



**Iowa Department of Human Services**

**Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
April 01, 2017 - June 30, 2017**

**August 2017**

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## **I. EXECUTIVE SUMMARY**

During the second calendar year quarter of 2017, the Iowa Wellness Plan continues to increase members and provide for health care coverage to qualified Iowans. There were no changes in medical coverage, cost sharing and contribution obligations.

The state began a re-design of the Dental Wellness Plan in this quarter for an implementation date of July 1, 2017. This includes adding adults covered under the traditional Medicaid to the Dental Wellness Plan. See page 17 for more details.

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

## II. SIGNIFICANT ACTIVITIES OF THE QUARTER

### 1. Communications and Outreach

Communication related activities for the third quarter are outlined below.

#### **Monthly Member Mailings:**

- **IA Health Link Member Handbook:** This packet is mailed to all new Iowa Wellness Plan (IWP) members and it 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. This letter reminds members of their 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.

Medicaid e-News is sent to 4,000+ providers and stakeholders and includes important updates, links to member mailings, useful resources and informational letters. The e-News also provides key contact information for the MCOs. Updates were made on

- April 11, 2017
- May 3, 2017, Announced changes to the Dental Wellness Plan
- May 17, 2017, Featured sample letters being sent to Dental Wellness Plan members, including information on benefits and healthy behavior requirements.
- June 1, 2017
- June 9, 2017
- June 22, 2017
- June 28, 2017

### 2. Provider Outreach

An informational letter was sent in May announcing the Medicaid adult dental program and re-design. A follow-up informational letter was issued in June reminding providers of the Medicaid adult dental program re-design.

### 3. Legislative Developments

The Iowa Legislature passed legislation in the second quarter that expanded the definition of medical home, added new definitions for personal provider, primary care provider and primary medical provider.

### III. ELIGIBILITY/ENROLLMENT

#### 1. Quarterly Enrollment

The Iowa Wellness Plan population totaled 152,174 at the end of the second quarter of calendar year 2017. Month-end totals by population group are shown below.

<b>Population Group</b>	<b>Apr 2017</b>	<b>May 2017</b>	<b>June 2017</b>
0 to 100% FPL	116,194	116,078	115,745
101 to 133% FPL	37,082	37,324	36,429
<b>Total</b>	<b>153,276</b>	<b>153,402</b>	<b>152,174</b>

#### 2. 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 Special Terms and Conditions (STC). 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 second quarter of calendar year 2017.

<b>Population Group</b>	<b>Apr 2017</b>	<b>May 2017</b>	<b>June 2017</b>
<b>19 &amp; 20 Year Olds</b>	<b>13,245</b>	<b>13,198</b>	<b>13,091</b>
0 to 100% FPL	10,838	10,791	10,752
101 to 133% FPL	2,407	2,407	2,339
<b>American Indian/Alaskan Native</b>	<b>1,055</b>	<b>1,070</b>	<b>1,073</b>
0 to 100% FPL	839	855	856
101 to 133% FPL	216	215	217
<b>Medically Exempt</b>	<b>5,243</b>	<b>5,253</b>	<b>5,238</b>
0 to 100% FPL	2,983	2,978	2,989
101 to 133% FPL	2,260	2,275	2,249
<b>Total</b>	<b>19,543</b>	<b>19,521</b>	<b>19,402</b>

## IV. 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>.

## V. MEMBER GRIEVANCES AND APPEALS

### 1. 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	Apr 2017	May 2017	June 2017
Benefits and Services	4	1	1
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	0	0	0
Healthy Behaviors	0	0	0
NEMT	0	0	0
EPSDT	0	0	0

## 2. Appeals and Exceptions

During the second quarter of calendar year 2017 the state received 0 requests for exceptions to Medicaid policy and 26 requests for appeal hearings for IHAWP members in Fee-for –Service (FF)S.

### FFS MEMBER APPEALS

Month	Category	Outcome*	Count
Apr 2017	Contributions	Affirmed	2
		Dismissed	1
		Withdrawn	5
		Abandoned	1
May 2017	Contributions	Affirmed	1
		Dismissed	4
		Withdrawn	4
		Abandoned	0
June 2017	Contributions		
		Dismissed	0
		Withdrawn	7
		Abandoned	1
<b>Total Appeals</b>			26

\* Affirmed - DHS' action is correct.

Dismissed - Appeal is unnecessary for approval of coverage/payment; dismissed by DHS.

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

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

Abandoned – Appellant did not appear for the hearing

### MCO MEMBER APPEALS SECOND QUARTER

	Category	Outcome*	Count
Benefits		Affirmed	9
		Reversed	1
		Dismissed	33
		Abandoned	7
		Withdrawn	2
<b>Total Appeals</b>			52

## **VI. FINANCIAL REPORT**

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 6/30/2017. 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												Total
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	
07/2016	211	176	82	45	31	26	26	31	37	31	34	209	939
08/2016		50	69	38	8	21	6	8	9	4	6	31	250
09/2016			53	63	44	8	19	12	10	7	8	37	261
10/2016				49	76	54	19	21	9	9	9	45	291
11/2016					62	95	56	23	24	11	6	49	326
12/2016						71	93	25	16	16	11	50	282
01/2017							32	68	35	11	16	34	196
02/2017								68	92	33	11	64	288
03/2017									60	67	28	83	238
04/2017										80	67	137	284
05/2017											59	158	217
06/2017												139	139
<b>Totals</b>	<b>211</b>	<b>226</b>	<b>204</b>	<b>195</b>	<b>221</b>	<b>275</b>	<b>251</b>	<b>256</b>	<b>292</b>	<b>269</b>	<b>255</b>	<b>1,036</b>	<b>3,691</b>

**Member Months**

	Member Months												Total
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	
07/2016	211	352	246	180	155	156	182	248	333	310	374	2,508	5,255
08/2016		50	138	114	32	105	36	56	72	36	60	341	1,040
09/2016			53	126	132	32	95	72	70	56	72	370	1,078
10/2016				49	152	162	76	105	54	63	72	405	1,138
11/2016					62	190	168	92	120	66	42	392	1,132
12/2016						71	186	75	64	80	66	350	892
01/2017							32	136	105	44	80	204	601
02/2017								68	184	99	44	320	715
03/2017									60	134	84	332	610
04/2017										80	134	411	625
05/2017											59	316	375
06/2017												139	139
<b>Totals</b>	<b>211</b>	<b>402</b>	<b>437</b>	<b>469</b>	<b>533</b>	<b>716</b>	<b>775</b>	<b>852</b>	<b>1,062</b>	<b>968</b>	<b>1,087</b>	<b>6,088</b>	<b>13,600</b>

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

Member Counts													
Eligibility End Month													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	3,869	2,888	1,160	912	746	124	136	122	128	115	100	864	11,164
08/2016		782	1,842	483	131	569	50	21	14	18	17	139	4,066
09/2016			500	1,830	416	105	656	138	24	18	21	151	3,859
10/2016				644	1,820	437	109	811	149	30	16	156	4,172
11/2016					748	2,245	504	100	631	58	19	172	4,477
12/2016						747	2,313	522	147	624	34	187	4,574
01/2017							474	2,013	581	201	512	202	3,983
02/2017								542	1,566	321	256	750	3,435
03/2017									582	1,515	322	896	3,315
04/2017										717	1,259	1,142	3,118
05/2017											584	1,529	2,113
06/2017												1,735	1,735
<b>Totals</b>	<b>3,869</b>	<b>3,670</b>	<b>3,502</b>	<b>3,869</b>	<b>3,861</b>	<b>4,227</b>	<b>4,242</b>	<b>4,269</b>	<b>3,822</b>	<b>3,617</b>	<b>3,140</b>	<b>7,923</b>	<b>50,011</b>
Member Months													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	3,869	5,776	3,480	3,648	3,730	744	952	976	1,152	1,150	1,100	10,368	36,945
08/2016		782	3,684	1,449	524	2,845	300	147	112	162	170	1,529	11,704
09/2016			500	3,660	1,248	420	3,280	828	168	144	189	1,510	11,947
10/2016				644	3,640	1,311	436	4,055	894	210	128	1,404	12,722
11/2016					748	4,490	1,512	400	3,155	348	133	1,376	12,162
12/2016						747	4,626	1,566	588	3,120	204	1,309	12,160
01/2017							474	4,026	1,743	804	2,560	1,212	10,819
02/2017								542	3,132	963	1,024	3,750	9,411
03/2017									582	3,030	966	3,584	8,162
04/2017										717	2,518	3,426	6,661
05/2017											584	3,058	3,642
06/2017												1,735	1,735
<b>Totals</b>	<b>3,869</b>	<b>6,558</b>	<b>7,664</b>	<b>9,401</b>	<b>9,890</b>	<b>10,557</b>	<b>11,580</b>	<b>12,540</b>	<b>11,526</b>	<b>10,648</b>	<b>9,576</b>	<b>34,261</b>	<b>138,070</b>

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

Member Counts													
Eligibility End Month													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	744	735	711	642	616	377	721	594	611	492	412	7,887	14,542
08/2016		37	24	35	23	18	20	19	19	18	26	416	655
09/2016			37	38	19	25	25	20	22	24	27	416	653
10/2016				43	27	13	35	22	34	22	31	412	639
11/2016					39	38	45	26	35	23	23	576	805
12/2016						29	36	32	37	32	30	601	797
01/2017							43	30	55	38	22	707	895
02/2017								38	37	32	32	652	791
03/2017									51	40	35	816	942
04/2017										76	31	793	900
05/2017											47	751	798
06/2017												903	903
<b>Totals</b>	<b>744</b>	<b>772</b>	<b>772</b>	<b>758</b>	<b>724</b>	<b>500</b>	<b>925</b>	<b>781</b>	<b>901</b>	<b>797</b>	<b>716</b>	<b>14,930</b>	<b>23,320</b>
Member Months													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	744	1,470	2,133	2,568	3,080	2,262	5,047	4,752	5,499	4,920	4,532	94,644	131,651
08/2016		37	48	105	92	90	120	133	152	162	260	4,576	5,775
09/2016			37	76	57	100	125	120	154	192	243	4,160	5,264
10/2016				43	54	39	140	110	204	154	248	3,708	4,700
11/2016					39	76	135	104	175	138	161	4,608	5,436
12/2016						29	72	96	148	160	180	4,207	4,892
01/2017							43	60	165	152	110	4,242	4,772
02/2017								38	74	96	128	3,260	3,596
03/2017									51	80	105	3,264	3,500
04/2017										76	62	2,379	2,517
05/2017											47	1,502	1,549
06/2017												903	903
<b>Totals</b>	<b>744</b>	<b>1,507</b>	<b>2,218</b>	<b>2,792</b>	<b>3,322</b>	<b>2,596</b>	<b>5,682</b>	<b>5,413</b>	<b>6,622</b>	<b>6,130</b>	<b>6,076</b>	<b>131,453</b>	<b>174,555</b>

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

<b>Member Counts</b>													
<b>Eligibility End Month</b>													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
<b>Eligibility Begin Month</b>	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
	5,348	5,376	5,049	5,117	5,522	2,648	5,896	5,321	4,735	3,733	3,130	39,384	91,259
		306	265	229	201	160	208	163	190	193	350	3,716	5,981
			296	261	228	192	199	177	187	148	193	3,981	5,862
				340	267	168	214	182	172	163	176	3,911	5,593
					333	217	258	225	208	178	189	4,564	6,172
						304	257	255	222	199	203	4,848	6,288
							359	294	278	255	191	5,395	6,772
								316	286	230	204	5,530	6,566
									335	281	216	5,687	6,519
										424	282	5,624	6,330
											365	5,393	5,758
												5,472	5,472
<b>Totals</b>	<b>5,348</b>	<b>5,682</b>	<b>5,610</b>	<b>5,947</b>	<b>6,551</b>	<b>3,689</b>	<b>7,391</b>	<b>6,933</b>	<b>6,613</b>	<b>5,804</b>	<b>5,499</b>	<b>93,505</b>	<b>158,572</b>
<b>Member Months</b>													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
<b>Eligibility Begin Month</b>	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
	5,348	10,752	15,147	20,468	27,610	15,888	41,272	42,568	42,615	37,330	34,430	472,608	766,036
		306	530	687	804	800	1,248	1,141	1,520	1,737	3,500	40,876	53,149
			296	522	684	768	995	1,062	1,309	1,184	1,737	39,810	48,367
				340	534	504	856	910	1,032	1,141	1,408	35,199	41,924
					333	434	774	900	1,040	1,068	1,323	36,512	42,384
						304	514	765	888	995	1,218	33,936	38,620
							359	588	834	1,020	955	32,370	36,126
								316	572	690	816	27,650	30,044
									335	562	648	22,748	24,293
										424	564	16,872	17,860
											365	10,786	11,151
												5,472	5,472
<b>Totals</b>	<b>5,348</b>	<b>11,058</b>	<b>15,973</b>	<b>22,017</b>	<b>29,965</b>	<b>18,698</b>	<b>46,018</b>	<b>48,250</b>	<b>50,145</b>	<b>46,151</b>	<b>46,964</b>	<b>774,839</b>	<b>1,115,426</b>

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	38	22	4	11	9	4	4	6	1	4	3	18	124
08/2016		12	11	7	0	2	2	2	0	2	0	3	41
09/2016			12	15	6	0	5	0	0	0	1	4	43
10/2016				6	11	7	3	6	1	0	0	3	37
11/2016					14	13	2	1	1	1	0	5	37
12/2016						18	19	6	5	2	0	3	53
01/2017							11	10	5	1	1	3	31
02/2017								17	15	6	1	5	44
03/2017									14	14	5	8	41
04/2017										10	5	9	24
05/2017											11	8	19
06/2017												15	15
<b>Totals</b>	<b>38</b>	<b>34</b>	<b>27</b>	<b>39</b>	<b>40</b>	<b>44</b>	<b>46</b>	<b>48</b>	<b>42</b>	<b>40</b>	<b>27</b>	<b>84</b>	<b>509</b>
Member Months													
Eligibility Begin Month	Member Months												
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	38	44	12	44	45	24	28	48	9	40	33	216	581
08/2016		12	22	21	0	10	12	14	0	18	0	33	142
09/2016			12	30	18	0	25	0	0	0	9	40	134
10/2016				6	22	21	12	30	6	0	0	27	124
11/2016					14	26	6	4	5	6	0	40	101
12/2016						18	38	18	20	10	0	21	125
01/2017							11	20	15	4	5	18	73
02/2017								17	30	18	4	25	94
03/2017									14	28	15	32	89
04/2017										10	10	27	47
05/2017											11	16	27
06/2017												15	15
<b>Totals</b>	<b>38</b>	<b>56</b>	<b>46</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>132</b>	<b>151</b>	<b>99</b>	<b>134</b>	<b>87</b>	<b>510</b>	<b>1,552</b>

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

Member Counts													
Eligibility End Month													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	1,138	886	338	222	163	46	43	54	33	28	23	192	3,166
08/2016		301	519	178	42	123	20	5	2	4	1	38	1,233
09/2016			239	557	149	38	157	32	5	2	1	27	1,207
10/2016				248	573	162	28	140	43	4	6	32	1,236
11/2016					322	858	194	33	119	14	9	41	1,590
12/2016						378	870	196	61	98	19	26	1,648
01/2017							281	627	241	56	129	57	1,391
02/2017								215	508	126	46	122	1,017
03/2017									339	405	101	184	1,029
04/2017										295	408	261	964
05/2017											212	364	576
06/2017												549	549
<b>Totals</b>	<b>1,138</b>	<b>1,187</b>	<b>1,096</b>	<b>1,205</b>	<b>1,249</b>	<b>1,605</b>	<b>1,593</b>	<b>1,302</b>	<b>1,351</b>	<b>1,032</b>	<b>955</b>	<b>1,893</b>	<b>15,606</b>
Member Months													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	1,138	1,772	1,014	888	815	276	301	432	297	280	253	2,304	9,770
08/2016		301	1,038	534	168	615	120	35	16	36	10	418	3,291
09/2016			239	1,114	447	152	785	192	35	16	9	270	3,259
10/2016				248	1,146	486	112	700	258	28	48	288	3,314
11/2016					322	1,716	582	132	595	84	63	328	3,822
12/2016						378	1,740	588	244	490	114	182	3,736
01/2017							281	1,254	723	224	645	342	3,469
02/2017								215	1,016	378	184	610	2,403
03/2017									339	810	303	736	2,188
04/2017										295	816	783	1,894
05/2017											212	728	940
06/2017												549	549
<b>Totals</b>	<b>1,138</b>	<b>2,073</b>	<b>2,291</b>	<b>2,784</b>	<b>2,898</b>	<b>3,623</b>	<b>3,921</b>	<b>3,548</b>	<b>3,523</b>	<b>2,641</b>	<b>2,657</b>	<b>7,538</b>	<b>38,635</b>

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

Member Counts													
Eligibility End Month													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	219	212	192	211	170	153	192	180	154	111	127	1,067	2,988
08/2016		14	17	8	13	5	11	8	12	6	4	99	197
09/2016			18	15	11	9	4	9	10	1	13	128	218
10/2016				14	6	13	8	10	6	4	9	107	177
11/2016					11	21	11	11	7	6	12	144	223
12/2016						17	15	9	12	18	9	151	231
01/2017							20	14	10	7	17	188	256
02/2017								24	24	21	15	217	301
03/2017									31	19	19	290	359
04/2017										16	18	235	269
05/2017											19	211	230
06/2017												241	241
<b>Totals</b>	<b>219</b>	<b>226</b>	<b>227</b>	<b>248</b>	<b>211</b>	<b>218</b>	<b>261</b>	<b>265</b>	<b>266</b>	<b>209</b>	<b>262</b>	<b>3,078</b>	<b>5,690</b>
Member Months													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	219	424	576	844	850	918	1,344	1,440	1,386	1,110	1,397	12,804	23,312
08/2016		14	34	24	52	25	66	56	96	54	40	1,089	1,550
09/2016			18	30	33	36	20	54	70	8	117	1,280	1,666
10/2016				14	12	39	32	50	36	28	72	963	1,246
11/2016					11	42	33	44	35	36	84	1,152	1,437
12/2016						17	30	27	48	90	54	1,057	1,323
01/2017							20	28	30	28	85	1,128	1,319
02/2017								24	48	63	60	1,085	1,280
03/2017									31	38	57	1,160	1,286
04/2017										16	36	705	757
05/2017											19	422	441
06/2017												241	241
<b>Totals</b>	<b>219</b>	<b>438</b>	<b>628</b>	<b>912</b>	<b>958</b>	<b>1,077</b>	<b>1,545</b>	<b>1,723</b>	<b>1,780</b>	<b>1,471</b>	<b>2,021</b>	<b>23,086</b>	<b>35,858</b>

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

Member Counts													
Eligibility End Month													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	2,673	2,810	2,376	2,451	2,497	1,691	2,460	2,056	1,770	1,174	1,414	8,267	31,639
08/2016		162	112	110	97	153	168	152	90	77	152	1,236	2,509
09/2016			152	133	112	80	190	157	152	80	113	1,428	2,597
10/2016				137	128	98	116	181	147	76	110	1,563	2,556
11/2016					164	121	128	102	204	107	195	1,810	2,831
12/2016						186	133	136	112	133	214	2,074	2,988
01/2017							169	152	188	101	236	2,432	3,278
02/2017								192	192	130	117	2,981	3,612
03/2017									235	127	155	2,762	3,279
04/2017										166	133	2,655	2,954
05/2017											201	2,345	2,546
06/2017												2,396	2,396
<b>Totals</b>	<b>2,673</b>	<b>2,972</b>	<b>2,640</b>	<b>2,831</b>	<b>2,998</b>	<b>2,329</b>	<b>3,364</b>	<b>3,128</b>	<b>3,090</b>	<b>2,171</b>	<b>3,040</b>	<b>31,949</b>	<b>63,185</b>
Member Months													
	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	Total
07/2016	2,673	5,620	7,128	9,804	12,485	10,146	17,220	16,448	15,930	11,740	15,554	99,204	223,952
08/2016		162	224	330	388	765	1,008	1,064	720	693	1,520	13,596	20,470
09/2016			152	266	336	320	950	942	1,064	640	1,017	14,280	19,967
10/2016				137	256	294	464	905	882	532	880	14,067	18,417
11/2016					164	242	384	408	1,020	642	1,365	14,480	18,705
12/2016						186	266	408	448	665	1,284	14,518	17,775
01/2017							169	304	564	404	1,180	14,592	17,213
02/2017								192	384	390	468	14,905	16,339
03/2017									235	254	465	11,048	12,002
04/2017										166	266	7,965	8,397
05/2017											201	4,690	4,891
06/2017												2,396	2,396
<b>Totals</b>	<b>2,673</b>	<b>5,782</b>	<b>7,504</b>	<b>10,537</b>	<b>13,629</b>	<b>11,953</b>	<b>20,461</b>	<b>20,671</b>	<b>21,247</b>	<b>16,126</b>	<b>24,200</b>	<b>225,741</b>	<b>380,524</b>



## **VII. OTHER ACTIVITIES**

### **1. Dental Wellness Plan (DWP)**

Dental Wellness Plan (DWP): The design of the program is changing, the name is not. Changes are necessary to improve and simplify the adult dental programs. Effective July 1, 2017, adult Medicaid members, age 19 and older, will be combined into a single, improved dental program. The movement of adult Iowa Medicaid members to the redesigned DWP will result in a more seamless experience for members and providers. The Dental Wellness Plan has also been redesigned to reduce administrative burdens.

Dental reimbursement rates vary between the old DWP and Medicaid Fee-for-Service (FFS) dental programs. Under the redesigned DWP program, the department set actuarially sound rates which include provision for provider reimbursement at 101 percent of Iowa Medicaid FFS reimbursement rates for all populations. It was necessary to establish uniform rates for all populations to meet federal mandates. Healthy Behaviors: Members must complete the required healthy behaviors during their first enrollment year.

These healthy behaviors include completion of both:

1. An Oral Health Self-Assessment
  2. A Preventive Dental Service
- Completion of healthy behaviors will waive a member's premium obligation for the following year.
  - Failure to complete the required healthy behaviors in this first year may result in a premium obligation of \$3 per month. (Members over 50 percent of the Federal Poverty Level (FPL) will have a monthly premium contribution in year two, unless they complete healthy behaviors).

Members with a premium obligation who fail to make ongoing monthly premium payments will be eligible for Basic dental benefits only.

To allow members the opportunity to complete the new healthy behaviors requirement, members will have access to comprehensive dental benefits during their first year of the redesigned DWP, which includes Diagnostic/Preventive Dental Services.

Members must complete both healthy behaviors each year to waive their premium obligation for the next year. If members complete their healthy behaviors each year, they will keep full benefits and will not have a monthly premium. The redesigned DWP encourages members to engage in their oral health with a focus on prevention. However, it is simpler and easier to understand, for both members and providers.

## Delta Dental

- Operations
  - Activities/Results
    - Customer Service: 4,311 member and 3,873 provider calls received
    - Services Provided: 1,317,304 to 110,216 unique members
      - Completed Risk Assessments: 62,288 first and 20,334 second assessments
      - Outreach/Referral Services: Local Title V agencies provided outreach to Dental Wellness Plan members. The priority areas were members that needed recall appointments; members who had never received a service; and members with emergency services and on preventive services.
  - Claims
    - Claims Processed: 49,192
    - Processing Time (Average): 7.62 days
    - Total Paid: \$8,168,980.08
  - Complaints
    - Program to Date: Received 108, Resolved: 108
    - This Quarter: Received 4, Resolved: 4
  - Appeals
    - Program to Date: Received 20, Resolved: 20
    - This Quarter: Received 2, Resolved: 2
  - Network dentists providing services 4/1/17 -6/30/17
    - General Dentists: 674
    - Oral Surgeons: 51
    - Periodontists: 6
    - Pedodontists: 7
    - Endodontists: 10
    - Prosthodontists: 4
- DWP Benefit Design and Related Data
  - To date members that have received services
    - 97.4% received a diagnostic or preventive service
    - 47.1% received a stabilization service
    - 32.9% received an emergent service
  - Earned Benefits
    - 39.16% of members with qualifying service have earned Enhanced or Enhanced Plus benefits

## MCNA Dental

- Operations
  - Activities/Results
    - Customer Service: 1,650 member and 446 provider calls received
    - Services Provided: 14,681 to 2,233 unique members
    - Completed Risk Assessments 586 first and 8 second assessments
  - Claims
    - Claims Processed: 4,646
    - Processing Time (Average): 8.73 days
    - Total Paid: \$ 807,075.41
  - Complaints
    - Program to Date: Received 8, Resolved: 7
    - This Quarter: Received 3, Resolved: 2
  - Appeals
    - Program to Date: Received 8, Resolved: 7
    - This Quarter: Received 7, Resolved: 6
  - Network
    - Number of Dentists providing services during Quarter: 190
    - General Dentists: 183
    - Oral Surgeons: 5
    - Periodontists: 0
    - Pedodontists: 0
    - Endodontists: 2
    - Prosthodontists: 0
- DWP Benefit Design and Related Data
  - 87.14% of members received a Diagnostic and Prevention Service to date
  - 18.71% of members received a Stabilization Service
  - 64.40% of members received an Emergent Service to date
  - 15.32% of members with qualifying service have earned Enhanced or Enhanced Plus benefits to date

## 2. 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.

	April 2017		May 2017		June 2017	
	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)	24,587	15,879	24,709	16,195	24,786	15,668
Members who owe premiums (did not complete healthy behaviors)	18,650	10,620	18,757	10,956	18,914	10,463
Members who completed Healthy Behaviors (premiums waived)	5,937	5,259	5,952	5,239	5,872	5,205
Members who declared hardship (premiums waived)	1,284	1,022	1,264	991	1,185	924
American Indian/Alaskan Natives (exempt)	839	216	855	215	855	217
Medically Frail (exempt)	2,986	2,263	2,982	2,281	2,994	2,250
Members in the Health Insurance Premium Payment Program (exempt)	60	120	63	121	63	114
Members ineligible for IHAWP - churn (exempt)	1,306	562	1,390	595	1,372	499
Members with incomes below 50% FPL (exempt)	32,322	8	32,321	11	32,491	11
Members with debt sent to collections for failure to pay premiums within 90-day grace period	0	3,026	0	2,304	0	1,469
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)		646		571		1,161
Members who reenrolled during the quarter		414		688		476
Members within initial 13 month grace period	56,094	19,000	56,027	18,945	55,345	18,565