



Iowa Department of Human Services

**Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
April 01, 2018 - June 30, 2018**

August 2018

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I. EXECUTIVE SUMMARY

In the second quarter of calendar year 2018 (April, May and June), the Iowa Health and Wellness Plan (IHAWP), showed a 8.5 percent increase in enrollment from June 30, 2017 to June 30, 2018.

The Dental Wellness Plan is also a part of the 1115 Waiver Demonstration. The Dental Wellness Plan will have an annual benefit maximum of \$1,000 per state fiscal year. This benefit maximum will be effective September 1, 2018. Services not included in the annual benefit maximum are:

- Preventive;
- Anesthesia in conjunction with allowable oral surgery procedures; and
- Fabrication of denture services.

The dental plans also sent reminders to members regarding completing the healthy behaviors in order to avoid paying a \$3.00 premium, which for the new Medicaid adult population would start in July 2018.

Following this letter is a detailed report of key activities and related statistics for the first 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 mrandol@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

II. SIGNIFICANT ACTIVITIES OF THE QUARTER

1. Communications and Outreach

The website for the Dental Wellness Plan (<https://dhs.iowa.gov/dental-wellness-plan/benefits>) reminded adult members that were enrolled in the Dental Wellness Plan that the annual benefit maximum of \$1,000 would apply per fiscal year (July 1 to June 30) starting September 1, 2018. This annual maximum does not apply to preventive, diagnostic or emergency dental services, anesthesia and fabrication of dentures.

The website listed above also explains that healthy behaviors need to be completed or a premium of \$3.00 would apply.

Ongoing communications include:

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.

2. Provider Outreach

In June 2018, an Informational Letter (IL) was sent to dentists, Indian Health Services and Federally Qualified Health Centers that an annual \$1,000 benefit maximum would apply to Dental Plan members and adult members in Iowa Medicaid Fee-for Service.

3. Legislative Developments

There were no legislative developments during this quarter.

III. ELIGIBILITY/ENROLLMENT

1. Quarterly Enrollment

The Iowa Wellness Plan population totaled 166,352 at the end of the second quarter of calendar year 2018. Month-end totals by population group are shown below.

Population Group	Apr 2018	May 2018	June 2018
0 to 100% FPL	128,449	129,777	131,357
101 to 133% FPL	35,446	35,233	34,995
Total	163,895	165,010	166,352

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 2018.

Population Group	Apr 2018	May 2018	June 2018
19 & 20 Year Olds	14,393	14,551	14,660
0 to 100% FPL	12,030	12,188	12,334
101 to 133% FPL	2,363	2,363	2,326
American Indian/Alaskan Native	1,375	1,384	1,428
0 to 100% FPL	1,128	1,130	1,168
101 to 133% FPL	247	254	260
Medically Exempt	5,421	5,463	5,507
0 to 100% FPL	3,219	3,266	3,284
101 to 133% FPL	2,202	2,197	2,223
Total	21,189	21,398	21,595

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 2018	May 2018	June 2018
Benefits and Services	3	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 2018 the state received 0 requests for exceptions to Medicaid policy and 24 requests for appeal hearings for IHAWP members in FFS.

FFS MEMBER APPEALS

Month	Category	Outcome*	Count
Apr 2018	Contributions	Affirmed	3
		Dismissed	2
		Reversed	1
		Withdrawn	3
		Abandoned	3
May 2018	Contributions	Affirmed	1
		Dismissed	3
		Reversed	0
		Withdrawn	2
		Abandoned	0
June 2018	Contributions	Affirmed	2
		Dismissed	2
		Reversed	0
		Withdrawn	2
		Abandoned	0
Total Appeals			24

* 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 hearing

During the second quarter of calendar year 2018 the state received 8 requests for appeal hearings for IHAWP members in MCOs.

MCO State Fair Hearings

Month	Category	Outcome*	Count
Apr 2018	Third Party Liability Cooperation	Withdrawn	1
		Dismissed	1
	Benefits	Abandoned	1
		Affirmed	1
		Dismissed	2
May 2018	Third Party Liability Cooperation	Withdrawn	1
		Dismissed	1
	Benefits	Affirmed	1
		Dismissed	1
June 2018	Third Party Liability Cooperation	Dismissed	1
Total Appeals			11

* 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 hearing

VI. FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 6/30/2018. 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 Begin Month	Eligibility End Month												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	295	214	116	105	57	34	39	34	25	17	22	322	1,280
08/2017		61	31	23	6	6	3	2	7	3	0	39	181
09/2017			56	40	12	11	5	5	9	2	2	37	179
10/2017				50	28	8	11	6	5	7	3	44	162
11/2017					34	26	20	15	6	5	4	51	161
12/2017						224	176	322	4	2	5	112	845
01/2018							59	142	34	6	3	47	291
02/2018								63	155	16	8	77	319
03/2018									59	111	11	69	250
04/2018										46	114	84	244
05/2018											70	230	300
06/2018												278	278
Totals	295	275	203	218	137	309	313	589	304	215	242	1,390	4,490

Member Months													
Eligibility Begin Month	Member Months												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	295	428	348	420	285	204	273	272	225	170	242	3,864	7,026
08/2017		61	62	69	24	30	18	14	56	27	0	429	790
09/2017			56	80	36	44	25	30	63	16	18	370	738
10/2017				50	56	24	44	30	30	49	24	396	703
11/2017					34	52	60	60	30	30	28	408	702
12/2017						224	352	966	16	10	30	784	2,382
01/2018							59	284	102	24	15	282	766
02/2018								63	310	48	32	385	838
03/2018									59	222	33	276	590
04/2018										46	228	252	526
05/2018											70	460	530
06/2018												278	278
Totals	295	489	466	619	435	578	831	1,719	891	642	720	8,184	15,869

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	3,222	2,586	1,405	1,002	671	157	128	127	100	98	62	1,418	10,976
08/2017		497	1,297	202	41	21	17	17	7	11	8	132	2,250
09/2017			461	1,022	156	30	26	65	14	9	9	153	1,945
10/2017				456	987	136	67	79	20	11	10	179	1,945
11/2017					450	1,944	962	112	25	20	12	258	3,783
12/2017						1,789	2,943	1,760	55	26	25	309	6,907
01/2018							468	2,374	698	29	20	231	3,820
02/2018								560	2,463	143	28	212	3,406
03/2018									795	2,333	156	273	3,557
04/2018										626	2,214	413	3,253
05/2018											774	2,794	3,568
06/2018												3,084	3,084
Totals	3,222	3,083	3,163	2,682	2,305	4,077	4,611	5,094	4,177	3,306	3,318	9,456	48,494
Member Months													
Eligibility Begin Month	Member Months												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	3,222	5,172	4,215	4,008	3,355	942	896	1,016	900	980	682	17,016	42,404
08/2017		497	2,594	606	164	105	102	119	56	99	80	1,452	5,874
09/2017			461	2,044	468	120	130	390	98	72	81	1,530	5,394
10/2017				456	1,974	408	268	395	120	77	80	1,611	5,389
11/2017					450	3,888	2,886	448	125	120	84	2,064	10,065
12/2017						1,789	5,886	5,280	220	130	150	2,163	15,618
01/2018							468	4,748	2,094	116	100	1,386	8,912
02/2018								560	4,926	429	112	1,060	7,087
03/2018									795	4,666	468	1,092	7,021
04/2018										626	4,428	1,239	6,293
05/2018											774	5,588	6,362
06/2018												3,084	3,084
Totals	3,222	5,669	7,270	7,114	6,411	7,252	10,636	12,956	9,334	7,315	7,039	39,285	123,503

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

Member Counts													
Eligibility End Month													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	738	744	694	647	650	410	372	311	343	306	264	9,404	14,883
08/2017		51	40	32	31	24	15	16	18	18	20	507	772
09/2017			63	37	53	22	25	21	21	21	25	589	877
10/2017				41	67	30	18	18	19	11	20	546	770
11/2017					221	24	22	27	20	23	21	501	859
12/2017						61	25	22	17	20	20	496	661
01/2018							67	39	27	31	27	585	776
02/2018								56	24	17	25	598	720
03/2018									48	43	37	905	1,033
04/2018										47	32	710	789
05/2018											44	656	700
06/2018												726	726
Totals	738	795	797	757	1,022	571	544	510	537	537	535	16,223	23,566
Member Months													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	738	1,488	2,082	2,588	3,250	2,460	2,604	2,488	3,087	3,060	2,904	112,848	139,597
08/2017		51	80	96	124	120	90	112	144	162	200	5,577	6,756
09/2017			63	74	159	88	125	126	147	168	225	5,890	7,065
10/2017				41	134	90	72	90	114	77	160	4,914	5,692
11/2017					221	48	66	108	100	138	147	4,008	4,836
12/2017						61	50	66	68	100	120	3,472	3,937
01/2018							67	78	81	124	135	3,510	3,995
02/2018								56	48	51	100	2,990	3,245
03/2018									48	86	111	3,620	3,865
04/2018										47	64	2,130	2,241
05/2018											44	1,312	1,356
06/2018												726	726
Totals	738	1,539	2,225	2,799	3,888	2,867	3,074	3,124	3,837	4,013	4,210	150,997	183,311

Income 0-100% FPL

MCO: Non-Medically Exempt

Member Counts													
Eligibility End Month													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
Eligibility Begin Month	07/2017	5,518	5,681	5,216	4,857	3,351	3,141	2,620	2,065	2,442	1,643	54,609	93,222
	08/2017		410	291	227	206	166	136	124	130	167	3,698	5,696
	09/2017			330	249	199	178	114	130	112	121	3,825	5,380
	10/2017				367	401	185	151	171	124	127	3,973	5,631
	11/2017				1,650	211	173	140	133	134	120	3,492	6,053
	12/2017					237	277	137	125	151	148	3,277	4,352
	01/2018						442	277	209	177	152	5,140	6,397
	02/2018							429	220	201	171	5,467	6,488
	03/2018								326	251	232	6,092	6,901
	04/2018								449	449	244	5,576	6,269
	05/2018										290	4,567	4,857
	06/2018											4,748	4,748
Totals		5,518	6,091	5,837	5,700	5,807	4,118	3,913	3,473	3,821	3,415	104,464	155,994
Member Months													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
Eligibility Begin Month	07/2017	5,518	11,362	15,648	19,428	16,755	18,846	18,340	16,520	21,978	20,790	655,308	838,566
	08/2017		410	582	681	824	830	816	868	1,040	1,269	40,678	49,668
	09/2017			330	498	597	712	570	780	784	976	38,250	44,586
	10/2017				367	802	555	604	855	744	924	35,757	41,624
	11/2017					1,650	422	519	560	665	804	27,936	33,396
	12/2017						237	554	411	500	755	22,939	26,284
	01/2018							442	554	627	708	30,840	33,931
	02/2018							429	440	440	603	27,335	29,491
	03/2018								326	502	696	24,368	25,892
	04/2018								449	449	488	16,728	17,665
	05/2018										290	9,134	9,424
	06/2018											4,748	4,748
Totals		5,518	11,772	16,560	20,974	20,628	21,602	21,845	20,977	27,104	27,780	934,021	1,155,275

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

Member Counts													
Eligibility End Month													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	40	29	10	9	1	2	4	5	3	1	1	23	128
08/2017		8	6	0	0	0	1	1	0	1	0	2	19
09/2017			8	4	3	2	0	1	0	0	0	7	25
10/2017				6	1	1	1	2	0	0	0	5	16
11/2017					5	5	6	2	0	1	0	3	22
12/2017						53	29	65	0	1	0	10	158
01/2018							12	20	8	2	1	3	46
02/2018								11	27	1	1	3	43
03/2018									12	17	1	2	32
04/2018										5	17	10	32
05/2018											19	21	40
06/2018												32	32
Totals	40	37	24	19	10	63	53	107	50	29	40	121	593

Member Months													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	40	58	30	36	5	12	28	40	27	10	11	276	573
08/2017		8	12	0	0	0	6	7	0	9	0	22	64
09/2017			8	8	9	8	0	6	0	0	0	70	109
10/2017				6	2	3	4	10	0	0	0	45	70
11/2017					5	10	18	8	0	6	0	24	71
12/2017						53	58	195	0	5	0	70	381
01/2018							12	40	24	8	5	18	107
02/2018								11	54	3	4	15	87
03/2018									12	34	3	8	57
04/2018										5	34	30	69
05/2018											19	42	61
06/2018												32	32
Totals	40	66	50	50	21	86	126	317	117	80	76	652	1,681

Eligibility Begin Month

Eligibility Begin Month

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	966	717	366	197	148	50	32	32	17	19	19	215	2,778
08/2017		232	374	77	24	4	2	7	2	1	3	24	750
09/2017			181	251	42	14	4	29	4	0	0	18	543
10/2017				186	287	64	20	37	1	2	2	16	615
11/2017					181	629	356	59	9	1	3	40	1,278
12/2017						834	1,027	609	20	8	3	52	2,553
01/2018							209	645	221	15	3	28	1,121
02/2018								228	657	60	6	33	984
03/2018									357	580	58	50	1,045
04/2018										210	540	100	850
05/2018											333	754	1,087
06/2018												876	876
Totals	966	949	921	711	682	1,595	1,650	1,646	1,288	896	970	2,206	14,480
Member Months													
Eligibility Begin Month	Member Months												
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	966	1,434	1,098	788	740	300	224	256	153	190	209	2,580	8,938
08/2017		232	748	231	96	20	12	49	16	9	30	264	1,707
09/2017			181	502	126	56	20	174	28	0	0	180	1,267
10/2017				186	574	192	80	185	6	14	16	144	1,397
11/2017					181	1,258	1,068	236	45	6	21	320	3,135
12/2017						834	2,054	1,827	80	40	18	364	5,217
01/2018							209	1,290	663	60	15	168	2,405
02/2018								228	1,314	180	24	165	1,911
03/2018									357	1,160	174	200	1,891
04/2018										210	1,080	300	1,590
05/2018											333	1,508	1,841
06/2018												876	876
Totals	966	1,666	2,027	1,707	1,717	2,660	3,667	4,245	2,662	1,869	1,920	7,069	32,175

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

Member Counts													
Eligibility End Month													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	232	215	204	174	182	159	119	91	121	90	74	1,354	3,015
08/2017		27	11	13	17	8	5	9	5	7	5	130	237
09/2017			18	16	14	19	6	12	8	6	5	127	231
10/2017				22	22	19	14	8	11	3	4	130	233
11/2017					54	13	10	9	6	6	6	109	213
12/2017						18	12	10	6	5	9	98	158
01/2018							20	10	11	7	14	166	228
02/2018								21	14	10	8	175	228
03/2018									24	14	18	198	254
04/2018										22	8	161	191
05/2018											7	151	158
06/2018												193	193
Totals	232	242	233	225	289	236	186	170	206	170	158	2,992	5,339
Member Months													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	232	430	612	696	910	954	833	728	1,089	900	814	16,248	24,446
08/2017		27	22	39	68	40	30	63	40	63	50	1,430	1,872
09/2017			18	32	42	76	30	72	56	48	45	1,270	1,689
10/2017				22	44	57	56	40	66	21	32	1,170	1,508
11/2017					54	26	30	36	30	36	42	872	1,126
12/2017						18	24	30	24	25	54	686	861
01/2018							20	20	33	28	70	996	1,167
02/2018								21	28	30	32	875	986
03/2018									24	28	54	792	898
04/2018										22	16	483	521
05/2018											7	302	309
06/2018												193	193
Totals	232	457	652	789	1,118	1,171	1,023	1,010	1,390	1,201	1,216	25,317	35,576

Eligibility Begin Month

Eligibility Begin Month

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

Member Counts													
Eligibility End Month													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	2,723	2,691	2,419	2,266	2,035	2,188	1,587	1,303	1,557	1,198	1,052	10,693	31,712
08/2017		190	130	116	97	191	115	126	88	82	127	1,282	2,544
09/2017			163	113	128	96	154	114	152	88	81	1,410	2,499
10/2017				169	200	113	86	168	114	115	59	1,513	2,537
11/2017					764	128	84	71	137	89	101	1,222	2,596
12/2017						129	117	67	67	112	73	1,292	1,857
01/2018							213	159	100	104	187	2,119	2,882
02/2018								212	130	109	83	2,131	2,665
03/2018									179	113	151	2,369	2,812
04/2018									183	183	92	2,109	2,384
05/2018											131	1,702	1,833
06/2018												1,891	1,891
Totals	2,723	2,881	2,712	2,664	3,224	2,845	2,356	2,220	2,524	2,193	2,137	29,733	58,212
Member Months													
	07/2017	08/2017	09/2017	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	Total
07/2017	2,723	5,382	7,257	9,064	10,175	13,128	11,109	10,424	14,013	11,980	11,572	128,316	235,143
08/2017		190	260	348	388	955	690	882	704	738	1,270	14,102	20,527
09/2017			163	226	384	384	770	684	1,064	704	729	14,100	19,208
10/2017				169	400	339	344	840	684	805	472	13,617	17,670
11/2017					764	256	252	284	685	534	707	9,776	13,258
12/2017						129	234	201	268	560	438	9,044	10,874
01/2018							213	318	300	416	935	12,714	14,896
02/2018								212	260	327	332	10,655	11,786
03/2018									179	226	453	9,476	10,334
04/2018										183	184	6,327	6,694
05/2018											131	3,404	3,535
06/2018												1,891	1,891
Totals	2,723	5,572	7,680	9,807	12,111	15,191	13,612	13,845	18,157	16,473	17,223	233,422	365,816

VII. OTHER ACTIVITIES

1. Dental Wellness Plan (DWP)

During the second quarter of calendar year 2018, Iowa Medicaid Enterprise (IME) worked on changes to the plan design of DWP for SFY19. Specifically, these changes include implementing an Annual Benefit Maximum (ABM) of \$1,000 per state fiscal year (July 1 – June 30). In addition, members will now be limited to one replacement denture every five years unless medically necessary and only with prior authorization.

There are many services that are excluded from the ABM including diagnostic, preventive, emergent, anesthesia in conjunction with allowable oral surgery procedures, and fabrication of denture services. Additionally, enrollees under 21 years of age will continue to be eligible for medically necessary dental services in accordance with federal early and periodic screening, diagnostic, and treatment (EPSDT) requirements.

Providers and Members were notified of these changes in May 30, 2018 via the IME website. In addition, Informational Letter 1916 was released on June 22, 2018 notifying Providers of the upcoming changes. The changes to the DWP also required public and tribal notice in addition to a SPA change. The notice and information about the SPAs were made available on May 25, 2018 at <https://dhs.iowa.gov/public-notices/DWP> to the public.

Another Informational Letter 1920 was released on July 9, 2018, to announce the delay of the ABM until September 1, 2018. This delay is allowing IME to identify and test program requirements with both dental carriers (Delta Dental of Iowa and Managed Care of North America) to assure a streamlined process for sharing a members ABM between IME, the dental carriers and dentists.

The rationale IME used for implementing an ABM was influenced by sustainability of the program, treatment planning by providers, and member accountability.

Member Healthy Behaviors and Premium:

IME continues to assist the plans on educating members on the Healthy Behavior requirement. For the first time since the program began, some members received an invoice for a \$3 premium payment. These were members who did not complete both Healthy Behaviors in the previous enrollment period.

Completion of both healthy behaviors (preventive exam and completions of a self-risk assessment) will waive a member's premium obligation for the following year. Members with a premium obligation who fail to make ongoing monthly premium payments will be eligible for reduced (emergency) dental benefits only. Ultimately, the redesigned DWP encourages members to engage in their oral health with a focus on prevention.

Increased outreach by the dental plans before July first resulted in over 3,000 self-risk assessments being completed in June.

CMS Reporting - Iowa Dental Wellness Plan CY18 Q2

Delta Dental Calendar Quarter Ending Product
 MCNA Dental June 30, 2018 DWP

Services Provided:	Delta Dental	MCNA Dental	Grand Total
Unique Members Receiving Services	40,502	10,263	50,765
Dental Services Provided	177,611	1,266,345	1,443,956
		Correction	

Helpline	Delta Dental	MCNA Dental	Grand Total
Provider Calls that Enter Queue	4,107	1,031	5,138
Member Calls that Enter Queue	6,378	6,217	12,595

Unique Network Providers Rendering Services*	Delta Dental	MCNA Dental	Grand Total
General Dentist	1,337	350	1,687
Oral Surgeon	90	25	115
Pedodontist	48	17	65
Endodontist	37	4	41
Prosthodontist	19	9	28
Periodontist	18	2	20
Orthodontist	6	2	8
Grand Total	1,555	409	1,964

*Based on rolling 12 month

Benefit Level Reporting:	Delta Dental	MCNA Dental	Grand Total
DWP Count of Members with Basic Dental Benefits	0	0	0
DWP Count of Members with Full Dental Benefits	211,569	95,834	307,403
Grand Total	211,569	95,834	307,403

Healthy Behaviors	Delta Dental	MCNA Dental	Grand Total
DWP Healthy Behaviors: Preventative Service	35,356	7,629	42,985
DWP Healthy Behaviors: Self Assessment	6,820	1,750	8,570
DWP Healthy Behaviors: Self Assessment & Preventative	28,151	1,395	29,546

Claims By Paid Date	Delta Dental	MCNA Dental	Grand Total
Paid	10,874,943	2,245,432	13,120,375
Denial	3,700,620	1,412,987	5,113,607
Grand Total	14,575,564	3,658,419	18,233,983

Claims	Delta Dental	MCNA Dental	Grand Total
Average Days from Receipt to Payment	6.563	13.243	

6+ Month Coverage:

	Count	Percent
	Delta Dental	MCNA Dental
DWP Unique Members with 6+ Month Coverage	199,234	79,629
DWP Unique Members with 6+ Month Coverage and Accessing Care	81,067	7,635
DWP Unique Members with 6+ Month Coverage Accessing Care and an Oral Exam	67,348	4,302
DWP Unique Members with 6+ Month Coverage Accessing Care and an Oral Exam and 6-12 Month follow-up	23,313	248

Appeals

Delta Dental	MCNA Dental	Grand Total
Number of Appeals Received this Quarter	36	21
Appeals Resolved within 45 days	36	21
% of Appeals Resolved in 45 Days	100%	100%

Delta Dental	MCNA Dental	Grand Total
CRITERIA NOT MET		8
FREQUENCY		4
NON-COVERED SERVICE		2
DDS NON PAR		1
NO PRIOR AUTHORIZATION		1
MEDICAL NECESSITY		17
ADMINISTRATIVE DENIAL		4

Grievances

Delta Dental	MCNA Dental	Grand Total
Grievances Received this Quarter	13	789
Grievances Resolved within 30 Days	13	700
% of Grievances Resolved in 30 Days	100%	88%

Delta Dental	MCNA Dental	Grand Total
DISSATISFACTION WITH A COMPLAINT OR APPEAL RESOLUTION		4
QUALITY OF OR ACCESS TO SERVICES		4
QUALITY OF OR ACCESS TO CARE		3
INAPPROPRIATE ACTIONS OR BEHAVIOR OF DENTIST		1
POTENTIAL FRAUD, ABUSE, OR WASTE		1
SIGN/INCLEMENT		789
DISSATISFIED WITH INFORMATION GIVEN BY CUSTOMER/AD		1
DISSATISFIED WITH INFORMATION GIVEN BY GRIEVANCE & -		1
MISLEADING OR INCORRECT INFORMATION PRESENTED IN		1

Outreach Reporting

Delta Dental Presentations were made to contractors with the state MIECHV program and the Title X Family Planning program, along with Community Health Worker UnitedHealth regarding healthy behavior completion for members. Outreach efforts included exhibiting at the Prevent Child Abuse Iowa conference, FC Bank of Iowa Partner Agency conference, and the Iowa Care4Divers conference. Staff continued to participate in the Opportunity New Iowans work group, Lifelong Smiles Coalition, and Dallas County SIM Community Coalition. Direct outreach and education to members has been in partnership with the Food Bank of Iowa through their mobile pantry program and the All Care Health Fair, along with approximately 35,000 texts and 15,000 postcards sent for healthy behaviors completion. Outreach materials, such as flyers and posters, along with the DWP member handbooks were updated to reflect changes

MCNA Dental Null
 Not Provided

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 2018		May 2018		June 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)	28,397	15,253	29,002	15,239	29,673	15,122
Members who owe premiums (did not complete healthy behaviors)	24,206	11,650	24,788	11,641	25,496	11,601
Members who completed Healthy Behaviors (premiums waived)	4,191	3,603	4,214	3,598	4,177	3,521
Members who declared hardship (premiums waived)	1070	900	1,007	850	966	756
American Indian/Alaskan Natives (exempt)	1,128	247	1,130	255	1,167	260
Medically Frail (exempt)	3,221	2,203	3,270	2,199	3,293	2,226
Members in the Health Insurance Premium Payment Program (exempt)	48	86	52	78	49	77
Members ineligible for IHAWP - churn (exempt)	1,938	738	1,837	651	1,599	648
Members with incomes below 50% FPL (exempt)	40,915	7	41,864	8	43,279	8
Members with debt sent to collections for failure to pay premiums within 90-day grace period	0	4795	0	4845	0	4884
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)	0	959	0	851	0	791
Members who reenrolled during the quarter		253		166		372
Members within initial 13 month grace period	54,462	17,796	53,821	17,548	53,500	17,448