

June 17, 2022

Issue 4, Volume 7



Medicaid e-News

Medicaid news for members, providers and stakeholders.

*Links are best viewed in Microsoft Edge or Google Chrome browsers.

Elizabeth Matney Marks One Year of Working as the Iowa Medicaid Director



Hello friends! June 1 marked the end of my first year in this position and in the days since, I have been reflecting on what we have accomplished together and what remains to be done.

I want to thank all of the Medicaid members, providers and advocates that show up to the table with feedback about how this program can be better. Director Kelly Garcia frequently talks about the importance of the motto “Nothing about me without me” and I couldn’t agree more. This program is here to serve and all of your voices at the table are critical to making this program better year over year.

So, what have we accomplished? Here are just a handful of items.

- Developed a strategic plan that clearly defines our mission, vision, goals and the values that we feel are important to hold close in all of the work we do.
- Implemented monthly town halls to hear from you! This has been such a valuable experience for us at the Medicaid program and we hope that you feel the same.
- Began an evaluation to determine how we can improve our behavioral health, aging, and disability services to promote better outcomes.
- Collected feedback from members and providers on areas where more transparency would be helpful and have begun some website changes to reflect that feedback.
- Distributed over \$100 million in recruiting and retention bonus funds for Home and Community-Based direct service professionals.
- Implemented a number of stakeholder workgroups with the aim of process improvement and reduction of unnecessary administrative burden.
- Launched our Medicaid technology modernization initiatives with the overarching goal of improving how we do business and improving the experience of our providers and members.

While we are thrilled about some of the progress we have made, we are aware that there is a lot of work to do and we need your continued help. Some places that we know are of high priority include:

- Making preventative services more accessible and easier to navigate, whether they are for behavioral health or physical health.
- Better connecting our systems so that the Medicaid program is part of statewide solutions that impact more people in Iowa.
- Building up our community based workforce to ensure that they feel confident in the services they provide.
- Making entry points and services more visible and equitable for all of the populations we are here to serve.

"These are foundational changes to support our programs," DHS Director Kelly Garcia said. "This along with our investment in building out our team with the expertise to drive on our mission and vision is truly exciting. I could not be more proud of the Iowa Medicaid team and the positive direction we're moving in."

Like I said, we have a lot of work to do this year and in years to come. But we are in this together and have the same mission: to make this program the best it can be for Iowa. I sincerely look forward to continuing this work with you and for you!

Director Liz Matney



Iowa Department of Human Services (DHS) and Iowa Department of Public Health (IDPH) to Begin Rebranding This Summer

What is happening?

IDPH and Iowa DHS are exploring options for aligning their programs, services and operations more closely in order to better serve the health and human services needs of Iowans. By “aligning,” we mean using, sharing, coordinating, or structuring two or more things (programs, services, processes, technology, data, access points like buildings or websites, etc.) in new, more closely connected ways. The new department will be called the Iowa Department of Health and Human Services (HHS).

When is this happening?

While the planning and development for the alignment has been underway since 2021, July 1, 2022 is currently the date state legislation is anticipated to establish a transition to HHS. A further detailed transition plan will be developed and published sometime in the fall of 2022.

Why is this important for Medicaid?

There are extensive connections between IDPH and DHS to help all Iowans live safe, stable, and healthy lives. It's become clear we can serve Iowans more effectively and efficiently through:

- A combined organizational structure that brings similar functions and services together.
- Shared direction between staff and partners.
- A welcoming and more efficient "welcome" to state health and human services.
- A more efficient way to connect people in Iowa to services and supports they need.
- A combination of department data to make more informed decisions and provide seamless service to people in Iowa.

What's the end goal?

The Iowa Department of Public Health (IDPH) and Iowa's Department of Human Services (DHS) are exploring options for aligning their programs, services and operations more closely in order to better serve the health and human services needs of people who live in Iowa. No programs will be dissolved as a result of this change; the expectation is that the alignment will create new and innovative opportunities to serve those in Iowa.

Who do I contact if I have questions?

If you have questions about the department alignment, please contact us [here](#) and we will work to get your questions answered as quickly as possible. Visit our [HHS alignment webpage](#) for more information on the alignment as the process moves forward. For more frequently asked questions about the HHS Alignment, please visit the [FAQs page](#).

Upcoming Iowa Medicaid e-Newsletter changes

Along with the department alignment, some changes will be coming to your monthly Iowa Medicaid e-Newsletter. We will be separating the information into a "members," "providers" and "stakeholder" section, for your convenience.

Federal Public Health Emergency Extended

The Federal Public Health Emergency (PHE) is expected to extend to October.

Iowa Medicaid did not receive notice from the federal government within 60-days of July 15, 2022 which was the previous date the PHE was expected to end. Due to the lack of notification, it is expected that the PHE will extend another 90-days into October 2022.

How This Impacts You

The good news is that if you got on IA Medicaid during the pandemic, your benefits should extend until at least October. However all Medicaid members, regardless of when they signed up for Medicaid, will be going through an eligibility process once the PHE ends. Please make sure your contact information is up to date so you don't risk losing your coverage!

The Home and Community-Based Services Statewide Transition Plan is now Available for Public Comment

If you are a Home and Community-Based Services (HCBS) provider, recipient or advocate, the HCBS Statewide Transition Plan (STP) is now available for public comment. The STP impacts members receiving services in HCBS residential and non-residential settings and shows how Iowa Medicaid will ensure compliance in the federal required settings. To learn more about the STP, check out the public notice found [here](#). The entire STP is available to view [here](#).

To submit a comment, a letter may be addressed to: **Iowa Department of Human Services, Iowa Medicaid, 1305 East Walnut Des Moines, Iowa 50309** or via email at HCBSsettings@dhs.state.ia.us. Please indicate "Final STP for HCBS Settings" in the subject line of the email. Written and e-mailed comments must be received within 30 days from the issuance of this notice.

All comments must be received by July 5, 2022 at 4:30 p.m. Prior to submitting the final STP to CMS, DHS will consider all written comments received. The comments will be summarized and included in the final STP submitted to the Centers for Medicare & Medicaid Services (CMS).

What do you MEME?

Iowa Medicaid has recently launched a systems modernization initiative, beginning with solutions targeted at achieving the top business priority: improving the experience for providers and Medicaid staff in provider enrollment, screening, credentialing and maintenance of provider information. This effort is called the Medicaid Enterprise Modernization Effort (MEME).

In addition, Iowa Medicaid just released a Request for Information (RFI) seeking responses from potential vendors to obtain information about Medicaid Enterprise provider outcomes solutions. The Agency will not answer any questions outside the formal RFI process.

View the RFI [here](#).

Visit and subscribe to the webpage [here](#) or hit the button below to view the entire introductory video.

MEME Video

Iowa Medicaid and Hawki Members!

Iowa Medicaid needs you to update your contact information.

Anytime your information changes, let Medicaid know. This includes updating your

Anytime your information changes, let Medicaid know. This includes updating your mailing address, phone number and email address. You can make changes to your contact information by calling 877-347-5678. Assistance is available Monday through Friday, 7 a.m. to 6 p.m.

Check your mail. Medicaid often mails letters to members when it is time to renew or when Medicaid needs information from you to continue your healthcare coverage. Watch your mailbox for mail from the Department of Human Services or Iowa Medicaid to not miss out on this important information.

Respond to requests for information. If you get a message telling you it's time to renew, to update your contact information or any other call to action, be sure to respond. Watch your mailbox for mail from the Department of Human Services or Iowa Medicaid so you don't miss out on important information.



**LET'S
DISCUSS**

Registration for the June 2022 Town Halls is now Open, Attendees can also now Register on Facebook Event

Registration is now open for virtual town hall meetings for Medicaid providers and members for June 2022.

Providers and members can also now sign up for the [Iowa Medicaid Town Halls](#) event page on Facebook to receive updates about and links for upcoming Town Halls.

Upcoming virtual town hall schedule:

- **Thursday, June 23, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, July 28, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, August 25, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, September 22, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, October 27, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members

Other ways to register:

- Providers interested in attending any session may register [online](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared via email with those who have registered on the day of the meeting. Credentials will also be posted on the DHS website. Providers, please feel free to share this information with members.
 - Members interested in attending any session may also register [online](#). 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. Members who need assistance in registering may contact IME Member Services at 1-800-338-8366.
-

Sign Up for Your MCO and Dental Plans' e-Newsletters

Amerigroup:

- View provider newsletters [here](#)
- [June 2022 Provider e-Newsletter](#)

MCNA Dental:

- [Monthly Provider e-Newsletter](#)

Iowa Total Care:

- [Member e-Newsletters](#)
- [Provider e-Newsletters](#)
- [Community e-Newsletters](#)
- [Kids e-Newsletters](#)

Delta Dental of Iowa:

- Sign up [here](#)
- [June 2022 "Healthy You" e-Newsletter](#)

Public Notices

The following public notices are now posted to the DHS website.

- [PUBLIC NOTICE: Public Comment Period for Final Statewide Transition Plan \(STP\) for Home and Community-Based Services \(HCBS\) Settings](#)

Job Opportunities with Iowa Medicaid

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

- [Medicaid Medical Director](#)
- [Executive Secretary](#)

IA Health Link 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 Wellness Plan (DWP) and DWP Kids 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

Follow IA Health Link on Social Media!



Iowa Medicaid is on [Facebook](#)! Follow us for daily updates on your Medicaid coverage.

