

September 16, 2022

Issue 7, Volume 7



Medicaid e-News

Medicaid news for members, providers and stakeholders.

September Highlights



Iowa Medicaid Announces Implementation of new Managed Care Organization, Molina Healthcare of Iowa

A big announcement released from the Department of Health and Human Services (HHS) and Iowa Medicaid at the end of last month!



On August 31, HHS announced the intent to award contracts to Amerigroup Iowa and Molina Healthcare of Iowa. Iowa Total Care will also continue to serve Medicaid members in Iowa and will work closely with Molina as they begin to set up their operations in Iowa.

The Iowa Medicaid team is dedicated to its members and will continue to communicate with its members, providers and stakeholders as this new option for health coverage becomes available.

For over a year, Iowa Medicaid has worked to improve the managed care program to reflect the priorities of the Medicaid program. This announcement of the intent to award and the selection of these Managed Care Organizations (MCOs), alongside Iowa Total Care, will move closer to these changes. This announcement continues the State's work with Amerigroup and this third MCO will enhance choice for members and incent innovation in the Iowa Medicaid program.

If you have questions related to this announcement, please contact Alex Carfrae at acarfra@dhs.state.ia.us.



Update on the Department of Health and Human Services Alignment

This week, HHS staff met with the Compliance and Public Health Divisions to review their tables of organization. For the divisions that have directors in place, HHS is beginning to shift their employees to the new work structures and introduce team members to their new supervisors and team members.

The Communications Team is working to combine the legacy Iowa Department of Public Health (IDPH) and Department of Human Services (DHS) social media channels, including a merge on LinkedIn. Since several transitions have happened, Iowa Medicaid audiences are encouraged to check the social media handles below and make sure they are following Iowa HHS on social media.

- **Facebook:** @IowaDepartmentOfPublicHealth (Public Health's Facebook handle will become the handle for Iowa HHS)
- **Instagram:** @iowahhs
- **Twitter:** @iowahhs
- **LinkedIn:** Iowa Department of Health and Human Services

Iowa Medicaid is also going to be undergoing some branding changes in the coming months as the team works to complete a brand that conveys a knowledgeable and trusted resource to its audience. Keep an eye out for Iowa Medicaid email and social media updates about this process. You can currently follow us on [Facebook](#) and [Twitter](#).

Finally, House File 2578 requires HHS to submit an initial transition plan that identifies how we will merge the functions of legacy DHS and IDPH by July 1, 2023. The plan will describe all tasks, milestones, and timelines to achieve the goal of becoming HHS.

September is National Suicide Prevention Month



HHS Director Kelly Garcia was honored to be included in Facing Suicide in Iowa this month. The special segment and event produced by Iowa PBS shared stories from families impacted by suicide, as well as information about warning signs, prevention and mental health systems. [Click here to watch the replay of the entire event.](#)

Talking to children and loved ones about suicide can be hard. We



created a guide to help navigate having these critical conversations that can be found [here](#).

988 and Your Life Iowa are available via phone, chat or text 24/7.

Members



It's Open Choice Season!

It's Open Choice Period through September 30, 2021, for most IA Health Link members. Eligible members may change their MCO for any reason during this time. [Amerigroup](#) and [Iowa Total Care](#) are the Managed Care Organizations (MCOs) to choose from for medical coverage and [Delta Dental of Iowa](#) and [MCNA Dental](#) for dental coverage plans.

It's important to note not everyone is in their Open Choice period during this time. Your Open Choice period is about a year after your initial enrollment and each year in the same timeframe afterwards.

Call Member Services 1-800-338-8366 to make changes to your MCO or to ask specific questions, or visit this [link](#) to learn more about the Open Choice period.

Members are Encouraged to Update Their Contact Information as soon as Possible

The Public Health Emergency (PHE) has again been extended throughout the end of the year. However, this doesn't mean you should sit back when it comes to your health coverage! Iowa Medicaid is asking its members to be proactive and update their contact information with Iowa Medicaid **AND** their MCO. This allows us to get important updates and notifications to you.

When the federal PHE comes to an end, many programs and premiums will start returning to normal Medicaid processes. Don't be left behind concerning your healthcare!

To update your information with Iowa Medicaid, please call 877-347-5678. To change your contact information with your MCO, please scroll to the bottom of this newsletter for their contact numbers.

The Beginning of Fall Marks Back to School Season



It's nearly fall, and kids are heading back to the classroom. Iowa Medicaid wants to remind parents to not overlook giving their kids physicals as they return to school. A simple check up before your child jumps back into their many social events ensures that they stay happy, and healthy!

To find a provider for your MCO plan, go [here](#).

Providers



Iowa Medicaid Kicks Off Its Annual Provider Trainings

Iowa Medicaid is kicking off its Annual Provider Trainings next week, September 19 through September 23. These trainings will cover a wide variety of topics about Medicaid operations and changes. All sessions will include representatives from Iowa Medicaid and the MCOs.

This year's annual provider trainings will be in-person and via a live Zoom broadcast. There will be six, four-hour sessions and each session will cover the same material. Iowa Medicaid will record the sessions and post the recordings to the HHS website for providers who are unable to attend.

To view past sessions of this year's Provider Trainings or to sign up for upcoming sessions, visit the [Provider Trainings 2022](#) webpage.

Iowa Medicaid Offers Sessions on Rule Changes and Amendments

Iowa Medicaid is offering two additional provider training sessions next week. The trainings will cover the changes in IAC 441-79 in the [Iowa Administrative Bulletin](#) and the amendments to the documentation requirements for narrative service documentation.

To join the trainings to review these rule changes, figure out possible documentation strategies and answer questions from the public, please register for one of the following trainings:

- September 20, 2022, 11 a.m. - 12 p.m.: [Sign Up Here](#)
- September 21, 2022, 3 p.m. to 4 p.m.: [Sign Up Here](#)

Please note that both these sessions cover the same content. Providers are encouraged to register for the session that best fits their schedules.

For those who are unable to attend, the meetings will be recorded and uploaded [here](#).

Hope to see you there!

Direct Support Professionals Recognition Week

This week was Director Support Professionals (DSPs) Recognition Week. DSPs care for more than 160,000 people in Iowa and consists of people who are dedicated, innovative and direct the support workforce that is the heart and soul of supports for people with disabilities. The Iowa Medicaid Team wants to thank all those in our organization who have or are currently serving as a DSP!



Stakeholders



Sharing How We're Doing

During the August 2022 Town Hall, Director Matney began the dive into the stats on how Iowa Medicaid is doing compared to other regional and national Medicaid programs. This month, she will continue to share how Iowa Medicaid is doing -- and we'd love you to join us! See links for the upcoming Town Halls under the "Let's Discuss" section of this newsletter.

You can view the slideshow presentation [here](#).

American Rescue Plan Community Based Funding Opportunities Coming Soon

The American Rescue Plan Act (ARPA) is planning to release community based funding opportunities to Iowa in the coming weeks. This will include dollars for health information technology and infrastructure grants, community-based employee trainings and scholarship grants and remote technology grants.

To learn more about how ARPA dollars are being used in the state, go to the [ARPA webpage](#) on the HHS website.

The Community-Based Services Evaluation Team Thanks Those Who Attended Listening Sessions

The Community-Based Services Evaluation (CBSE) Team is sending a big shout out to those who participated and engaged with their listening sessions and took the CBSF

those who participated and engaged with their listening sessions and took the CBSE survey over the summer.

"This type of engagement is critical in how we think about system opportunities," said Elizabeth Matney, Medicaid Director. "[The engagement] will be embedded in the evaluation report that will be finalized by January 2023. Again, thank you!"

Learn more about the CBSE [here](#).

Managed Care Plan (MCP) Stories & Updates



Amerigroup Iowa and Reach Out and Read Expand Child Literacy Program

Amerigroup Iowa and Reach Out and Read (ROR) came together to support children and families in Des Moines County with resources for building healthy relationships and social-emotional development. Amerigroup donated \$35,000 to the Community Health Centers of Southeastern Iowa, Inc. in West Burlington, one of the largest pediatric providers in Des Moines County. The money will go towards expanding the pediatric program and serve an estimated 3,000 well-child visits annually and the distribution of that many children's books.


Read more about Amerigroup's donation and the literacy program [here](#).

Iowa Total Care Donates \$10,000 to Easterseals Iowa



Easterseals Iowa received a \$10,000 donation from Iowa Total Care (ITC) to fund its operations and programs throughout the state. The money will be used to support people with disabilities to live healthy, independent lives. Beyond the donation, ITC has provided access to its "Be Well. Eat Well." program to Easterseals clients. This program teaches clients about nutrition, overall health and wellness and tips on how to eat well on a tight budget.

Iowa Total Care member, Chris Osborn, is a great example of the Easterseals support. Chris and his

 example of the Easterseals support. Chris and his mother sit down to write out a weekly meal plan, including healthy foods that they love to prepare and eat. The Easterseals support team takes Chris grocery shopping and helps him prepare the nutritious meals. Now he enjoys entertaining friends, sharing good food and music.

MCNA Dental Changes to a Quarterly Newsletter

The team at MCNA Dental wants its members to know that they will be changing from a monthly to a quarterly provider e-newsletter. The newsletters can be found on their website.



Kick It Forward Receives Support from Delta Dental of Iowa

Delta Dental of Iowa has contributed \$50,000 to Kick it Forward, a non-profit that helps others develop athletic and life skills through playing soccer. The contribution will support costs for building five Mini-Pitch Systems™, which are small, steel, hard-court soccer space. They can change abandoned sports courts and other spaces into places where people can be physically active.

The contribution will pay for five of the systems in the Iowa communities of Hampton, Pella (2), Storm Lake and Sioux City.

Learn more about what Delta Dental is doing in Iowa [here](#).

Let's Discuss

Medicaid events and things to know



Registration for the September 2022 Town Halls is now Open

****Note: The September 2022 Town Hall date has changed***

Registration is now open for virtual town hall meetings for Medicaid providers and members for September 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, September 29, 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
- **(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

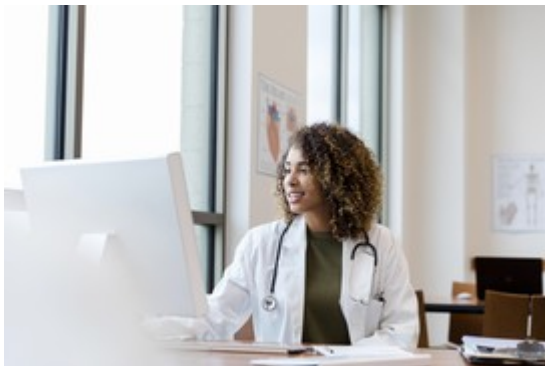
Other ways to register:

- Providers interested in attending the September 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 September session may also

- members interested in attending the September 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.

The Medicaid Enterprise Modernization Effort has Posted a New Update



The [Medicaid Enterprise Modernization Effort](#) (MEME) team has posted a summary of responses they received from their previously released Provider Outcomes Request for Information (RFI). To view this summary, visit the [MEME: Recent Updates webpage](#) or on their [Document Library](#).

Recently Posted Informational Letters

Below is a list of the posted Informational Letters (ILs) in September.

- Unwinding Covid-19 Medical Assistance Eligibility
- Iowa Statewide Transition Plan For HCBS Settings
- Omnipod Insulin Management Systems
- Competency Based Training
- ARPA HCBS Funds Financial And Statistical Report Guidelines
- Iowa Medicaid Managed Care Town Halls September 2022
- HHS Announces Winning Bidders For IA Health Link RFP (RFP Med-23-005)
- 2022 Iowa Medicaid Annual Provider Training

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

Follow your Managed Care Plans (MCPs) e-Newsletters

Amerigroup Iowa

- [Monthly Provider Newsletters](#)

Delta Dental

- [Monthly Newsletters](#)

Iowa Total Care

- [Member Newsletters](#)
- [Community Newsletters](#)
- [Kids' Newsletters](#)

MCNA Dental

- [Quarterly Provider Newsletter](#)

Molina Healthcare of Iowa

- Coming Soon!
-



Iowa Medicaid is hiring! To see if you'd be a good fit for our team, check out the job postings below:

- [Management Analyst 3](#) (closing 9/25/22)
- [Authorization and Identity Administrator](#) (closing 9/25/22)
- [Public Policy Manager](#) (closing 9/22/22)
- [Supplemental Payment Budget Analyst](#) (closing 10/4/22)
- [Temp HR Professional](#) (closing 10/9/22)

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

Follow Iowa Medicaid on Social Media!

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

