



Department of
HUMAN SERVICES

***Iowa Wellness Plan Annual Report
1115 Demonstration Waiver
Jan 1, 2018 - Dec 31, 2018***

May 2019

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EXECUTIVE SUMMARY

The Iowa Wellness Plan (IWP) 1115 Demonstration Waiver continues to provide low income Iowans access to medical and dental coverage.

The IWP covers adults ages 19-64 with income between zero and 133 percent with medical and dental coverage. Since its inception in 2014, membership has grown to 170,662 in 2018. This is an eight percent increase from 2017.

The Dental Wellness Plan (DWP), which is also a part of the 1115 Demonstration waiver, provides dental coverage for IWP members and adults in the Iowa Medicaid program. In 2018, the DWP began implementation of a \$3 per month contribution to all members who did not complete Healthy Behavior activities the previous year. Also a \$1,000 annual benefit maximum was added to the plan with some exceptions for emergency dental care.

Following this letter is a detailed report of key activities and related statistics for the year and the fourth quarter of 2018, consistent with the Special Terms and Conditions (STCs). Additional information about the IWP can be found at <https://dhs.iowa.gov/IHAWP>. Please contact me at 515-256-4621 or mrاندول@dhs.state.ia.us, or Anna Ruggle at 515-974-3286 or aruggle@dhs.state.ia.us should you have any questions about this report.

Michael Randol
Iowa Medicaid Director
Department of Human Services

SIGNIFICANT ACTIVITIES OF THE YEAR

Communications and Outreach

Communication and Outreach in calendar year 2018, consisted of notifying IWP and DWP members that a contribution would be required for dental coverage for those members who did not complete Healthy Behaviors. The contribution is \$3.00 per month and it started July 1, 2019.

Also in July, an annual maximum benefit of \$1000 per State Fiscal Year (July 1 to June 30) was implemented. See the following link for the e-newsletter message:

<https://myemail.constantcontact.com/Medicaid-e-News--Public-Comment-Period-For-DWP-Amendments.html?soid=1123163422953&aid=5KlcJ6TsUjE>

In the 4th quarter of 2018, IWP members had a new way to pay their contributions. ClickPay, allows members to pay their contributions online. Using a member's checking or savings account, a member is taken to a secure website to process their payment.

Throughout the year, members could learn more about IWP and DWP by:

Monthly Member Mailings:

- **IA Health Link Member Welcome Packet:** This packet is mailed to all new IWP members and includes information about IWP benefits, Healthy Behaviors and the Managed Care Organization (MCO) selection process.
- **Healthy Behaviors Reminder Letters:** These are sent from the member's MCO and reminds members they need to complete their Healthy Behaviors to keep their free health coverage.
- **IWP Contribution Statements:** These statements are sent to members who are required to pay monthly contributions. An informational piece on Healthy Behaviors is included with these monthly statements.

Provider Outreach

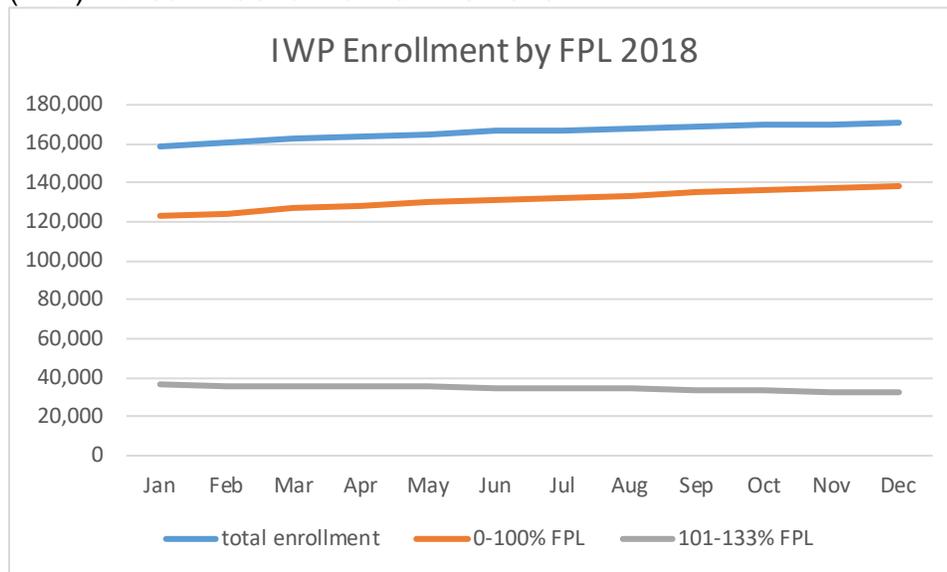
Provider outreach included notification to DWP providers about the new annual maximum benefit limit of \$1,000 per State Fiscal Year in the second quarter of 2018.

Legislative Developments

There were no legislative developments for calendar year 2018 for the IWP.

ELIGIBILITY/ENROLLMENT

Calendar year ended with total membership at 170,662 which is an eight percent increase from the end of 2017. In the chart below, there is a slight decrease in the enrollment for those members between 101-133 percent of the Federal Poverty Level (FPL) and there is an increase in members between 0-100 percent FPL. The Iowa Medicaid Enterprise (IME) will continue to monitor this trend.



Fourth Quarter Enrollment

Quarterly Enrollment

The IWP population totaled 170,662 at the end of the fourth quarter of calendar year 2018. Month-end totals by population group are shown below.

Population Group	Oct 2018	Nov 2018	Dec 2018
0 to 100% FPL	136,422	137,200	137,869
101 to 133% FPL	33,222	32,963	32,793
Total	169,644	170,163	170,662

Special Population Groups

The state monitors specific population groups enrolled in the Iowa Health and Wellness Plan to ensure their health care needs are met in accordance with the STCs. These groups are comprised of: (1) Nineteen and twenty year-olds, (2) American Indian/Alaskan Natives, and (3) the medically exempt (frail). Below are month-end enrollment totals during the fourth quarter of calendar year 2018.

Population Group	Oct 2018	Nov 2018	Dec 2018
19 & 20 Year Olds	15,268	15,362	15,392
0 to 100% FPL	13,023	13,139	13,145
101 to 133% FPL	2,245	2,223	2,247
American Indian/Alaskan Native	1,474	1,499	1,515
0 to 100% FPL	1,215	1,244	1,255
101 to 133% FPL	259	255	260
Medically Exempt	5,571	5,535	5,590
0 to 100% FPL	3,386	3,377	3,414
101 to 133% FPL	2,185	2,158	2,176
Total	22,313	22,396	22,497

ACCESS/DELIVERY

Effective April 1, 2016, the majority of Medicaid members began accessing services through the IA Health Link managed care program. Information on access and delivery is available in the *Network Adequacy and Historical Utilization* section of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

MEMBER GRIEVANCES AND APPEALS

Grievances

Beginning April 1, 2016, all Medicaid members enrolled in MCOs have access to their respective member hotlines to report complaints about the IA Health Link program. A summary of MCO grievances and appeals can be found in the MCO quarterly reports, *Consumer Protections and Supports* section of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

IHAWP members in the Fee-for-Service (FFS) program are able to report their complaints to the Iowa Medicaid Member Services Call Center. A summary of these complaints is provided below.

Complaint Type	Oct 2018	Nov 2018	Dec 2018
Benefits and Services	1	0	0
Access	0	0	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	0	0	0
Premiums/Cost Sharing	2	0	3
Healthy Behaviors	1	1	1
Non-Emergency Medical Transportation	0	0	0
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	3	1	4

Appeals and Exceptions

During the fourth quarter of calendar year 2018 the state received 0 requests for exceptions to Medicaid policy and 93 requests for appeal hearings for IWP members in FFS. There are three tables below. The first is for members who appealed their medical contributions. The second is for members who appealed their dental contributions and the third is those who appeal both the medical and dental contributions. More information about the dental appeals can be found under section, Dental Wellness Plan.

MEMBER APPEALS - Medical Contributions

Month	Category	Outcome*	Count
Oct 2018	Medical Contributions	Affirmed	2
		Dismissed	2
Nov 2018	Medical Contributions		0
Dec 2018	Medical Contributions		0
Total Appeals			4

MEMBER APPEALS – Dental Contributions

Month	Category	Outcome*	Count
Oct 2018	Dental Contributions	Affirmed	1
		Reversed	3
		Dismissed	2
		Withdrawn	1
Nov 2018	Dental Contributions	Affirmed	1
		Dismissed	3
Dec 2018	Dental Contributions	Dismissed	17
		Reversed	4
		Withdrawn	6
Total Appeals			38

MEMBER APPEALS – Medical and Dental Contributions

Month	Category	Outcome*	Count
Oct 2018	Contributions	Affirmed	2
		Dismissed	8
		Withdrawn	4
Nov 2018	Contributions	Affirmed	1
		Dismissed	14
		Reversed	1

		Withdrawn	7
Dec 2018	Contributions	Affirmed	2
		Dismissed	6
		Reversed	1
		Withdrawn	6
Total Appeals			52

* Affirmed - DHS' action is correct.

Dismissed - Appeal is unnecessary for approval of coverage/payment; dismissed by DHS or appellant abandoned the hearing.

Reversed - Appellant's request is approved; DHS is ordered to reverse its action.

Withdrawn - Appeal request withdrawn by appellant prior to hearing date.

FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 12/31/2018. This report is required under the STCs for the purpose of tracking program costs, which includes calculating the budget neutrality expenditure cap.

Income 0-100% FPL

FFS: Medically Exempt

Member Counts													
Eligibility End Month													
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	305	521	87	43	41	50	36	32	47	28	50	470	1,710
02/2018		76	150	16	8	7	7	7	2	3	7	54	337
03/2018			70	111	10	11	6	4	4	1	5	44	266
04/2018				48	117	17	10	5	8	3	7	57	272
05/2018					71	150	13	8	14	4	7	58	325
06/2018						65	108	26	12	9	13	87	320
07/2018							55	114	34	11	9	67	290
08/2018								44	132	20	12	84	292
09/2018									36	104	38	109	287
10/2018										30	105	132	267
11/2018											54	228	282
12/2018												305	305
Totals	305	597	307	218	247	300	235	240	289	213	307	1,695	4,953

Member Months													
Eligibility Begin Month													
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	305	1,042	261	172	205	300	252	256	423	280	550	5,640	9,686
02/2018		76	300	48	32	35	42	49	16	27	70	594	1,289
03/2018			70	222	30	44	30	24	28	8	45	440	941
04/2018				48	234	51	40	25	48	21	56	513	1,036
05/2018					71	300	39	32	70	24	49	464	1,049
06/2018						65	216	78	48	45	78	609	1,139
07/2018							55	228	102	44	45	402	876
08/2018								44	264	60	48	420	836
09/2018									36	208	114	436	794
10/2018										30	210	396	636
11/2018											54	456	510
12/2018												305	305
Totals	305	1,118	631	490	572	795	674	736	1,035	747	1,319	10,675	19,097

Income 0-100% FPL

FFS: Non-Medically Exempt

		Member Counts												
		Eligibility End Month												
Eligibility Begin Month		01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018		4,570	4,524	917	204	152	178	135	124	122	108	172	2,005	13,211
02/2018			585	2,442	144	30	25	9	11	13	7	14	180	3,460
03/2018				816	2,314	163	28	21	17	12	9	17	190	3,587
04/2018					650	2,209	153	52	17	21	12	19	192	3,325
05/2018						716	2,185	254	53	23	17	23	228	3,499
06/2018							658	2,201	310	34	23	26	271	3,523
07/2018								508	2,067	446	37	31	274	3,363
08/2018									529	2,153	553	45	303	3,583
09/2018										423	1,892	448	354	3,117
10/2018											490	2,006	961	3,457
11/2018												470	3,362	3,832
12/2018													4,180	4,180
Totals		4,570	5,109	4,175	3,312	3,270	3,227	3,180	3,128	3,247	3,148	3,271	12,500	52,137
		Member Months												
Eligibility Begin Month		01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018		4,570	9,048	2,751	816	760	1,068	945	992	1,098	1,080	1,892	24,060	49,080
02/2018			585	4,884	432	120	125	54	77	104	63	140	1,980	8,564
03/2018				816	4,628	489	112	105	102	84	72	153	1,900	8,461
04/2018					650	4,418	459	208	85	126	84	152	1,728	7,910
05/2018						716	4,370	762	212	115	102	161	1,824	8,262
06/2018							658	4,402	930	136	115	156	1,897	8,294
07/2018								508	4,134	1,338	148	155	1,644	7,927
08/2018									529	4,306	1,659	180	1,515	8,189
09/2018										423	3,784	1,344	1,416	6,967
10/2018											490	4,012	2,883	7,385
11/2018												470	6,724	7,194
12/2018													4,180	4,180
Totals		4,570	9,633	8,451	6,526	6,503	6,792	6,984	7,061	7,730	7,597	8,815	51,751	132,413

Income 0-100% FPL

MCO: Medically Exempt

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	559	453	474	454	405	399	377	339	351	399	389	10,270	14,869
02/2018		52	28	19	25	24	26	27	20	28	28	432	709
03/2018			44	51	39	26	37	26	25	22	36	712	1,018
04/2018				42	34	26	22	30	31	25	22	540	772
05/2018					53	49	28	25	26	20	22	483	706
06/2018						40	29	19	30	33	23	530	704
07/2018							46	26	30	36	29	556	723
08/2018								36	25	32	19	502	614
09/2018									27	22	29	550	628
10/2018										38	33	579	650
11/2018											32	559	591
12/2018												728	728
Totals	559	505	546	566	556	564	565	528	565	655	662	16,441	22,712

Member Months													
Eligibility Begin Month	Member Months												
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	559	906	1,422	1,816	2,025	2,394	2,639	2,712	3,159	3,990	4,279	123,240	149,141
02/2018		52	56	57	100	120	156	189	160	252	280	4,752	6,174
03/2018			44	102	117	104	185	156	175	176	324	7,120	8,503
04/2018				42	68	78	88	150	186	175	176	4,860	5,823
05/2018					53	98	84	100	130	120	154	3,864	4,603
06/2018						40	58	57	120	165	138	3,710	4,288
07/2018							46	52	90	144	145	3,336	3,813
08/2018								36	50	96	76	2,510	2,768
09/2018									27	44	87	2,200	2,358
10/2018										38	66	1,737	1,841
11/2018											32	1,118	1,150
12/2018												728	728
Totals	559	958	1,522	2,017	2,363	2,834	3,256	3,452	4,097	5,200	5,757	159,175	191,190

**Income 0-100% FPL
MCO: Non-Medically Exempt**

Member Counts													
Eligibility End Month												Total	
Eligibility Begin Month	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	3,961	3,044	3,311	2,962	2,480	2,879	2,616	2,065	2,489	2,335	2,535	62,876	93,553
02/2018		393	227	205	167	184	168	138	124	194	318	4,322	6,440
03/2018			297	253	248	198	208	176	185	165	197	4,932	6,859
04/2018				419	235	203	189	154	203	141	145	4,523	6,212
05/2018					373	200	168	136	172	132	145	3,649	4,975
06/2018						199	172	173	187	135	149	3,659	4,674
07/2018							280	186	171	182	157	3,754	4,730
08/2018								222	223	164	179	3,910	4,698
09/2018									249	208	164	4,110	4,731
10/2018										233	188	4,460	4,881
11/2018											248	4,377	4,625
12/2018												4,528	4,528
Totals	3,961	3,437	3,835	3,839	3,503	3,863	3,801	3,250	4,003	3,889	4,425	109,100	150,906
Member Months													
Eligibility Begin Month	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
01/2018	3,961	6,088	9,933	11,848	12,400	17,274	18,312	16,520	22,401	23,350	27,885	754,512	924,484
02/2018		393	454	615	668	920	1,008	966	992	1,746	3,180	47,542	58,484
03/2018			297	506	744	792	1,040	1,056	1,295	1,320	1,773	49,320	58,143
04/2018				419	470	609	756	770	1,218	987	1,160	40,707	47,096
05/2018					373	400	504	544	860	792	1,015	29,192	33,680
06/2018						199	344	519	748	675	894	25,613	28,992
07/2018							280	372	513	728	785	22,524	25,202
08/2018								222	446	492	716	19,550	21,426
09/2018									249	416	492	16,440	17,597
10/2018										233	376	13,380	13,989
11/2018											248	8,754	9,002
12/2018												4,528	4,528
Totals	3,961	6,481	10,684	13,388	14,655	20,194	22,244	20,969	28,722	30,739	38,524	1,032,062	1,242,623

**Income Over 100% FPL
FFS: Medically Exempt**

Member Counts												
Eligibility End Month												Total
01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
52	96	11	8	2	8	0	3	4	5	4	29	222
	12	27	1	1	0	0	0	0	1	1	1	44
		12	17	1	0	0	0	0	0	0	2	32
			8	17	1	4	0	0	1	0	4	35
				14	14	4	1	1	2	0	1	37
					15	18	3	2	0	3	2	43
						9	13	5	1	0	2	30
							7	20	8	0	2	37
								9	12	2	8	31
									10	13	10	33
										7	28	35
											49	49
											138	628
Totals	52	108	50	35	38	35	27	41	40	30	138	628
Member Months												
Eligibility Begin Month												Total
01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
52	192	33	32	10	48	0	24	36	50	44	348	869
	12	54	3	4	0	0	0	0	9	10	11	103
		12	34	3	0	0	0	0	0	0	20	69
			8	34	3	16	0	0	7	0	36	104
				14	28	12	4	5	12	0	8	83
					15	36	9	8	0	18	14	100
						9	26	15	4	0	12	66
							7	40	24	0	10	81
								9	24	6	32	71
									10	26	30	66
										7	56	63
											49	49
Totals	52	204	99	65	94	73	70	113	140	111	626	1,724

**Income Over 100% FPL
FFS: Non-Medically Exempt**

		Member Counts														
		Eligibility End Month														
Eligibility Begin Month		01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total		Total
01/2018		1,648	1,421	272	46	34	35	24	24	25	17	22	254	3,822		
02/2018			236	658	61	6	3	3	2	2	8	0	17	996		
03/2018				370	579	60	11	1	2	1	1	2	32	1,059		
04/2018					222	539	77	6	2	0	1	1	14	862		
05/2018						273	597	84	13	2	2	3	20	994		
06/2018							322	612	111	4	3	4	24	1,080		
07/2018								179	509	146	6	4	33	877		
08/2018									185	564	147	9	18	923		
09/2018										153	455	136	65	809		
10/2018											191	497	214	902		
11/2018												203	1,050	1,253		
12/2018													1,336	1,336		
Totals		1,648	1,657	1,300	908	912	1,045	909	848	897	831	881	3,077	14,913		
		Member Months														
Eligibility Begin Month		01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total		Total
01/2018		1,648	2,842	816	184	170	210	168	192	225	170	242	3,048	9,915		
02/2018			236	1,316	183	24	15	18	14	16	72	0	187	2,081		
03/2018				370	1,158	180	44	5	12	7	8	18	320	2,122		
04/2018					222	1,078	231	24	10	0	7	8	126	1,706		
05/2018						273	1,194	252	52	10	12	21	160	1,974		
06/2018							322	1,224	333	16	15	24	168	2,102		
07/2018								179	1,018	438	24	20	198	1,877		
08/2018									185	1,128	441	36	90	1,880		
09/2018										153	910	408	260	1,731		
10/2018											191	994	642	1,827		
11/2018												203	2,100	2,303		
12/2018													1,336	1,336		
Totals		1,648	3,078	2,502	1,747	1,725	2,016	1,870	1,816	1,993	1,850	1,974	8,635	30,854		

Income Over 100%FPL

MCO: Medically Exempt

Member Counts													
Eligibility End Month													
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
Eligibility Begin Month	188	148	169	124	121	129	104	91	102	103	99	1,479	2,857
		20	14	10	9	13	6	6	7	10	4	128	227
			23	14	19	18	15	4	8	10	9	132	252
				23	5	8	2	13	2	8	11	116	188
					10	18	11	9	3	7	4	104	166
						13	13	9	9	9	7	126	186
							9	10	9	6	5	104	143
								11	5	7	5	102	130
									12	4	12	110	138
										12	14	122	148
											11	137	148
												147	147
Totals	188	168	206	171	164	199	160	153	157	176	181	2,807	4,730

Member Months													
Eligibility End Month													
	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	Total
Eligibility Begin Month	188	296	507	496	605	774	728	728	918	1,030	1,089	17,748	25,107
		20	28	30	36	65	36	42	56	90	40	1,408	1,851
			23	28	57	72	75	24	56	80	81	1,320	1,816
				23	10	24	8	65	12	56	88	1,044	1,330
					10	36	33	36	15	42	28	832	1,032
						13	26	27	36	45	42	882	1,071
							9	20	27	24	25	624	729
								11	10	21	20	510	572
									12	8	36	440	496
										12	28	366	406
											11	274	285
												147	147
Totals	188	316	558	577	718	984	915	953	1,142	1,408	1,488	25,595	34,842

OTHER ACTIVITIES

Dental Wellness Plan (DWP)

The DWP encourages its members to seek preventive dental services. The first step in doing this is completion of Healthy Behavior activities. During the first period of enrollment, members are informed of the Healthy Behaviors which include a dental exam and an oral health self-assessment. If members complete these Healthy Behaviors, they do not have to pay a contribution for dental services in the next enrollment period.

Effective July 1, 2018, the DWP implemented a \$3 contribution per member per month for DWP members who did not complete Healthy Behavior Activity during the prior enrollment period. When a member does not pay their monthly contribution after 90 days, the member's dental services are reduced to basic benefits instead of full benefits.

Members who did not pay their monthly contribution and became 90 days past due beginning in October 2018, started appealing the decision for the contribution and the basic benefits. During the fourth quarter of 2018, the IME saw an increase of the number of appeals for DWP members. The IME continues to monitor the situation.

Effective September 1, 2018: Every adult member enrolled in the DWP has an annual benefit maximum of \$1,000 per fiscal year (July 1 - June 30). This does not include preventive, diagnostic or emergency dental services, anesthesia in conjunction with approved oral surgery procedures, and fabrication of dentures.

Click Pay also was available to DWP members to pay their contributions online as of October 2018.

Premium Monitoring and the Healthy Behaviors Program

In accordance with the STCs, the state is required to collect premium related data to monitor the effects of premiums on IWP members with incomes between 50 and 133 percent of the FPL.

	October 2018		November 2018		December 2018	
	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL
Members subject to premiums (non-exempt and past initial 13 month grace period)	31,081	14,200	32,072	14,789	32,953	14,965
Members who owe premiums (did not complete Healthy Behaviors)	25,828	10,103	26,645	10,561	27,368	10,628
Members who completed Healthy Behaviors (premiums waived)	5,253	4,097	5,427	4,228	5,585	4,337
American Indian/Alaskan Natives (exempt)	1,217	259	1,242	255	1,253	260
Medically Frail (exempt)	3,388	2,189	3,379	2,163	3,416	2,180
Members in the Health Insurance Premium Payment Program (exempt)	58	72	57	73	54	75
Members ineligible for IHAWP - churn (exempt)	1,618	562	1,366	522	1,297	480
Members with incomes below 50% FPL (exempt)	46,644	11	46,978	14	48,341	10
Members within initial 13 month grace period	54,018	16,649	52,184	15,862	50,796	15,515