



Iowa Department of Human Services

**Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
January 01, 2017 - March 31, 2017**

May 2017

TABLE OF CONTENTS

I.	EXECUTIVE SUMMARY	3
II.	SIGNIFICANT ACTIVITIES OF THE QUARTER	4
1.	Communications and Outreach	4
2.	Provider Outreach	4
3.	Legislative Developments	4
III.	ELIGIBILITY/ENROLLMENT	5
1.	Quarterly Enrollment	5
2.	Special Population Groups	5
IV.	ACCESS/DELIVERY	6
V.	MEMBER GRIEVANCES AND APPEALS	6
1.	Grievances	6
2.	Appeals and Exceptions	7
VI.	FINANCIAL REPORT	8
VII.	OTHER ACTIVITIES	17
1.	Dental Wellness Plan	17
2.	Premium Monitoring and the Healthy Behaviors Program	19

I. EXECUTIVE SUMMARY

The state implemented a state-wide Iowa Medicaid managed care delivery system on April 1, 2016. As a result of this change, the majority of Medicaid members and Iowa Wellness Plan members are required to receive services through the IA Health Link managed care program. Iowa Wellness Plan members enrolled in IA Health Link continue to receive the same program structure, benefit coverage, cost sharing, and premium obligations under the amended Iowa Wellness Plan 1115 Medicaid demonstration that was approved December 24, 2015.

The first quarter was relatively stable. Enrollment showed a slight decrease. The number of appeals and grievances was similar to past quarters. New this quarter will be the reporting of the number of appeals from the Managed Care Organizations (MCO) that went to state fair hearings.

Also during the first quarter of 2017, results from interested stakeholders regarding the design of the Dental Wellness Plan (DWP) were received. Twenty-two stakeholders provided comments and showed interest in a unified adult dental program that eliminates eligibility churn, while using a simple program design to streamline efforts. This initiated the process to begin the redesign of the benefits for the DWP.

The DWP Prepaid Ambulatory Health Plan (PAHP) contract is currently being drafted to incorporate the new benefit design, the addition of the current FFS population and additional reporting requirements that will allow alignment with the State's medical managed care organization contracts. The new DWP contract will also contain all of the new 42 CFR §438 managed care regulations

Please contact Mikki Stier at 515-256-4621 or mstier@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.

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.

The Managed Care Organizations sent a total of 25,119 targeted Healthy Behavior Reminder letters to IWP members.

2. Provider Outreach

There was no targeted provider outreach during the first quarter.

3. Legislative Developments

There was no legislative action this quarter.

III. ELIGIBILITY/ENROLLMENT

1. Quarterly Enrollment

The Iowa Wellness Plan population totaled 154,631 at the end of the first quarter of calendar year 2017. Month-end totals by population group are shown below.

Population Group	Jan 2017	Feb 2017	Mar 2017
0 to 100% FPL	120,088	118,386	117,175
101 to 133% FPL	37,685	37,488	37,456
Total	157,773	155,874	154,631

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 first quarter of calendar year 2017.

Population Group	Jan 2017	Feb 2017	Mar 2017
19 & 20 Year Olds	13,603	13,463	13,348
0 to 100% FPL	11,177	11,040	10,915
101 to 133% FPL	2,426	2,423	2,433
American Indian/Alaskan Native	1,110	1,121	1,143
0 to 100% FPL	860	878	910
101 to 133% FPL	250	243	233
Medically Exempt	5,460	5,338	5,411
0 to 100% FPL	3,139	3,030	3,072
101 to 133% FPL	2,321	2,308	2,339
Total	20,173	19,922	19,902

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

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>.

IWP 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	Jan 2017	Feb 2017	Mar 2017
Benefits and Services	9	10	7
Access	1	0	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	0	1	0
Premiums/Cost Sharing	0	0	0
Healthy Behaviors	4	6	2
NEMT	0	0	0
EPSDT	0	0	0

2. Exceptions and Appeals

During the first quarter of calendar year 2017 the state received 3 requests for exceptions to Medicaid policy and 21 requests for appeal hearings for IHAWP members in Fee-for-Service.

EXCEPTION TO POLICY REQUESTS Fee-for- Service

Month	Category	Outcome*	Count
Jan 2017			0
Feb 2017	Non-covered service	Approved	1
Mar 2017	Non-covered service	Denied	2
Total Exceptions			3

* Approved - Exception granted.

Denied - Payment/coverage denied

Withdrawn - Request declared unnecessary for approval; withdrawn by DHS.

MEMBER APPEALS Fee for-Service

Month	Category	Outcome*	Count
Jan 2017	Contributions	Abandoned	2
Feb 2017	Contributions	Affirmed	2
		Abandoned	2
		Dismissed	1
		Withdrawn	2
Mar 2017	Contributions	Affirmed	1
		Reversed	1
		Abandoned	3
		Withdrawn	6
Total Appeals			20

* 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

MEMBER APPEALS Managed Care State Fair Appeals as of April 20, 2017*

Category	Outcome*	Count
Benefits	Affirmed	6
	Reversed	1
	Dismissed	25
	Abandoned	5
	Withdrawn	2
Total Appeals		39

* Total number of State Fair Appeals (Hearings) final decision from 4-1-16 to 4-20-17

VI. FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 3/31/2017. 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
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	
04/2016	296	154	64	43	48	20	9	14	8	14	18	197	885
05/2016		41	62	23	8	19	6	4	2	3	4	30	202
06/2016			40	74	29	5	17	1	2	1	2	34	205
07/2016				46	61	25	3	8	2	7	8	42	202
08/2016					39	67	35	7	16	7	10	49	230
09/2016						42	60	43	8	19	12	61	245
10/2016							35	74	50	20	21	71	271
11/2016								54	93	56	23	90	316
12/2016									61	92	25	93	271
01/2017										25	59	69	153
02/2017											49	117	166
03/2017												118	118
Totals	296	195	166	186	185	178	165	205	242	244	231	971	3,264

Member Months

	Member Months												Total
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	
04/2016	296	308	192	172	240	120	63	112	72	140	198	2,364	4,277
05/2016		41	124	69	32	95	36	28	16	27	40	330	838
06/2016			40	148	87	20	85	6	14	8	18	340	766
07/2016				46	122	75	12	40	12	49	64	378	798
08/2016					39	134	105	28	80	42	70	392	890
09/2016						42	120	129	32	95	72	427	917
10/2016							35	148	150	80	105	426	944
11/2016								54	186	168	92	450	950
12/2016									61	184	75	372	692
01/2017										25	118	207	350
02/2017											49	234	283
03/2017												118	118
Totals	296	349	356	435	520	486	456	545	623	818	901	6,038	11,823

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	4,295	3,463	934	861	715	140	88	91	56	100	96	812	11,651
05/2016		778	1,670	341	133	608	52	5	3	9	6	102	3,707
06/2016			547	1,979	283	72	611	47	12	10	9	129	3,699
07/2016				613	1,708	300	132	585	39	19	16	148	3,560
08/2016					751	1,842	474	125	565	51	22	186	4,016
09/2016					473	473	1,828	413	102	658	139	211	3,824
10/2016							617	1,804	429	108	819	342	4,119
11/2016								719	2,235	503	102	877	4,436
12/2016									712	2,311	516	968	4,507
01/2017										426	1,917	954	3,297
02/2017											416	1,635	2,051
03/2017												1,757	1,757
Totals	4,295	4,241	3,151	3,794	3,590	3,435	3,802	3,789	4,153	4,195	4,058	8,121	50,624
Member Months													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	4,295	6,926	2,802	3,444	3,575	840	616	728	504	1,000	1,056	9,744	35,550
05/2016		778	3,340	1,023	532	3,040	312	35	24	81	60	1,122	10,347
06/2016			547	3,958	849	288	3,055	282	84	80	81	1,290	10,514
07/2016				613	3,416	900	528	2,925	234	133	128	1,332	10,209
08/2016					751	3,684	1,422	500	2,825	306	154	1,488	11,130
09/2016						473	3,656	1,239	408	3,290	834	1,477	11,377
10/2016							617	3,608	1,287	432	4,095	2,052	12,091
11/2016								719	4,470	1,509	408	4,385	11,491
12/2016									712	4,622	1,548	3,872	10,754
01/2017										426	3,834	2,862	7,122
02/2017											416	3,270	3,686
03/2017												1,757	1,757
Totals	4,295	7,704	6,689	9,038	9,123	9,225	10,206	10,036	10,548	11,879	12,614	34,651	136,008

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

Member Counts													
Eligibility End Month													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	690	736	644	659	649	615	561	534	328	607	513	8,024	14,560
05/2016		40	32	35	51	43	46	43	20	53	48	593	1,004
06/2016			35	26	23	34	29	25	15	32	20	428	667
07/2016				26	30	29	21	20	13	22	18	412	591
08/2016					32	23	36	22	19	20	20	481	653
09/2016						29	37	18	25	23	18	492	642
10/2016							40	28	13	33	21	501	636
11/2016								36	34	46	28	653	797
12/2016									30	34	30	703	797
01/2017										40	27	807	874
02/2017											33	758	791
03/2017												929	929
Totals	690	776	711	746	785	773	770	726	497	910	776	14,781	22,941
Member Months													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	690	1,472	1,932	2,636	3,245	3,690	3,927	4,272	2,952	6,070	5,643	96,288	132,817
05/2016		40	64	105	204	215	276	301	160	477	480	6,523	8,845
06/2016			35	52	69	136	145	150	105	256	180	4,280	5,408
07/2016				26	60	87	84	100	78	154	144	3,708	4,441
08/2016					32	46	108	88	95	120	140	3,848	4,477
09/2016						29	74	54	100	115	108	3,444	3,924
10/2016							40	56	39	132	105	3,006	3,378
11/2016								36	68	138	112	3,265	3,619
12/2016									30	68	90	2,812	3,000
01/2017										40	54	2,421	2,515
02/2017											33	1,516	1,549
03/2017												929	929
Totals	690	1,512	2,031	2,819	3,610	4,203	4,654	5,057	3,627	7,570	7,089	132,040	174,902

Eligibility Begin Month

Eligibility Begin Month

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	5,167	4,949	4,722	4,639	4,794	4,470	4,578	5,007	2,178	5,334	4,553	39,328	89,719
05/2016		297	236	209	207	187	195	180	140	218	425	3,792	6,086
06/2016			259	277	214	208	202	179	151	156	192	4,293	6,131
07/2016				236	202	199	174	167	167	183	167	3,695	5,190
08/2016					297	263	223	204	155	204	158	4,464	5,968
09/2016						283	262	225	192	193	170	4,524	5,849
10/2016							324	264	170	210	184	4,428	5,580
11/2016								329	214	256	218	5,142	6,159
12/2016									302	257	251	5,457	6,267
01/2017										338	283	6,098	6,719
02/2017											307	6,225	6,532
03/2017												6,362	6,362
Totals	5,167	5,246	5,217	5,361	5,714	5,610	5,958	6,555	3,669	7,349	6,908	93,808	156,562
Member Months													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	5,167	9,898	14,166	18,556	23,970	26,820	32,046	40,056	19,602	53,340	50,083	471,936	765,640
05/2016		297	472	627	828	935	1,170	1,260	1,120	1,962	4,250	41,712	54,633
06/2016			259	554	642	832	1,010	1,074	1,057	1,248	1,728	42,930	51,334
07/2016				236	404	597	696	835	1,002	1,281	1,336	33,255	39,642
08/2016					297	526	669	816	775	1,224	1,106	35,712	41,125
09/2016						283	524	675	768	965	1,020	31,668	35,903
10/2016							324	528	510	840	920	26,568	29,690
11/2016								329	428	768	872	25,710	28,107
12/2016									302	514	753	21,828	23,397
01/2017										338	566	18,294	19,198
02/2017											307	12,450	12,757
03/2017												6,362	6,362
Totals	5,167	10,195	14,897	19,973	26,141	29,993	36,439	45,573	25,564	62,480	62,941	768,425	1,107,788

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	58	28	16	9	4	0	4	5	2	3	6	16	151
05/2016		13	16	6	0	1	2	0	1	0	0	3	42
06/2016			7	12	5	0	3	0	0	0	0	2	29
07/2016				5	13	3	0	4	0	0	0	4	29
08/2016					11	11	6	0	2	2	2	6	40
09/2016						9	15	6	0	5	0	5	40
10/2016							5	11	6	3	5	4	34
11/2016								11	12	2	1	7	33
12/2016									16	18	6	10	50
01/2017										5	6	6	17
02/2017											12	15	27
03/2017												11	11
Totals	58	41	39	32	33	24	35	37	39	38	38	89	503
Member Months													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	58	56	48	36	20	0	28	40	18	30	66	192	592
05/2016		13	32	18	0	5	12	0	8	0	0	33	121
06/2016			7	24	15	0	15	0	0	0	0	20	81
07/2016				5	26	9	0	20	0	0	0	36	96
08/2016					11	22	18	0	10	12	14	48	135
09/2016						9	30	18	0	25	0	35	117
10/2016							5	22	18	12	25	24	106
11/2016								11	24	6	4	35	80
12/2016									16	36	18	40	110
01/2017										5	12	18	35
02/2017											12	30	42
03/2017												11	11
Totals	58	69	87	83	72	45	108	111	94	126	151	522	1,526

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

Member Counts													
Eligibility End Month													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	1,354	1,042	316	210	182	47	42	22	24	37	48	193	3,517
05/2016		299	491	127	29	146	22	1	2	2	0	32	1,151
06/2016			262	526	139	22	136	16	5	2	2	26	1,136
07/2016				255	533	118	19	121	15	2	4	22	1,089
08/2016					292	516	177	42	123	18	5	46	1,219
09/2016						237	557	149	38	157	32	35	1,205
10/2016							241	574	160	28	141	80	1,224
11/2016								313	859	195	31	181	1,579
12/2016									368	866	191	191	1,616
01/2017										260	589	316	1,165
02/2017											153	482	635
03/2017												543	543
Totals	1,354	1,341	1,069	1,118	1,175	1,086	1,194	1,238	1,594	1,567	1,196	2,147	16,079
Member Months													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	1,354	2,084	948	840	910	282	294	176	216	370	528	2,316	10,318
05/2016		299	982	381	116	730	132	7	16	18	0	352	3,033
06/2016			262	1,052	417	88	680	96	35	16	18	260	2,924
07/2016				255	1,066	354	76	605	90	14	32	198	2,690
08/2016					292	1,032	531	168	615	108	35	368	3,149
09/2016						237	1,114	447	152	785	192	245	3,172
10/2016							241	1,148	480	112	705	480	3,166
11/2016								313	1,718	585	124	905	3,645
12/2016									368	1,732	573	764	3,437
01/2017										260	1,178	948	2,386
02/2017											153	964	1,117
03/2017												543	543
Totals	1,354	2,383	2,192	2,528	2,801	2,723	3,068	2,960	3,690	4,000	3,538	8,343	39,580

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	209	195	214	182	180	160	172	140	129	171	153	1,108	3,013
05/2016		27	10	8	14	15	12	18	8	11	14	100	237
06/2016			19	15	9	12	13	11	3	6	8	130	226
07/2016				15	10	8	11	4	12	7	4	126	197
08/2016					13	15	7	12	7	11	8	121	194
09/2016						17	17	11	9	3	10	153	220
10/2016							13	6	13	8	10	127	177
11/2016								10	18	12	10	170	220
12/2016									17	15	8	191	231
01/2017										20	13	221	254
02/2017											24	278	302
03/2017												354	354
Totals	209	222	243	220	226	227	245	212	216	264	262	3,079	5,625
Member Months													
Eligibility Begin Month	Eligibility End Month												
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	209	390	642	728	900	960	1,204	1,120	1,161	1,710	1,683	13,296	24,003
05/2016		27	20	24	56	75	72	126	64	99	140	1,100	1,803
06/2016			19	30	27	48	65	66	21	48	72	1,300	1,696
07/2016				15	20	24	44	20	72	49	32	1,134	1,410
08/2016					13	30	21	48	35	66	56	968	1,237
09/2016						17	34	33	36	15	60	1,071	1,266
10/2016							13	12	39	32	50	762	908
11/2016								10	36	36	40	850	972
12/2016									17	30	24	764	835
01/2017										20	26	663	709
02/2017											24	556	580
03/2017												354	354
Totals	209	417	681	797	1,016	1,154	1,453	1,435	1,481	2,105	2,207	22,818	35,773

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

Member Counts													
Eligibility End Month													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	2,253	2,405	2,518	2,296	2,495	2,014	2,063	2,042	1,345	2,093	1,642	8,539	31,705
05/2016		142	90	97	111	177	144	134	82	124	212	1,277	2,590
06/2016			151	136	118	101	156	151	137	100	116	1,496	2,662
07/2016				146	96	84	91	172	124	127	94	1,345	2,279
08/2016					160	110	111	97	153	162	152	1,560	2,505
09/2016						153	133	110	78	185	158	1,779	2,596
10/2016							137	127	97	116	182	1,895	2,554
11/2016								162	123	128	96	2,320	2,829
12/2016									188	132	130	2,538	2,988
01/2017										169	150	2,958	3,277
02/2017											182	3,413	3,595
03/2017												3,200	3,200
Totals	2,253	2,547	2,759	2,675	2,980	2,639	2,835	2,995	2,327	3,336	3,114	32,320	62,780
Member Months													
	04/2016	05/2016	06/2016	07/2016	08/2016	09/2016	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	Total
04/2016	2,253	4,810	7,554	9,184	12,475	12,084	14,441	16,336	12,105	20,930	18,062	102,468	232,702
05/2016		142	180	291	444	885	864	938	656	1,116	2,120	14,047	21,683
06/2016			151	272	354	404	780	906	959	800	1,044	14,960	20,630
07/2016				146	192	252	364	860	744	889	752	12,105	16,304
08/2016					160	220	333	388	765	972	1,064	12,480	16,382
09/2016						153	266	330	312	925	948	12,453	15,387
10/2016							137	254	291	464	910	11,370	13,426
11/2016								162	246	384	384	11,600	12,776
12/2016									188	264	390	10,152	10,994
01/2017										169	300	8,874	9,343
02/2017											182	6,826	7,008
03/2017												3,200	3,200
Totals	2,253	4,952	7,885	9,893	13,625	13,998	17,185	20,174	16,266	26,913	26,156	220,535	379,835

VII. OTHER ACTIVITIES

1. Dental Wellness Plan (DWP)

As the IME's goal is to improve the current Dental Wellness Plan (DWP) design, the Department requested input from interested stakeholders. On December 13, 2016, a Request for Information (RFI) was issued regarding the delivery of dental services for the DWP and adult Medicaid enrollees. Responses were received from 22 stakeholders February 6, 2017. All RFI respondents showed interest in a unified adult dental program that eliminates eligibility churn, while using a simple program design to streamline efforts.

The IME provided CMS with a draft 1115 waiver amendment concurrent with the public notice period in an effort to allow CMS adequate time for review. In addition to seeking federal approval through the 1115 waiver, the IME will submit State Plan Amendments (SPA) and an update to the Alternative Benefit Plan.

Capitation rates for the DWP are currently being developed and will be certified as actuarially sound, in accordance with 42 CFR §438.6. The IME will also provide a certification that identifies historical utilization of services that are outlined in the Alternative Benefit Plan and rate development process.

The DWP Prepaid Ambulatory Health Plan (PAHP) contract is currently being drafted to incorporate the new benefit design, the addition of the current FFS population and additional reporting requirements that will allow alignment with the State's medical managed care organization contracts. The new DWP contract will also contain all of the new 42 CFR §438 managed care regulations.

Delta Dental of Iowa

- **Operations**
 - **Activities/Results**
 - Customer Service: 7,515 member calls received
 - Services Provided: 1,130,647 to 103,228 unique members
 - Completed Risk Assessments: 57,723 first ,16,575 second assessments, and 4,192 third time risk assessments
 - Outreach/Referral Services: 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness
 - **Claims**
 - Processing Time (Average): 7.31 days
 - Total Paid: \$8,111,971.99
 - **Complaints**
 - Program to Date: Received: 102, Resolved: 102
 - This Quarter: Received: 5, Resolved: 5
 - **Appeals**
 - Program to Date: Received: 17, Resolved: 17
 - This Quarter: Received: 0, Resolved: 0
 - **Network**
 - General Dentists: 719
 - Oral Surgeons: 61
 - Periodontists: 12
 - Pedodontists: 17
 - Endodontists: 14
 - Prosthodontists: 19
 - **DWP Benefit Design and Related Data**

To date members that have received services

 - 97.3% received a Diagnostic or Preventive Service
 - 46.7% received a Stabilization Service
 - 32.9% received an Emergent Service
 - **Earned Benefits**
 - 38% of members with qualifying services have earned Enhanced or Enhanced Plus benefits

MCNA Dental

- Operations
 - Activities/Results
 - Customer Service: 1768 member and 344 provider calls received
 - Services Provided: 8741 to 1511 unique members
 - Completed Risk Assessments: 440 first and 7 second assessments
 - Outreach/Referral Services: Providing outreach and referral services to DWP members to increase awareness
 - Claims
 - Processing Time (Average): 11.44 days
 - Total Paid: \$525,209.49
 - Complaints
 - Program to Date: Received: 5, Resolved: 5
 - This Quarter: Received: 3, Resolved: 3
 - Appeals
 - Program to Date: Received: 1, Resolved: 1
 - This Quarter: Received: 0, Resolved: 0
 - Network
 - General Dentists: 166
 - Oral Surgeons: 5
 - Periodontists: 0
 - Pedodontists: 0
 - Endodontists: 2
 - Prosthodontists: 0
- DWP Benefit Design and Related Data
 - 89.19% of members received a Diagnostic and Prevention service to date
 - 16.60% of members received a Stabilization Service to date
 - 64.25% of members received an Emergent Service to date
 - 14.76% 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.

	January 2017		February 2017		March 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)	26,113	16,191	25,666	16,147	24,958	16,102
Members who owe premiums (did not complete healthy behaviors)	20,631	11,286	19,934	11,015	19,090	10,786
Members who completed Healthy Behaviors (premiums waived)	5,482	4,905	5,732	5,132	5,868	5,316
Members who declared hardship (premiums waived)	1,514	1,184	1,492	1,095	1,339	1,050

American Indian/Alaskan Natives (exempt)	798	240	805	233	830	233
Medically Frail (exempt)	3,050	2,277	2,978	2,270	3,007	2,288
Members in the Health Insurance Premium Payment Program (exempt)	52	131	54	129	58	124
Members in IHAWP - churn (exempt)*	2,022	846	1,405	618	1,416	622
Members with incomes below 50% FPL (exempt)	32,760	0	32,959	0	32,810	0
Members with debt sent to collections for failure to pay premiums within 90-day grace period	9,809	4,509	0	2,968	0	2,089
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)	0	681	0	772	0	645
Members who reenrolled during the quarter	0	514	0	449	0	391
Members within initial 13 month grace period	61,946	20,650	59,452	20,044	57,534	19,594

*As of 1-1-17 the definition of churn is the number of IWP members that were enrolled in the quarter that had been disenrolled from IWP within the state fiscal year