



**Iowa Health and Wellness Plan Annual Report
1115 Demonstration Waiver
January 1 – December 31, 2016**

April 2017

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I. EXECUTIVE SUMMARY

Beginning January 1, 2014, the Iowa Health and Wellness Plan (IHAWP) began to cover Iowans ages 19-64, with incomes up to and including up to and including 133 percent of the Federal Poverty Level (FPL), live in Iowa, and are not otherwise eligible for Medicaid and Medicare. The plan provides for a comprehensive benefit package. Members contribute either \$5 or \$10 per month depending on their FPL. Members are encouraged to participate in Healthy Behavioral Incentive (HBI) program. The HBI program allows members to not have a monthly contribution if they receive a wellness exam and complete a health risk assessment. There were two components of IHAWP, the Iowa Wellness Plan and the Marketplace Choice Plan. The Iowa Wellness Plan covered individuals up to 100 percent FPL and the Marketplace Choice Plan covered individuals from 101 to 133 percent of the FPL. In January 2016, IHAWP was amended to include individuals with FPL up to 122 percent in the Iowa Wellness Plan.

Also in calendar year 2016, IHAWP saw the following:

- Movement to three Managed Care Organizations on April 1, 2016, Amerigroup Iowa, Inc., AmeriHealth Caritas Iowa, Inc., and UnitedHealthcare Plan of the River Valley, Inc.
- Enrollment increased eight percent (see pages 6 and 7)
- A request for information was released on the Dental Wellness Plan (see page 9)
- Iowa received extension of the non-emergency medical transportation waiver (see page 9)

II. SIGNIFICANT ACTIVITIES

A. Member Outreach

Member Outreach in 2016, focused on the transition to managed care and continued education on the Healthy Behaviors Program. Monthly member mailings are sent to all Iowa Health and Wellness Plan (IHAWP) members. These include:

- IA Health Link Member Handbook that includes information about benefits, healthy behaviors and the managed care selection process. This is sent to new members;
- Healthy Behaviors Reminder Letters that remind members to complete their healthy behaviors to waive contributions for the next year; and
- IHAWP Contribution Statements are sent to those members who are required to pay monthly contributions.

The MCOs also sent member handbooks and reminder letters on a monthly basis to IHAWP members. One MCO gave a \$10 gift card to those members who completed a health risk assessment.

1. First Quarter – January to March 2016

During the first quarter of 2016, the state prepared IHAWP members for the transition to managed care under the new IA Health Link Program. Members were informed that there would be three Managed Care Organizations (MCOs) that would be available on April 1, 2016, for them to choose. Educational meetings were held on topics including an overview of managed care, specific MCO information and enrollment assistance for members and providers.

2. Second Quarter – April to June 2016

The second quarter member outreach included updating the IA Health Link website regarding implementation, frequently asked questions, managed care choice selection dates, and other information. Members were also notified of changes made to the Dental Wellness Plan.

3. Third Quarter – July to September 2016

In July, an announcement was made that there was now a choice of dental carriers for IHAWP. Managed Care of North America (MCNA) was now participating in the Dental Wellness Plan. Members were sent a letter notifying them of this change.

4. Fourth Quarter – October to December 2016

Member mailings continued to be sent to members monthly as listed above. The Department of Human Services website content includes information on who qualifies, coverage programs, how to apply, healthy behaviors, resources, frequently asked questions, and member's rights and responsibilities.

B. Provider Outreach

1. First Quarter – January to March 2016

In January and February provider training sessions were held throughout the state. Session topics included the Medicaid transition to managed care, behavioral health policies and procedures, and long term care. March followed with continued information about the managed care transition sent to providers.

2. Second Quarter – April to June 2016

Additional training occurred to the provider community that focused on the implementation of managed care. This included the communication to members, covered benefits and billing impacts.

3. Third Quarter – July to September 2016

In August and September, provider training sessions occurred in eleven different sites across the state. The IME and representatives from the MCOs addressed billing issues, prior authorization, and member and provider

communications. Updates about the Iowa Medicaid program as well as IHAWP and the Dental Wellness Program were also given.

4. Fourth Quarter – October to December 2016

The month of November's included information about the \$8 copay for non-emergent use of the emergency department.

C. Public Relations

Public relations continued to be an important aspect of IHAWP transition in 2016.

1. First Quarter – January to March 2016

In January, the state began sending a regular newsletter called "e-News to interested members, providers and stakeholders. These newsletters contain provider and member updates on the IA Health Link Program.

The Medical Assistance Advisory Council (MAAC) and other stakeholders met monthly and quarterly to discuss members and provider concerns as well as providing potential recommendations to the Iowa Medicaid Enterprise (IME) and the MCOs.

2. Second Quarter – April to June 2016

During the second quarter, public notice of the state's request to renew the Iowa Wellness Plan Demonstration Waiver and to terminate the Marketplace Choice Demonstration Waiver was issue in April and June. The public notice was feature in e-News, on the DHS website and published in nine publications.

3. Third Quarter – July to September 2016

Notification of the new dental carrier, MCNA, was broadcasted through e-News. A choice of dental carriers was now available, Delta Dental of Iowa or MCNA.

4. Fourth Quarter – October to December 2016

The e-News explained the co-pay that is required for non-emergent emergency department visits. If the visit to the emergency department is an emergency no copay is assessed.

D. Legislative Developments

The transition to managed care resulted in the following legislative and litigation activities during 2016.

1. First Quarter – January to March 2016

The administrative rules for the implementation of managed care were approved in January 2016, with an effective date of January 1, 2016.

2. Second Quarter – April to June 2016

There were no legislative related activities in the second quarter.

3. Third Quarter – July to September 2016

There were no legislative related activities in the second quarter.

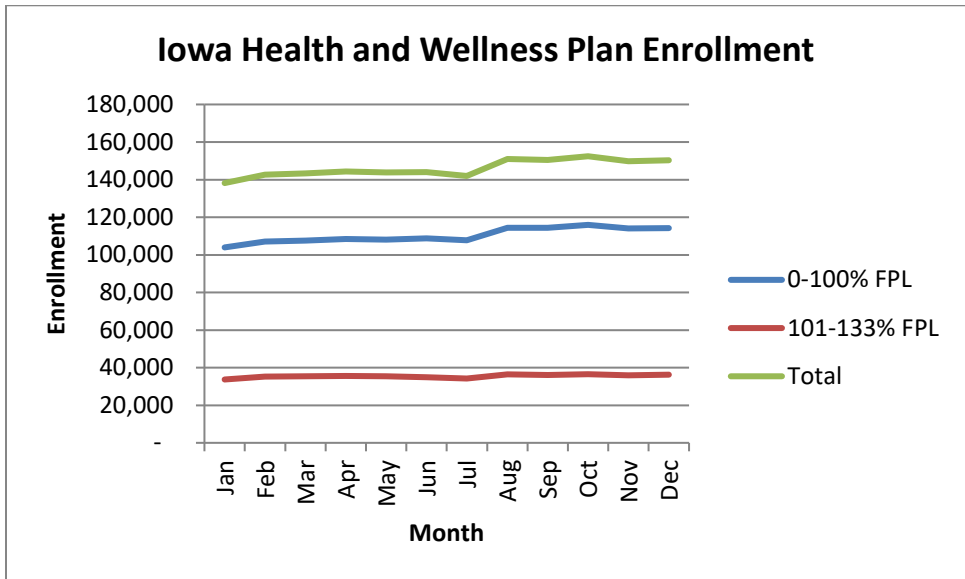
4. Fourth Quarter – October to December 2016

There were no legislative related activities in the second quarter.

III. ELIGIBILITY/ENROLLMENT

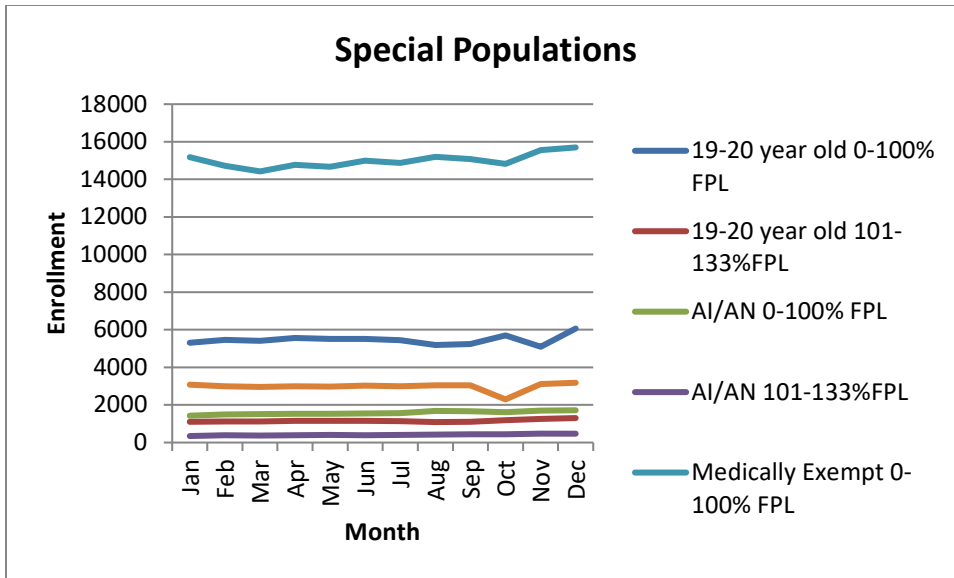
A. Enrollment

Enrollment in IHAWP increased by eight percent from January to December 2016, with ending enrollment totaling 150,353. The chart below shows the trend of enrollment over the year. Monthly totals can be found in Attachment 1.



B. Special Population Groups

The state modifies specific population groups enrolled in the IHAWP to ensure their health care needs are met in accordance with the Special Terms and Conditions. These groups consist of: (1) nineteen and twenty year-olds, (2) American Indian/Alaskan Natives (AI/AN), and (3) the Medically Exempt. There was a seven percent increase in the total number of special populations. The increase per special population was nineteen percent for the AI/AN group, thirteen percent for the nineteen and twenty year old, and three percent for the Medically exempt. Below are the enrollment trends for each population per month for 2016. See Attachment 2 for the monthly enrollment numbers.



IV. ACCESS/DELIVERY

The MCOs are required to send an access and delivery of services report each quarter. This report shows the number and location of providers in the MCO's network. The latest report can be found at:

<https://dhs.iowa.gov/ime/about/performance-data-GeoAccess>

Please note: These reports are based on state fiscal year quarters. The first quarter of the state fiscal year begins July 1st.

V. COMPLAINTS/GRIEVANCES/APPEALS

A. Complaints/Grievances

IHAWP fee-for-service members contacted IME's Member Services Call Center to express concerns about the program. During 2016, the IME received a total of 159 complaints with the largest (98) being for benefits and services. Attachment 3 shows the categories of complaints and the number per month. There have been a total of 91 complaints with the DWP carriers since implementation of the program. Complaints and Grievances by MCO members were handled by the MCO.

B. Exceptions to Policy and Member Appeals

During calendar year 2016, a total of 131 requests for exceptions to Medicaid policy (ETP) were requested by IHAWP members. In the fourth quarter of 2016, 9 ETPs were received, with 5 approved and 4 denied for non-covered services.

Member appeals for 2016, for fee-for-service members totaled 166. The fourth quarter showed 39 appeals. Of these the results were:

Affirmed	2
Reversed	3

Dismissed	3
Withdrawn	16
Abandoned	15

VI. Budget Neutrality/Fiscal Issues

During calendar year 2016, the state did not encounter any significant financial issues related to the IWP. See Attachment 4 for a report of total expenditures for IHAWP population groups.

VI. Other Activities Summary

A. Dental Wellness Plan

1. First Quarter – January to March 2016
Dental providers were notified of changes in claims submission effective January 1, 2016. These changes involved Dental Wellness Plan (DWP) criteria with stabilization and emergency services, and member benefit current dental terminology (CDT). Outreach continued through local public health agencies.
2. Second Quarter – April to June 2016
In the second quarter, DHS made preparations for adding a new dental carrier to participate in DWP.
3. Third Quarter – July to September 2016
On July 12, 2016, DHS announced that Managed Care of North America (MCNA) as a new dental carrier for DWP. This allows members to have a choice of dental providers between Delta Dental of Iowa and MCNA.
4. Fourth Quarter – October to Decembers 2016
On December 13, 2106, DHS released a Request for Information (RFI) for interested stakeholders to comment on various aspects regarding the delivery of dental services to DWP and adult Medicaid enrollees. DHS requested feedback and recommendations to refine the dental programs that would ensure continuous quality improvement. Key program goals against which potential modifications will be evaluated include:
 - Increased access to care;
 - Quality improvement;
 - Accountability;
 - Increased utilization of preventive services;
 - Continuity of care;
 - Improved outcomes; and
 - Financial sustainability

Reponses were due to DHS on February 6, 2017.

Please see Attachment 5 for fourth quarter activity by the two dental carriers.

B. Premium Monitoring and Healthy Behaviors Program

IHAWP members with incomes between 50 and 133 percent of the FPL are required to pay premiums (also known as contributions). Members can have their premiums waived if they participate in the healthy behaviors program. Members must complete a health risk assessment and either a medical or a dental visit. The premium is waived for the next year of eligibility.

Attachment 6 is the premium reporting the state is required to report for each quarter.

C. Non-Emergency Medical Transportation (NEMT)

In January 2016, the Centers for Medicare and Medicaid (CMS) approved a temporary extension of the NEMT waiver to June 30, 2016. In May, another request to extend the waiver was submitted to CMS and CMS granted another extension through December 31, 2016.

D. Evaluation

There were two evaluation reports completed and finalized during calendar year 2016. These include:

- Healthy Behaviors Incentive Program Evaluation – Interim Report, March 2016. This report explored the knowledge of the Healthy Behaviors Incentive Program with providers and IHAWP members. This report can be found at:
https://dhs.iowa.gov/sites/default/files/HBI_interim_report_march_1_2016.pdf
- Non-emergency Medical Transportation and the Iowa Health and Wellness Plan, March 2016. This reports looks at the waiver for non-emergency medical transportation and the needs of IHAWP members. This report can be found at: <http://ppc.uiowa.edu/publications/non-emergency-medical-transportation-and-iowa-health-and-wellness-plan>

E. Department of Corrections Enrollment Process

With the transition to the Managed Care Organization (MCO) model effective April, 1, 2016, DHS collaborated with the Iowa Department of Corrections (DOC) and the MCOs to coordinate the pre-release application process. This process began as a pilot under the fee-for-service model to encourage early engagement with the individual prior to their release from incarceration. A significant number of individuals releasing from prison were identified to have mental health needs and would likely qualify for coverage under the IHAWP. Early engagement to discuss needs prior release would assist in ensuring their successful return to the community and reduce recidivism.

Attachment 1 Iowa Health and Wellness Monthly Enrollment

Population Group	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0-100% FPL	103,957	107,083	107,641	108,390	108,116	108,789	107,739	114,467	114,356	115,945	114,004	114,167
101-133% FPL	33,696	35,272	35,465	35,660	35,427	34,954	34,247	36,488	36,052	36,506	35,835	36,186
Total	138,191	142,715	143,365	144,297	143,773	144,082	141,986	150,955	150,408	152,451	149,839	150,353

Attachment 2 Special Population Groups

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19-20 year old												
0-100% FPL	5317	5465	5419	5570	5509	5508	5441	5196	5247	5703	5096	6064
101-133% FPL	1111	1113	1113	1156	1155	1155	1139	1089	1100	1194	1260	1302
American Indian/Alaskan Native												
0-100% FPL	1429	1495	1515	1535	1536	1554	1560	1685	1672	1616	1694	1717
101-133% FPL	346	392	379	394	399	394	406	424	445	441	470	471
Medically Exempt												
0-100% FPL	15189	14726	14424	14769	14678	15002	14872	15202	15078	14818	15560	15699
101-133% FPL	3082	2993	2964	2991	2985	3031	2990	3048	3049	2296	3117	3180
Total	26474	26184	25814	26415	26262	26644	26408	26644	26591	26068	27197	28433

Attachment 3 Complaints and Grievances for Fee-For-Service Members

Month	Benefits and Services	Access	Substance Abuse/Mental Health Access	Quality of Care	Medical Provider Network	Premiums and Cost Sharing	Healthy Behaviors	Non-emergency Medical Transportation	EPSDT Services
Jan	6	0	0	0	1	2	1	2	0
Feb	12	0	0	0	0	6	3	0	0
Mar	14	0	0	0	0	6	3	0	0
Apr	3	0	0	1	0	1	0	0	0
May	2	0	0	2	0	2	0	0	0
Jun	6	0	0	0	0	1	0	0	0
Jul	8	2	0	0	1	2	3	0	0
Aug	14	2	0	0	0	1	2	0	0
Sep	7	0	0	0	0	1	1	0	0
Oct	9	1	0	0	1	0	4	0	0
Nov	7	0	0	0	2	0	3	0	0
Dec	10	0	0	0	1	0	3	0	0
Total	98	5	0	3	6	22	23	2	0

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ATTACHMENT 4 IHAWP Total Expenditures - Calendar Year 2016

		3/31/2016	6/30/2016	9/30/2016	12/31/2016	Total
Wellness	Newly	163,947,935	51,394,332	12,074,071	9,932,597	237,348,935
	Not Newly	11,006,103	3,171,018	731,007	2,235,049	17,143,177
		174,954,038	54,565,350	12,805,078	12,167,646	254,492,112
1915B	Newly	4,333,340	9,076,051	8,508,604	2,590,690	24,508,685
	Not Newly	821,945	548,751	570,596	166,785	2,108,077
		5,155,285	9,624,802	9,079,200	2,757,475	26,616,762
Dental	Newly	8,510,190	6,940,577	9,153,109	14,680,412	39,284,288
	Not Newly	632,418	623,083	904,281	1,306,669	3,466,451
		9,142,608	7,563,660	10,057,390	15,987,081	42,750,739
Wellness MCO	Newly		147,860,444	150,795,029	124,818,775	423,474,248
	Not Newly		7,092,545	7,252,099	6,172,501	20,517,145
			154,952,989	158,047,128	130,991,276	443,991,393
Total Wellness		189,251,931	226,706,801	189,988,796	161,903,478	767,851,006

Market Place	Newly	361,435	2,195,490	2,272,456	32,379	4,861,760
	Not Newly	4,781	37,747	36,275	75	78,878
Total Market Place		366,216	2,233,237	2,308,731	32,454	4,940,638
Admin						
	Wellness	1,459,137	5,137,754	9,356,036	5,646,398	21,599,325
	Market Place	460,016	182,654	354,863	41,253	1,038,786
Total Admin		1,919,153	5,320,408	9,710,899	5,687,651	22,638,111

Note: The Administrative allocation methodology changed beginning in quarter-ending 6/30/2016 due to the transition to managed care.

Attachment 5 Iowa Dental Wellness Report 4th Quarter

Delta Dental of Iowa

<p>Operations</p>	<ul style="list-style-type: none"> • Activities/Results <ul style="list-style-type: none"> ○ Customer Service calls received for quarter: 8,822 ○ 1,127,750 dental services provided to 100,331 unique members ○ Completed Risk Assessments to date: 53,789 first time risk assessment, 15,865 second time risk assessment, and 3,766 third time risk assessment ○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness • Claims <ul style="list-style-type: none"> ○ Processing Time (average): 7.69 days ○ Payment for Claims: \$8,204,865.66 • Complaints/Appeals <ul style="list-style-type: none"> ○ 89 complaints, 89 resolved (program to date) ○ 10 complaints, 10 resolved (3rd quarter of 2016) ○ 12 appeals, 12 resolved (program to date) ○ 2 appeal, 2 resolved (3rd quarter of 2016) ○ No reports from members on not receiving timely services • Network <ul style="list-style-type: none"> ○ Number of dentist providing services 10/1- 12/31, 2016: ○ 654 General Dentists ○ 51 Oral Surgeons ○ 5 Periodontists ○ 7 Pedodontists ○ 12 Endodontists ○ 7 Prosthodontists
<p>DWP Benefit Design and Related Data</p>	<ul style="list-style-type: none"> • To date members that have received services <ul style="list-style-type: none"> ○ 98.7% received a Diagnostic or Preventive Service ○ 46.4% received a Stabilization Service ○ 32.9% received an Emergent Service • Earned Benefits <ul style="list-style-type: none"> ○ 37.75% of members with qualifying service have earned Enhanced or Enhanced Plus benefits

Managed Care of North America (MCNA) 4th Quarter 2016

Activities/Results

Customer Service Calls received for quarter (members)	1596
Customer Service Calls received for quarter (providers)	255
Dental Services provided	4238
Unique members treated	736
Members who completed first time Risk Assessments	239
Members who completed second time Risk Assessments	2
Providing outreach and referral services to DWP members to increase awareness	6660 outbound calls to DWP members. To date, 30% of the members successfully contacted have accepted assistance with appointment scheduling

Claims

Processing Time (average days)	16.34
Payment for Claims	\$ 212,226.70

Complaints/Appeals

	Received	Resolved
Program to date complaints	2	1
Complaints during Quarter	2	1
Program to date appeals	1	1
Appeals during Quarter	1	1
Reports from members on not receiving timely services	0	

Network

Number of Dentists providing services during Quarter	
General Dentists	123
Oral Surgeons	2
Periodontists	0
Pedodontists	0
Endodontists	2

Prosthodontists	0
% of members received a Diagnostic and Prevention Service to date	95.32%
% of members received a Stabilization Service to date	15.60%
% of members received an Emergent Service to date	65.68%
% of members with qualifying service have earned Enhanced or Enhanced Plus benefits to date	17.94%

Attachment 6 Iowa Wellness Plan Member Months - 4th Quarter 2016

Income 50 - 100% FPL

MCO - Medically Exempt Member Counts

Eligibility End Date

Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		861	878	13586	158	89	57	67	76	72	68	49	411	16372
2/1/2016			33	554	19	10	15	2		3	1	2	43	682
3/1/2016				324	72	9	2	18	1	1	1		34	462
4/1/2016					14	47	14	3	16				12	106
5/1/2016						19	34	8	2	17	3	1	12	96
6/1/2016							18	44	9	3	16		18	108
7/1/2016								16	38	4		7	15	80
8/1/2016									14	34	14	2	21	85
9/1/2016										12	30	9	12	63
10/1/2016											12	27	8	47
11/1/2016												21	134	155
12/1/2016													70	70
Total		861	911	14464	263	174	140	158	156	146	145	118	790	18326

MCO- Medically Exempt Member Months

Eligibility End Date

Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		861	1756	40728	621	412	267	318	402	383	364	300	2961	49373
2/1/2016			33	1108	56	40	73	12		15	9	13	284	1643
3/1/2016				324	144	26	8	88	6	3	2		169	770
4/1/2016					14	94	42	12	77				78	317
5/1/2016						19	68	24	8	85	18	7	83	312
6/1/2016							18	88	25	12	80		97	320
7/1/2016								16	76	12		35	73	212
8/1/2016									14	68	42	8	102	234

	9/1/2016									12	60	27	48	147
	10/1/2016										12	54	23	89
	11/1/2016											21	268	289
	12/1/2016												70	70
	Total	861	1789	42160	835	591	476	558	608	590	587	465	4256	53776

MCO Member Counts														
Eligibility End Date														
Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		6902	6197	83718	1335	1043	332	345	349	319	326	250	1170	102286
2/1/2016			328	5216	351	176	489	56	9	8	14	8	166	6821
3/1/2016				2813	2016	275	92	624	40	14	11	5	147	6037
4/1/2016					460	1979	206	99	583	25	8	3	134	3497
5/1/2016						637	1526	287	139	614	52	7	93	3355
6/1/2016							419	1837	221	65	611	41	100	3294
7/1/2016								472	1561	232	125	594	120	3104
8/1/2016									584	1690	397	116	717	3504
9/1/2016										337	1677	228	707	2949
10/1/2016											435	1520	214	2169
11/1/2016												473	2282	2755
12/1/2016													2041	2041
Total		6902	6525	91747	4162	4110	3064	3720	3486	3304	3656	3245	7891	141812

MCO Member Months														
Eligibility End Date														
Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		6902	12394	250925	5283	5045	1584	1742	1806	1747	1831	1569	10223	301051
2/1/2016			328	10432	1050	699	2436	303	36	45	82	44	1249	16704
3/1/2016				2813	4032	816	356	3095	232	77	53	28	1015	12517
4/1/2016					460	3958	615	392	2900	145	48	22	919	9459
5/1/2016						637	3052	855	545	3045	307	38	569	9048
6/1/2016							419	3674	659	256	3038	239	572	8857

	7/1/2016							472	3122	696	494	2956	632	8372
	8/1/2016								584	3380	1187	460	3523	9134
	9/1/2016									337	3354	682	2789	7162
	10/1/2016										435	3040	632	4107
	11/1/2016											473	4564	5037
	12/1/2016												2041	2041
	Total	6902	12722	264170	10825	11155	8462	10533	9884	9728	10829	9551	28728	393489

Fee-for-service - Medically Exempt Member Counts

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				508	574	502	526	525	524	726	592	10229	14706
	5/1/2016					29	23	25	33	31	86	48	744	1019
	6/1/2016						20	20	17	24	40	26	482	629
	7/1/2016							13	21	21	40	19	414	528
	8/1/2016								18	20	41	21	451	551
	9/1/2016									20	42	21	459	542
	10/1/2016										41	19	433	493
	11/1/2016											33	615	648
	12/1/2016												560	560
	Total	0	0	0	508	603	545	584	614	640	1016	779	14387	19676

Fee-for-service - Medically Exempt Member Months

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				508	1148	1503	2103	2621	3133	5044	4691	90525	111276

	5/1/2016					29	46	75	132	155	515	334	5903	7189
	6/1/2016						20	40	51	96	200	156	3344	3907
	7/1/2016							13	42	63	160	95	2472	2845
	8/1/2016								18	40	122	84	2249	2513
	9/1/2016									20	84	63	1833	2000
	10/1/2016										41	38	1298	1377
	11/1/2016											33	1230	1263
	12/1/2016												560	560
	Total	0	0	0	508	1177	1569	2231	2864	3507	6166	5494	109414	132930

Fee-for-service Member Counts

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				4369	4129	4032	4083	4350	4185	4945	5379	54636	90108
	5/1/2016					238	191	192	175	158	263	197	4700	6114
	6/1/2016						197	216	182	180	277	191	4732	5975
	7/1/2016							174	164	166	205	159	3935	4803
	8/1/2016								251	222	248	197	4543	5461
	9/1/2016									234	274	212	4556	5276
	10/1/2016										311	231	4403	4945
	11/1/2016											297	5074	5371
	12/1/2016												4840	4840
	Total	0	0	0	4369	4367	4420	4665	5122	5145	6523	6863	91419	132893

Fee- for service Member Months

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0

	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				4369	8258	12085	16306	21706	25034	34464	42774	483918	648914
	5/1/2016					238	382	574	697	787	1562	1368	37377	42985
	6/1/2016						197	432	545	719	1382	1140	32945	37360
	7/1/2016							174	328	498	816	795	23541	26152
	8/1/2016								251	444	744	787	22667	24893
	9/1/2016									234	548	636	18198	19616
	10/1/2016										311	462	13200	13973
	11/1/2016											297	10148	10445
	12/1/2016												4840	4840
	Total	0	0	0	4369	8496	12664	17486	23527	27716	39827	48259	646834	829178

Income Over 100% FPL

MCO – Medically Exempt Member Counts

Eligibility End Date

Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		295	284	2587	20	16	9	5	5	2	6	8	26	3263
2/1/2016			17	257	5	1	4	1	1				6	292
3/1/2016				200	17	4	1	4	1				4	231
4/1/2016					12	11		1	2		1		2	29
5/1/2016						7	14	6		1			3	31
6/1/2016							6	11	4		2		2	25
7/1/2016								2	9	3		2	2	18
8/1/2016									7	10	3		6	26
9/1/2016										7	12	3	7	29
10/1/2016											3	8	3	14
11/1/2016												2	15	17
12/1/2016													12	12
Total		295	301	3044	54	39	34	30	29	23	27	23	88	3987

MCO Medically Exempt Member Months

Eligibility End Date															
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total	
Eligibility Start Date	1/1/2016	295	568	7757	80	72	50	27	30	9	34	60	225	9207	
	2/1/2016		17	514	15	4	19	6	6				39	620	
	3/1/2016			200	34	12	4	20	3				25	298	
	4/1/2016				12	22		4	9		7		18	72	
	5/1/2016					7	28	18		5			24	82	
	6/1/2016						6	22	12		10		14	64	
	7/1/2016							2	18	9		10	12	51	
	8/1/2016								7	20	9			30	66
	9/1/2016									7	24	9		28	68
	10/1/2016										3	16		9	28
	11/1/2016												2	30	32
	12/1/2016													12	12
	Total	295	585	8471	141	117	107	99	85	50	87	97	466	10600	

MCO Member Counts														
Eligibility End Date														
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	3250	2716	27562	320	285	129	82	92	98	105	47	257	34943
	2/1/2016		234	2845	163	61	132	17	4	3	8	2	47	3516
	3/1/2016			2107	626	128	29	138	17	5	3	4	40	3097
	4/1/2016				221	580	90	35	146	13	4	2	23	1114
	5/1/2016					256	449	118	29	150	25		27	1054
	6/1/2016						220	499	127	21	143	15	30	1055
	7/1/2016							206	490	101	18	123	40	978
	8/1/2016								248	478	150	44	178	1098
	9/1/2016									188	511	101	196	996
	10/1/2016										176	456	100	732
	11/1/2016											202	885	1087
	12/1/2016													828
	Total	3250	2950	32514	1330	1310	1049	1095	1153	1057	1143	996	2651	50498

MCO Member Months

Eligibility End Date

Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		3250	5432	82577	1263	1376	644	433	514	598	671	326	2807	99891
2/1/2016			234	5690	485	241	652	86	16	11	49	13	438	7915
3/1/2016				2107	1252	382	110	682	88	30	6	12	363	5032
4/1/2016					221	1160	269	139	719	75	24	12	167	2786
5/1/2016						256	898	352	113	744	144		191	2698
6/1/2016							220	998	378	84	707	90	201	2678
7/1/2016								206	980	300	72	611	223	2392
8/1/2016									248	956	449	170	878	2701
9/1/2016										188	1022	300	774	2284
10/1/2016											176	912	298	1386
11/1/2016												202	1770	1972
12/1/2016													828	828
Total		3250	5666	90374	3221	3415	2793	2896	3056	2986	3320	2648	8938	132563

Fee-for-service - Medically Exempt Member Counts

Eligibility End Date

Eligibility Start Date		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
1/1/2016		0	0	0	0	0	0	0	0	0	0	0	0	0
2/1/2016			0	0	0	0	0	0	0	0	0	0	0	0
3/1/2016				0	0	0	0	0	0	0	0	0	0	0
4/1/2016					189	171	197	168	176	151	180	152	1646	3030
5/1/2016						25	9	8	13	15	14	19	135	238
6/1/2016							16	12	7	11	13	13	151	223
7/1/2016								13	11	7	12	3	144	190
8/1/2016									12	15	9	9	137	182
9/1/2016										14	13	10	165	202
10/1/2016											11	5	145	161

	11/1/2016											9	193	202
	12/1/2016												186	186
	Total	0	0	0	189	196	222	201	219	213	252	220	2902	4614

Fee-for-Service Medically Exempt Member Months

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				189	342	591	672	878	903	1254	1208	14600	20637
	5/1/2016					25	18	24	52	75	83	133	1075	1485
	6/1/2016						16	24	21	44	65	78	1046	1294
	7/1/2016							13	22	21	48	15	862	981
	8/1/2016								12	30	27	36	684	789
	9/1/2016									14	26	30	659	729
	10/1/2016										11	10	434	455
	11/1/2016											9	386	395
	12/1/2016												186	186
	Total	0	0	0	189	367	625	733	985	1087	1514	1519	19932	26951

Fee-for-service Member Counts

Eligibility End Date

		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				2037	2146	2278	2125	2336	1919	2085	2145	14673	31744
	5/1/2016					122	84	95	103	165	151	138	1731	2589
	6/1/2016						118	118	107	84	157	159	1849	2592
	7/1/2016							110	84	75	93	170	1634	2166
	8/1/2016								128	89	91	96	1900	2304

	9/1/2016									131	118	95	2049	2393
	10/1/2016										112	109	2079	2300
	11/1/2016											142	2381	2523
	12/1/2016												2371	2371
	Total	0	0	0	2037	2268	2480	2448	2758	2463	2807	3054	30667	50982

Fee-for-service Member Months														
Eligibility End Date														
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	10/31/2016	11/30/2016	12/31/2016	Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0	0	0	0
	4/1/2016				2037	4292	6823	8481	11650	11479	14522	17056	129435	205775
	5/1/2016					122	168	283	409	825	901	958	13786	17452
	6/1/2016						118	236	321	335	782	953	12885	15630
	7/1/2016							110	168	225	372	849	9758	11482
	8/1/2016								128	178	272	381	9465	10424
	9/1/2016									131	236	285	8178	8830
	10/1/2016										112	218	6226	6556
	11/1/2016											142	4762	4904
	12/1/2016												2371	2371
	Total	0	0	0	2037	4414	7109	9110	12676	13173	17197	20842	196866	283424

ATTACHMENT 4

Premium Monitoring Report - 4th Qtr 2016	October		November		December	
	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)*	18,301	11,251	18,256	11,233	18,305
Members who owe premiums (did not complete healthy behaviors)	18,301	11,251	18,256	11,233	18,305	11,134
Members who completed Healthy Behaviors (premiums waived)	4,134	3,520	4,280	3,728	4,651	4,184
Members who completed Healthy Behaviors during 31-day grace period (premiums waived)	22	16	34	41	26	25
Members who declared hardship (premiums waived)	1,535	1,175	1,435	1,111	1,603	1,300
American Indian/Alaskan Natives (exempt)	761	244	769	240	787	242
Medically Frail (exempt)	3,147	2,334	3,127	2,301	3,083	2,290
Members in the Health Insurance Premium Payment Program (exempt)	59	118	58	125	58	130
Members ineligible for IHAWP - churn (exempt)	1,318	527	1,275	502	1,336	518
Members with incomes below 50% FPL (exempt)	32,189	0	32,443	0	32,596	0
Members with debt sent to collections for failure to pay premiums within 90-day grace period	9,065	4,028	0	2,983	0	1,969
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)	0	751	0	707	0	774
Members who reenrolled during the quarter	0	475	0	465	0	484
Members within initial 13 month grace period	60,617	20,216	60,762	20,341	60,795	20,350

* for this reporting period, the members subject to premiums is the same as members who owe premiums