



**Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
April 1, 2015 – June 30, 2015**

**July 30, 2015**

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## **I. EXECUTIVE SUMMARY**

The Iowa Health and Wellness Plan (IHAWP) became effective on January 1, 2014, as the state's approach to expand Medicaid under the Patient Protection and Affordable Care Act (ACA). The IHAWP is comprised of two distinct 1115 waiver programs. Individuals are eligible for a program based on status relative to the Federal Poverty Level (FPL):

1. The Iowa Wellness Plan (IWP) – Covers individuals ages 19 through 64 with income up to 100 percent of the FPL. In this plan, coverage is administered directly through the state Medicaid agency, the Iowa Medicaid Enterprise (IME).
2. The Iowa Marketplace Choice Plan (MPC) – Also covers ages 19 through 64, but with income from 101 percent of the FPL up to 133 percent of the FPL. This plan provides premium assistance for coverage offered by a qualified health plan (QHP) in the Healthcare Marketplace established under the ACA. MPC members receive coverage through a QHP, Coventry Health Care of Iowa (Coventry), or through the IWP.

During second quarter of 2015, the Iowa Medicaid Enterprise continued efforts to support the state's approach on the waiver of non-emergency medical transportation for IHAWP members. On May 29, 2015, the state submitted a second amendment to CMS to continue the waiver through December 31, 2016. Other key activities during the quarter included:

- Provider engagement resulting in additional managed care counties
- Additional communication to IHAWP members and providers about changes in the healthy behaviors program;
- Established an Accountable Care Organization agreement with Mercy ACO, LLC;
- Finalization and CMS approval of the Dental Wellness Plan contract; and
- Finalization and CMS approval of the Healthy Behaviors evaluation design.

Following this letter is a detailed report of key activities and statistics for the second quarter, consistent with the STCs. Do not hesitate to contact me at 515-256-4621 or [mstier@dhs.state.ia.us](mailto:mstier@dhs.state.ia.us), or Deanna Jones at 515-256-4652 or [djones1@dhs.state.ia.us](mailto:djones1@dhs.state.ia.us) should you have any questions about this report or any other aspects of the new programs.

Sincerely,

Miki Stier  
Director  
Iowa Medicaid Enterprise

## **II. SIGNIFICANT ACTIVITIES OF THE QUARTER**

### **1. Member Engagement**

Member outreach for the second quarter included communication updates on the wellness exam definition under the Healthy Behaviors Program. Communications were updated to add a dental exam as an option to the definition of the wellness exam. In order to complete the healthy behaviors requirement, a member must complete a dental or physical exam; and complete a health risk assessment. An example of healthy behavior communications can be found at <https://dhs.iowa.gov/sites/default/files/HealthyBehaviorsMemberCommWellness.pdf>.

### **2. Provider Activities**

#### Recruitment:

- The IME Provider Services Outreach Team communicated Iowa Wellness Plan information to Iowa providers specifically targeting primary care providers to address patient needs.
- The number of participating primary care providers/ patient managers totaled 1,550 at the end of the second quarter of 2015.
- Effective April 1, 2015, the total number of managed care counties increased from 87 to 89.

#### Education:

- Throughout the second quarter of 2015, community partners and provider associations requested informational meetings, panels, and presentations about the IHAWP.
- Provider Services Outreach met with the Iowa Chapter of the American Association of Professional Coders to discuss topics of interest, which included common claim issues and eligibility.
- [Informational Letter 1499](#) was released to Iowa Medicaid providers to explain the addition of dental exams as a wellness exam option under the healthy behaviors program. This change was made retroactive to January 1, 2015.

#### Accountable Care Organization:

- During the second quarter, Mercy Medical entities ended their partnership with the University of Iowa Health Alliance and began contracting directly with the IME under Mercy ACO, LLC. Effective April 1, 2015, Mercy ACO became the fifth ACO to provide services to the IWP population.
- Current information about ACOs and the Medical Home Bonus Program can be found at <http://dhs.iowa.gov/ime/about/iowa-health-and-wellness-plan/ACO-VIS>.

### **3. Public Communication**

#### Press Release/Coverage:

In the second quarter of 2015, the Iowa Health and Wellness Plan and its unique approach to member healthy behaviors were mentioned in national media under

Kaiser Health News: [“Paying Medicaid enrollees to get checkups, quit smoking and lose weight: Will it pay off?”](#).

#### 4. Legislative Developments

There were no legislative related activities during second quarter 2015. The most recent IHAWP administrative rules can be accessed at:

<https://www.legis.iowa.gov/docs/ACO/chapter/07-08-2015.441.74.pdf>

## II. ELIGIBILITY/ENROLLMENT

### 1. Quarterly Enrollment

Over the second quarter, the overall IHAWP population increased by 3 percent for an ending total of 133,953. The IWP component increased over the quarter by 3 percent with an ending total of 100,119.

Effective December 1, 2014, CoOpportunity Health withdrew from the MarketPlace Choice Plan, which resulted in transitioning CoOpportunity Health members to the IWP. While Coventry continues to serve MPC members, Coventry is not enrolling new members or members who were disenrolled from CoOpportunity Health. Of the total 100,119 eligible IWP members, 16,262 were enrolled with the HMO and 52,783 were enrolled with a primary care manager. Of the total 33,582 MPC members, 24,161 received services through the IWP.

At the end of the second quarter, access to managed care was available in 89 of Iowa's 99 under the IWP. IWP enrollment totals by county as of June 30, 2015, can be found at:

[http://dhs.iowa.gov/sites/default/files/IHAWPEnrollmentMaps\\_June2015.pdf](http://dhs.iowa.gov/sites/default/files/IHAWPEnrollmentMaps_June2015.pdf)

Monthly enrollment totals for the IHAWP population are shown below.

Plan/Coverage Group	April	May	June
Marketplace Choice	32,867	33,871	33,582
Wellness	97,322	100,582	100,119
Presumptive IHAWP*	245	415	252
Total	130,434	134,868	133,953

\*Presumptive IHAWP – Members are defaulted to the Wellness Plan until provider assignments are established.

### 2. Special Population Groups

The state identifies specific population groups enrolled in the IHAWP to monitor their health care needs 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 IWP enrollment totals for these groups at the end of second quarter 2015.

Population Group	April	May	June
19-20 Year-old	4,698	4,770	4,737
American Indian/Alaskan Native	1,272	1,329	1,307
Medically Exempt	12,825	13,960	14,464
Total	18,795	20,059	20,508

### **III. ACCESS/DELIVERY**

#### **1. Access to Care Standards**

Provider access standards were established to ensure the infrastructure for the IWP is adequate for timely access to care for members. These standards are comprised of similar access standards proven to be effective for the state's Medicaid managed care population, and NCQA standards:

- Ninety-five percent of IWP members will reside in counties that meet timely access standards.
- Ninety percent of IHAWP members either 1) live in a county that has at least one provider that has an NCQA Element 1B score of at least 50 percent or 2) live within 30 miles of a provider that has an NCQA Element 1B score of at least 50 percent.

#### **2. Monitoring Access and NCQA Standards**

Each quarter the state conducts a provider survey of 60 IWP participating patient managers to monitor access standards. At the end of the fourth quarter, the state will combine quarterly survey results from 240 patient managers to complete the monitoring process for the calendar year.

The IME consulted with the University of Iowa Public Policy Center (UIPPC) to develop a survey that captures responses from rural, urban, and near-urban providers. This methodology categorizes Iowa's 99 counties into four groups and applies a weighted scale to each group based on the population size to ensure the survey accurately reflects the ratio of providers to which members have access.

First and second quarter survey results (120 patient managers) revealed the state met both access and NCQA standards. See Attachment 1 for more information on access standards and survey results.

#### **3. Network Adequacy**

See Attachment 2 for maps that show provider access by county for the IHAWP population.

#### **4. Service Delivery**

Federally Qualified Health Centers, Rural Health Clinics, and Indian Health Clinics – See Attachment 3 for wrap payments made to these providers between January 1, 2014 and March 31, 2015, for the IHAWP population.

### **IV. COMPLAINTS/GRIEVANCES/APPEALS**

#### **1. Complaints/Grievances**

IHAWP members have access to IME's Member Services Call Center to express their questions or concerns about the program. During second quarter 2015, the IME received a low number of complaints with the majority consisting of basic questions about IWP benefits. Call Center staff were able to resolve all issues with members during the calls. The following information provides a summary of complaints.

<b>Complaint Type</b>	<b>April</b>	<b>May</b>	<b>June</b>
Benefits and Services	20	12	9
Access	4	0	1
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	1	2	1
Premiums and Cost Sharing	2	1	0
Healthy Behaviors	5	2	2
Non-emergency Medical Transportation	0	0	2
EPSDT Services	0	0	0

#### **2. Appeals/Exceptions**

During second quarter IWP members/providers requested 78 exceptions to Medicaid policy and 22 requests for appeal hearings. See Attachment 4 for more details.

### **VI. Budget Neutrality/Fiscal Issues**

During second quarter, the state did not encounter any significant financial issues related to the IWP. See Attachment 5 for the actual number of member months for the IWP as of June 30, 2015.

### **VII. Other Activities**

#### **1. Dental Wellness Plan**

On April 8, 2015, CMS approved Iowa's pre-paid ambulatory health plan (PAHP) contract with Delta Dental of Iowa with an effective date of May 1, 2014. The purpose

of the contract is to provide tiered dental benefits to the IWP and MPC populations through a PAHP, the Dental Wellness Plan (DWP). Additionally, CMS approved the DWP capitation rates submitted April 29, 2014, for the period of May 1, 2014 to June 30, 2017. See Attachment 6 for additional information related to the DWP.

## **2. Healthy Behaviors Program and Premium Monitoring**

During second quarter the state announced a change in the wellness exam definition to include a dental exam as an option. Effective January 1, 2014, an annual physical exam or a dental exam satisfies the exam component under the healthy behaviors program. Members must also receive a health risk assessment to meet the healthy behaviors requirement to avoid paying monthly contributions. See the [Healthy Behaviors Program web page](#) for more information.

In accordance with the STCs, the state is required to monitor premium related activities of IHAWP members with incomes between 50 and 133 percent of the FPL. This information is contained in Attachment 7. See Attachment 8 for healthy behavior activities of IHAWP members as of June 26, 2015.

## **3. Non-Emergency Medical Transportation**

The STCs of the original IWP and MPC 1115 demonstrations required the waiver of non-emergency medical transportation (NEMT) to sunset on December 31, 2014, with a possible waiver extension based on evaluation results of the impact on access to care. In the fourth quarter of 2014, the state requested an amendment to extend the NEMT waiver because adequate data were not available to conduct a full evaluation within the allowed time period. On December 30, 2014, CMS approved the state's request to extend the NEMT waiver through July 31, 2015, with additional time to present further data by May 31, 2015.

On May 29, 2015, the state submitted a second amendment with evaluation results to CMS requesting continuation of the NEMT waiver through December 31, 2016, to maintain the state's original approach to Medicaid expansion within the 1115 demonstrations.

## **4. Evaluation Design**

The state's evaluation team, the University of Iowa Public Policy Center, received guidance from CMS to finalize the Healthy Behaviors evaluation design requirements. On April 20, 2015, [CMS approved the evaluation designs](#) for the IWP and MPC 1115 demonstrations.

## **VIII. Additional Information**

Additional information about the IHAWP can be accessed at <http://dhs.iowa.gov/ime/about/iowa-health-and-wellness-plan>. Please contact Deanna Jones at 515-256-4652 or [djones1@dhs.state.ia.us](mailto:djones1@dhs.state.ia.us), to discuss information related to the quarterly reports.



## **Attachments**

1. IWP Provider Access Survey Results
2. IHAWP Network Access Maps
3. IHAWP Wrap Payments
4. IWP Appeals and Exceptions Report
5. Financial Reporting - IHAWP Member Months
6. Dental Wellness Plan Report
7. Premium Monitoring Report
8. Healthy Behaviors Activity Report



# CMS Quarterly Report

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**Iowa Wellness Plan**

**2nd Quarter 2015**

## **[Iowa Wellness Plan Quarterly Report – 2nd Quarter 2015](#)**

**[Attachment 1](#) – IWP Provider Access Survey Results**

**[Attachment 2](#) – IHAWP-Network Access Maps**

**[Attachment 3](#) – IHAWP Wrap Payments**

**[Attachment 4](#) – IWP Exceptions and Appeals Report**

**[Attachment 5](#) – IWP Member Months**

**[Attachment 6](#) – Dental Wellness Plan Report**

**[Attachment 7](#) – Premium Monitoring Report**

**[Attachment 8](#) – Healthy Behaviors Activity Report**

## **Access to Care and NCQA Standards Survey Results**

Iowa strives to ensure ninety-five percent of members reside in counties that meet timely access to care standards. This goal is supported by accumulated results of quarterly surveys of participating patient managers. For the first and second quarters of 2015, the IME sampled 120 providers across 99 counties to determine compliance with the following access to care standards:

- 1) Ninety-five percent of Iowa Wellness plan members reside in counties that meet all timely access to care standards and
- 2) Ninety percent of members live in a county that either:
  - a) Reside in a county that has at least 1 provider that has an NCQA Element 1B score of at least 50 percent or
  - b) Reside within 30 miles of a provider that has an NCQA Element 1B score of at least 50 percent.

### **1. Timely Access to Care Standards**

Measures Tracked:

- Patients with urgent symptoms shall be seen within one day of contacting their primary care provider.
- Patients with persistent symptoms shall be seen within 48 hours of reporting of the onset of the symptoms.
- Patient routine visits shall be scheduled within four to six weeks of the date of the patient request the appointment.
- The provider shall provide or arrange for 24-hour, 7-day provider availability to enrolled recipients.

First and second quarter survey results: 111 of the 120 providers surveyed met the above access standards and 78 of 79 counties had at least one provider that met the access to care standards. Overall, patient access to care was 98.7 percent.

### **2. NCQA 1B Standards**

Measures Tracked:

- Providing access to routine and urgent care appointments outside of regular business hours.
- Providing continuity of medical record information for care and advice when office is not open.
- Providing timely clinical advice by telephone when the office is not open (critical factor).
- Providing timely clinical advice using a secure, interactive electronic system when the office is not open.
- Documenting after hours clinical advice in patient records.

First and second quarter survey results: 99 of the 120 providers surveyed met the above NCQA 1B standards and 73 out of 79 counties contained at least 1 provider that met the NCQA 1B standards. The survey methodology included the use of Urban Influence

Codes (UIC) to ensure a weighted sample in proportion with the population size of each county. Specialty, emergency, hospital or FFS primary care providers were not included in the survey.

**NCQA survey results from the first two quarters of 2015 are as follows:**

IME Category	Counties That Met NCQA 1B Standards	U of I 'weighted average' based on county population	Application of U of I 'weighted average'	<b><u>TOTAL</u></b>  <b>96.9%</b>
1	14/14	0.67	0.67	
2	9/11	0.09	0.074	
3	25/26	0.19	0.18	
4	25/28	0.05	0.045	

## Survey Results by County

Urban Influence Code	County	Meets Access to Care Y/N	Routine 4-6 weeks?	Persistent with 48 hours?	Urgent within 24 hours?	24/7 Access		Meets NCQA 50% Y/N?	Office provides access to routine and urgent care appointments outside of regular business hours?	Office provides continuity of medical record information for care and advice when the office is not open?	<b>Office provides timely clinical advice by telephone such as a Nurse Line or On Call provider when the office is not open?</b>	Office provides timely clinical advice using a secure, interactive electronic system when the office is not open?	Office documents after hours clinical advice in patient records?
2	ADAIR	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
2	ADAIR	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
4	ADAMS	Y	yes	yes	yes	yes		Y	yes	yes	yes	no	yes
3	ALLAMAKEE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
3	ALLAMAKEE	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	APPANOOSE	N	yes	yes	yes	no		N	no	no	yes	no	yes
4	APPANOOSE	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
2	AUDUBON	Y	yes	yes	yes	yes		N	yes	yes	no	no	yes
1	BENTON	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
1	BLACK HAWK	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
1	BLACK HAWK	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
2	BOONE	N	yes	yes	yes	no		Y	yes	yes	yes	no	yes
2	BOONE	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
2	BOONE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes

1	BREMER	Y	yes	yes	yes	yes		N	no	no	yes	no	no
1	BREMER	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
1	BREMER	Y	yes	yes	yes	yes		Y	yes	no	yes	no	yes
3	BUCHANAN	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
3	BUCHANAN	Y	yes	yes	yes	yes		N	yes	yes	no	yes	yes
3	BUENA VISTA	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
2	BUTLER	Y	yes	yes	yes	yes		N	no	no	no	no	yes
2	BUTLER	N	yes	yes	yes	no		Y	no	yes	yes	yes	yes
4	CALHOUN	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	CARROLL	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
4	CARROLL	Y	yes	yes	yes	yes		N	no	no	no	no	no
3	CASS	Y	yes	yes	yes	yes		N	yes	yes	no	yes	yes
3	CEDAR	N	yes	yes	yes	no		Y	no	yes	yes	no	yes
3	CEDAR	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
3	CERRO GORDO	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
3	CERRO GORDO	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
3	CHEROKEE	Y	yes	yes	yes	yes		Y	yes	no	yes	yes	no
3	CHEROKEE	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
3	CHICKASAW	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
3	CLARKE	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
3	CLAY	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
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2	CLINTON	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
2	CLINTON	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
2	CLINTON	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	CRAWFORD	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
1	DALLAS	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
3	DAVIS	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
3	DAVIS	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	DECATUR	Y	yes	yes	yes	yes		N	no	no	no	no	no
4	DECATUR	Y	yes	yes	yes	yes		Y	yes	yes	yes	no	yes

3	DELAWARE	Y	yes	yes	yes	yes		Y	yes	yes	yes	no	yes
3	DES MOINES	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
3	DES MOINES	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
3	DICKINSON	N	yes	yes	no	yes		Y	no	yes	yes	yes	yes
3	DICKINSON	Y	yes	yes	yes	yes		N	yes	yes	no	yes	yes
4	EMMET	N	yes	yes	yes	no		Y	no	yes	yes	no	yes
4	EMMET	Y	yes	yes	yes	yes		N	yes	yes	no	no	yes
3	FAYETTE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	FLOYD	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
4	FLOYD	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	FRANKLIN	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	FRANKLIN	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
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3	HAMILTON	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	no
3	HAMILTON	Y	yes	yes	yes	yes		N	yes	no	no	no	no
3	HAMILTON	Y	yes	yes	yes	yes		Y	yes	no	yes	yes	yes
4	HANCOCK	N	yes	yes	yes	no		Y	yes	yes	yes	yes	yes
4	HANCOCK	Y	yes	yes	yes	yes		Y	yes	yes	yes	no	yes
3	HARDIN	Y	yes	yes	yes	yes		N	no	no	yes	no	yes
3	HARDIN	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
3	HARDIN	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
1	HARRISON	Y	yes	yes	yes	yes		Y	yes	no	yes	no	yes
3	HENRY	Y	yes	yes	yes	yes		Y	yes	no	yes	no	yes
3	HENRY	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
3	HOWARD	Y	yes	yes	yes	yes		Y	yes	no	yes	yes	yes
4	HUMBOLDT	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
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3	IOWA	Y	yes	yes	yes	yes		Y	yes	no	yes	no	yes
3	IOWA	Y	yes	yes	yes	yes		N	yes	yes	no	yes	yes
3	JACKSON	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
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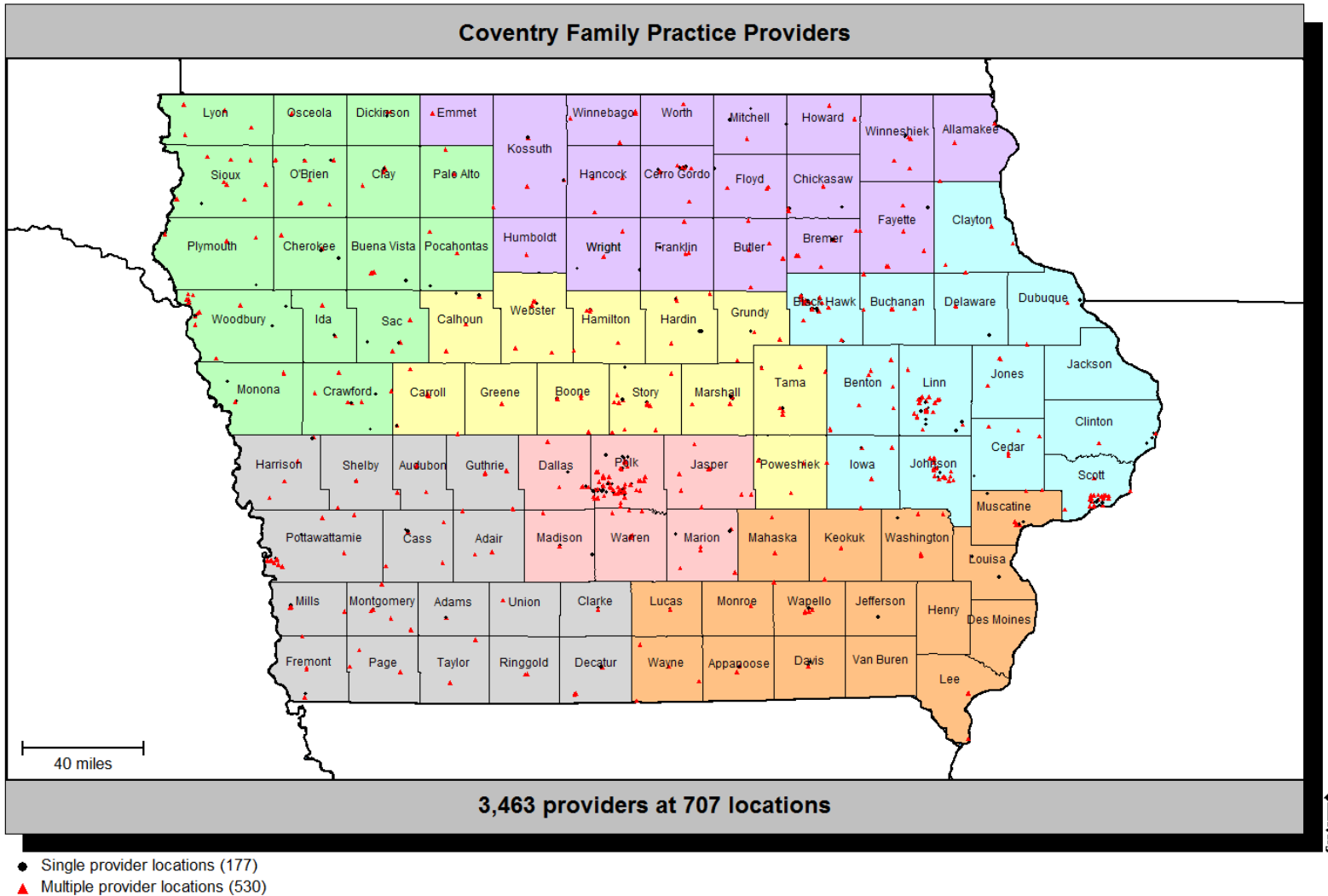
4	KOSSUTH	Y	yes	yes	yes	yes		Y	yes	no	yes	yes	yes
3	LEE	Y	yes	yes	yes	yes		Y	no	no	yes	no	no
1	LINN	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
3	LUCAS	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
3	LYON	Y	yes	yes	yes	yes		Y	yes	no	yes	yes	yes
1	MADISON	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
3	MAHASKA	Y	yes	yes	yes	yes		Y	no	yes	yes	no	no
2	MARSHALL	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
2	MARSHALL	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	MITCHELL	Y	yes	yes	yes	yes		N	yes	yes	no	no	yes
4	MONROE	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
2	MUSCATINE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	O BRIEN	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	OSCEOLA	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	PALO ALTO	Y	yes	yes	yes	yes		N	no	no	yes	no	no
4	POCAHONTAS	N	yes	no	yes	yes		Y	no	yes	yes	yes	yes
1	POLK	Y	yes	yes	yes	yes		Y	no	no	yes	yes	yes
1	POLK	Y	yes	yes	yes	yes		N	no	no	yes	no	no
4	POWESHIEK	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
4	RINGGOLD	Y	yes	yes	yes	yes		N	no	no	no	no	no
4	SAC	N	yes	yes	yes	no		Y	yes	yes	yes	yes	yes
4	SAC	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
1	SCOTT	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	SIOUX	Y	yes	yes	yes	yes		Y	yes	no	yes	no	yes
4	SIOUX	Y	yes	yes	yes	yes		N	yes	no	no	yes	yes
1	STORY	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	TAYLOR	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
4	VAN BUREN	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	VAN BUREN	N	yes	yes	yes	no		Y	no	yes	yes	yes	yes
1	WARREN	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
1	WASHINGTON	Y	yes	yes	yes	yes		Y	no	no	yes	yes	no
4	WAYNE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	no
4	WAYNE	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes



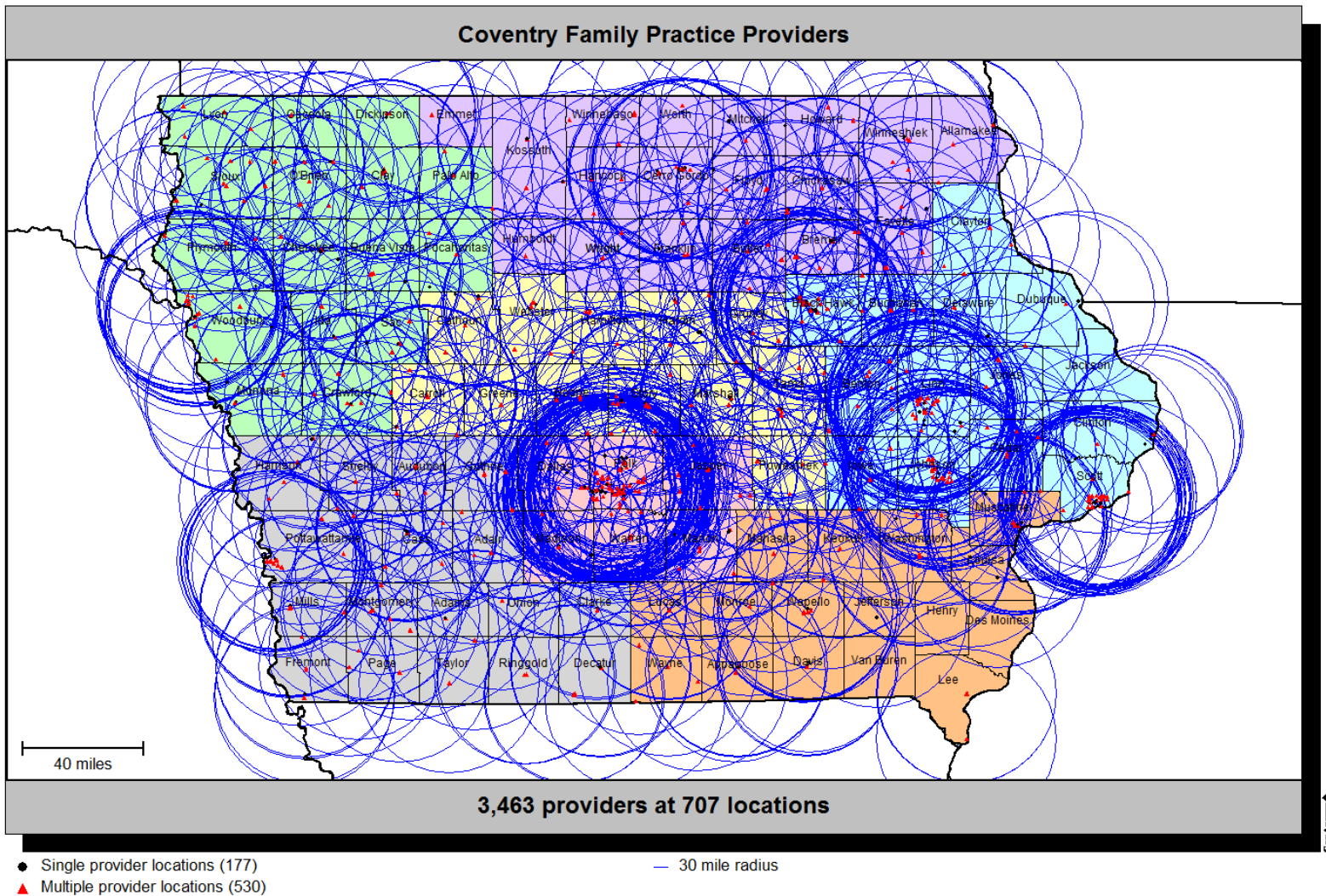
4	WINNEBAGO	Y	yes	yes	yes	yes		N	no	no	yes	no	yes
4	WINNEBAGO	Y	yes	yes	yes	yes		Y	no	yes	yes	no	yes
4	WINNESHIEK	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	WINNESHIEK	Y	yes	yes	yes	yes		N	no	no	yes	no	yes
4	WINNESHIEK	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes
1	WOODBURY	Y	yes	yes	yes	yes		Y	no	yes	yes	yes	yes
4	WRIGHT	Y	yes	yes	yes	yes		Y	yes	yes	yes	yes	yes



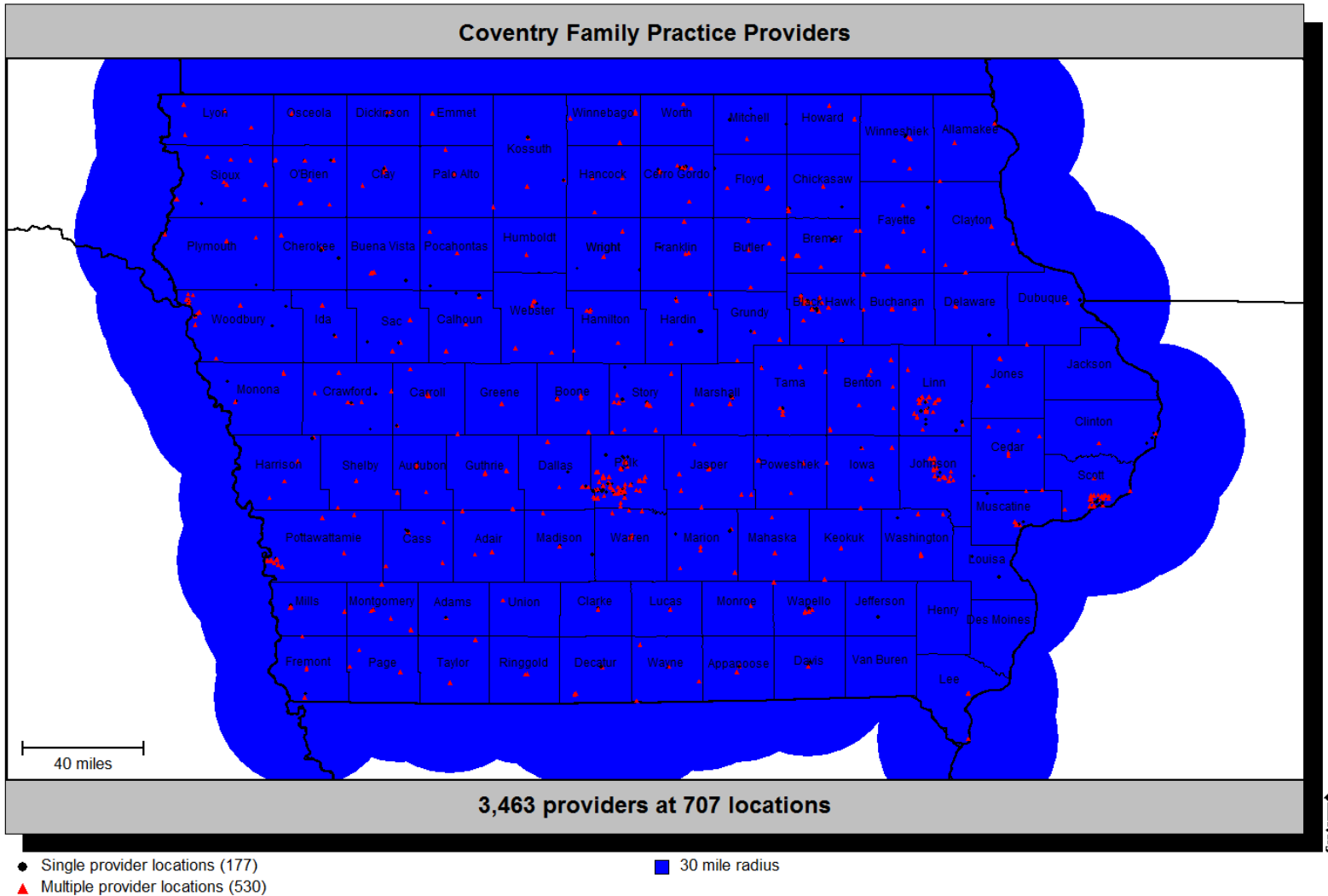
## Provider locations



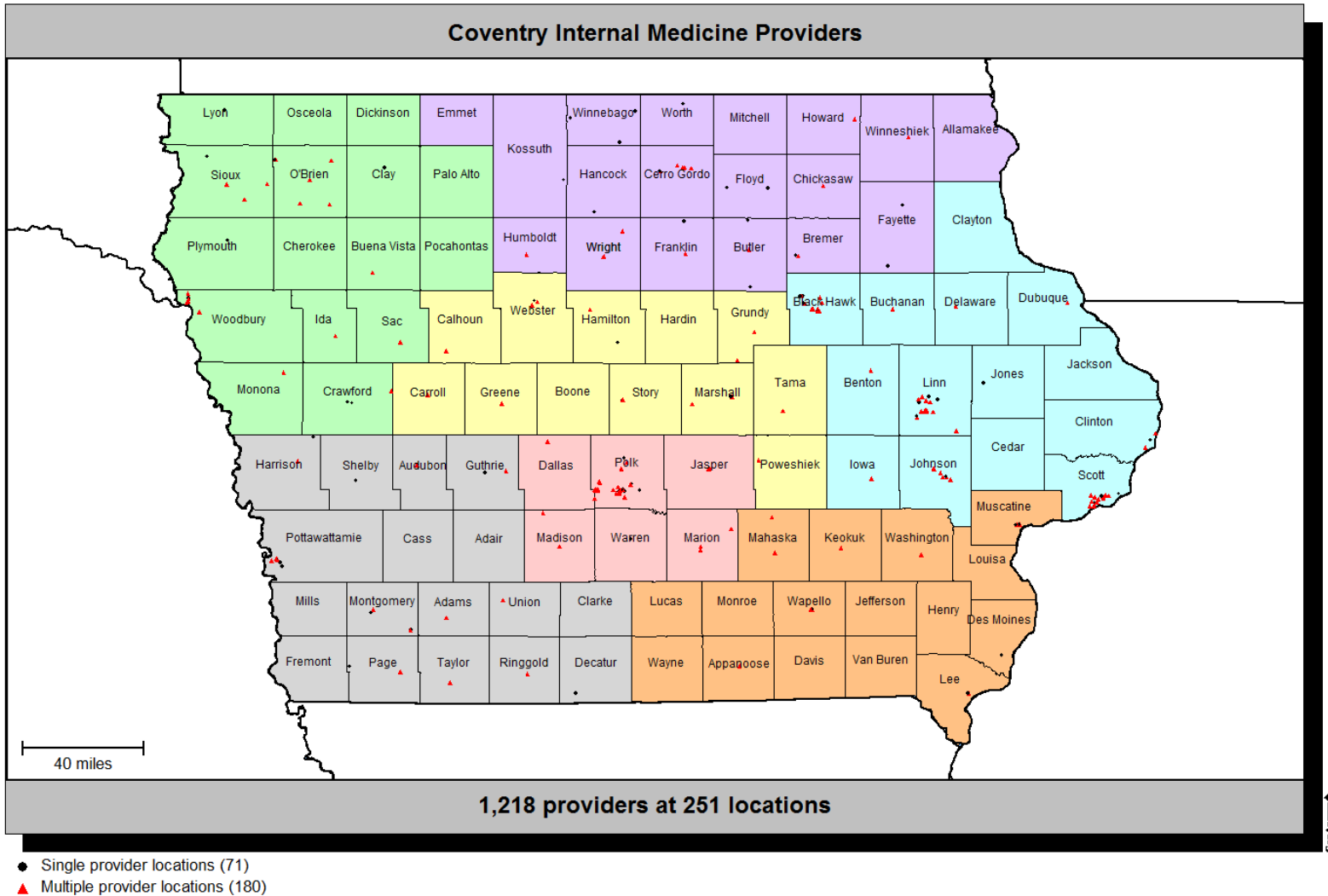
## Provider locations with 30-mile radius



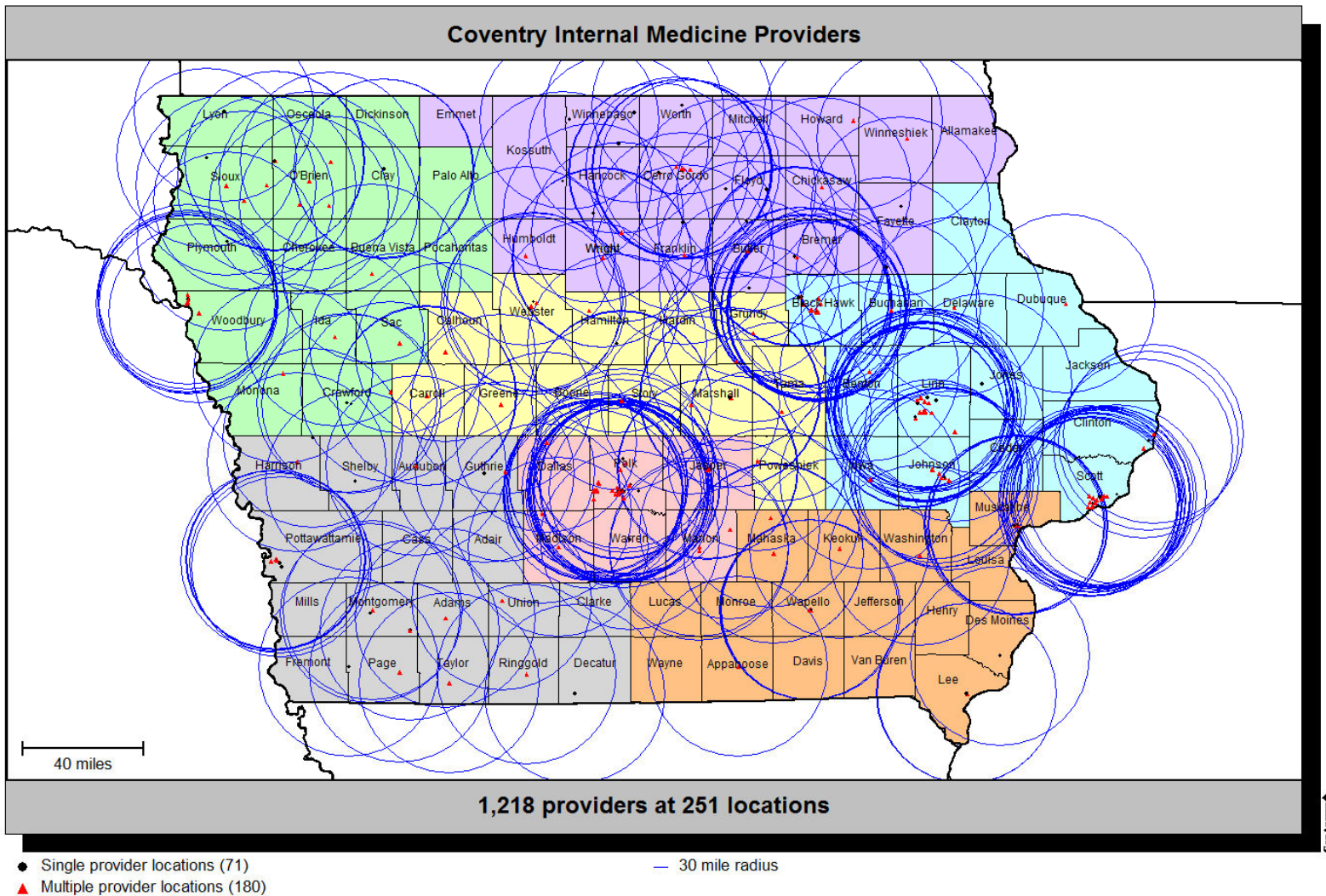
## Provider coverage/penetration



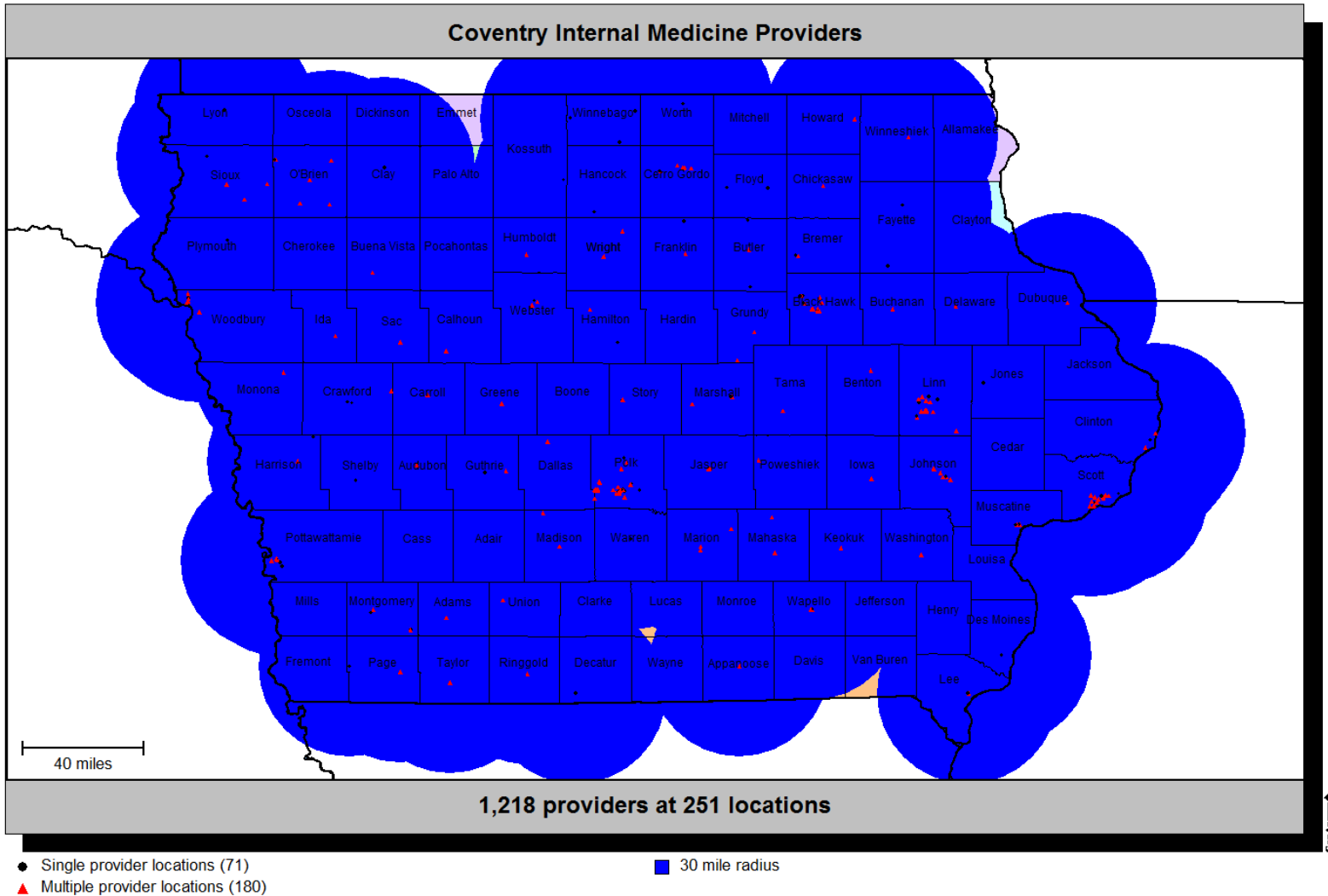
## Provider locations



## Provider locations with 30-mile radius

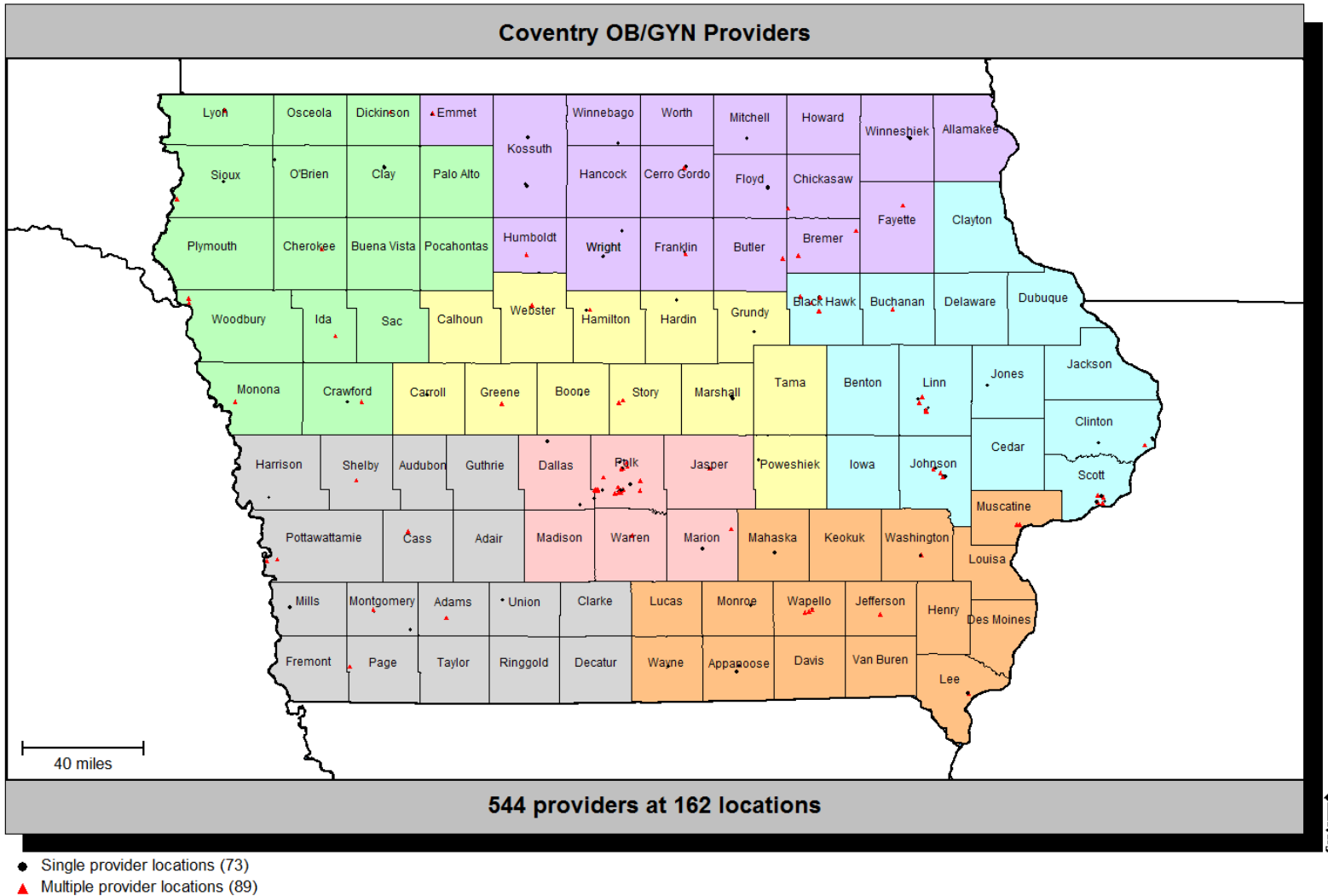


## Provider coverage/penetration

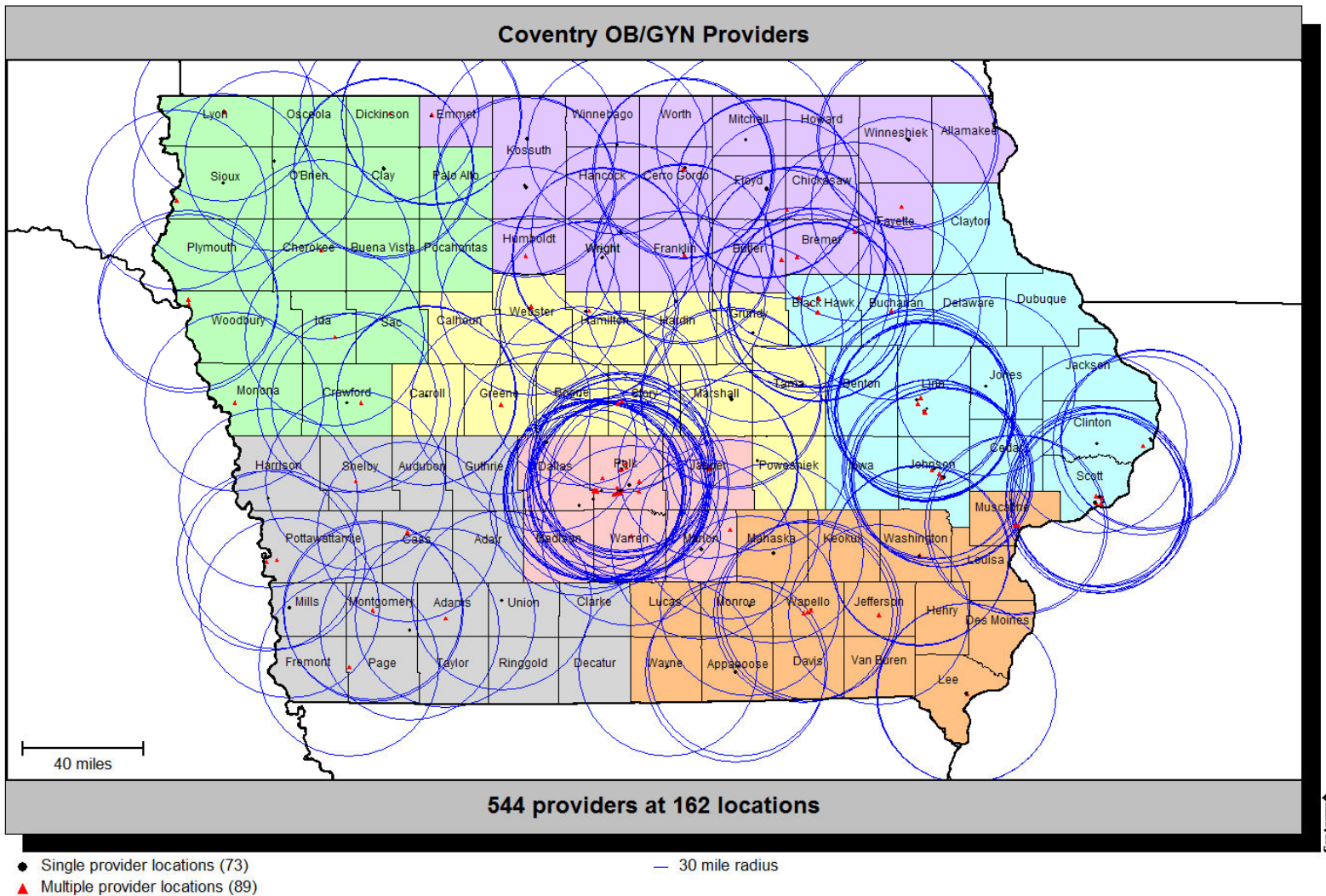




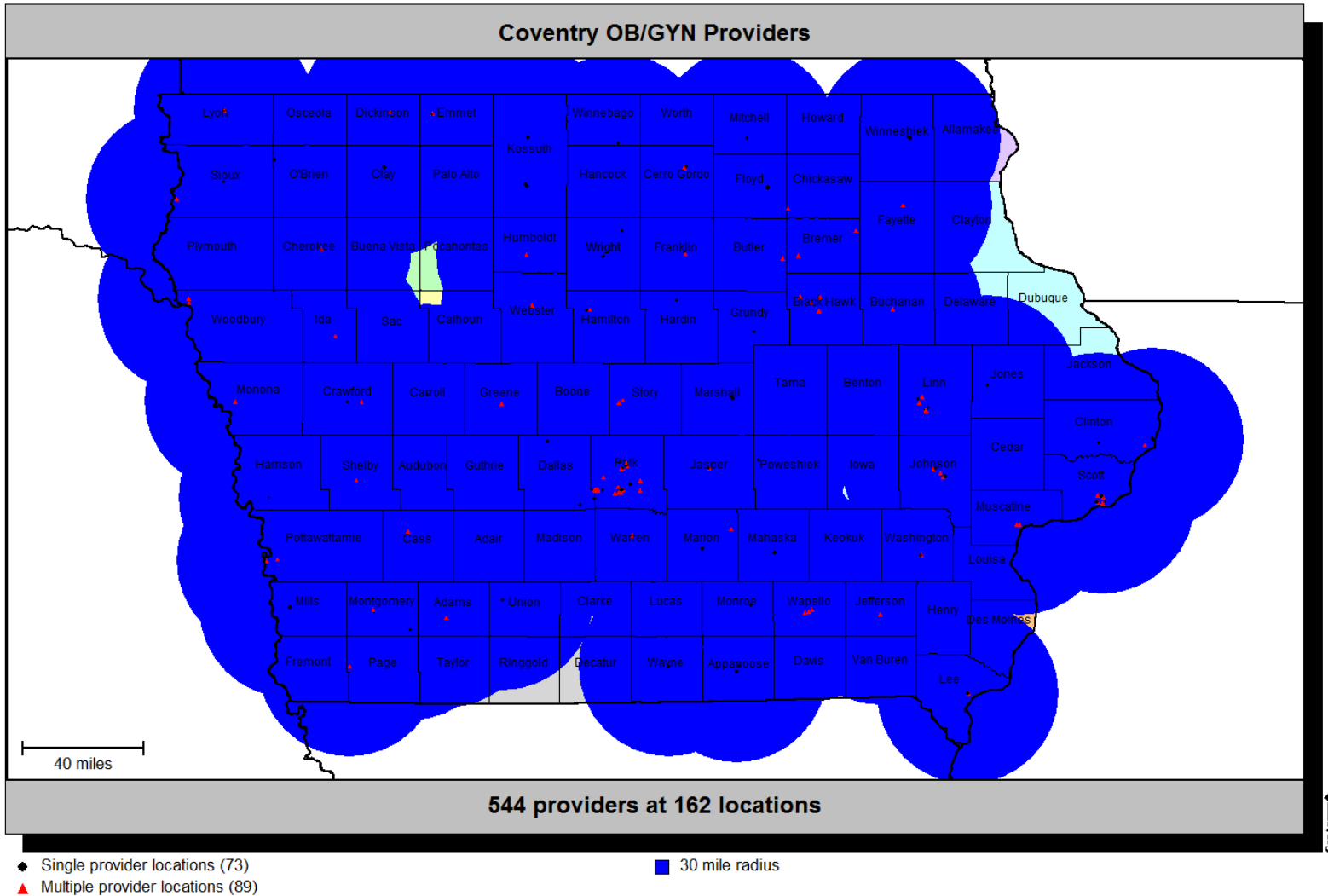
## Provider locations



## Provider locations with 30-mile radius

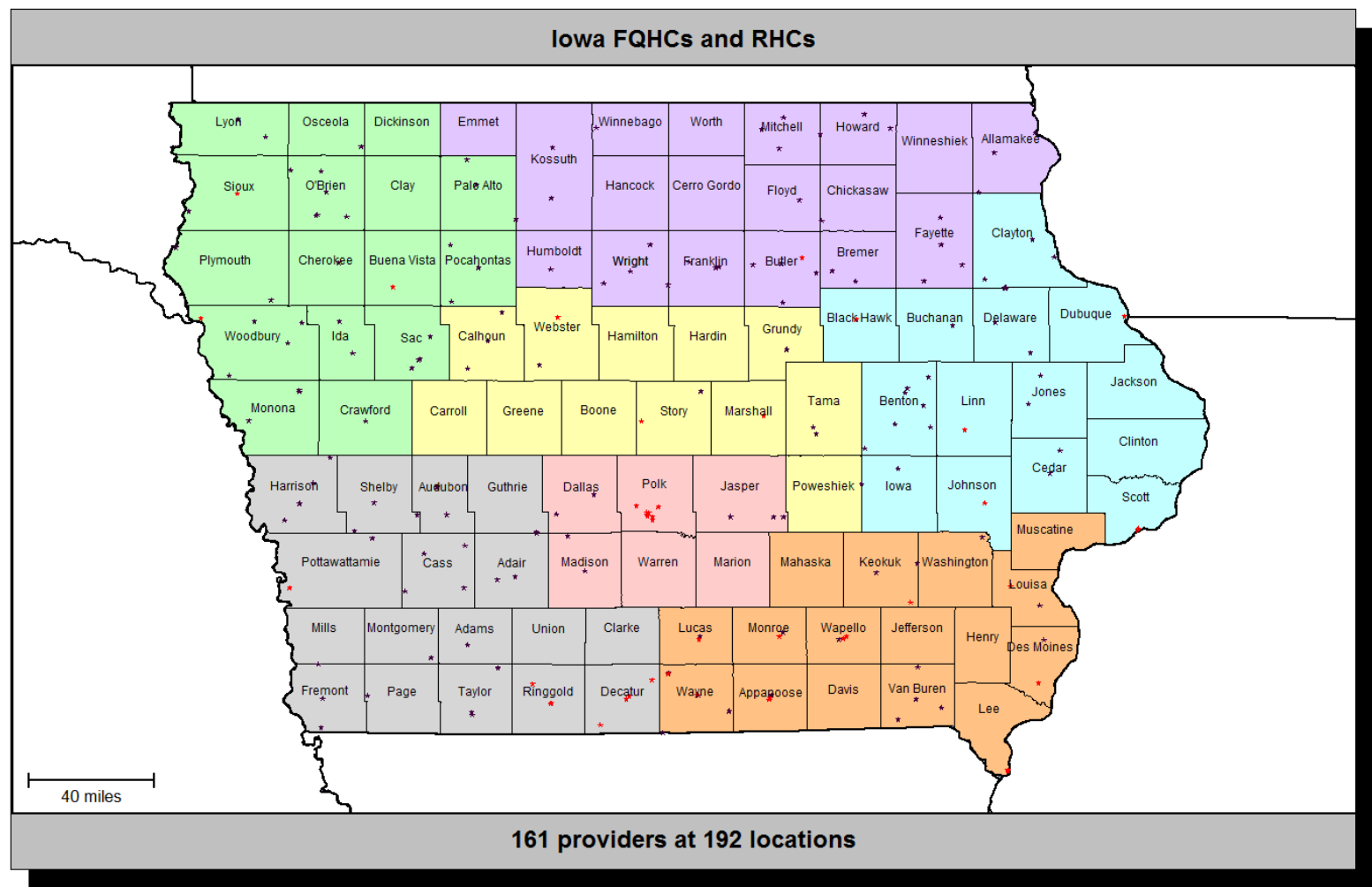


## Provider coverage/penetration



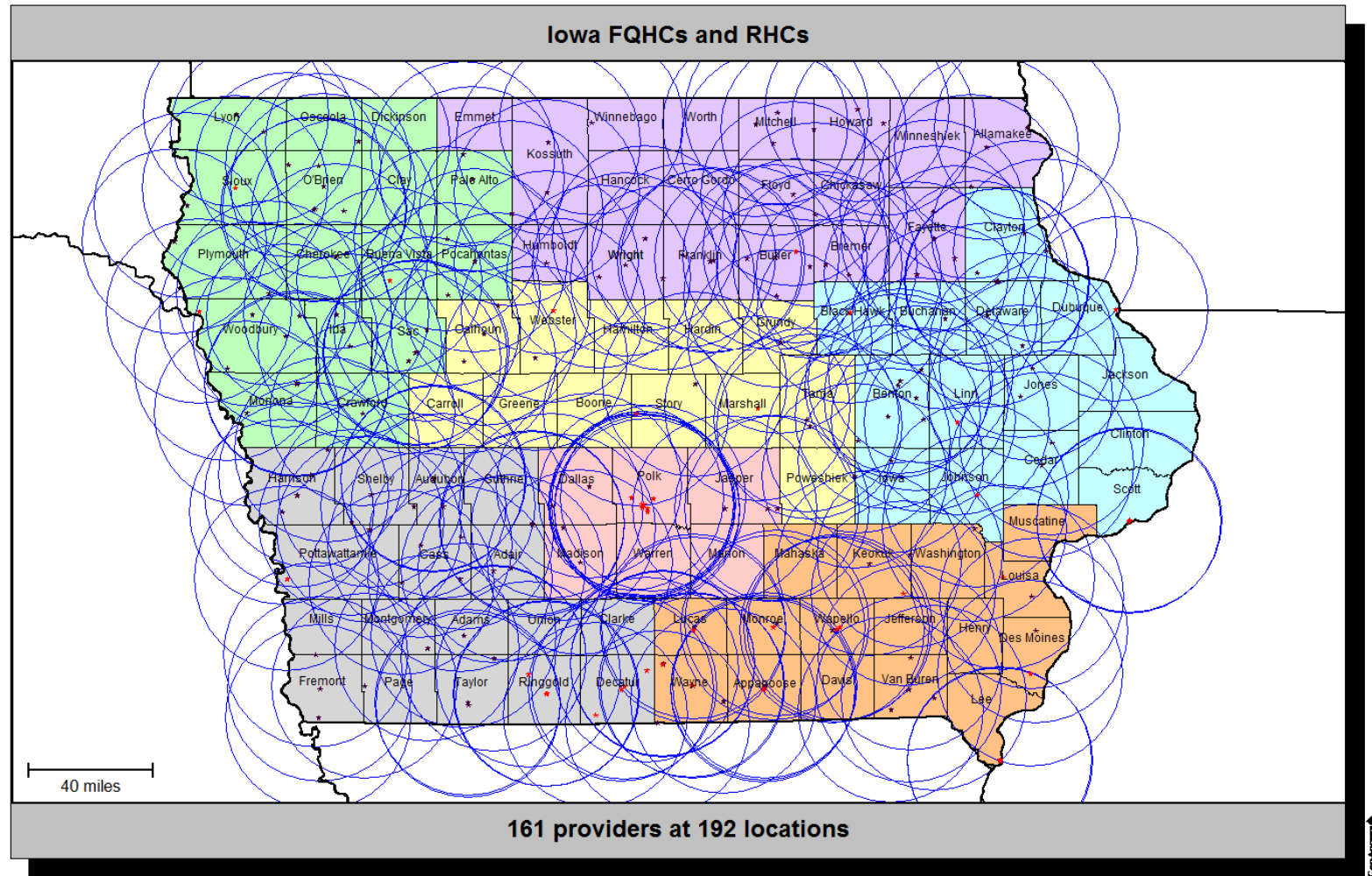


## Provider locations



- ★ Wellness Plan FQHCs (43)
- ★ Wellness Plan RHCs (149)

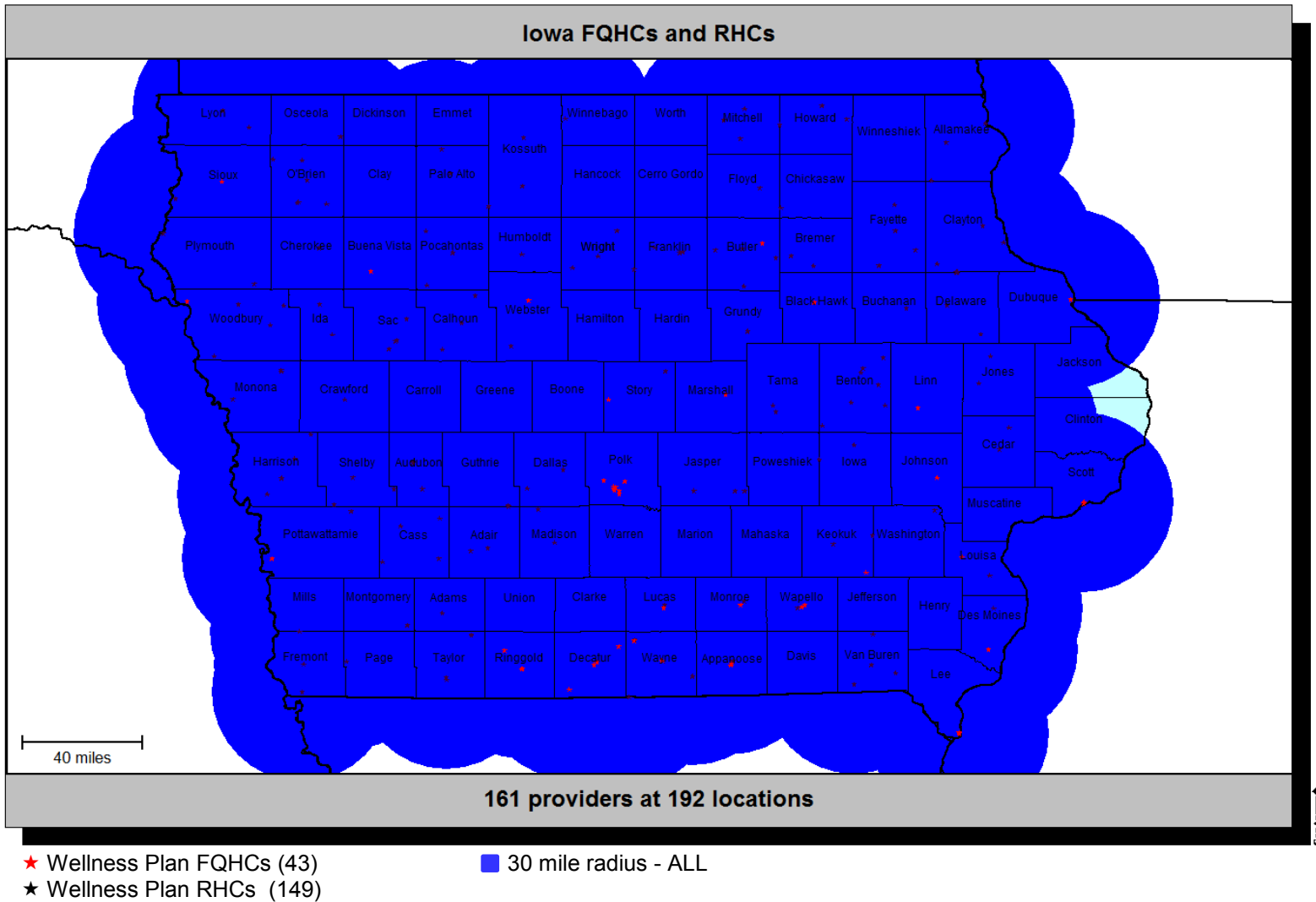
## Provider locations with 30-mile radius



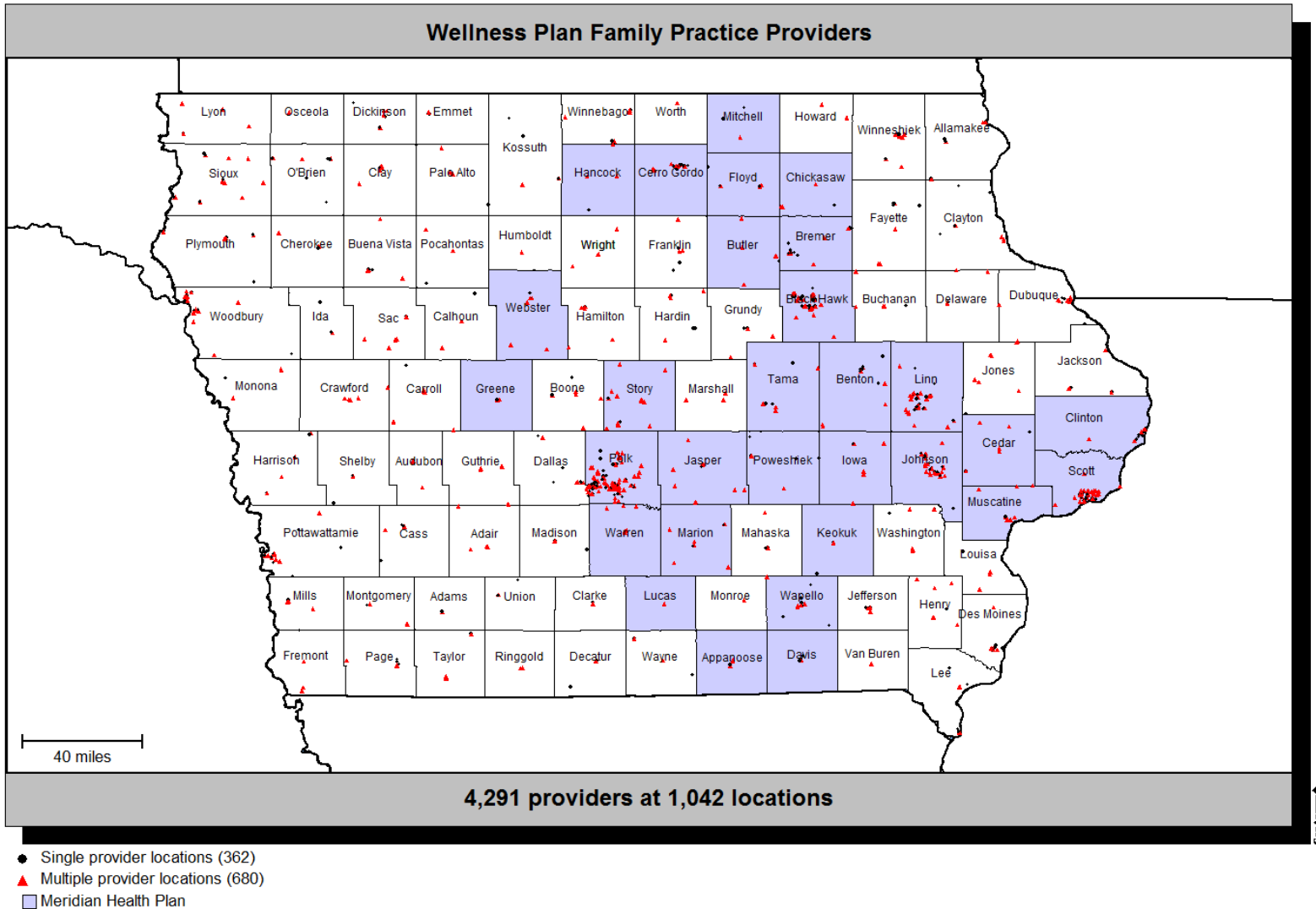
- ★ Wellness Plan FQHCs (43)
- ★ Wellness Plan RHCs (149)

— 30 mile radius - ALL

## Provider coverage/penetration

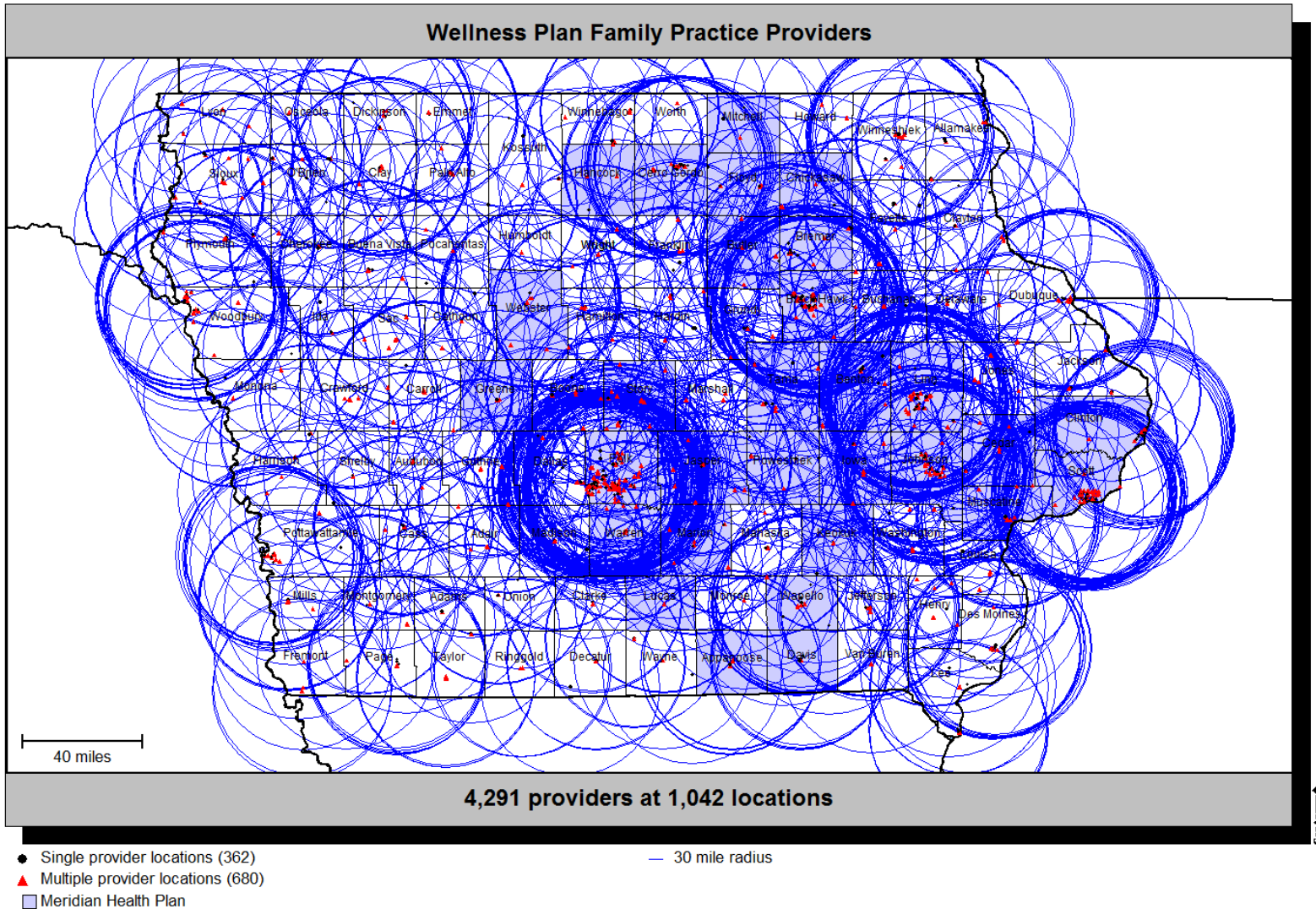


## Provider locations

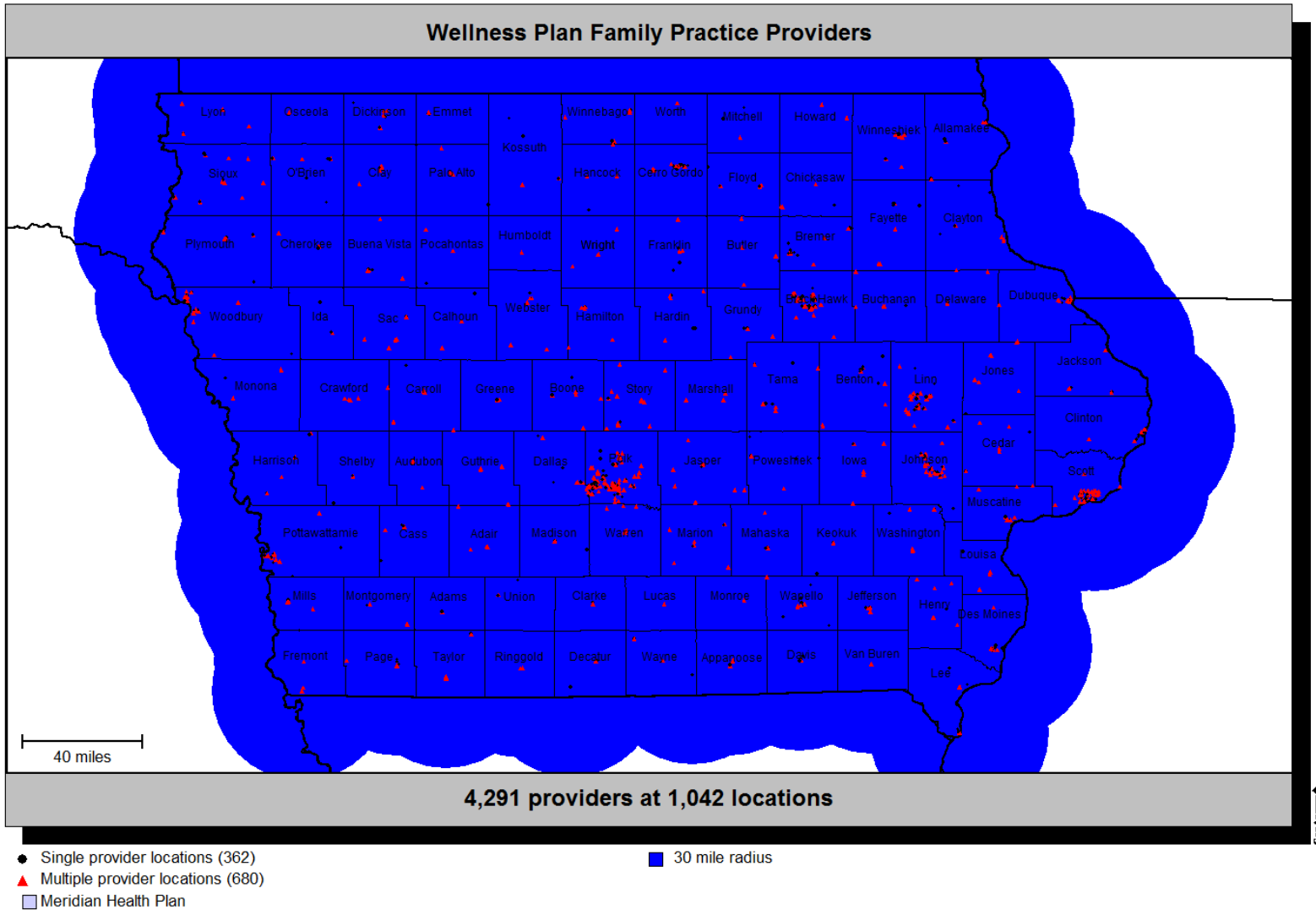




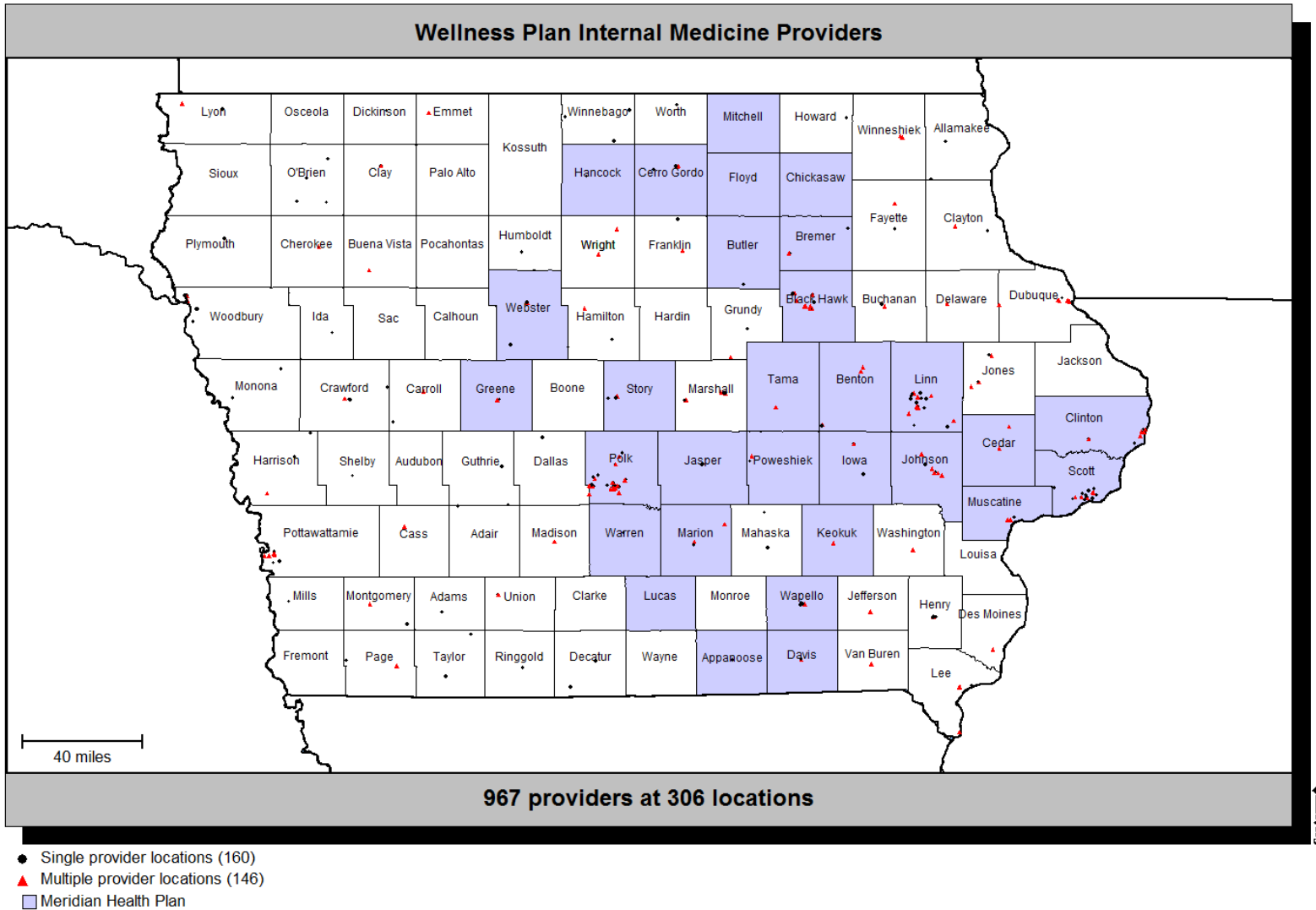
## Provider locations with 30-mile radius



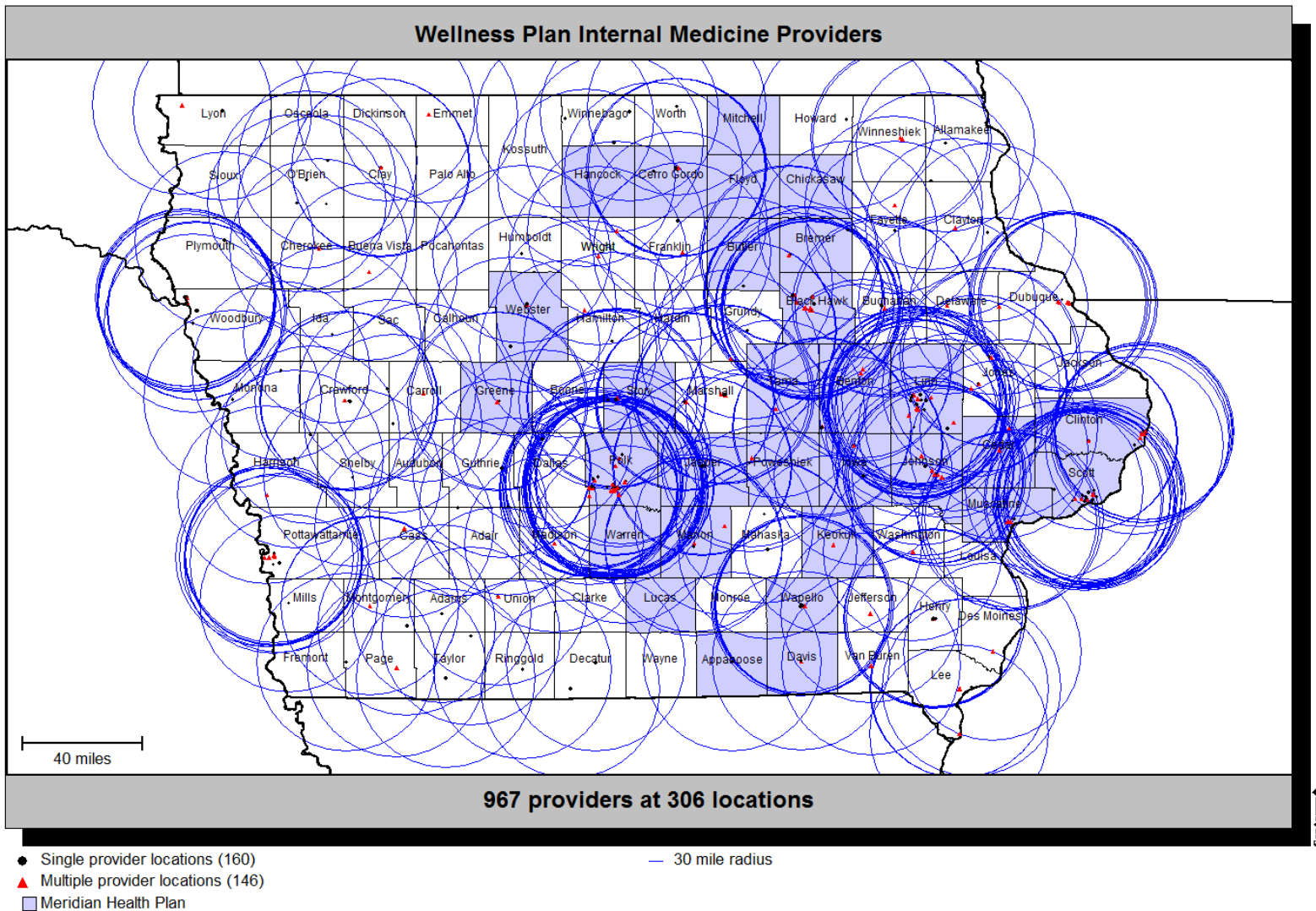
## Provider coverage/penetration



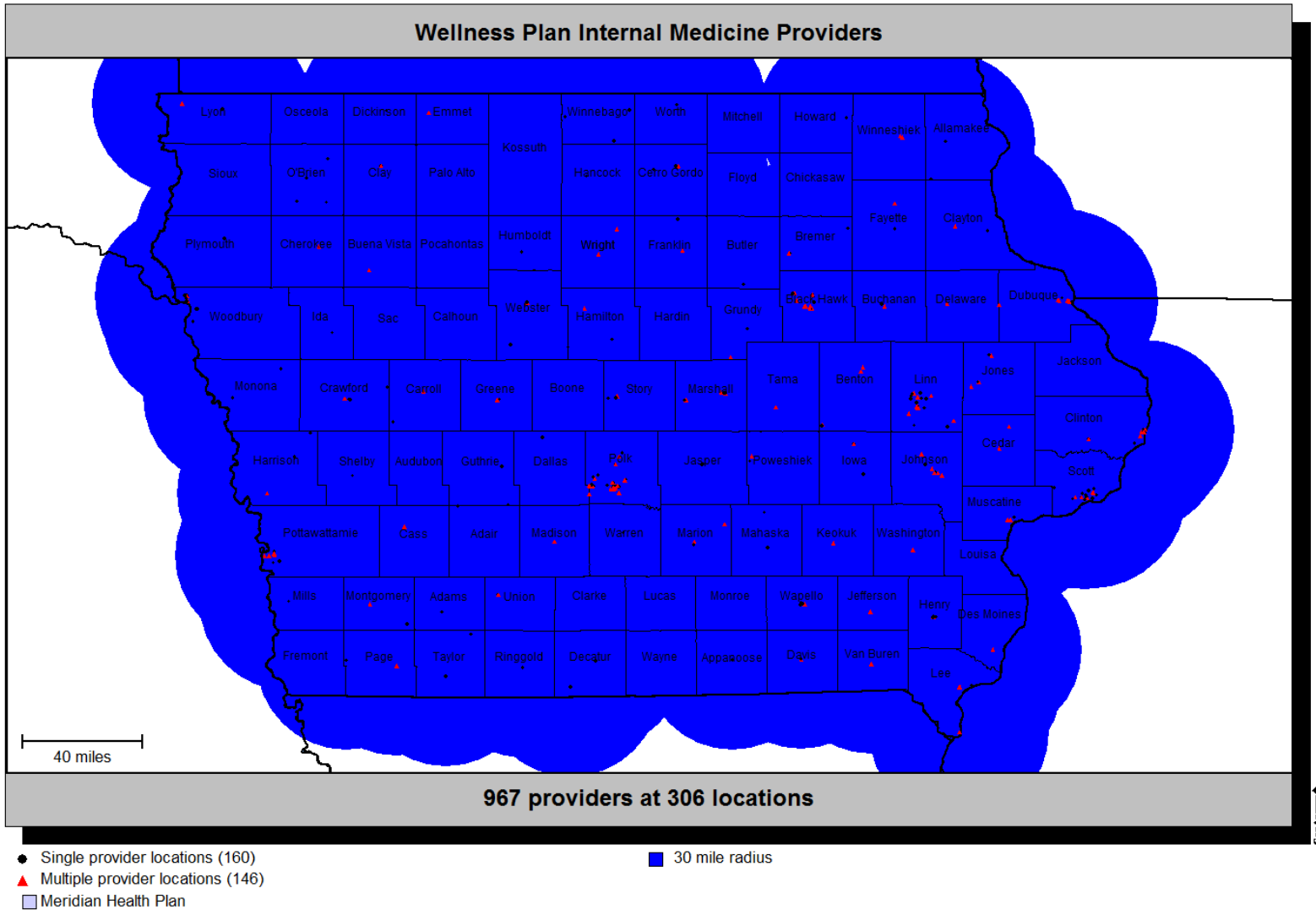
## Provider locations



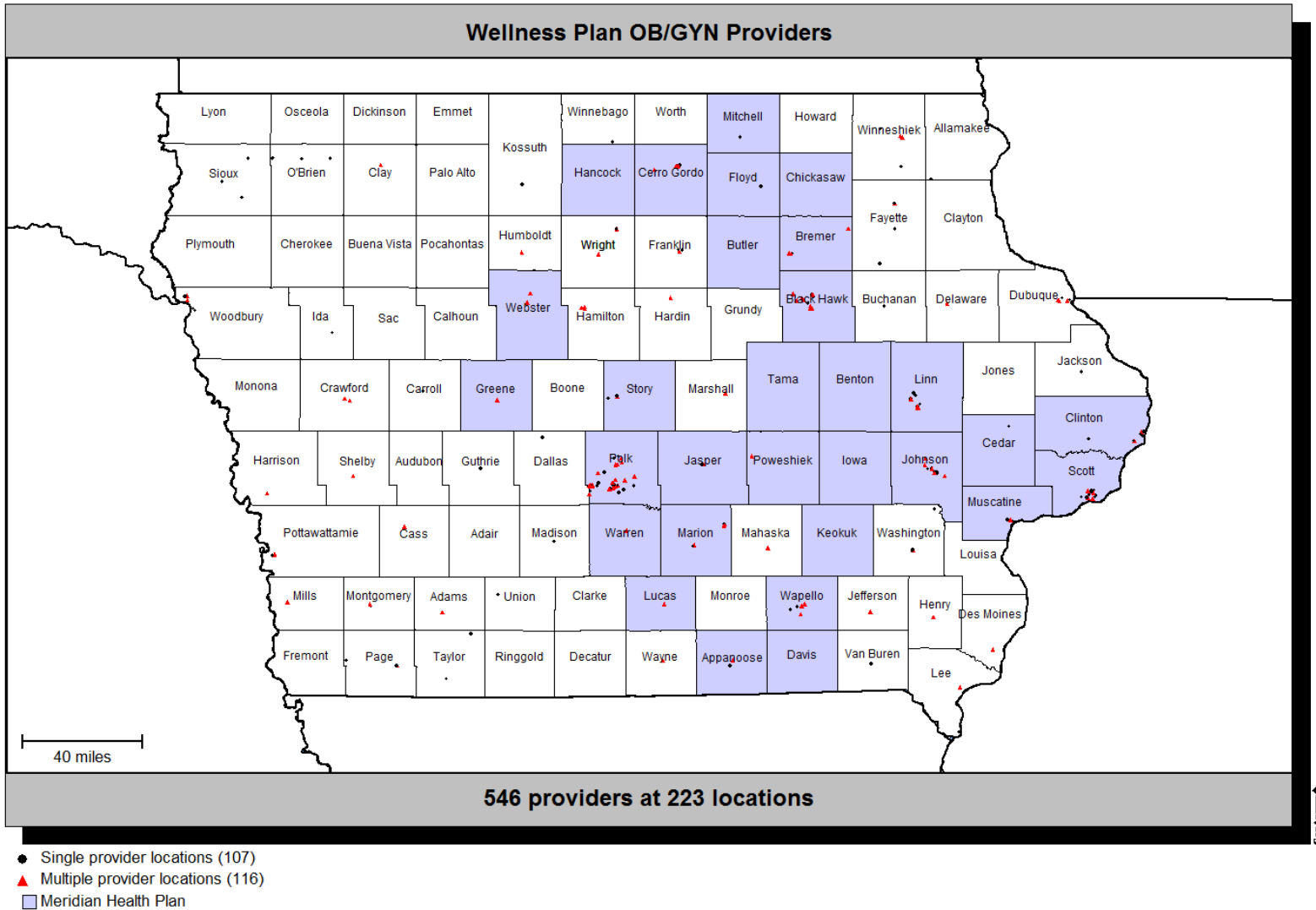
## Provider locations with 30-mile radius



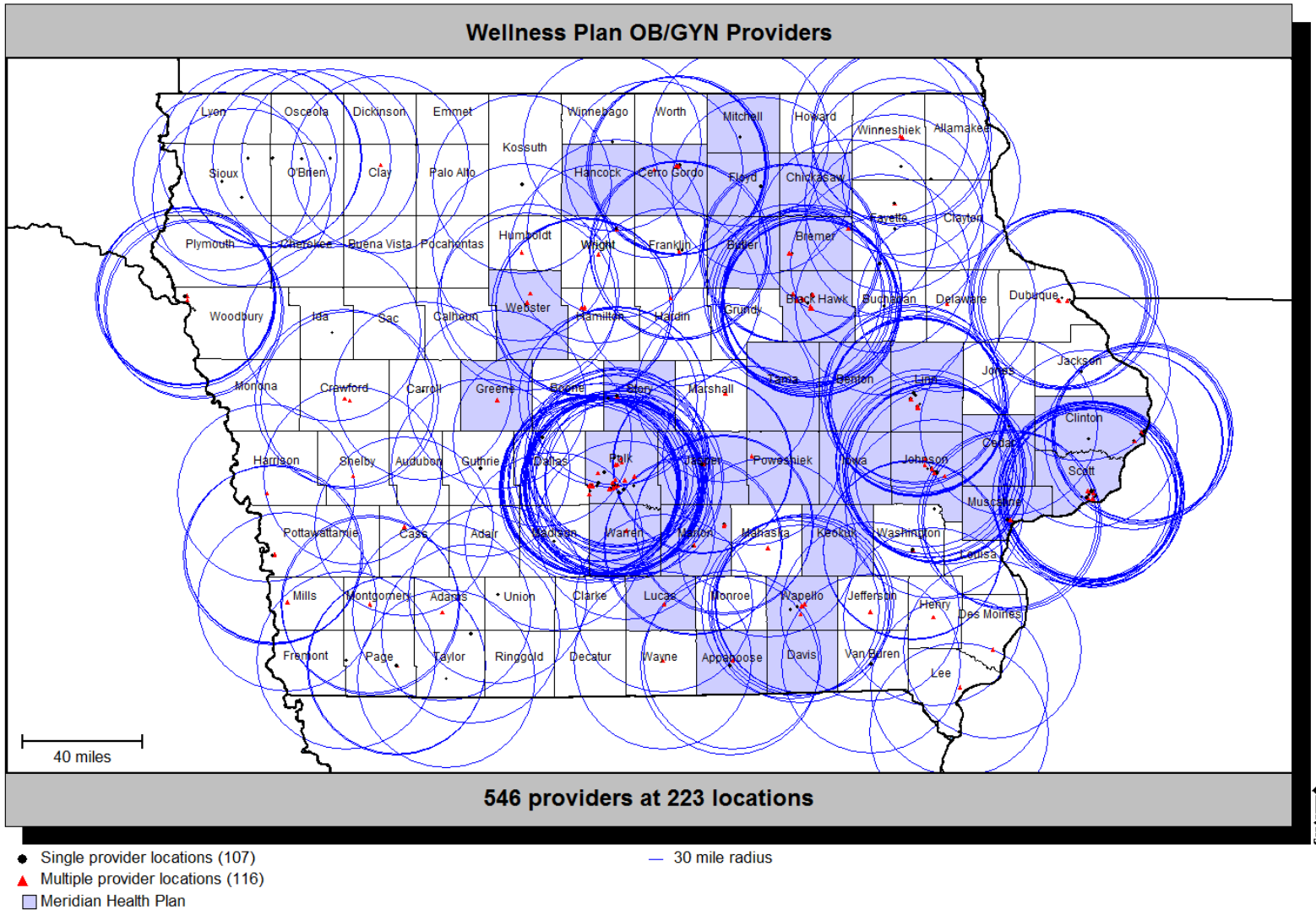
## Provider coverage/penetration



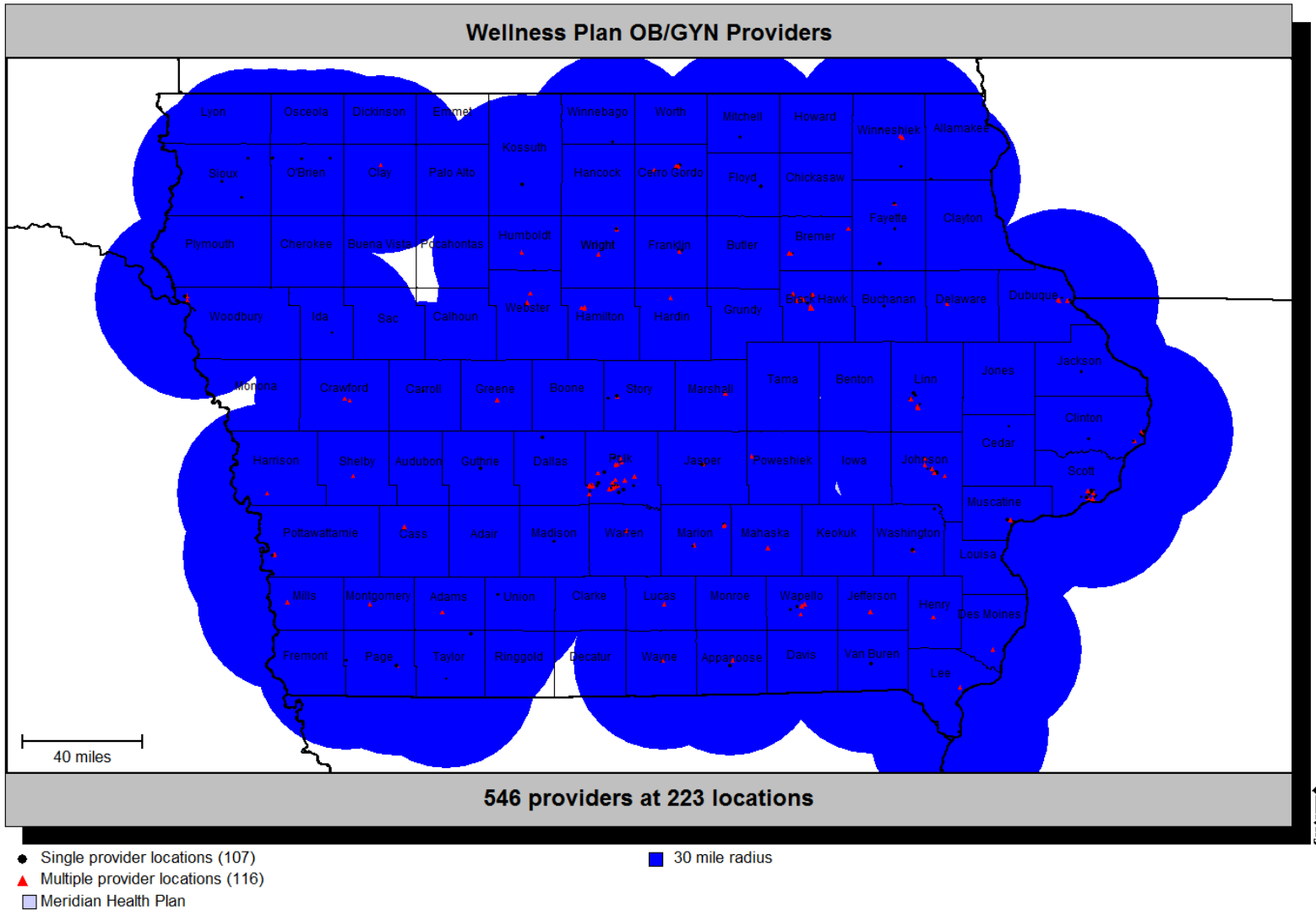
## Provider locations



## Provider locations with 30-mile radius



## Provider coverage/penetration





# Market Place Choice Wrap Payments

1st Quarter FY 2014 (1/1/14-3/31/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0488296	FQHC	United Community Health Center	\$ 218.00
0198614	RHC	Primary Health Care	\$ 3,290.79
0630008	RHC	Regional Family Health- Edgewood	\$ 255.34
0630006	RHC	Regional Family Health- Hopkinton	\$ 90.94
0630007	RHC	Regional Family Health- Manchester	\$ 696.45
0400632	FQHC	Crescent Community Health Center	\$ 3,871.18
0490383	FQHC	Community Health Center of Fort Dodge	\$ 4,592.09
0107860	RHC	TriMark Physicians Group	\$ 11.92
0634824	RHC	Franklin Medical Center	\$ 199.64
0278374	FQHC	Community Health Centers of Southeastern Iowa	\$ 681.21
0080200	FQHC	Community Health Care, Inc	\$ 1,203.77
0076372	FQHC	Peoples Community Health Clinic	\$ 2,273.73
0092080	FQHC	Siouxland Community Health Center	\$ 884.69
0638270	RHC	Redfield Medical Clinic	\$ 144.36
			<u>\$ 18,414.11</u>

2nd Quarter FY 2014 (4/1/14-6/30/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0634824	RHC	Franklin Medical Center- Hampton	\$ 224.57
0634832	RHC	Franklin Medical Center- Latimer	\$ 124.03
0638940	RHC	Iowa Health Physicians	\$ 104.35
0400632	FQHC	Crescent Community Health Center	\$ 6,864.51
0198614	FQHC	Primary Health Care	\$ 13,134.56
0278374	FQHC	Community Health Centers if Southeastern Iowa	\$ 2,434.14
0630008	RHC	Regional Family Health- Edgewood	\$ 538.70
0630006	RHC	Regional Family Health- Hopkinton	\$ 281.44
0630007	RHC	Regional Family Health- Manchester	\$ 5,292.96
0405169	RHC	Regional Family Health- Winthrop	\$ 127.94
0080200	FQHC	Community Health Care	\$ 7,574.91
0488296	FQHC	United Community Health Center	\$ 1,283.09
0076372	FQHC	Peoples Community Health Clinic	\$ 11,550.89
0638270	RHC	Redfield Medical Clinic	\$ 427.98
0092080	FQHC	Siouxland Community Health Center	\$ 5,582.75
0635045	RHC	Floyd Co Area Family Practice Center	\$ 77.99
			<u>\$ 55,624.81</u>

**3rd Quarter FY 2014 (7/1/14-9/30/14)**

<b>Provider Number</b>	<b>Provider Type</b>	<b>Provider Name</b>	<b>Wrap Payment Amount</b>
0198614	FQHC	Primary Health Care	\$ 19,945.26
0400632	FQHC	Crescent Community Health Center	\$ 7,595.85
0634824	RHC	Franklin Medical Center- Hampton	\$ 247.27
0634832	RHC	Franklin Medical Center- Latimer	\$ 56.54
0278374	FQHC	Community Health Centers of Southeastern Iowa	\$ 756.58
0630007	RHC	Regional Family Health-Manchester	\$ 3,804.81
0630008	RHC	Regional Family Health-Edgewood	\$ 228.30
0630009	RHC	Regional Family Health-Strawberry Point	\$ 82.38
0405169	RHC	Regional Family Health-Winthrop	\$ 124.78
0634105	RHC	Madison Co Memorial Hosp RHC	\$ 435.22
0638940	RHC	Iowa Health Physicians	\$ 208.66
0488296	FQHC	United Community Health Center	\$ 313.47
0638270	RHC	Redfield Medical Clinic	\$ 241.92
0076372	FQHC	Peoples Community Health Clinic	\$ 2,245.85
0092080	FQHC	Siouxland Community Health Center	\$ 4,177.57
0635045	RHC	Floyd Co Area Family Practice Center	\$ 439.51
			<u>\$ 40,903.97</u>

**4th Quarter FY 2014 (10/1/14-12/31/14)**

<b>Provider Number</b>	<b>Provider Type</b>	<b>Provider Name</b>	<b>Wrap Payment Amount</b>
0400632	FQHC	Crescent Community Health Center	\$ 6,728.20
0634105	RHC	Health Trust Physicians	\$ 1,521.28
0630007	RHC	Regional Health- Manchester	\$ 2,230.51
0630009	RHC	Regional Health- Strawberry Point	\$ 56.44
0630008	RHC	Regional Health- Edgewood	\$ 201.42
0630006	RHC	Regional Health- Hopkinton	\$ 100.71
0488296	FQHC	United Community Health Center	\$ 449.72
0638270	RHC	Redfield Medical Clinic	\$ 377.78
0634931	RHC	Earlham Medical Clinic	\$ 99.27
0634824	RHC	Franklin Medical Center- Hampton	\$ 169.93
0634832	RHC	Franklin Medical Center- Latimer	\$ 134.48
0076372	FQHC	Peoples Community Health Clinic	\$ 4,605.99
0080200	FQHC	Community Health Care, Inc.	\$ 10,713.92
0198614	FQHC	Primary Health Care Inc.	\$ 21,895.38

0638940	RHC	Unity Point- Family Medicine	\$ -
0092080	FQHC	Siouxland Community Health Center	\$ 3,383.23
0635045	RHC	Floyd Co Area Family Practice Center	\$ 537.79
			<u>\$ 53,206.05</u>

### 1st Quarter FY 2015 (1/1/15-3/31/15)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0630007	RHC	Regional Family Hlth-Manchester	\$ 1,627.19
0405169	RHC	Regional Family Hlth-Winthrop	\$ 275.16
0630009	RHC	Regional Family Hlth-Strawberry Pt	\$ 240.67
0630006	RHC	Regional Family Hlth-Hopkinton	\$ 128.29
0198614	FQHC	Primary Health Care, Inc-S.S.	\$ 19,292.18
0634105	RHC	Madison County Memorial Hospital RHC	\$ 167.74
0638312	RHC	Family Medicine Clinic, PC	\$ 841.62
0080200	FQHC	Community Health Care, Inc	\$ 8,580.11
0634824	RHC	Franklin Medical Center-Hampton	\$ 156.52
0092080	FQHC	Siouxland Community Health Ctr	\$ 4,844.71
0638270	RHC	Redfield Medical Clinic	\$ 660.43
0400632	FQHC	Crescent Community Health Center	\$ 5,604.01
0635045	RHC	Floyd Co Area Family Practice Center	\$ 264.04
0076372	FQHC	People's Community Health Clinic	\$ 10,457.81
			<u>\$ 53,140.48</u>

## Managed Care Wrap Payments

### 2nd Quarter FY 2014 (4/1/14-6/30/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0638940	RHC	Iowa Health Physicians	\$ 14,447.80
0462887	FQHC	Community Health Centers of Southern Iowa	\$ 56,093.15
0400632	FQHC	Crescent Community Health Center	\$ 357.21
0634923	RHC	Frankline Medical Center- Dumont	\$ 122.18
0634824	RHC	Frankline Medical Center- Hampton	\$ 92.42
0634105	RHC	Madison County Memorial Hospital RHC	\$ 823.11
0634931	RHC	Earlham Medical Clinic	\$ 110.12
0638825	RHC	Gundersen Clinic- Postville	\$ 121.28
0638817	RHC	Gundersen Clinic- West Union	\$ 13,578.63

0638270	RHC	Redfield Medical Clinic	\$ 1,036.91
0198614	FQHC	Primary Health Care	\$ 65,827.62
0221172	FQHC	Linn Community Care	\$ 86,419.27
0080200	FQHC	Community Health Care Inc.	\$ 145,803.32
0076372	FQHC	Peoples Community Health Clinic	\$ 49,803.36
0635045	RHC	Floyd Co Area Family Practice Center	\$ 525.64
			<u>\$ 435,162.02</u>

### 3rd Quarter FY 2014 (7/1/14-9/30/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0462887	FQHC	Comm Health Centers of Southern Iowa	\$ 106,821.24
0634931	RHC	Earlham Medical Clinic	\$ 330.36
0634105	RHC	Madison Co Memorial Hosp RHC	\$ 545.99
0638940	RHC	Iowa Health Physicians	\$ 14,967.68
0198614	FQHC	Primary Health Care	\$ 67,832.59
0080200	FQHC	Community Health Care Inc.	\$ 125,277.22
0400632	FQHC	Crescent Community Health Center	\$ 133.04
0634824	RHC	Franklin Medical Center- Hampton	\$ 226.68
0634832	RHC	Franklin Medical Center- Latimer	\$ 65.69
0634923	RHC	Franklin Medical Center- Dumont	\$ 217.86
0638270	RHC	Redfield Medical Clinic	\$ 1,120.77
0076372	FQHC	Peoples Community Health Clinic	\$ 46,254.95
0630009	RHC	Regional Family Health- Strawberry Point	\$ 2,114.32
0630007	RHC	Regional Family Health- Manchester	\$ 9,457.87
0405169	RHC	Regional Family Health- Winthrop	\$ 2,840.98
0201172	FQHC	Linn Community Care	\$ 47,199.22
0092080	FQHC	Siouxland Community Health Center	\$ 12,619.96
0635045	RHC	Floyd Co Area Family Practice Center	\$ 1,755.97
			<u><u>\$ 439,782.39</u></u>

### 4th Quarter FY 2014 (10/1/14-12/31/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0634105	RHC	Health Trust Physicians	\$ 479.08
0630007	RHC	Regional Health- Manchester	\$ 29,771.71
0630009	RHC	Regional Health- Strawberry Point	\$ 5,204.04
0630008	RHC	Regional Health- Edgewood	\$ 483.18
0405169	RHC	Regional Health- Winthrop	\$ 8,149.05

0634931	RHC	Earlham Medical Clinic	\$ 717.84
0638270	RHC	Redfield Medical Clinic	\$ 1,121.40
0634824	RHC	Franklin Medical Center- Hampton	\$ 863.92
0634923	RHC	Franklin Medical Center- Dumont	\$ 275.01
0462887	FQHC	Community Health Centers of Southern Iowa	\$ 98,404.58
0400632	FQHC	Crescent Community Health Center	\$ 157.97
0076372	FQHC	Peoples Community Health Clinic	\$ 42,253.99
0638940	RHC	Unity Point- Family Medicine	\$ 23,274.75
0092080	FQHC	Siouxland Community Health Center	\$ 29,942.00
0198614	FQHC	Primary Health Care Inc.	\$ 115,046.05
0201172	FQHC	Linn Community Care/Eastern Iowa Health Center	\$ 108,979.19
0635045	RHC	Floyd Co Area Family Practice Center	\$ 2,410.83
			<u>\$ 467,534.59</u>

### 1st Quarter FY 2015 (1/1/15-3/31/15)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0630009	RHC	Regional Family Hlth-Strawberry Pt	\$ 1,724.26
0630007	RHC	Regional Family Hlth-Manchester	\$ 27,189.73
0405169	RHC	Regional Family Hlth-Winthrop	\$ 6,994.03
0630008	RHC	Regional Family Hlth-Edgewood	\$ 137.49
0630006	RHC	Regional Family Hlth-Hopkinton	\$ 1,347.94
0198614	FQHC	Primary Health Care, Inc-S.S.	\$ 113,403.44
0634105	RHC	Madison County Memorial Hospital RHC	\$ 594.41
0634931	RHC	Earlham Medical Clinic	\$ 311.41
0634824	RHC	Franklin Medical Center-Hampton	\$ 797.09
0634923	RHC	Franklin Medical Center-Dumont	\$ 331.06
0080200	FQHC	Community Health Care, Inc	\$ 149,396.52
0092080	FQHC	Siouxland Community Health Ctr	\$ 43,434.07
0638270	RHC	Redfield Medical Clinic	\$ 1,320.50
0685156	RHC	Myrtue Medical Center Avoca Clinic	\$ 26.27
0685131	RHC	Myrtue Medical Center Shelby Clinic	\$ 86.56
0685149	RHC	Myrtue Medical Center GE Larson Elk Horn Clinic	\$ 217.04
0685099	RHC	Myrtue Medical Center Harlan Clinic	\$ 1,059.50
0635011	RHC	Clarion Clinic	\$ 6,729.07
0638312	RHC	Family Medicine Clinic PC	\$ 102.88
0462887	FQHC	Community Health Centers of Southern	\$ 47,983.69
0635045	RHC	Floyd Co Area Family Practice Center	\$ 2,615.13
0076372	FQHC	People's Community Health Clinic	\$ 72,585.74
0638189	RHC	Gundersen Lutheran Clinic	\$ 5,384.58
0638825	RHC	Miller-Gundersen Clinic	\$ 1,100.00

0638924	RHC	Gundersen Lutheran Lansing Clinic	\$ 180.14
0638817	RHC	Gundersen Clinic - West Union	\$ 25,191.88
			<u>\$ 510,244.43</u>

## Delta Dental Wrap Payments

### 2nd Quarter FY 2014 (4/1/14-6/30/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0488296	FQHC	United Community Health Center	\$ 1,373.13
0400632	FQHC	Crescent Community Health Center	\$ 14,340.80
0198614	FQHC	Primary Health Care	\$ 15,950.73
0080200	FQHC	Community Health Care, Inc.	\$ 1,594.76
0278374	FQHC	Community Health Centers of Southeastern Iowa	\$ 3,379.25
0076372	FQHC	Peoples Community Health Clinic	\$ 12,223.57
0092080	FQHC	Siouxland Community Health Center	\$ 21,810.78
0221176	FQHC	River Hills Community Health Center	\$ 18,930.62
			<u>\$ 89,603.64</u>

### 3rd Quarter FY 2014 (7/1/14-9/30/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0400632	FQHC	Crescent Community Health Center	\$ 37,060.53
0278374	FQHC	Community Health Centers of Southeastern Iowa	\$ 1,782.40
0198614	FQHC	Primary Health Care	\$ 37,246.55
0212789	Indian	Meskwaki Tribal Health Center	\$ 6,639.46
0076372	FQHC	Peoples Community Health Clinic	\$ 17,726.57
0488296	FQHC	United Community Health Center	\$ 847.80
0080200	FQHC	Community Health Care Inc.	\$ 23,926.02
0092080	FQHC	Siouxland Community Health Center	\$ 32,597.07
0221176	FQHC	River Hills Comm Health Center	\$ 32,183.78
			<u>\$ 190,010.18</u>

### 4th Quarter FY 2014 (10/1/14-12/31/14)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0212789	Indian	Meskwaki Tribal Health Center	\$ 9,082.18

0400632	FQHC	Crescent Community Health Center	\$ 34,210.74
0488296	FQHC	United Community Health Center	\$ 321.03
0076372	FQHC	Peoples Community Health Clinic	\$ 15,502.99
0080200	FQHC	Community Health Care, Inc.	\$ 29,288.17
0198614	FQHC	Primary Health Care Inc.	\$ 45,889.06
0092080	FQHC	Siouxland Community Health Center	\$ 28,342.39
0221176	FQHC	River Hills Community Health Center	\$ 23,023.69
			<u>\$ 185,660.25</u>

### 1st Quarter FY 2015 (1/1/15-3/31/15)

Provider Number	Provider Type	Provider Name	Wrap Payment Amount
0198614	FQHC	Primary Health Care, Inc-S.S.	\$ 63,228.06
0080200	FQHC	Community Health Care, Inc	\$ 26,404.72
0092080	FQHC	Siouxland Community Health Ctr	\$ 34,358.04
0400632	FQHC	Crescent Community Health Center	\$ 41,642.92
0221176	FQHC	River Hills Community Health Center	\$ 50,294.25
0076372	FQHC	People's Community Health Clinic	\$ 32,445.35
			<u>\$ 248,373.34</u>

**IOWA WELLNESS PLAN - 2nd QUARTER 2015**  
**Iowa Wellness Plan Members**

**EXCEPTION TO POLICY REQUESTS**

MONTH	CATEGORY	OUTCOME	COUNT
April	Non-Covered Service	Approved	7
		Denied	2
		Withdrawn	6
	Pharmacy	Approved	2
		Denied	15
May	Non-Covered Service	Approved	7
		Denied	3
		Withdrawn	1
		Pending	1
	Pharmacy	Approved	1
		Denied	7
	June	Non-Covered Service	Approved
Denied			4
Withdrawn			1
Pending			9
Pharmacy		Approved	1
		Denied	7
		Pending	1
TOTAL EXCEPTIONS			78



**MEMBER APPEALS**

<b>MONTH</b>	<b>CATEGORY</b>	<b>OUTCOME</b>	<b>COUNT</b>
April	Non-covered service	Pending	1
		Dismissed	1
	Pharmacy	Pending	2
		Dismissed	1
May	Pharmacy	Pending	5
	Claim	Pending	1
	Lock-in	Pending	3
		Dismissed	1
	Non-covered service	Pending	1
June	Pharmacy	Pending	5
	Claim	Dismissed	1
<b>TOTAL APPEALS</b>			<b>22</b>

## Iowa Wellness Plan Member Months - 2nd Quarter 2015

### Fee-for-service

Member Counts								
Elig End Date								
Elig Start Date		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
	1/1/2015	7615	7637	3659	1661	959	6867	28398
	2/1/2015		1143	3183	339	104	668	5437
	3/1/2015			3425	4667	172	1217	9481
	4/1/2015				1794	2518	843	5155
	5/1/2015					4087	3656	7743
	6/1/2015						6745	6745
	Total	7615	8780	10267	8461	7840	19996	62959

Member Months								
Elig End Date								
Elig End Date		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
	1/1/2015	7615	15274	10977	6644	4795	41202	86507
	2/1/2015		1143	6366	1017	416	3340	12282
	3/1/2015			3425	9334	516	4868	18143
	4/1/2015				1794	5036	2529	9359
	5/1/2015					4087	7312	11399
	6/1/2015						6745	6745
	Total	7615	16417	20768	18789	14850	65996	144435

### Managed Care/Patient Manager

Member Counts								
Elig End Date								
		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
Elig Start Date	1/1/2015	4323	5316	4842	2909	3032	36788	57210
	2/1/2015		347	430	195	258	4426	5656
	3/1/2015			483	312	310	6038	7143
	4/1/2015				403	366	7377	8146
	5/1/2015					500	7395	7895
	6/1/2015						7406	7406
	Total	4323	5663	5755	3819	4466	69430	93456

Member Months								
Elig End Date								
		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
Elig Start Date	1/1/2015	4323	10632	14526	11636	15160	220728	277005
	2/1/2015		347	860	585	1032	22130	24954
	3/1/2015			483	624	930	24152	26189
	4/1/2015				403	732	22131	23266
	5/1/2015					500	14790	15290
	6/1/2015						7406	7406
	Total	4323	10979	15869	13248	18354	311337	374110

### Medically Exempt (state plan)

Member Counts								
Elig End Date								
		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
Elig Start Date	1/1/2015	573	621	432	377	341	7686	10030
	2/1/2015		33	24	14	18	491	580
	3/1/2015			43	31	24	721	819
	4/1/2015				138	108	1934	2180
	5/1/2015					54	1355	1409
	6/1/2015						1923	1923
	Total	573	654	499	560	545	14110	16941

Member Months								
Elig End Date								
		1/31/2015	2/28/2015	3/31/2015	4/30/2015	5/31/2015	6/30/2015	Grand Total
Elig Start Date	1/1/2015	573	1242	1296	1508	1705	46116	52440
	2/1/2015		33	48	42	72	2455	2650
	3/1/2015			43	62	72	2884	3061
	4/1/2015				138	216	5802	6156
	5/1/2015					54	2710	2764
	6/1/2015						1923	1923
	Total	4323	1275	1387	1750	2119	61890	68994

## Iowa Dental Wellness Plan Report – 2nd Qtr. 2015

Operations	<ul style="list-style-type: none"> <li>• Activities/Results               <ul style="list-style-type: none"> <li>○ Customer Service calls received for quarter: 12,295</li> <li>○ 401,106 dental services provided to 50,740 unique members</li> <li>○ Completed Risk Assessments to date: 21,687 members</li> <li>○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness</li> </ul> </li> <li>• Claims               <ul style="list-style-type: none"> <li>○ Processing Time (average): 8 days</li> <li>○ Payment for Claims: \$7,769,524</li> </ul> </li> <li>• Complaints/Appeals               <ul style="list-style-type: none"> <li>○ 35 complaints, 35 resolved: two complaints on suspicious activity, six on inappropriate actions or behaviors of the dentist, 20 on quality of or access to care, six on quality of or access to services.</li> <li>○ 4 appeals, 4 resolved</li> <li>○ No reports from members on not receiving timely services</li> </ul> </li> <li>• Network               <ul style="list-style-type: none"> <li>○ Number of dentist providing services June 30, 2015: 803</li> <li>○ 697 General Dentist</li> <li>○ 54 Oral Surgeons</li> <li>○ 11 Periodontists</li> <li>○ 11 Pedodontists</li> <li>○ 6 Endodontists</li> <li>○ 24 Prosthodontists</li> </ul> </li> </ul>
DWP Benefit Design and Related Data	<ul style="list-style-type: none"> <li>• To date members that have received services               <ul style="list-style-type: none"> <li>○ 66% received a Diagnosis and Prevention Services</li> <li>○ 23% received a Stabilization Services</li> <li>○ 11% received an Emergent Services</li> </ul> </li> <li>• Earned Benefits               <ul style="list-style-type: none"> <li>○ 28% of members are eligible for the enhanced tier</li> </ul> </li> </ul>

<b>Premium Monitoring Report - 2nd Qtr 2015*</b>								
	<b>April</b>			<b>May</b>			<b>June</b>	
	IWP	MPC		IWP	MPC		IWP	MPC
Members required to pay premiums	8,226	7,646		8,624	7,965		9,077	8,242
Members who completed Healthy Behaviors (premiums waived)	5,121	3,831		5166	3,932		5,150	3,947
Members who completed one or more Healthy Behaviors during 31-day grace period	32	44		15	16		13	16
Members who declared hardship (premiums waived)	662	864		728	843		712	890
American Indian/Alaskan Natives (exempt)	464	91		496	103		518	105
Medically Frail (exempt)	2,019	1,632		2140	1,704		2,265	1,831
Members in the Health Insurance Premium Payment Program (exempt)	47	92		42	98		44	99
Members ineligible for IHAWP - churn (exempt)	44	15		22	11		22	18
Other exemptions - deceased members	0	2		3	2		3	3
<i>*Values represent a point in time as of July 1, 2015</i>								

## Iowa Health and Wellness Plan Weekly Report Friday, June 26, 2015

### Overall Program Enrollment: June 26, 2015

Program	Enrollment
Iowa Wellness Plan	99,398
Iowa Marketplace Choice Plan	33,658
<b>Overall Iowa Health and Wellness Plan</b>	<b>133,056</b>

### Medically Exempt: June 26, 2015

Member Surveys	Provider Referrals	Total Made Exempt*	Total Actively Exempt
7,817	17,529 (Magellan referrals included)	<b>25,346</b>	<b>17,309</b>

\*Only those surveys and referrals that resulted in an approved medically exempt change are reported.

### Healthy Behaviors Activity Report: June 26, 2015

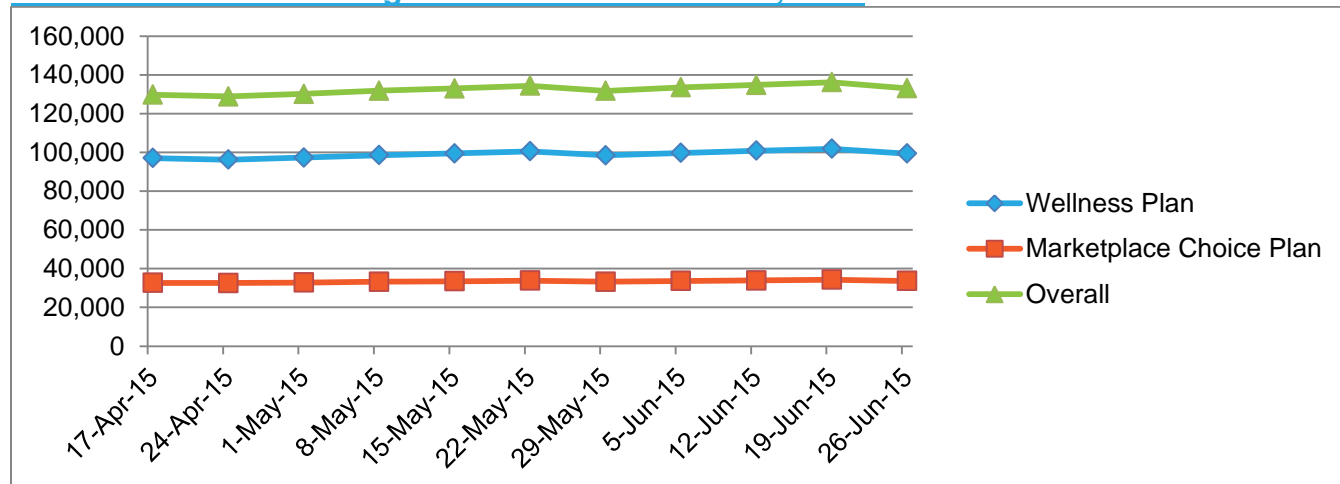
Activity	2014	2015
Health Risk Assessments		
• Assess My Health Surveys	<b>22,922</b>	<b>11,153</b>
• CoOpportunity	865	-
• Coventry	308	151
• Meridian	4,693	-
<b>Total</b>	<b>28,788</b>	<b>11,304</b>
Wellness Exams	35,340	28,919
• Physical exam and dental exam included in 2015	<b>35,340</b>	<b>28,919</b>
<b>Total</b>		
Dental Wellness Plan Oral Risk Assessments	<b>21,476</b> (includes 2014 and 2015)	

**2015: 6,321 Members Have Completed Both Activities**

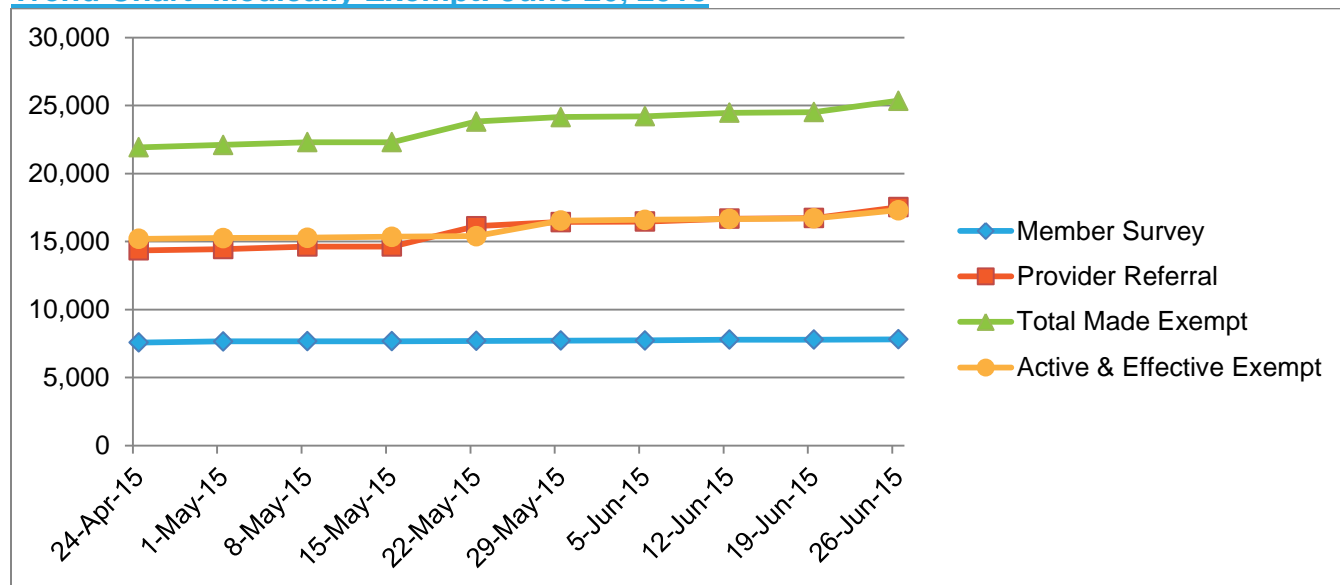
*\*Includes addition of dental exam in Wellness Exam*

**2014: 18,315 Members Have Completed Both Activities**

**Trend Chart- Overall Program Enrollment: June 26, 2015**



**Trend Chart- Medically Exempt: June 26, 2015**



**Trend Chart- Healthy Behaviors Activity Report: June 26, 2015**

