



November
2014

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Agency Highlight *American Home Finding Association*

Our Pediatric Dental champion referred a frustrated guardian grandmother to us to assist with getting insurance coverage. The I-Smile Coordinator offered insurance assistance to the grandmother. She had attempted to use the marketplace.gov and got nowhere except frustrated. We discussed options for coverage and offered to assist her with presumptive title XIX coverage, the same day that the dentist would see the child for treatment of a severely decayed tooth that was causing the child pain. This would mean only one trip 50 mile trip for services and treatment. Our social worker provided presumptive coverage and care coordination. Our I-Smile coordinator follow up with a call to the dental office following the appointment to find out that the child had a tooth extracted, space maintainer placed and reappointed for further restorative treatment next week. This all happened because we have a dedicated front staff team that screened the incoming call realizing that our agency could assist the frustrated, overwhelmed grandmother.

The Update is a monthly web newsletter published by the Iowa Department of Public Health's Bureau of Family Health. It is posted once a month, and provides useful job resource information for departmental health care professionals, information on training opportunities, intradepartmental reports and meetings, and additional information pertinent to health care professionals.

Important Stuff

Presumptive Eligibility Training

IME is offering training on Presumptive Eligibility for current Qualified Entities and those who will become Qualified Entities. To see the training schedule and to register, click [here](#).

Non-Emergency Medical Transportation Now Available for 19 and 20 year olds!

The Iowa Medicaid Enterprise (IME) sent verification to the Iowa Department of Public Health that MCH agencies may provide and bill for non-emergency medical transportation (NEMT) services for 19 & 20 year olds (EPSDT clients) who are covered under the Iowa Health and Wellness Plan (Iowa Wellness Plan or Coventry Health).

As you may recall, IME generally does not cover NEMT services for clients enrolled under the Iowa Health and Wellness Plan (IHAWP). The Bureau of Family Health submitted public comment to IME requesting that these NEMT services be available to all EPSDT clients (from birth through age 20 years). We requested that this transportation benefit be restored to the 19 and 20 year olds who are enrolled in the IHAWP.

IME responded, and NEMT is now available to 19 & 20 year olds on the IHAWP – just as it is for other EPSDT clients. We have been assured that this is the case whether MCH agencies are arranging and billing in-town transportation under their Maternal Health Center or Screening Center designations OR whether rides are arranged through TMS.

Presumptive Eligibility Follow-Up

Several agencies shared best practices and lessons learned on successfully completing Presumptive Eligibility (PE) applications following the changes in 2014. This section includes tips and strategies that were shared during the roundtable discussion at the MCH/FP Fall Conference. A flow-sheet for paper applications and who to contact for specific issues was requested and is still being developed.

- Visiting Nurse Services is in the process of educating Qualified Entities on when to complete a PE application for applicants who do not wish to apply for ongoing Medicaid, in order to maximize the coverage period and services they are able to access.
- Several agencies have developed guides for completing paper applications to be entered into MPEP. Examples include highlighting questions that are required for MPEP and including additional forms to ensure all necessary information is captured (please note, the PE Addendum is an official form and **cannot be replace or modified**; however agencies can utilize additional forms to collect information).
- One agency reported their local Community Health Center attends WIC clinics to complete PE applications through their Certified Application Counselor program - the MCH agency is unable to bill for those services but the need is met for the families and the CHC can recruit patients)
- Selecting “expert” PE staff to enter applications into MPEP has helped make the PE process for some agencies much smoother. The more PE apps a QE enters, the easier it becomes.
- Several agencies have purchased small portable printers and hot spots to complete PE applications at outreach sites, in the home, etc.
- Calling the MPEP support desk (855-889-7985) can be more effective than email, although overall agencies are reporting the help desk is very responsive and helpful
- Ensuring the family has everything they need before they come in for the appointment has been very helpful. If they are unsure of information that is not required, the QE can skip it. Filling in as much as possible will help with the eligibility determination down the road, but knowing which sections can be skipped is helpful in getting the application entered in a timely manner.
- Entering all social security numbers for family members (even if they aren't applying for coverage) can be very helpful in getting the full application processed quickly.
 - Agencies reported finding kids for PE at WIC, Headstart, physician offices, and school nurses.

If you would like more information or have issues or concerns regarding PE, please contact Sylvia Petersen (sylvia.petersen@idph.iowa.gov).

Click here to see a summary of the results of the Presumptive Eligibility Survey



Bureau of Family Health: 1-800-383-3826

Teen Line: 1-800-443-8336

Healthy Families Line: 1-800-369-2229

FAX: 515-725-1760

NAME	PHONE	EMAIL
Beaman, Janet	745-2728	janet.beaman@idph.iowa.gov
Brown, Kim	281-3126	kim.brown@idph.iowa.gov
Connet, Andrew	281-7184	andrew.connet@idph.iowa.gov
Couch, Roger	281-4653	roger.couch@idph.iowa.gov
Cox, Jinifer	281-7085	jinifer.cox@idph.iowa.gov
Ellis, Melissa	537-6544	melissa.ellis@idph.iowa.gov
Goebel, Patrick	281-3826	patrick.goebel@idph.iowa.gov
Goldsmith, Rebecca	281-7721	rebecca.goldsmith@idph.iowa.gov
Greene, Mary	725-0047	mary.greene@idph.iowa.gov
Haase, Kelly	242-6382	kelly.haase@idph.iowa.gov
Horras, Janet	954-0647	janet.horras@idph.iowa.gov
Hummel, Brad	281-5401	brad.hummel@idph.iowa.gov
Johnson, Jean	725-2644	jean.johnson@idph.iowa.gov
Johnson-Miller, Marcus – Bureau Chief	473-4540	marcus.johnson-miller@idph.iowa.gov
Kane, Debbie	281-4952	debbie.kane@idph.iowa.gov
Kappelman, Andrea	281-7044	andrea.kappelman@idph.iowa.gov
Mauch, Sarah	725-2289	sarah.mauch@idph.iowa.gov
O’Hollearn, Tammy	242-5639	tammy.ohollearn@idph.iowa.gov
Pearson, Analisa	281-7519	analisa.pearson@idph.iowa.gov
Petersen, Sylvia	725-2856	sylvia.petersen@idph.iowa.gov
Petsche, Di	242-5980	diane.petsche@idph.iowa.gov
Piper, Kim	720-4925	kimberly.piper@idph.iowa.gov
Plagge, Anne	242-6388	anne.plagge@idph.iowa.gov
Rairden, Rhonda	281-4926	rhonda.rairden@idph.iowa.gov
Rasmusson, Addie	281-6071	addie.rasmusson@idph.iowa.gov
Roorda, Lance	725-2919	lance.roorda@idph.iowa.gov
Steffen, Esha	725-2160	esha.steffen@idph.iowa.gov
Suginaka, Caitlin	725-2829	caitlin.suginaka@idph.iowa.gov
Trusty, Stephanie	281-4731	stephanie.trusty@idph.iowa.gov
West, PJ	229-9976	pj.west@idph.iowa.gov
Wheeler, Denise	281-4907	denise.wheeler@idph.iowa.gov
Wolfe, Meghan	201-5282	meghan.wolfe@idph.iowa.gov

Area code is 515



Calendar at a Glance

November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27 Thanksgiving	28	29
30						

December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Christmas Eve	25 Christmas Day	26	27
28	29	30	31 New Year's Eve			

Resources

Updated Navigator Map

Phone numbers (these are the main agency numbers; call and ask for a Navigator in the county you are serving and they can direct you from there): **Planned Parenthood of the Heartland:** 515.280.7004 | **Visiting Nurse Services:** 515.271.1313 | **Genesis Health:** 563.421.3675

Article: [Bridging Health Care and Early Education System Transformations to Achieve Kindergarten Readiness in Oregon](#)

Article: [Report from the First Year of Navigator Technical Assistance Project: Lessons Learned and Recommendations for the Next Year of Enrollment](#)

Report: [CMS Needs to Do More to Improve Medicaid Children's Utilization of Preventive Screening Services](#)

