

January 23, 2023

Issue 1, Volume 8



## Medicaid e-News

### January Highlights



## Iowa Medicaid's Continuous Coverage Requirement is Ending and What it Means for Members

The continuous health coverage for Iowa Medicaid members established during the public health emergency (PHE) will end on April 1, 2023. This means most members who are enrolled in Iowa Medicaid will undergo a redetermination to see if they are still eligible for Medicaid under normal operations. It is important for members to check their mail regularly and respond for requests for information to make sure they don't lose coverage unnecessarily.

**Note:** Foster children will not be unenrolled from Medicaid coverage during the Unwind.

To learn more about the Unwind Plan, visit the [Unwind Webpage](#).

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## Iowa Medicaid to Host Two Member Town Halls per month until June 2023

Due to the announcement of the end of the continuous coverage requirement, the addition of Molina Healthcare joining Iowa Medicaid's Iowa Health Link program, annual enrollment and additional requests from our members, Iowa Medicaid will begin hosting two member town halls per month, beginning in February, until the summer of 2023.

Members can view and sign-up for the upcoming Town Hall dates on the [town halls page](#) of the HHS website.

### Registration for the First January 2023 Town Halls is Now Open

January registration is now open for Iowa Medicaid's monthly Town Halls.

Providers and members may also join the Iowa Medicaid Town Halls event on Facebook to receive updates and links for upcoming Town Halls.

The upcoming Town Halls Schedule is as follows:

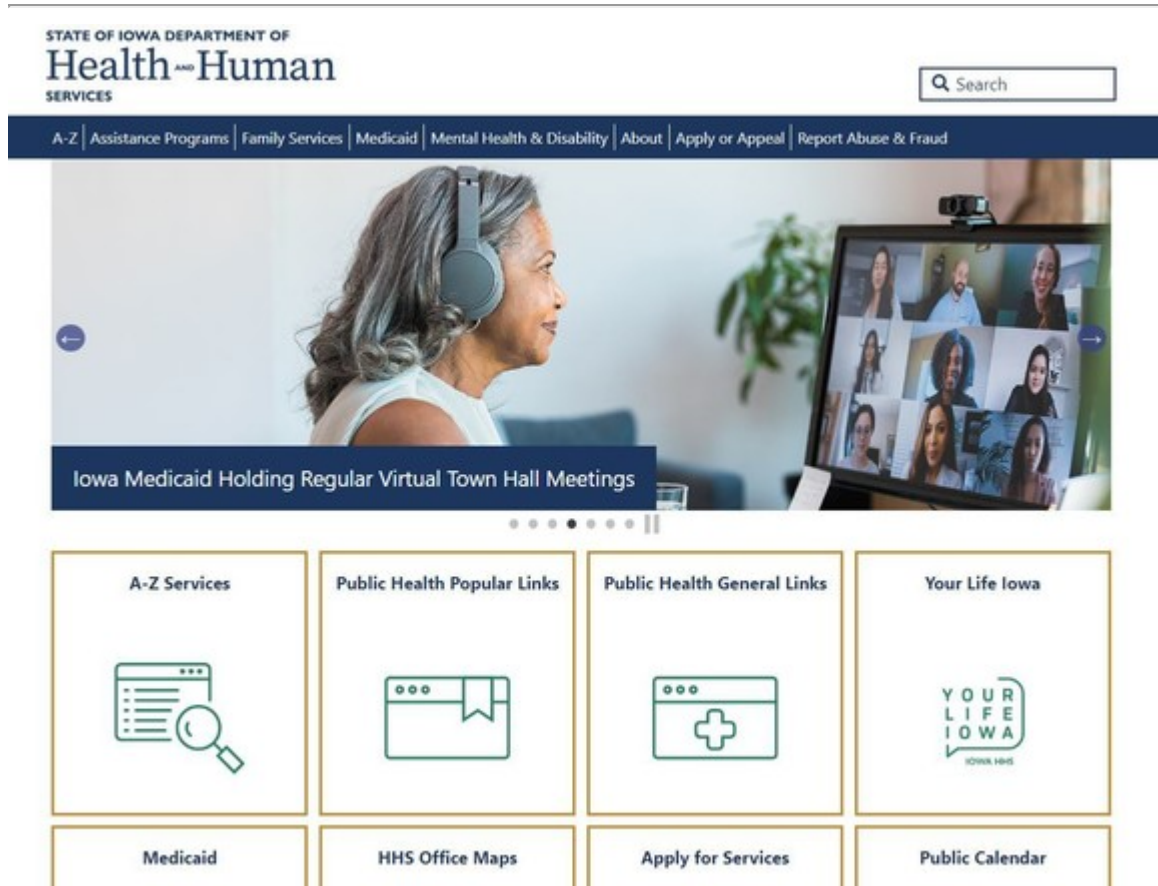
- Thursday, February 9, 2023 (members only)
- Thursday, February 23, 2023
- Thursday, March 9, 2023 (members only)
- Thursday, March 30, 2023
- Thursday, April 27, 2023

To register:

- **Providers** may sign up for the first January session online [here](#). Providers, please feel free to share this information with members.
- **Members** may sign up for the January Town Halls online [here](#). Members who need assistance in registering may contact Iowa Medicaid Member Services at 1-

800-338-8366

Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared with those who have registered on the day of the meeting.



## New HHS Website is Now Live

The new Iowa Department of Health and Human Services (HHS) website is now live. This is the latest step in Iowa’s HHS alignment initiative that brings content from both agencies, DHS and IDPH, into one unified website.

This interim site is only the first step. During phase two, HHS will create a human-centered website, making the HHS website more user friendly and easier to navigate. This approach begins with designing for the end user and will include added functionality and enhanced accessibility.

Check out the new website [here](#).

## Members



## The Community-Based Services Evaluation Final Report to be Released at the End of January

The Community-Based Services Evaluation final report will be released at the end of this month. This report will help Medicaid form a plan on how to restructure the current HCBS and waiver programs.

The report includes three key recommendations, suggesting Iowa HHS:

1. Implements up-to-date screening and improved processes to better align services with people's needs.
2. Align Community-Based Services (CBS), including Medicaid HCBS waivers, to the needs of people in Iowa.
3. Maximize access to Medicaid HCBS and other CBS supports for people with long-term service and support needs.

The report is a major steppingstone for Iowa HHS to launch system-wide transformation. Next, the CBSE Team is developing a transformation plan to guide the implementation of the recommendations and to transform Iowa's CBS system.

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## Providers



## Providers, Double Check Addresses Before You Send

Important Information for Medicaid Providers!

If you have received a letter from the Provider Cost Audit (PCA) Unit - please make sure you are sending your payments into the correct address. It's important to verify that you are submitting payment to the address that was in the PCA letter you may have received.

If you have any questions or concerns, please find the PCA contact information [here](#).

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## Home Health Care Providers & Stakeholders are Invited to Monthly EVV Meetings

Home Health Care Providers & Stakeholders are invited to participate in a monthly virtual meeting regarding Electronic Visit Verification (EVV). Providers are encouraged to regularly participate to address any concerns, questions or training needs.

Electronic Visit Verification (EVV) is a federal requirement for states to start in January 2024. EVV is used to oversee the delivery and application of personal care and home health services in non-traditional settings, such as in the home, and will provide verification of the visit.

Learn more and sign up [here](#).

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## Upcoming Rate Reviews to be made Available in February

## February

Iowa Medicaid is creating a process to review provider reimbursement rates that are paid via fee schedule on a regular basis. This regular rate review will be done at least every other year and information will be shared with the legislature, Governor's office and stakeholders in February.

Iowa rates will be compared with Medicare rates when available and other state Medicaid rates and other mechanisms when Medicare rates are not available. Some providers currently have rate reviews built into Iowa Administrative Code and this change will not affect those providers.

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## In-Person Training for LTSS Providers

**January 24, 2023, 11:00AM – 3:30PM | Sack Lunch Provided | [Registration open](#)**

### Registration Link:

[https://docs.google.com/forms/d/e/1FAIpQLSdiCXp185pMLH4UhbNdpkP7EgWVAqSzuhwM1Zyf7oHqAKK\\_aQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdiCXp185pMLH4UhbNdpkP7EgWVAqSzuhwM1Zyf7oHqAKK_aQ/viewform)

### **Cass County Community Center, 805 West 10th Street, Atlantic, IA 50022**

- Behavior Intervention: "Will Manage Emotions" Is NOT Enough with Susan Smith from iTABS
- Member Rights: A brief overview with the MCO Ombudsman Program
- Understanding Legal Roles and Decision-Makers with Jennifer Donovan

Learn about a variety of topics geared towards direct support professionals (DSPs) through this in-person training opportunity. The day will start by helping DSPs understand how to address managing emotions in a way that helps them develop intervention strategies, recognize their own impact on behavior, and intervene in an escalating situation. Attendees will explore interventions to get "unstuck" in behavior and thinking patterns. Lunch will be provided. A brief overview of member rights will kick off the second half of the training. The day will close with an understanding of the differences in roles and responsibilities when a person has support in these areas or is not able to make decisions on their own behalf.

## Stakeholders



## **Stakeholder Webinar Scheduled for Wednesday to Discuss the End of the Continuous Coverage Requirement**

As mentioned in this e-news January highlights above, Iowa's continuous coverage requirement for Medicaid members will end on April 1, 2023. At this webinar, Medicaid team members will share details about the state's plan and what members can expect in the coming weeks and months. Medicaid stakeholders, providers and other partners are encouraged to attend.

**The meeting will take place on January 25, 3 p.m. - 4 p.m.**

Sign up for the webinar [here](#). If you are a part of UnityPoint, please email [IMEtownhall@dhs.state.ia.us](mailto:IMEtownhall@dhs.state.ia.us) to RSVP.

Learn more about the Continuous Coverage Unwind Plan and sign up for notifications [here](#).

## **Managed Care Plan (MCP) Updates**



## Molina Healthcare of Iowa: Join Our Network!

Molina Healthcare continues to develop its network in Iowa.

If providers have questions pertaining to the agreement or your organization did not receive an agreement, please contact Molina [here](#). Executed agreements can be returned to the same email address.

**Claims testing and timelines: Providers will need to be contracted in order to test claims with Molina Healthcare. Second round testing to take place April 3, 2023.**

Molina Healthcare looks forward to working with providers to service members starting **July 1, 2023!**

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## Iowa Total Care Offers a Doula Program for Pregnant Moms

Iowa Total Care (ITC) is piloting a new program in Polk, Johnson and Muscatine counties. Partnering with Health ConnectOne (HCOne) and The Doula Network (TDN), the Doula Program aims to provide birthing parents with culturally sensitive doula services to ease the burden of access, address cultural barriers, and improve maternal and infant health outcomes.

HCOne and TDN provide customized coaching, training, technical assistance, and program development services to doula partners so the doulas can support our communities and families. Doulas will support pregnant ITC members in the three identified counties by providing support they need to have a safe and satisfying



pregnancy, birthing experience and support once the baby is born. This includes providing child birth education, meeting with women in their homes, and offering postpartum home visitation and breastfeeding support.

Download the flyer [here](#) for more information about this pilot program.

## Member Success Stories

## Amerigroup Helps Medicaid Member Succeed at Work

Over the past few years, an Amerigroup member has been receiving job coaching to assist them at their job at Sam's Club. Job coaching is one of the services Amerigroup's case management team can help connect and authorize funding for members. For this member, job coaching has been critical for learning their job duties, handling difficult situations, and learning to better communicate with others. For the 2-3 days per week the member goes to their job, Amerigroup's transportation vendor, Access2Care, helps them to and from work.



Through the help of Amerigroup's case management team, the member is enjoying their job and performing well. At the member's annual meeting with their case manager, the member felt confident in determining they no longer needed the job coach – the member would graduate from the job coach service at the end of December 2022.



### Tooth Fairy Tricks

Wait for at least 30 minutes to brush your teeth after eating anything acidic. Acids from what you eat or drink can weaken your enamel. Your body will naturally clean your mouth from acids and bring it back down to the proper pH level.

## Iowa Total Care Helps Solve Equipment Delivery Delay

For one ITC member, discharge from a skilled nursing facility depended on receiving durable medical equipment (DME). When Iowa Total Care learned the member had been waiting for nearly two months, the delay was resolved with speed.

The ordered braces were delivered to the skilled nursing facility. Then the necessary physical therapy began, moving the member closer to safe discharge. By solving the delivery delay, ITC reduced the time – and cost – of facility care. Most important, the member is enjoying the freedom of mobility.

## Amerigroup finds the “right fit” for young Medicaid member

With the help of Amerigroup's case management team, an adolescent Amerigroup member was able to find a safe and positive home placement after facing potential homelessness. The member had experienced trauma early in life, with mistreatment

from past caregivers and bouncing to and from shelters and group homes most of their life.

When the member was referred to Amerigroup, they were living in a youth shelter with a deadline – the shelter would transition them out on their 18<sup>th</sup> birthday. Through the intervention of Amerigroup, the member was moved into a host home with mentors who are trained in trauma-informed care, as well as excited to give the young member life experiences and positive opportunities.

## Let's Discuss

Medicaid events and things to know



## Recently Posted Informational Letters

View the recent Informational Letters (ILs) by entering the codes below on the [HHS IL webpage](#).

- IL 2418-MC-FFS: Rate Maximum for Private Duty Nursing and Personal Care Services
- IL 2414-MC-FFS: EVV Stakeholder Engagement Sessions
- IL 2417-MC-FFS: HHS Website Launch
- IL 2412-FFS-D: 2023 Codes for Dental Procedures and Nomenclature
- IL 2403-MC-FFS: Breast Pump Coverage
- IL 2398-MC-FFS: EVV Implementation Update
- IL 2415-MC-FFS: Stakeholder Session: End of the Continuous Coverage Requirement

## Job Opportunities with Iowa Medicaid

HHS-Iowa Medicaid is seeking applicants for the following positions:

- [Business Data Analyst](#) | closes January 26
- [Information Technology Specialist 5](#) | closes January 30

### MCO Contacts

#### MEMBER SERVICES

[Amerigroup Iowa](#)  
**1-800-600-4441**

[Iowa Total Care](#)  
**1-833-404-1061**

#### PROVIDER SERVICES

[Amerigroup Iowa](#)  
**1-800-454-3730**

[Iowa Total Care](#)  
**1-833-404-1061**

### Dental Plan Contacts

**MEMBER SERVICES**

[Delta Dental of Iowa](#)

**1-888-472-2793**

[MCNA Dental](#)

**1-855-247-6262**

**PROVIDER SERVICES**

[Delta Dental of Iowa](#)

**1-888-472-1205**

[MCNA Dental](#)

**1-855-856-6262**

**Iowa Medicaid Contacts**

**MEMBER SERVICES**

[Iowa Medicaid Member Services](#)

**1-800-338-8366**

**PROVIDER SERVICES**

[Iowa Medicaid Provider Services](#)

**1-800-338-7909**

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