, Hy-Vee Pharmacy	
Lisa Yunek, Member parent	
Lisa Huls , APO / IPOPA	
Erica Shannon, Iowa Primary Care Association	
Sandra Christensen, Mercy Health Network	
Danielle Schwiebert, Iowa for CarePro Home Medical / MAMES	
Brandon Hagen, Iowa Health Care Association	
Gaye Johnson, ChildServe	
Jennifer Harbison, UIHC	

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Matt Flatt, Hammer Medical Supply / MAMES	
Lisa Pakkebier, REM Iowa	
Gayla Harken, Iowa Association of Community Providers	

**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 and Liz Matney explained the process for submitting examples and specifics needed to conduct research. They also discussed the process after the examples are submitted to IME and the MCOs.

The group worked through eight issues. One issue was questioned on whether it was a policy issue and was closed.

**Next Steps**

- A template will be sent to participants to use when submitting examples to the group.
- Participants to email examples to the Process Improvement email seven days prior to the next meeting. IME and the MCOs will research.
- Examples may be sent from providers who are not part of the working group.

**Adjourn**

4:17pm



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group Two Summary of Meeting Minutes May 11, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Nancy Lind, UnitedHealthcare	Michael Randol
Paige Pettitt, UnitedHealthcare	Elizabeth Matney
Ashley McGuire, UnitedHealthcare	Julie Lovelady
Jeffery Jones, Amerigroup	Deborah Johnson
Melissa Havig, Amerigroup	Jennifer Steenblock
Anne Starr	Mary Tavegia
Gina Blean, Unified Therapy	Kevin Kirkpatrick
Brooke Ramsey, HIRTA Public Transit	Dolores Briseno
Barb Nebel, Iowa Speech-Language Hearing Association	
Michelle De La Riva, Community & Family Resources / IBHA	
Gretchen Hageman, Delta Dental	
Kermit Dahlen, Jackson Recovery Centers / IBHA	
Sarah Adams, Unified Therapy	
Gary Turbes, MidStep Services	
Dawn Fravel, Iowa Primary Care Association	
Marilyn Althoff, Hills and Dales	
Mary Nelle Trefz, Child and Family Policy Center	
Shannon Strickler, LeadingAge Iowa	
Erica Shannen, Iowa Primary Care Association	
Bob Bartles, Hope Haven Area Development Center	
Danielle Schwiebert, Iowa for CarePro Home Medical / MAMES	
Brandon Hagen, Iowa Health Care Association	
Gaye Johnson, ChildServe	
Jennifer Harbison, UIHC	

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Matt Flatt, Hammer Medical Supply / MAMES	
Paul Ascherman, Iowa Psychology Association	
Gayla Harken, Iowa Association of Community Providers	
Heather Mccarter, UIHC	
Craig Syata, Iowa Association of Community Providers	
Lisa Pakkebier, REM Iowa	

### 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 and Liz Matney explained the process for submitting examples and specifics needed to conduct research. They also discussed the process after the examples are submitted to IME and the MCOs.

The group worked through seven issues. Two issues were questioned on whether they are policy issue and one was closed. One issue was passed over because the author was unable to attend.

### Next Steps

- A template will be sent to participants to use when submitting examples to the group.
- Participants to email examples to the Process Improvement email seven days prior to the next meeting. IME and the MCOs will research.
- Examples may be sent from providers who are not part of the working group.

### Adjourn

3:28pm



Michael Randol, Iowa Medicaid Director

### Process Improvement Working Group – Group Three Summary of Meeting Minutes May 11, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Nancy Lind, UnitedHealthcare	Michael Randol
Paige Petitt, UnitedHealthcare	Elizabeth Matney
Ashley McGuire, UnitedHealthcare	Julie Lovelady
Jeffery Jones, Amerigroup	Deborah Johnson
Melissa Havig, Amerigroup	Jennifer Steenblock
Anne Starr	Mary Tavegia
Gina Blean, Unified Therapy	Kevin Kirkpatrick
Brooke Ramsey, HIRTA Public Transit	Dolores Briseno
Sherri Nielsen, Easter Seals	
Michelle De La Riva, Community & Family Resources / IBHA	
Gretchen Hageman, Delta Dental	
Kermit Dahlen, Jackson Recovery Centers / IBHA	
Sarah Adams, Unified Therapy	
Gary Turbes, MidStep Services	
Dawn Fravel, Iowa Primary Care Association	
Marilyn Althoff, Hills and Dales	
Mary Nelle Trefz, Child and Family Policy Center	
Shannon Strickler, LeadingAge Iowa	
Erica Shannen, Iowa Primary Care Association	
Todd Seifert, Imagine the Possibilities	
Danielle Schwiebert, Iowa for CarePro Home Medical / MAMES	
Jeff Nichols, OneVision	

#### 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 and Liz Matney explained the process for submitting examples and specifics needed to conduct research. They also discussed the process after they are submitted to IME and the MCOs.

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

- A template will be sent to participants to use when submitting examples to the group.
- Participants to email examples to the Process Improvement email seven days prior to the next meeting. IME and the MCOs will research.
- Examples may be sent from providers who are not part of the working group.

### Adjourn

2:31pm



### Process Improvement Working Group – Group Four Summary of Meeting Minutes May 11, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Nancy Lind, UnitedHealthcare	Michael Randol
Paige Petitt, UnitedHealthcare	Elizabeth Matney
Ashley McGuire, UnitedHealthcare	Julie Lovelady
Jeffery Jones, Amerigroup	Deborah Johnson
Melissa Havig, Amerigroup	Jennifer Steenblock
Jeannette Werling, Paramount / IA Medical Society	Mary Tavegia
Gina Blean, Unified Therapy	Kevin Kirkpatrick
Brooke Ramsey, HIRTA Public Transit	Dolores Briseno
Michelle De La Riva, Community & Family Resources / IBHA	
Marc Roe, Tenco Industries	
Kermit Dahlen, Jackson Recovery Centers / IBHA	
Sarah Adams, Unified Therapy	
Gary Turbes, MidStep Services	
Barbara Sorenson, UIHC	

#### Introduction

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

#### Discussion of Issues

Provider enrollment and ownership was discussed. Then, Director Randol and Liz Matney explained the process for submitting examples and specifics needed to conduct research, and the process after they are submitted.

The action items were reviewed and next steps were discussed.

#### Next Steps

- A template will be sent to participants to use when submitting examples to the group.
- Participants to email examples to the Process Improvement email seven days prior to the next meeting. IME and the MCOs will research.
- Examples may be sent from providers who are not part of the working group.

Adjourn  
1:25pm