Transforming Iowa’s Medicaid Program

Jennifer Steenblock, ACA Project Director
New Approach: Medicaid Modernization

In February 2015, DHS issued a Request for Proposal, titled the Iowa High Quality Health Care Initiative

• Moves Medicaid program towards risk-based managed care approach
• Impacts most Medicaid members and begins January 1, 2016
Iowa’s Goals

- Improved quality and access
- Greater accountability for outcomes
- More predictable and sustainable Medicaid budget
Managed Care Organizations in Contracting Process

• DHS issued a Notice of Intent to Award contracts on Monday, August 17, 2015 to the four bidders below:
  o AmeriGroup Iowa, Inc.
  o AmeriHealth Caritas Iowa, Inc.
  o UnitedHealthcare Plan of the River Valley, Inc.
  o WellCare of Iowa, Inc.

• DHS will finalize contracts with these managed care organizations on September 11, 2015.
Branding and Communications

• IA Health Link is now the name for the Iowa Medicaid managed care program
• Links together physical health care, behavioral health care, oral health care and long term care under one program
Iowa Medicaid Brand Overview

Iowa Department of Human Services

IA Health Link (Managed Care)

hawk-i

Iowa Medicaid (Fee-for-Service)
Iowa Medicaid Internal Operational Readiness: Preparing to Implement Medicaid Modernization
Key Areas of Focus

- Project Management Office
- IME Current Contracts
- Branding and Communications Plan
- Stakeholder and External Relations
- Collaboration with Federal Partners
- Alignment with Other Initiatives (SIM)
- MCO Onboarding
- Implementation of MCO
Iowa Medicaid Internal Readiness

Project Management Office
- Modernization project management team
- Overseeing operational planning and progress
- Aligning with readiness review consultants

Contract Reviews
- Evaluate existing contracts
- Modify to fit work for transition
- Release support RFPs
Enrollment Broker Activities

Independent enrollment broker is responsible for assisting members

- Conflict free from the MCOs
- Offer choice counseling in a variety of methods such as phone, mail, email, in-person
Provider Impact
Provider Readiness

• This fall, live provider education sessions on the upcoming changes will be offered in 11 different communities throughout the state—Informational Letter 1537

• Informational Letter 1539 was sent out to providers on August 20, 2015
  o Access the letter here: https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT
  o Link above provides the following:
    ▪ Schedule and location of the Annual Provider Training sessions
    ▪ Online Training Registration form
    ▪ Ability to submit questions in advance on the Online Training Registration form

• To stay up-to-date on Iowa Medicaid news for providers, please visit: https://dhs.iowa.gov/ime/Providers
MCO Provider Networks

Physical and Behavioral
- MCOs will use all current Medicaid providers for the first six months
- MCOs network effective July 1, 2016
- Strict network adequacy

Waiver & Long Term Care
- MCOs will use all current LTC and waiver providers for the first two years
- MCO network effective January 1, 2018
- Strict network adequacy
## Annual Provider Training Schedule

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
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<tbody>
<tr>
<td>Sioux City</td>
<td>Monday, September 14</td>
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<tr>
<td>Council Bluffs</td>
<td>Tuesday, September 15</td>
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<tr>
<td>Bettendorf</td>
<td>Wednesday, September 16</td>
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<tr>
<td>Burlington</td>
<td>Thursday, September 17</td>
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<tr>
<td>Fort Dodge</td>
<td>Monday, September 21</td>
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<tr>
<td>Mason City</td>
<td>Tuesday, September 22</td>
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<tr>
<td>Waterloo</td>
<td>Wednesday, September 23</td>
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<tr>
<td>Cedar Rapids</td>
<td>Thursday, September 24</td>
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<tr>
<td>Dubuque</td>
<td>Monday, September 28</td>
</tr>
<tr>
<td>Ottumwa</td>
<td>Tuesday, September 29</td>
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<tr>
<td>Des Moines</td>
<td>Wednesday, September 30</td>
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Provider Enrollment

• Providers should enroll with Medicaid first (before MCO enrollment) if they aren’t already providing reimbursed services
• Iowa Medicaid enrollment remains the same
• Medicaid will conduct more licensure verification and database checks, per ACA requirements
Provider Enrollment Renewal

- Iowa Medicaid will be conducting by provider type
  - Schedule will be announced by IL
- Scan updated paper work to the new enrollment email address
  - IMEProviderEnrollment@dhs.state.ia.us
- Enroll with the IME first
Iowa Medicaid External Operational Readiness: Preparing to Implement Medicaid Modernization
MCO Readiness Review

Before any MCO can begin serving Medicaid members, the MCO must demonstrate their readiness to meet the care needs of new members:

- Facilitates a smooth transition
- Minimizes negative impacts of the transition

State staff will be supported by consultants, selected through a competitive procurement process.
MCO Readiness Review

• Specific federal requirements related to long term care readiness
  o Comprehensive LTC training
  o Experience and expertise with LTC, including case management and disease management staff
  o Requirements applicable to subcontractors of the MCOs
Structure of Readiness Review

Follow-Up Reviews

Onsite Visit to Each MCO

Review of Required Documents
Readiness Review Components

- Key deliverables
  - Policies and procedures, training materials, member educational materials, notices, provider incentives, provider agreements, manuals, staffing and implementation plan
- Critical processes and operating functions
- IT systems and testing
- Other verification and validation activities
Iowa Readiness Review RFP

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP for Readiness Review Contractor Issued</td>
<td>July 14, 2015</td>
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<tr>
<td>Letter of Intent and Questions Due</td>
<td>July 22, 2015</td>
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<tr>
<td>DHS Response to Questions</td>
<td>July 30, 2015</td>
</tr>
<tr>
<td>Bidder Proposals Due</td>
<td>August 10, 2015</td>
</tr>
<tr>
<td>Notice of Intent to Award</td>
<td>August 26, 2015</td>
</tr>
<tr>
<td>Anticipated Start Date</td>
<td>September 1, 2015</td>
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Communications, Outreach and Education
Outreach & Education

- Tele-townhall meetings
- Events and trainings
- Newsletters
- Member educational materials
- Member mailings
- Earned media
- Toolkits

- Community partnerships
- Coordination with stakeholders and providers
- Advisory and member-based focus groups
- Website content
- Webinars
- Stakeholder emails
Member Introductory Mailing

The Iowa Department of Human Services will send an introductory mailing regarding the managed care transition to all impacted Medicaid members. The letter will contain information about the new program, impact to members and the timeline for the transition. In addition to the letter, a FAQ will be included in the mailing to provide additional details.
Mailing Versions

Each mailing includes a letter, timeline and FAQ

1. Long Term Care and HCBS Waiver Members
2. Current Managed Care Members (MediPASS and Iowa Health and Wellness Plan)
3. Traditional Medicaid Members (Medicaid members in other eligibility groups)
4. *hawk-i* Members
Mailing Timeline

- Week of August 31, 2015: Notice of Mailings sent
  - MAAC, Stakeholder and Provider Toolkits and emails
  - Samples of letters posted online
- Late in the Week of August 31, 2015: LTC version of letter begins mailing to members
- Week of September 8: *hawk-i* version of the letter begins mailing
- Week of September 8- Week of September 14: All Other Medicaid Groups version of letter begins mailing to members
- Week of September 21- Week of September 28: Current Managed Health Care version of letter begins mailing to members
# Information and Questions

<table>
<thead>
<tr>
<th><strong>Contact Information</strong></th>
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<tr>
<td><strong>General Information</strong></td>
<td><a href="http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization">http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization</a></td>
</tr>
</tbody>
</table>
| **Federal Waiver Comments** | Email: ModernizationWaiverComment@dhs.state.ia.us  
In Writing: Rick Riley, Iowa Department of Human Services, Iowa Medicaid Enterprise, 100 Army Post Rd., Des Moines, IA 50315 |
| **Modernization Stakeholder Questions** | Email: MedicaidModernization@dhs.state.ia.us |
| **Modernization Member Questions** | Contact Member Services  
Phone: 1-800-338-8366  
Email: IMEMemberServices@dhs.state.ia.us |
| **Modernization Provider Questions** | Contact Provider Services  
Phone: 1-800-338-7909  
Email: IMEProviderServices@dhs.state.ia.us |
| **Media and Legislators** | Contact the DHS Public Information Officer |