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Medicaid e-News

October Highlights



HHS Alignment: We are Busy this Fall!

It's been another busy month for the Iowa Department of Health and Human Services (HHS). Below are a few highlights from the agency:

- HHS is very close to launching a new website. The new site launching this fall will align existing site content from legacy agencies IDPH and DHS websites.
- On September 30, HHS completed and delivered the [transition plan](#) to the legislature.
- Late last month, 220 supervisors attended change management training.
- HHS Director Kelly Garcia is busy reviewing the draft tables of the new organization structure. She will continue to review and finalize these changes in the next several weeks.

If you have any questions about the HHS alignment, please visit the [alignment website](#).

More Movement on Medicaid Branding



We are thinking carefully about how to best represent the Medicaid and the IA Health Link brands as the HHS alignment continues. There may be some changes moving forward, but don't worry, we'll make sure you stay informed!

October Marks Breast Cancer Awareness Month, LGBTQ+ Month, Domestic Violence Awareness Month

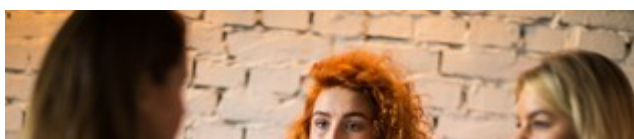
October marks Breast Cancer Awareness month. While Breast Cancer Awareness is important to recognize year round, October is filled with pink reminders to check breast health and schedule an annual appointment with your doctor. One in eight women and 1 in 100 men get diagnosed with breast cancer every year -- being proactive in this fight is crucial!



Let's celebrate LGBTQ+ History. Every day in October, LGBTQ+ History Month recognizes the achievements of men and women in the LGBTQ+ community. LGBTQ+ History Month encourages informative discussions to learn more about the leaders in the movement who drove equality forward. Throughout the month, community events profile the civil rights history. Many initiatives impacted social, legal and political change.



October is Domestic Violence Awareness Month. Did you know that one in four women and one in



seven men will experience severe physical violence from an intimate partner in their lifetime? Find resources available in Iowa to prevent intimate partner violence [here](#).



LTSS Planning Month - why it's important: Perhaps a lesser-known October recognition is Long-Term Services and Supports (LTSS) Planning month. While LTSS members are a relatively small number of the Medicaid population, it's also one of the most vulnerable populations. It's why planning for how the state cares for these populations is so important!



Members



Sign Up for the Free Diabetes Prevention Program

Did you know that eight out of ten people don't know that they have prediabetes? HHS is recruiting 60-qualifying Medicaid members to the Diabetes Prevention Program at Mary Greeley Medical Center in Ames. The program teaches participants how to eat healthy, add physical activity into their lives, manage stress, stay motivated and solve problems that can get in the way of healthy lifestyle changes.

The program is **FREE** to anyone who wants to attend. To learn more, view the [brochure here](#) or call the Mary Greeley Medicaid Center at **515-956-2880** to sign up.

It's Flu Shot Season!

Everyone 6 months and older should get a flu vaccine every season. Flu vaccine can reduce flu illnesses, doctors' visits, hospitalizations and has been shown to be life-saving. Fight flu and get vaccinated today!

Learn more [here](#).

Halloween Events with Iowa Total Care

Main Street Waterloo – Trick or Treat in Downtown Waterloo

Saturday, October 29 from 9:30 am – 12:30 pm. Community event with activities including a coloring contest, pumpkin decorating, games, costumes and candy and much more! Iowa Total Care is sponsoring and hosting a vendor booth.

North High School Trunk or Treat Event, Des Moines

Wednesday, October 31 from 5:00 pm – 7:00 pm. Community will gather to decorate cars, distribute candy, and celebrate Halloween in a safe environment. In 2021, over 75 cars set up with over 600 people in attendance. Iowa Total Care is a candy sponsor.

Practice Safety this Treat-or-Treat Season

Happy Halloween! As your little witches and wizards hit their neighborhoods for trick or treating night, make sure they're equipped with the following tips to stay safe:

- Walk, don't run! Stay on sidewalks where possible.
- Stay with your parents or in your group.
- Be aware. Some jack-o-lanterns and Halloween decorations have open flames like candles inside. Avoid them!
- Eat only factory-made and non-opened candy – no homemade sweets!
- Clean off any Halloween makeup when you get home – it helps prevent skin irritation.

Have a happy and safe Trick-or-Treating night!

Providers



Fourth Round of HCBS Grants Available to Providers by Application

A fourth round of HCBS grants are now available for application. These grants are to be used to assist qualified Home and Community-Based Services (HCBS) waivers and help habilitation providers to improve, enhance and/or expand HCBS in Iowa. Iowa Medicaid began accepting applications on October 1, 2022. The grants are as listed below:

- **Health Information and Technology (HIT) and Infrastructure:** Develop a provider Health IT and Infrastructure grant for providers. The movement of the system towards increased outcome monitoring and better continuity of care will take an investment in infrastructure for our HCBS providers.
- **Remote monitoring:** One-time grant to purchase technology and equipment to support the direct delivery of HCBS.
- **Employee Training and Scholarship:** Grants would serve the purpose of assisting qualified HCBS providers to fund employee training and scholarships for education and training in nursing, behavioral health, and other health care fields.

To learn more about the fourth round of HCBS grants, please view **Informational Letter (IL) 2384-MC-FFS, IL 2383-MC-FFS and IL 2382-MC-FFS** on the [IL webpage](#).

To learn more about the current American Rescue Plan Act (ARPA) projects, visit

the [ARPA webpage](#).

Waivers, Home Health and RCF Cases now in Centralized Facility Unit

HHS is centralizing the Waiver, PACE, RCF, and IHHRC initial and ongoing eligibility determinations. Effective September 30, 2022, these processes moved to the Centralized Facility Eligibility Unit. Centralization will improve communication, consistency, and maximize efficiency. It will also provide a single point of contact for providers, community partners, and members.

- **Toll-free Phone Number:** 877-344-9628
 - [EMAIL for Nursing Facility, IHHRC, RCF, and WAIVER](#)
 - [EMAIL for PACE](#)
-

Upcoming Provider Trainings You Won't Want to Miss!

Person-Centered Planning and Supports

October 25, 2022, 11:00AM - 12:30PM | Virtual Training | [Registration open](#)

Learn about person-centered philosophy, understand how to use the plan in service delivery, and develop a plan at the agency level to serve individual needs. The training will be conducted by Medicaid staff and the MCOs.

Service Documentation for HCBS Providers

November 8, 2022, 11:00AM - 12:30PM | Virtual Training | [Registration open](#)

Service Documentation training with emphasis on HCBS waivers and habilitation services. The recent FAQ will be reviewed and there will be time for additional questions and answers.

Assistive Technology Introduction with Easterseals Iowa

November 18, 2022 | 10:00AM - 12:00PM | In-Person and Virtual Training

In-Person at 401 NE 66th Avenue, Des Moines, IA 50313 | [Registration open](#)

Virtual option (same date, time, and content) | [Registration open](#)

Learn about how to incorporate assistive technology in service provision. This will be perfect for first time direct support professionals or for those who use AT frequently in

providing services to others and need to spark some new ideas.

Quality Assurance and Quality Improvement for Home and Community Based Providers

December 15, 2022, 11:00AM - 12:30PM | Virtual Training | [Registration open](#)

Understand quality assurance and improvement in ways that your agency can design policy and procedure in accordance with rules, regulations and best practices.

Molina Healthcare of Iowa to Offer High-quality Health Care

Molina Healthcare of Iowa is thrilled to work with the Iowa Medicaid, HHS providers, members, and all other stakeholders in the state of Iowa. Advancing the delivery of high-quality health care starts by creating a strong foundation with those delivering health care -- Iowa providers.

- **Network Build is Molina's Top Priority** - All contracts will be mailed in the next few weeks. Molina's contracting team will also contact providers directly. The network includes over 30,000 targeted providers to meet the diverse physical health, BH, LTSS and special needs of all IA Health Link Members.
- **Claims Testing** - To ensure smooth implementation for members and providers, Molina uses end-to-end configuration and claims adjudication testing for all provider types. The plan includes:
 - Four months contract build through January 2023.
 - Four months claim testing with providers to begin February 2023.
 - If you are interested in claims testing, please contact Molina [here](#).
- **Member/Provider Services** - To best serve Iowa's unique cultural needs, Molina recruits Member/Provider Services Representatives from diverse/underserved communities in the state.

The Molina Team is committed to delivering the best approach, expertise, tools, and model for a seamless implementation here in Iowa. They are excited to partner with Iowa providers to meet the needs of all members and providers.

For more information, please visit [Molina Healthcare of Iowa](#).

Stakeholders



Community-Based Services Evaluation Conference Provides Early Recommendations to the Medicaid Waiver Program

Iowa Medicaid has partnered with Mathematica for the past year to research and identify areas of improvement for Medicaid's waiver program in Iowa. On October 11, the Mathematica team presented their findings and recommend the following solutions:

1. Develop a streamlined screening, assessment tools and processes to better understand and align services and supports based on a member's needs.
2. Maximize access to Medicaid Home and Community-Based Services (HCBS) and other CBS supports for members with long-term support needs.
3. Establish a smaller number of restructured Medicaid HCBS waivers based on documented need, eliminating overlapping eligibility criteria across the different waivers.

The final report will be made available publicly in January 2023.

What does this mean for Medicaid? Iowa Medicaid has identified areas where we can make changes and is working on a plan for improving HCBS services. Although changes cannot occur overnight, these recommendations are a great start for reforming the HCBS system within Iowa.

How does this affect your constituents? There is no immediate impact for Medicaid members. The team continues to evaluate and make changes to the program, your input is invaluable. Attend our [Town Halls](#), follow us on [Facebook](#) and [Twitter](#) for

updates and sign up for this [e-newsletter](#) to receive the latest updates and action items.

Electronic Visitor Verification (EVV) Redesigns Webpage to be More User-Friendly

Our very own EVV team has published a series of easily navigable webpages available to providers and members. The following webpages have been updated and added:

- [Electronic Visit Verification \(Home\)](#)
- [EVV Meetings & Trainings](#)
- [EVV Resource Library](#)
- [Contact EVV](#)

Updates to the project will be coming soon. If you have any questions about the new webpages, please contact us via the EVV contact webpage.

A Quick Update on the Public Health Emergency (PHE)

Don't forget! Remind your constituents to update their information with Iowa Medicaid and their MCO if they have moved within the last few months. This will ensure that they continue receiving important notifications about their healthcare and will help with the Medicaid Public Health Emergency (PHE) Unwind when the federal PHE ends.

Iowa Medicaid has not received notification from the Centers for Medicare and Medicaid Services (CMS) that the PHE will end this month. Our partners at CMS said they would try to give states' a 60-day notice of the PHE ending. While it isn't likely for the PHE to end this month, we encourage our partners to stay on their guard and continue to be diligent about checking for updates from Iowa Medicaid.

Managed Care Plan (MCP) Updates



Molina Onboarding Updates: Preparing for a successful launch in July 2023

On August 31, 2022, Molina Healthcare of Iowa was awarded the Iowa Health Link Medicaid contract, and has since been busy mobilizing for a July 1, 2023, health plan launch.

Molina held its implementation kickoff on September 9, which launched a series of structured detailed planning activities that will ensure all elements of the contract will be built on time and accurately to ensure a smooth implementation. Every department is currently in the scoping phase of the project, which includes fulfilling all requirements and commitments. Simultaneously, Molina has been onboarding the Iowa senior leaders and beginning hiring key roles for the Iowa plan.

This work is highly collaborative with HHS and the other MCOs and communication has been robust and frequent. Medicaid has already begun a series of comprehensive onboarding sessions. Molina deeply appreciates the thoroughness of the content and the pace of these sessions. Molina staff attended twelve sessions over the course of the first three days and will continue to attend over one hundred session hours to familiarize our personnel with key state Medicaid systems and processes.

MCNA Dental Increases its Provider Fee Schedule

Our partners at MCNA Dental are excited to announce that they have increased their fee schedule to a minimum of 110% of the state Medicaid fee schedule. This change was implemented on October 1, 2022. Additionally, MCNA Dental has increased fees for preventative services to 120% of the state Medicaid fee schedule.

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Beyond the fee schedule increases, MCNA Dental has a number of value-based provider incentive payments that also went into effect on October 1. To learn more about the fee schedule increases and these incentives, call 1-855-247-6262.

Amerigroup Iowa could offer Some Waterloo Medicaid Patients In-Home Care Under New City Contract

Select Medicaid patients in Waterloo will be able to be a part of a new community paramedicine program. The program from MedAware Inc - or Amerigroup Iowa - is designed to reduce the use of emergency room and ambulance services for primary health care. The program also reduces hospital readmission rates and to improve the health and wellbeing of some of our most vulnerable members.

The initiative will allow emergency medical services to go into the homes of Medicaid patients who are identified through MedAware and Amerigroup Iowa as frequent users in the EMS system.

They will schedule home visits based on member needs and goals. The new contract states a home visit will occur at least once every two weeks and will last an hour or less. Visits could include measuring vital signs, physical exams, diagnostic testing, medication review, hospital discharge follow-up care, wound care, weight assessment, home safety checks, immunizations and aid in locating community-based resources.

So far, at least eight paramedics have volunteered to take the completely free training.

To read more about this new program, view the article [here](#).

I-Smile™ Silver Project Receives \$375,950 Commitment from Delta Dental of Iowa Foundation

The Delta Dental of Iowa Foundation approved a \$375,950, two-year commitment to the Iowa Department of Health and Human Services to continue funding the I-Smile Silver™ pilot project designed to promote optimal oral health for adults and older Iowans.

First funded in 2014 by the Foundation, I-Smile™ Silver currently covers 10 Iowa counties; Calhoun, Des Moines, Hamilton, Humboldt, Lee, Pocahontas, Scott, Van Buren, Webster, and Wright. Inspired by Iowa's I-Smile™ program that connects Iowa children with dental, medical, and community resources to ensure better health, I-Smile™ Silver connects at-risk adults and aging Iowans with dental, medical and community resources. [Learn more here](#).

Iowa Total Care Gives Back to Iowans Through Sponsorships and Providing Meals



NAMIWALKS Your Way: Iowa Total Care (ITC) was proud to provide a \$10,000 sponsorship for the NAMIWalks Your Way Iowa event hosted by NAMI Iowa. Shout out to Iowa Total Care staff who volunteered and walked with hundreds of mental health advocates. Iowa Total Care is committed to raising awareness about mental health access and equity for all.

Meals from the Heartland: ITC staff participated in the Meals from the Heartland service day. Over 87 employees gifted 174 hours packaging 46,656 meals for children in need.



Member Success Stories

Going the Distance to Connect



Telephones are lifelines. Especially in matters of healthcare. When ITC was unable to reach one of its members by phone to arrange follow-up after hospitalization, ITC, *literally*, went the distance.

After many attempts to contact the member by phone, the ITC case manager drove to the address on record for the member. At arrival, the case manager became very concerned. Broken windows, open doors, toppled furniture, and debris everywhere. Taping an ITC business card where it couldn't be missed, the worried case manager returned to work with an even greater sense of connection to member needs.

The member found the business card and called ITC – using a borrowed phone. The member's own phone had been broken and was being repaired. The member's phone number was updated with Iowa Total Care, and the case manager helped the member set up their follow-up appointment.

Medicaid Events and Updates



Registration for the October 2022 Town Halls is now Open

Registration is now open for virtual town hall meetings for Medicaid providers and members for October 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, October 27, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **(Tentative) Thursday, November 17, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **(Tentative) December 29, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, January 27, 2023** 4 to 5 p.m.: providers | 5 to 6 p.m.: members

Other ways to register:

- Providers interested in attending the October 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 HHS website. Providers, please feel free to share this information with members.
- Members interested in attending the October 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 Iowa Medicaid Member Services at 1-800-338-8366.

Recently Posted Informational Letter Topics

Below is a list of the posted Informational Letters (ILs) through mid-September through October:

- Two-Tiered Hospice Payment and Service Intensity Add-On
- Policy Clarifications
- Eligibility Recovery Claim Submission Guidance
- RFP for Child and Adolescent Health and Oral Health Program Services
- ARPA HCBS Health IT and Infrastructure Grant
- Diabetic Education Limitations
- ARPA HCBS Remote Monitoring Grant
- Medicaid Service Documentation Requirements
- ARPA HCBS Employee Training and Scholarship Grant

To view an IL, go to the [Informational Letters website](#).

View Policy Clarifications [here](#).



Job Opportunities with Iowa Medicaid and [Iowa HHS](#)

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

- [Economic Assistance Policy Programs Manager](#)
- [Community Access Division Leadership Positions](#)
- [Family Well-Being and Protection Division Leadership Positions](#)
- [Information Technology Specialist 3](#)
- [Senior Business Communications Administrator](#)

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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