



Department of
HUMAN SERVICES

***Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
Jan 1, 2019 - Mar 31, 2019***

June 2019

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EXECUTIVE SUMMARY

The Iowa Wellness Plan (IWP) 1115 Demonstration Waiver provides low income Iowans access to medical and dental coverage.

The IWP covers adults ages 19-64 with income between zero and 133 percent with medical and dental coverage. The Dental Wellness Plan (DWP), which is also a part of the 1115 Demonstration waiver, provides dental coverage for IWP members and adults in the Iowa Medicaid program.

For the first quarter of 2019, the choice period for enrolling in Iowa Total Care began. This will allow IWP members to choose between two Managed Care Organizations (MCOs) participating with Iowa Medicaid. The effective date that Iowa Total Care, Inc. (Iowa Total Care) will begin serving members in July 1, 2019.

Following this letter is a detailed report of key activities and related statistics for the year and the fourth quarter of 2018, consistent with the Special Terms and Conditions (STCs). Additional information about IWP 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
Department of Human Services

SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

In March 2019, IWP members were sent letters notifying them of an open choice period for enrollment. Iowa Total Care is joining the IA Health Link program on July 1, 2019. Members can choose between two MCOs, Amerigroup Iowa, Inc. or Iowa Total Care. Members have until June 18, 2019 to make a choice for an effective date of July 1, 2019. This information was also posted on the Iowa Department of Human Services website, www.dhs.iowa.gov.

Ongoing communication includes:

Monthly Member Mailings:

- IA Health Link Member Welcome Packet: This packet is mailed to all new IWP members and includes information about IWP benefits, Healthy Behaviors and the MCO selection process.
- Healthy Behaviors Reminder Letters: These are sent from the member's MCO and reminds members they 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.

Provider Outreach

There was no targeted provider outreach this quarter.

Legislative Developments

There were no legislative developments for IWP this quarter.

ELIGIBILITY/ENROLLMENT

Quarter Enrollment

The Iowa Wellness Plan population totaled 172,735 at the end of the first quarter of calendar year 2019. Month-end totals by population group are shown below.

Population Group	Jan 2019	Feb 2019	Mar 2019
0 to 100% FPL	139,137	139,940	140,111
101 to 133% FPL	33,206	32,850	32,624
Total	172,343	172,790	172,735

Special Population Groups

The state monitors specific population groups enrolled in the Iowa 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 2019.

Population Group	Jan 2019	Feb 2019	Mar 2019
19 & 20 Year Olds	15,522	15,586	15,662
0 to 100% FPL	13,273	13,360	13,460
101 to 133% FPL	2,249	2,226	2,202
American Indian/Alaskan Native	1,535	1,578	1,566
0 to 100% FPL	1,272	1,315	1,313
101 to 133% FPL	263	263	253
Medically Exempt	5,623	5,640	5,631
0 to 100% FPL	3,367	3,389	3,385
101 to 133% FPL	2,256	2,251	2,246
Total	22,680	22,804	22,859

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>.

MEMBER GRIEVANCES AND APPEALS

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 2019	Feb 2019	Mar 2019
Benefits and Services	1	1	1
Access	0	0	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	1	0	0
Premiums/Cost Sharing	1	0	0
Healthy Behaviors	0	0	0
Non-Emergency Medical Transportation	0	0	0
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	3	1	1

Exceptions and Appeals

During the first quarter of calendar year 2019 the state received 0 requests for exceptions to Medicaid policy and 199 requests for appeal hearings for IWP members in Fee-For-Service (FFS).

FFS MEMBER APPEALS for Medical Coverage

Month	Category	Outcome*	Count
Jan 2019	Contributions	Affirmed	3
		Dismissed	17
		Reversed	2
		Withdrawn	7
Feb 2019	Contributions	Affirmed	1
		Dismissed	8
		Reversed	2
		Withdrawn	1
Mar 2019	Contributions	Affirmed	4
		Dismissed	17
		Reversed	0
		Withdrawn	2
Total Appeals			64

* Affirmed - DHS' action is correct.

Dismissed - Appeal is unnecessary for approval of coverage/payment; dismissed by DHS or appellant abandoned the hearing.

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

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

FFS MEMBER APPEALS for Dental Coverage

Month	Category	Outcome*	Count
Jan 2019	Contributions	Affirmed	2
		Dismissed	33
		Reversed	35
		Withdrawn	5
Feb 2019	Contributions	Affirmed	0
		Dismissed	26
		Reversed	20
		Withdrawn	4

Mar 2019	Contributions	Affirmed	0
		Dismissed	9
		Reversed	1
		Withdrawn	0
Total Appeals			

FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Wellness Plan as of 3/31/2019. 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												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	217	177	85	59	49	61	36	69	51	41	40	496	1,381
05/2018		71	150	13	8	14	4	7	4	4	4	47	326
06/2018			65	108	26	12	9	13	5	4	6	71	319
07/2018				55	114	34	11	9	7	2	1	57	290
08/2018					44	132	20	12	7	7	8	62	292
09/2018						36	103	38	7	9	16	79	288
10/2018							30	105	32	15	7	78	267
11/2018								54	81	43	10	94	282
12/2018									56	86	59	107	308
01/2019										37	71	153	261
02/2019											38	187	225
03/2019												284	284
Totals	217	248	300	235	241	289	213	307	250	248	260	1,715	4,523

Member Months													
Eligibility Begin Month	Member Months												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	217	354	255	236	245	366	252	552	459	410	440	5,952	9,738
05/2018		71	300	39	32	70	24	49	32	36	40	517	1,210
06/2018			65	216	78	48	45	78	35	32	54	710	1,361
07/2018				55	228	102	44	45	42	14	8	513	1,051
08/2018					44	264	60	48	35	42	56	496	1,045
09/2018						36	206	114	28	45	96	553	1,078
10/2018							30	210	96	60	35	468	899
11/2018								54	162	129	40	470	855
12/2018									56	172	177	428	833
01/2019										37	142	459	638
02/2019											38	374	412
03/2019												284	284
Totals	217	425	620	546	627	886	661	1,150	945	977	1,126	11,224	19,404

Income 0-100% FPL

FFS: Non-Medically Exempt

		Member Counts													
		Eligibility End Month													
	Eligibility Begin Month	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018		3,313	2,554	386	217	168	168	136	223	149	138	152	2,128	9,732	
05/2018			716	2,184	254	53	23	18	23	16	12	15	186	3,500	
06/2018				659	2,201	310	34	23	26	25	16	16	216	3,526	
07/2018					508	2,067	446	36	31	15	20	19	220	3,362	
08/2018						530	2,152	553	46	29	19	24	232	3,585	
09/2018							426	1,891	449	45	18	16	277	3,122	
10/2018								488	2,004	576	64	21	307	3,460	
11/2018									470	1,946	1,012	80	332	3,840	
12/2018										603	1,688	1,538	374	4,203	
01/2019											351	1,398	1,595	3,344	
02/2019												335	2,649	2,984	
03/2019													3,157	3,157	
Totals		3,313	3,270	3,229	3,180	3,128	3,249	3,145	3,272	3,404	3,338	3,614	11,673	47,815	
		Member Months													
	Eligibility Begin Month	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018		3,313	5,108	1,158	868	840	1,008	952	1,784	1,341	1,380	1,672	25,536	44,960	
05/2018			716	4,368	762	212	115	108	161	128	108	150	2,046	8,874	
06/2018				659	4,402	930	136	115	156	175	128	144	2,160	9,005	
07/2018					508	4,134	1,338	144	155	90	140	152	1,980	8,641	
08/2018						530	4,304	1,659	184	145	114	168	1,856	8,960	
09/2018							426	3,782	1,347	180	90	96	1,939	7,860	
10/2018								488	4,008	1,728	256	105	1,842	8,427	
11/2018									470	3,892	3,036	320	1,660	9,378	
12/2018										603	3,376	4,614	1,496	10,089	
01/2019											351	2,796	4,785	7,932	
02/2019												335	5,298	5,633	
03/2019													3,157	3,157	
Totals		3,313	5,824	6,185	6,540	6,646	7,327	7,248	8,265	8,282	8,979	10,552	53,755	132,916	

Income 0-100% FPL

MCO: Medically Exempt

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	566	501	475	462	422	428	474	477	525	320	388	10,714	15,752
05/2018		53	49	28	25	26	19	22	26	11	22	424	705
06/2018			40	29	19	30	33	23	28	21	21	460	704
07/2018				46	26	30	36	29	34	23	19	480	723
08/2018					36	25	32	19	33	19	17	433	614
09/2018						27	22	29	37	19	21	473	628
10/2018							38	36	43	23	23	487	650
11/2018								33	27	12	25	493	590
12/2018									47	20	33	628	728
01/2019										32	24	612	668
02/2019											45	546	591
03/2019												688	688
Totals	566	554	564	565	528	566	654	668	800	500	638	16,438	23,041
Member Months													
Eligibility Begin Month	Member Months												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	566	1,002	1,425	1,848	2,110	2,568	3,318	3,816	4,725	3,200	4,268	128,568	157,414
05/2018		53	98	84	100	130	114	154	208	99	220	4,664	5,924
06/2018			40	58	57	120	165	138	196	168	189	4,600	5,731
07/2018				46	52	90	144	145	204	161	152	4,320	5,314
08/2018					36	50	96	76	165	114	119	3,464	4,120
09/2018						27	44	87	148	95	126	3,311	3,838
10/2018							38	72	129	92	115	2,922	3,368
11/2018								33	54	36	100	2,465	2,688
12/2018									47	40	99	2,512	2,698
01/2019										32	48	1,836	1,916
02/2019											45	1,092	1,137
03/2019												688	688
Totals	566	1,055	1,563	2,036	2,355	2,985	3,919	4,521	5,876	4,037	5,481	160,442	194,836

Income 0-100% FPL

MCO: Non-Medically Exempt

		Member Counts														
		Eligibility End Month														
		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total		
04/2018		3,842	3,132	3,463	3,183	2,535	3,008	2,838	3,207	3,488	2,639	2,981	67,532	101,828		
05/2018			373	200	168	136	172	133	145	137	100	219	3,193	4,976		
06/2018				199	172	173	187	137	150	138	92	137	3,290	4,675		
07/2018					280	186	171	182	160	156	94	114	3,387	4,730		
08/2018						223	224	164	179	189	121	128	3,470	4,698		
09/2018							249	208	166	172	98	151	3,688	4,732		
10/2018								233	189	178	115	177	3,988	4,880		
11/2018									252	207	132	181	3,850	4,622		
12/2018										249	148	182	3,947	4,526		
01/2019											327	220	4,530	5,077		
02/2019												264	4,497	4,761		
03/2019													5,163	5,163		
Totals		3,842	3,505	3,862	3,803	3,253	4,011	3,895	4,448	4,894	3,866	4,754	110,535	154,668		
		Member Months														
		Eligibility Begin Month														
		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total		
04/2018		3,842	6,264	10,389	12,732	12,675	18,048	19,866	25,656	31,212	26,390	32,791	810,384	1,010,249		
05/2018			373	400	504	544	860	798	1,015	1,096	900	2,190	35,123	43,803		
06/2018				199	344	519	748	685	900	966	736	1,233	32,900	39,230		
07/2018					280	372	513	728	800	936	658	912	30,483	35,682		
08/2018						223	448	492	716	945	726	896	27,760	32,206		
09/2018							249	416	498	688	490	906	25,816	29,063		
10/2018								233	378	534	460	885	23,928	26,418		
11/2018									252	414	396	724	19,250	21,036		
12/2018										249	296	546	15,788	16,879		
01/2019											327	440	13,590	14,357		
02/2019												264	8,994	9,258		
03/2019													5,163	5,163		
Totals		3,842	6,637	10,988	13,860	14,333	20,866	23,218	30,215	37,040	31,379	41,787	1,049,179	1,283,344		

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

Member Counts													
	Eligibility End Month												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	34	21	9	4	3	4	7	5	5	3	3	25	123
05/2018		14	14	4	1	1	2	0	0	0	0	1	37
06/2018			15	18	3	2	0	3	0	0	0	2	43
07/2018				9	13	5	1	0	0	1	1	0	30
08/2018					7	20	8	0	0	0	0	2	37
09/2018						9	12	2	2	0	1	5	31
10/2018							10	13	3	0	1	6	33
11/2018								7	20	3	1	4	35
12/2018									16	16	9	8	49
01/2019										9	15	9	33
02/2019											8	44	52
03/2019												27	27
Totals	34	35	38	35	27	41	40	30	46	32	39	133	530

Member Months													
	Eligibility Begin Month												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	34	42	27	16	15	24	49	40	45	30	33	300	655
05/2018		14	28	12	4	5	12	0	0	0	0	11	86
06/2018			15	36	9	8	0	18	0	0	0	20	106
07/2018				9	26	15	4	0	0	7	8	0	69
08/2018					7	40	24	0	0	0	0	16	87
09/2018						9	24	6	8	0	6	35	88
10/2018							10	26	9	0	5	36	86
11/2018								7	40	9	4	20	80
12/2018									16	32	27	32	107
01/2019										9	30	27	66
02/2019											8	88	96
03/2019												27	27
Totals	34	56	70	73	61	101	123	97	118	87	121	612	1,553

Income Over 100% FPL

FFS: Non-Medically Exempt

		Member Counts													
		Eligibility End Month													
Eligibility Begin Month		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018	908	639	126	34	30	28	27	25	18	22	22	22	256	2,135	
05/2018		273	597	84	13	2	2	3	1	3	0	0	16	994	
06/2018			322	612	111	5	3	4	1	2	1	1	20	1,081	
07/2018				179	509	146	6	4	2	0	6	6	25	877	
08/2018					185	564	147	9	2	1	3	12	12	923	
09/2018						152	455	136	21	8	1	37	37	810	
10/2018							191	497	165	11	4	35	35	903	
11/2018								203	603	375	34	38	38	1,253	
12/2018									287	488	494	73	73	1,342	
01/2019										194	349	406	406	949	
02/2019											163	681	681	844	
03/2019												848	848	848	
Totals	908	912	1,045	909	848	897	831	881	1,100	1,104	1,077	2,447	2,447	12,959	
		Member Months													
Eligibility Begin Month		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018	908	1,278	378	136	150	168	189	200	200	162	220	242	3,072	7,103	
05/2018		273	1,194	252	52	10	12	21	8	8	27	0	176	2,025	
06/2018			322	1,224	333	20	15	24	7	7	16	9	200	2,170	
07/2018				179	1,018	438	24	20	12	0	0	48	225	1,964	
08/2018					185	1,128	441	36	10	6	21	96	96	1,923	
09/2018						152	910	408	84	40	6	259	259	1,859	
10/2018							191	994	495	44	20	210	210	1,954	
11/2018								203	1,206	1,125	136	190	190	2,860	
12/2018									287	976	1,482	292	292	3,037	
01/2019										194	698	1,218	1,218	2,110	
02/2019											163	1,362	1,362	1,525	
03/2019												848	848	848	
Totals	908	1,551	1,894	1,791	1,738	1,916	1,782	1,906	2,271	2,648	2,825	8,148	8,148	29,378	

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	171	154	168	127	114	119	131	124	140	104	108	1,502	2,962
05/2018		10	18	11	9	3	7	5	2	8	5	88	166
06/2018			13	13	9	9	9	7	9	5	4	108	186
07/2018				9	10	9	6	5	1	6	4	93	143
08/2018					11	5	7	5	7	6	7	82	130
09/2018						12	4	12	5	7	3	95	138
10/2018							12	14	11	4	5	102	148
11/2018								11	11	9	13	104	148
12/2018									21	9	13	104	147
01/2019										26	25	242	293
02/2019											9	118	127
03/2019												177	177
Totals	171	164	199	160	153	157	176	183	207	184	196	2,815	4,765

Member Months													
Eligibility Begin Month	Member Months												
	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total
04/2018	171	308	504	508	570	714	917	992	1,260	1,040	1,188	18,024	26,196
05/2018		10	36	33	36	15	42	35	16	72	50	968	1,313
06/2018			13	26	27	36	45	42	63	40	36	1,080	1,408
07/2018				9	20	27	24	25	6	42	32	837	1,022
08/2018					11	10	21	20	35	36	49	656	838
09/2018						12	8	36	20	35	18	665	794
10/2018							12	28	33	16	25	612	726
11/2018								11	22	27	52	520	632
12/2018									21	18	39	416	494
01/2019										26	50	726	802
02/2019											9	236	245
03/2019												177	177
Totals	171	318	553	576	664	814	1,069	1,189	1,476	1,352	1,548	24,917	34,647

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

		Member Counts													
		Eligibility End Month													
Eligibility Begin Month		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018		2,174	2,009	2,067	1,217	2,252	1,762	1,583	1,639	1,625	1,274	1,293	11,427	30,322	
05/2018			205	87	67	73	144	70	62	73	64	105	981	1,931	
06/2018				90	68	79	84	155	69	82	62	61	1,097	1,847	
07/2018					97	74	85	60	173	98	73	49	1,108	1,817	
08/2018						121	91	78	80	122	78	83	1,141	1,794	
09/2018							114	69	85	71	90	65	1,188	1,682	
10/2018								115	68	104	46	142	1,410	1,885	
11/2018									105	107	67	70	1,420	1,769	
12/2018									125	125	62	74	1,496	1,757	
01/2019											202	124	2,165	2,491	
02/2019												128	1,770	1,898	
03/2019													2,134	2,134	
Totals		2,174	2,214	2,244	1,449	2,599	2,280	2,130	2,281	2,407	2,018	2,194	27,337	51,327	
		Member Months													
Eligibility Begin Month		04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	Total	
04/2018		2,174	4,018	6,201	4,868	11,260	10,572	11,081	13,112	14,625	12,740	14,223	137,124	241,998	
05/2018			205	174	201	292	720	420	434	584	576	1,050	10,791	15,447	
06/2018				90	136	237	336	775	414	574	496	549	10,970	14,577	
07/2018					97	148	255	240	865	588	511	392	9,972	13,068	
08/2018						121	182	234	320	610	468	581	9,128	11,644	
09/2018							114	138	255	284	450	390	8,316	9,947	
10/2018								115	136	312	184	710	8,460	9,917	
11/2018									105	214	201	280	7,100	7,900	
12/2018									125	125	124	222	5,984	6,455	
01/2019											202	248	6,495	6,945	
02/2019												128	3,540	3,668	
03/2019													2,134	2,134	
Totals		2,174	4,223	6,465	5,302	12,058	12,179	13,003	15,641	17,916	15,952	18,773	220,014	343,700	

OTHER ACTIVITIES

Dental Wellness Plan (DWP)

See below for information on the two dental plans, Delta Dental of Iowa and MCNA.

CMS Reporting - Iowa Dental Wellness Plan CY19 Q1

	Product DWP	Calendar Quarter Ending March 31, 2019	<input checked="" type="checkbox"/> Delta Dental <input checked="" type="checkbox"/> MCNA Dental	Month In Quarter Multiple values
Services Provided:				
	Delta Dental	MCNA Dental		
Unique Members Receiving Services	34,679	10,303		
Dental Services Provided	141,867	57,584		
Benefit Level Reporting:				
			Delta Dental	MCNA Dental
DWP Count of Members with Basic Dental Benefits			22,926	10,418
DWP Count of Members with Full Dental Benefits			184,258	91,679
Grand Total			207,184	102,097
Helpline				
	Delta Dental	MCNA Dental	Grand Total	
Provider Calls that Enter Queue	3,068	672	4,540	
Member Calls that Enter Queue	12,040	6,920	19,880	
Unique Network Providers Rendering Services*				
	Delta Dental	MCNA Dental		
General Dentist	888	341		
Oral Surgeon	64	28		
Periodontist	37	14		
Prosthodontist	14	9		
Endodontists	10	7		
Othodontist	5	5		
Periodontist	5	2		
Grand Total	1,021	404		
*Based on rolling 12 month				
Healthy Behaviors				
			Delta Dental	MCNA Dental
DWP Healthy Behaviors: Preventative Service			28,285	7,219
DWP Healthy Behaviors: Self Assessment			14,991	1,515
DWP Healthy Behaviors: Self Assessment & Preventative Service			20,580	3,094
Claims By Paid Date				
	Delta Dental	MCNA Dental	Grand Total	
Monthly Paid	7,703,708	2,836,103	10,539,811	
Monthly Denied	4,831,087	1,117,370	5,948,437	
Grand Total	12,534,775	3,953,473	16,488,248	
Claims				
			Delta Dental	MCNA Dental
Average Days from Receipt to Payment			6.67	9.67
Members with at least 6 Month of Consecutive Coverage In Fiscal Year				
			Delta Dental	MCNA Dental
			Count Delta Dental	Count MCNA Dental
			Percent Delta Dental	Percent MCNA Dental
March 31, 2019	1	Members 6+ Month Count	200,269	86,170
	2	Members 6+ Month With Access to Care	61,671	17,425
	3	Members 6+ Month With Oral Eval	45,604	11,510
	4	Members 6+ Distinct Count with Oral Eval	49,811	7,664
	5	Members 6+ Distinct Count with prior Oral Eval	33,225	3,266
Appeals				
Delta Dental	Number of Appeals Received this Quarter		14	
MCNA Dental	Number of Appeals Received this Quarter		3	
Appeal Reasons				
Delta Dental	MISSING PRIOR AUTHORIZATION		5	
Delta Dental	FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.		2	
Delta Dental	OTHER		2	
Delta Dental	QUALITY OF SERVICE		3	
Delta Dental	NOT A FULL BENEFIT		1	
Delta Dental	NOT A BASIC BENEFIT		1	
MCNA Dental	FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.		1	
MCNA Dental	OTHER		1	
MCNA Dental	NOT A FULL BENEFIT		1	
Grievances				
Delta Dental	Grievances Received this Quarter		8	
Delta Dental	Grievances Resolved this Quarter		8	
MCNA Dental	Grievances Received this Quarter		203	
MCNA Dental	Grievances Resolved this Quarter		181	
Grievance Reasons				
Delta Dental	QUALITY OF CARE/TREATMENT CONCERNS		7	
Delta Dental	OTHER		1	
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY		198	
Delta Dental	QUALITY OF CARE/TREATMENT CONCERNS		4	
Delta Dental	OTHER		1	
Outreach Reporting				
Delta Dental	Staff continued to participate in the Opportunity New Iowans work group, the Lifelong Smiles Coalition and coalition committees, and the Dallas County SIM Community Coalition. Staff is working collaboratively with the I-Smile Silver program to advance education and care coordination for the older Medicaid population. Meetings were held with each of the MCOs (UnitedHealthCare and Amerigroup) to further partner on outreach efforts. The DDIA Dental Wellness Plan website was transitioned to the DDIA website the beginning of February; member documents were reviewed and transferred to the new site. Through direct outreach and education to members, approximately 12,000 texts and 20,000 postcards have been sent to members this quarter for healthy behaviors completion as well as the newly eligible, utilization, and young adult populations. At the beginning of the quarter, a postcard was sent to all current DWP members, approximately 210,000, with information about accessing DDIA's privacy notice. This postcard was used as a way to educate DWP members about completion of the healthy behaviors requirement. The DWP Customer Service Representatives continue to assist members in care coordination on a daily basis through the Member Services phone line and email account.			
MCNA Dental	MCNA attended six health fairs: Micah House (2), All Care Health Care (2), CARE Event and Glouster Multicultural Fair. MCNA also donated items to flood relief through the Salvation Army in Homick, IA, Lincoln, NE, and Omaha, NE as well as the Charles Lakin YMCA in Council Bluffs, IA. Presentations were given at the Micah House.			

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 2019		February 2019		March 2019	
	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)	33,023	15,111	33,325	15,057	33,428	14,945
Members who owe premiums (did not complete healthy behaviors)	27,375	10,757	27,748	10,749	27,864	10,697
Members who completed Healthy Behaviors (premiums waived)	5,648	4,354	5,577	4,308	5,564	4,248
American Indian/Alaskan Natives (exempt)	1,273	262	1,317	263	1,313	253
Medically Frail (exempt)	3,374	2,258	3,396	2,253	3,389	2,248
Members in the Health Insurance Premium Payment Program (exempt)	55	79	49	80	58	77
Members ineligible for IHAWP - churn (exempt)	1,640	594	1,509	548	1,700	625
Members with incomes below 50% FPL (exempt)	49,308	14	50,585	9	51,200	13
Members within initial 13 month grace period	50,936	15,605	50,575	15,381	50,118	15,215